

**DATE:** July 7, 2016

**OPERATIONS MEMORANDUM #16-07-02**

**SUBJECT:** LIHEAP Supplemental Pay

**TO:** Executive Directors  
LIHEAP Coordinators

**FROM:** Inez Titus  
Director  
Bureau of Operations

**PURPOSE**

To inform County Assistance Offices (CAOs) of \$65 supplemental payments that will be issued to all LIHEAP households that received a LIHEAP crisis grant and/or a vulnerable household supplement.

**BACKGROUND**

Department of Human Services (DHS) will be issuing a \$65 supplemental payment to all households that received a LIHEAP crisis grant or a vulnerable supplemental during the 2015-2016 heating season.

One \$65 supplemental payment will be issued to each vulnerable household regardless of the number of vulnerable members included. Households who received both a LIHEAP crisis grant and a vulnerable household supplement will be eligible to receive two \$65 supplemental payments.

Payments will be issued on June 23, 2016, with a Treasury pay date of July 6, 2016. Payments will automatically be sent as an extraordinary pay to the same vendor who received the most recent cash or crisis grant. The \$65 supplemental payment will appear separately on the Remittance Advice and will be labeled as "2015-16 Sup".

**DISCUSSION**

Staff should be instructed that supplemental payments can only be reissued in limited situations, these are listed below.

**Supplemental Reissue Reasons:**

1. The customer moved and has a new vendor.
2. The customer's vendor no longer services the customer's area.
3. The customer switched vendors (same fuel type) and has a zero balance with the original vendor.
4. The customer converted to a new heating source (example: oil furnace to a gas furnace).

**Proof of the new heating responsibility is required in order to have the supplement reissued.**

CAOs should send any questions or problems regarding supplemental payments to the LIHEAP Vendor mailbox at [RA-LIHEAPVendors@state.pa.us](mailto:RA-LIHEAPVendors@state.pa.us).  
Reissue and second Pay requests should be directed to the LIHEAP Reissue/Second Pay mailbox at [RA-LIHEAPReissueSec@state.pa.us](mailto:RA-LIHEAPReissueSec@state.pa.us).

**NEXT STEPS**

1. Share this information with appropriate members of your staff.
2. Refer any questions to your area manager.