

Program: Low Income Home Energy Assistance Program (LIHEAP)

Effective Date: October 1, 2025

Overview

LIHEAP will implement reviews effective October 1, 2025. Policy for reviews is being added to current chapter Application & Verification Procedures 415-15. This chapter will be renamed to Application, Review & Verification Procedures 415-15.

Description of Changes

1. Reviews 415-15-08 - New

New policy for the implementation of reviews.

2. Income Eligibility Levels 415-25-05-10 - Change

Updating income levels effective October 1, 2025.

3. Monthly and Annual Eligibility Limits (Adjusted Gross Income) 415-30-10-01-Change

Updating income levels effective October 1, 2025.

Policy Section Updates

1. Reviews 415-15-08 - New

Frequency of Reviews

A review must be completed every 12 months. The 12-month review is due in the last month of the eligibility period.

Submission of Review Forms

A review form is due in the last month of the eligibility period. Reviews may be submitted in person, by mail, by fax, or electronically.

Processing Timeline

A decision to approve or deny a review must be made no later than 30 days following the date the signed and dated review is received in the Human Service Zone (HSZ) office. Although federal policy allows up to 45 days, LIHEAP reviews must be processed within 30 days to align with CCAP. The first calendar day following receipt of the signed review is considered Day 1 of the 30-day processing period.

Requests for Verification

If additional information is required, a Request for Verification (RFV) must be sent to the household. The RFV must allow the household at least 10 days to provide the requested information, even if this extends beyond the 30-day processing timeframe. If the 10th day falls on a weekend or holiday, verifications are considered timely if received on the next business day.

Failure to Submit Review Timely

If a LIHEAP review is not received in the month that it is due, the case will close at the end of the review month.

- If a review form or new application is received in the month immediately following closure, the case can be reverted to open and worked as a late review.
- Review forms submitted more than one month after closure will not be accepted. A new application form is required.

Income and Expense Determination

The same income and expenses considered at the time of application will be used to determine eligibility at the time of review. The dates for income review are the month of review, first month of review period, and second month of review period. Refer to policy section Income Eligibility 415-25-05.

Documentation Requirements

The Human Service Zone (HSZ) office must document all actions taken on a review in the system case narrative. Documentation must include the date the review was received, any verifications requested, deadlines provided, and the outcome of the review. Standardized narrative templates must be used when applicable.

2. Income Eligibility Levels 415-25-05-10 - Change

Adjusted Gross Income Eligibility Limits		
Household Size	Monthly Amount	Annual Amount
1	\$3,377.50	\$40,530
2	\$4,417.50	\$53,010
3	\$5,456.50	\$65,478
4	\$6,496.50	\$77,958
5	\$7,535.50	\$90,426
6	\$8,574.50	\$102,984
7	\$8,769.50	\$105,234
8	\$8,964.50	\$107,574

Amounts shown are based on the upper limit of 60% SMI for the household size

3. Monthly and Annual Eligibility Limits (Adjusted Gross Income) 415-30-10-01-Change

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