

Available Programs:

Winter Heating Program: assists clients with heating costs; this includes electric, natural gas, propane, bottled propane, butane, kerosene, coal, and wood. The opening date is Monday, January 9, 2023; the closing date is Friday, April 28, 2023.

Summer Cooling Program: assists clients with cooling costs; this program is limited strictly for electric costs. No gas, propane, or wood will be paid. The opening date is Monday, July 10, 2023; the closing date is Friday, September 29, 2023.

Assurance 16: assists clients with a high energy burden; This program provides services such as needs assessments, counseling, and assistance with energy vendors, which will encourage and enable households to reduce their home energy needs and thereby the need for energy assistance. (This program will not be in operation at MCAEOC, Inc. for this program year.)

Eligibility Requirements: (see income eligibility chart)

Applications:

Applications are taken by phone or at the Neighborhood Service Centers:

- **Emergency Services Coordinator: Sarah Phelps (870) 763-0483**

Blytheville Neighborhood Service Center- 801 Elm Street Blytheville, AR 72315

Applications are taken on Tuesday and Thursday from 8:30 a.m. to 3:30 p.m.

- **Outreach Worker: Vanessa Lancaster (870) 561-4533/ Manila (870)539-6604/ Leachville**

Manila Neighborhood Service Center- 203 North Baltimore Manila, AR 72442

Applications are taken on Monday and Tuesday from 8:30 a.m. to 3:30 p.m.

Leachville Neighborhood Service Center- Leachville City Hall Leachville, AR 72438

Applications are taken on Wednesday and Thursday from 8:30 a.m. to 3:30 p.m.

- **Outreach Worker: Sieira Jones (870) 655-8412/ Wilson (870)563-6819/ Osceola**

Osceola Neighborhood Service Center- 404 School Street Osceola, AR 72370

Applications are taken on Monday and Tuesday from 8:30 a.m. to 3:30 p.m.

Wilson Neighborhood Service Center- Wilson Square Wilson, AR 72395

Applications are taken on Wednesday from 8:30 a.m. to 3:30 p.m.

Information Required to be submitted with LIHEAP applications: (see Items Needed Document)

Available Services:

Regular Assistance: Regular assistance is available for eligible households during the application period of the winter and summer programs if funding is available. This type of assistance is a one-time payment per household per program. Subsequent applications for this assistance during the same program by the same household or by a member of a household having received a Regular Assistance benefit will be denied.

Crisis Intervention Program (CIP): The household must have an energy-related crisis situation on the date of the CIP application. A CIP benefit is available to an eligible household for whom service has been discontinued or is threatened to be discontinued, who is out of fuel or will run out of fuel, or who is responsible for heating costs that are included in rent and has received an eviction notice. A crisis situation also exists when a household's primary heating system is inoperable or a household's fuel tank is inaccessible because of severe weather. CIP is available during both the Winter and Summer Programs. This type of assistance is a one-time benefit per household not to exceed \$600.

Assurance 16 (A-16): A-16 is for clients that show a high energy burden, applicants for CIP and, when deemed appropriate and necessary, the Regular Assistance Program. This program provides services like enhanced case management to assist low-income households to reduce their overall energy needs/burden. Such services shall include, but are not limited to, risk assessment, counseling, energy education/awareness, and assistance with energy suppliers/vendors. These services are aimed at enabling households to achieve more energy self-sufficiency.

Applicant Rights and Responsibilities:

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.
18. All the applicant's records must be kept confidential.

Appeals Process:

Clients have a right to appeal the decision that is made on their benefits or application. If they are not satisfied with the action taken on their application, they have the right to discuss their case with a staff member of MCAEOC, Inc. or they may ask for a hearing within 30 days of the date of the notice or the date indicated on the Notice of Action indicated under item #6, whichever is later. They also have a right to request a hearing for any delay of service delivery for the Low-Income Home Energy Assistance Program applicable to their application. If they wish to request a hearing, a form can be obtained from the Community Action Agency and completed then mailed to:

Division of Environmental Quality
Arkansas Energy Office
Attn: LIHEAP
5301 Northshore Drive
North Little Rock, AR 72118-5317

Payment Procedures:

Regular Payments: A regular payment amount will be determined by two factors: 1) the household's Monthly Countable Income (MCI), and 2) the household size. The payment will be in correspondence to the Benefit Matrices. A payment for Regular Assistance must be made to the household or home energy supplier thirty-five days after the date the application was approved.

Crisis Intervention Payments: A CIP payment will be the minimum amount necessary to alleviate the crisis situation upon which eligibility is based. The maximum CIP Payment will be no more than \$500. A payment for CIP must be made twenty days after the date the pledge was made.