

Revised - Policy Clarification

LIHEAP – All

PLA-21056-604

Submitted: **October 27, 2023**
August 25, 2022

Agency: CAOs

Subject: **Revised** When to Request a Household Composition Form for a Low-Income Home Energy Assistance Program (LIHEAP) Application

Question: When should the County Assistance Office (CAO) send a household composition form to a LIHEAP applicant to verify the LIHEAP household?

Response By: LIHEAP Policy

Date: 9/30/2022

CAOs should assume that the household members listed on the LIHEAP application are the only members of the LIHEAP household, and should not require a household composition form unless there is a reason to find the household composition questionable, such as:

- An individual listed on the LIHEAP application is currently receiving benefits at another address; or
- Another individual is currently known to be living at the address on the application that is:
 - Receiving Department of Human Services (DHS) benefits and was not listed on the application; or
 - Not receiving benefits. For example, a household where an elderly couple who are receiving Supplemental Nutrition Assistance Program (SNAP) live with their adult son who purchases and prepares food separately and does not receive SNAP.

NOTE: Home and Community Services Information System (HCSIS) benefits are not considered DHS benefits. Address matches for HCSIS-only cases, do not need to be investigated. HCSIS benefits include MRX, EIX, MHX, and ACX budgets.

The CAO should first try to contact the household by phone to discuss the questionable composition. Only if the questioned composition cannot be sufficiently explained with a

client statement or information in the case record, the CAO should send a household composition form to the LIHEAP applicant to verify the LIHEAP household members.

The CAO should not require verification of household composition when it has information that an individual previously received DHS benefits at the address but is no longer actively receiving benefits at the residence. If verification was provided in a prior season to verify the household composition, and no new information has been received since that date to make that verification questionable, verification of household composition should not be requested again.

The CAO can accept various forms of verification of the LIHEAP household in response to the request, including a collateral contact or client statement. Either an oral or written client statement of household composition can be used when the CAO finds that the information is not questionable. The collateral contact and circumstances should be thoroughly narrated.

Referrals should continue to be made to the Office of State Inspector General when appropriate.