

Policy Clarification

LIHEAP – All

PLA-19799-678

Submitted: 3/19/20

Agency: CAOs

Subject: Applicant is unable to get some Required Verifications

Question: We received a call from an applicant stating they were unable to obtain some of the verifications we requested. Should we reject the application or are we to help them acquire the needed information?

Response By: LIHEAP Policy Unit

Date: 3/20/20

It is stated in LIHEAP Policy handbook chapter 678.1; “The CAO will help the applicant get proof if necessary.” If the applicant is reporting some issues in attaining the needed information, CAO workers would be required to attempt to help them in whatever way possible.

For example: An applicant contacts their caseworker and states they misplaced their last pay statement and are not able to obtain a copy from their employer. As this pay was received in the look-back month, it is required in order to process the application. In this situation, it would be appropriate for the caseworker to attempt to contact the employer directly for a verbal or written statement of the applicant’s needed pay information.