

the application does not contain the required household information, the Subgrantee has the right to deny the application.

When an application is submitted in person or by phone, the Subgrantee must explain to the applicant that, if approved and when coordination of benefits is needed, the Regular Benefit will be applied to the balance before CIP benefits can be used. If the application is received in another manner approved by the Subgrantee, the Notice of Action must clearly indicate the benefits applied to the account.

4000.1 Winter Heating Assistance

The Winter LIHEAP Assistance Program provides assistance to households that qualify for Regular assistance, Crisis Intervention assistance, or both. Payments are limited to the primary home heating fuel supplier and, at applicant's request, the secondary home heating fuel supplier. Applications are limited to one Regular and one Crisis Intervention application; assistance for both may be included on one long form application. The household may qualify to receive a payment to their energy supplier or, in certain instances, to the applicant.

4000.2 Summer Cooling Assistance

The Summer LIHEAP Assistance Program provides assistance to households that qualify for Regular assistance, Crisis Intervention assistance, or both. Applications are limited to one Regular and one Crisis Intervention application; assistance for both may be included on one long form application. The household may qualify to receive a payment to their **electricity supplier only** unless otherwise instructed by AEO. In certain instances, the LIHEAP benefit will be made to the applicant.

4005 APPLICANT'S RIGHTS

Below are the rights and responsibilities of each LIHEAP applicant. If the application is received in a manner where the applicant cannot sign the application, the Subgrantee must ensure that the applicant is aware of each of these rights and responsibilities.

1. The Subgrantee staff will treat every applicant courteously and with dignity and respect.
2. Every potential applicant can request information regarding eligibility requirements, available services, rights and responsibilities of applicants/recipients and payment procedures. No inquiry will be ignored. This information should be available on the Subgrantee's website as far as practical.
3. If requested, the applicant will receive an application from the Subgrantee in person or by mail and submit the application without an interview being conducted at the same time, if applicable.
4. The applicant may submit an application at any of the Subgrantee offices serving the area of residence by any means accepted by the Subgrantee. It is the applicant's responsibility to provide all necessary information and verification. Incomplete applications will not be processed and will be returned to the applicant.
5. If the applicant is an individual with a disability, she/he has the right to be provided with the means to submit an application for energy assistance without leaving his/her home or transportation to the Subgrantee office, if necessary.

6. When taking an application in person or over the phone, Subgrantee should encourage the applicant to provide as much information about their circumstances as possible to establish eligibility and inform them of their responsibility to make a good-faith effort to fully complete the application prior to submittal.
7. The Subgrantee should inform that applicant that by applying, the applicant authorizes the Subgrantee to release information relating to the application for LIHEAP to the applicant's Energy Supplier(s) to determine eligibility. This includes giving permission to Arkansas Energy Office (AEO) to use information provided on this form for purposes of research, evaluation, and analysis of the program.
8. The applicant should be informed that the utility service provider will have no control over the data disclosed pursuant to this consent and will not be responsible for monitoring or taking any steps to ensure that the LIHEAP office maintains the confidentiality of the data or uses of the data.
9. The Subgrantee should advise the applicant that only legal residents of the United States included in the application will be used in determining their household size. The income of any illegal resident aliens living as part of the household must be included on the application to determine the total household income.
10. The Subgrantee must advise the applicant, when applicable, how benefits will be coordinated on their approved application.
11. The Subgrantee must not deny benefit assistance on the basis of race, color, sex, age, handicap, religion, national origin, or political belief.
12. The Subgrantee must advise the applicant that the signature on this application authorizes the agency to make any investigation concerning any household member and/or use a copy of the application as a release of information for securing information needed to determine eligibility for services.
13. The Subgrantee must inform the applicant that if assistance is received as a result of withholding information or knowingly providing false or fraudulent information regarding the applicant's circumstances, the applicant must repay the dollar amount of assistance received and may face penalty of criminal prosecution.
14. The Subgrantee must advise the applicant that the information given on the application is true to the best of the applicant's knowledge and belief. The Subgrantee must also inform the applicant that once the form is signed the applicant is subject to penalties for perjury
15. The applicant must be sent written notification of the disposition of the application within thirty (30) days for Regular Assistance and within 18 hours for an emergency Crisis Intervention and 48 hours for Crisis Intervention after application is complete.

16. The applicant must receive payment, goods, or services within thirty-five (35) days from the date the application is approved for Regular and twenty (20) days for Crisis Intervention.
17. The Subgrantee is required to inform the applicant of his/her right to appeal any decision regarding the application, including denial and any delay in decision or delivery of services (refer to Section 12000).
18. All the applicant's records must be kept confidential.

4005.1 Communication Barriers

If a situation exists in which no member of an applicant's household possesses a level of English speaking proficiency to enable the household to understand the program and program requirements and the household members do not know anyone who can assist them, the Subgrantee shall try to enlist the aid of organizations which offer multilingual assistance.

As a last resort, the Subgrantee may contact the Arkansas Energy Office for assistance in securing multilingual individuals who may provide assistance.

4010 ENTRY OF APPLICATION ON THE CHRONOLOGICAL REGISTER

A Chronological Register must be maintained for each program, for each category of program assistance, and for each county served by the Subgrantee. Separate registers must be maintained in each office where applications are accepted and in each office where case records are sent. When CIP Assistance is offered along with Regular Assistance, the Subgrantee will maintain separate registers for each type of assistance. Only one Chronological Register per county for each type of assistance will be maintained by the Subgrantee.

The application must be entered on the Chronological Register on the date that it is received by the Subgrantee central or outreach office. The register number assigned to each application will be recorded on the Chronological Register, in sequential number and date order. In instances of coordination of benefits, the register number will also be recorded on the corresponding application form. The Subgrantee will ensure that duplication or omission of register numbers is avoided. See section 4035 – Denial of Application for procedures to follow when an incorrect register number is assigned to an application.

To prevent inequitable treatment of applicants due to early depletion of funds, applications will not be alphabetized prior to entering them onto the Chronological Register.

Subgrantees have the following options regarding the completion of the Chronological Register:

1. If the Subgrantee makes final approval and payment from its outreach offices, it is necessary that the Chronological Register be maintained only in those offices. Upon receipt of each application, it is necessary that the Application Date, Register Number, Category, Full Name and Address columns of the Chronological Register be completed. Upon disposal of the application, the Action and Action Date columns must be completed.
2. If final approval and payment are made from the Subgrantee central office, it is necessary to maintain a Chronological Register in each office where applications are accepted and a duplicate register in the central office. The outreach office is required only to complete the application date, category, name and address columns. The duplicate copy of the register must be forwarded along with the applications when they are transmitted to the agency's central office.