

MISSOURI OZARKS COMMUNITY ACTION, INC. (MOCA)

LIHEAP DEPARTMENT

ENERGY SERVICES

Mission: Low Income Home Energy Assistance Program (LIHEAP) is to assist low income households, particularly those with the lowest income that pay a high proportion of household income for home energy, primarily in meeting their immediate home energy needs.

Please note: incomplete applications, or applications missing required documentation, cannot be processed until everything requested by our LIHEAP team has been provided.

LIHEAP ELIGIBILITY CRITERIA

1. Citizenship – Must be a United States citizen or alien admitted for permanent residence
2. Resources – Household resources cannot exceed \$3,000.00
3. Responsible for home energy costs
4. Termination/Threat of Termination
5. Income Based household size

EA/LIHEAP

No appointments are necessary to apply for EA (Energy Assistance), a customer visits, calls, emails, or faxes to our office requesting energy assistance, completes an application each year, and provides the required supporting documents (such as proof of income, copies of social security cards, and utility bills.) Applications are categorized based on the severity of the applicant's emergency – households with shut-off notices are given priority over those who are not in imminent danger of disconnection.

Once the paperwork is received, our team goes to work entering the required information into the state computer program which calculates if the applicant qualifies and what the amount of their energy benefit will be.

Once the application is processed and verified at MOCA will notify the utility company with a "pledge" of the customer's benefit amount. The state then sends participating utility companies reports/listing of applicants who must be confirmed as their customer. Once confirmed THE STATE OF MISSOURI, (not MOCA) will cut an energy assistance check and send it to the vendor directly.



Energy Crisis Intervention Program- ECIP

The ECIP program provides payment of energy bills when an eligible household is disconnected or threatened with disconnection. ECIP funds are emergency funds to households who have already been approved for EA and currently have a new or secondary disconnection notice.

Pledges are made for ECIP eligible customers by our LIHEAP team. Once approved ECIP checks are cut and mailed out by MOCA directly to utility companies.

To qualify for ECIP funds, a household must be approved to Energy Assistance (LIHEAP) and submit a copy of a shut office notice for electric, natural gas, etc. or fall below 20% in a propane tank. (No BBQ tanks allowed)

REMINDERS:

- You **MUST** fill out a new application, every winter season, even if you have received services before.
- You **MUST** fall at or below 135% of federal poverty income guidelines to qualify.
- You **MUST** turn in all requested supporting documents even if you've had Liheap before. Copies of Social Security cards, prior month income etc. are not kept on file from year to year. It is **YOUR** responsibility to provide our office with these documents each year.
- Leaving a voicemail is **VERY** important during LIHEAP season: messages should be short, to the point, and limited to your name, a working phone number, and a brief message.
- We are **NOT** able to contact your utility company, pledge payment, or postpone a shut-off until all paperwork is complete.
- Applications are processed in the order they are received (with the exception of crisis cases.) Our team has up to 30 days to process non-crisis cases and up to 48 hours to process crisis cases. **PLEASE PLAN FOR THIS ACCORDINGLY.**
- It is **YOUR** responsibility to pay your utility company any remaining balance before we can make a pledge. **Never assume your entire bill has been paid.** Energy Assistance funds cannot be used to pay utility deposits, water, sewer, trash, cable, internet, or phone bills.
- Our team reserves the right to end any phone conversation or in-person interaction that becomes abusive, whether verbally (yelling, cursing, name calling etc.) or physically (invasion of personal space, pushing, poking etc.)

Winter assistance begins November 1, 2016 for the elderly -60 or older or disabled and December 1, 2016 for all other households. No funds will be available for utility assistance prior to those dates. If you have any questions regarding this program, please contact MOCA (Energy Assistance) @ 573-765-3263.

What do you need when you apply?

If everyone in your home **RECEIVES Food Stamps** –

- a. Completed and signed LIHEAP application
- b. Copy of your primary heating bill showing your name, address and account number.

If **No One/only some in your home receive Food Stamps** –

- a. Completed and signed LIHEAP application
- b. Copy of your primary heating bill – must show your name, address and account number
- c. Copies of social cards for EVERY member of your household who does not receive food stamps
- d. Proof of income for EVERY member of your household over the age of 18 for the prior month. (all check stubs or a statement from the employer proving prior month gross income)

Failure to provide proper documentation and application forms will result in a delay in processing your assistance application.

After you apply:

What happens after you apply?


- Applications are processed in the order in which they are received. As noted above in the “Reminders” section:
- Applications are processed in the order they are received (with the exception of crisis cases). Our team has up to 30 days to process non-crisis cases and up to 48 hours to process crisis cases. **PLEASE PLAN FOR THIS ACCORDINGLY.**
- It is YOUR responsibility to pay any remaining balances before we can make a pledge. **Never assume your entire bill has been paid.** Energy Assistance funds cannot be used to pay utility deposits, water, sewer, trash, cable, internet, or phone bills.



If our office requires additional paperwork, information, or clarification, you will be issued a letter like this:

If/when you receive this letter in the mail **PLEASE READ**. This is a time sensitive letter. Pay attention **ONLY to the highlighted portion** of the form.

All this form means is that we need a bit of extra information of some sort from you. Details will be highlighted on the form. You are NOT required to complete the entire form. If you need longer than the allotted 10 days to return the requested information, call MOCA (Energy Assistance) @ 573-765-3263.

 MISSOURI DEPARTMENT OF SOCIAL SERVICES FAMILY SUPPORT DIVISION INFORMATION REQUEST		DATE						
HEAD OF HOUSEHOLD		SOCIAL SECURITY NO.						
IN ORDER TO PROCESS YOUR APPLICATION FOR ENERGY ASSISTANCE, WE ARE REQUESTING THAT YOU PROVIDE THE INFORMATION CHECKED BELOW. IF YOU FAIL TO PROVIDE ALL OF THE REQUESTED INFORMATION, YOUR APPLICATION WILL BE DENIED. THE INFORMATION MUST BE RETURNED TO THE COMMUNITY ACTION AGENCY NO LATER THAN								
<input type="checkbox"/> I. PROOF OF SOCIAL SECURITY NUMBER(S) FOR: _____ SOCIAL SECURITY CARDS, DRIVERS LICENSE, RECEIPT OF APPLICATION FOR A SOCIAL SECURITY NUMBER FROM THE SOCIAL SECURITY OFFICE.		<table border="1"> <tr> <th>MONTH</th> <th>DAY</th> <th>YEAR</th> </tr> <tr> <td> </td> <td> </td> <td> </td> </tr> </table>	MONTH	DAY	YEAR			
MONTH	DAY	YEAR						
<input type="checkbox"/> II. PROOF OF AGE FOR: _____ BIRTH CERTIFICATE, DRIVERS LICENSE, MEDICARE CARD.		<input type="checkbox"/> V. PROOF OF ALL MONEY OWNED FOR: _____ <input type="checkbox"/> CERTIFICATES OF DEPOSIT <input type="checkbox"/> CURRENT SAVINGS ACCOUNT <input type="checkbox"/> CURRENT CHECKING ACCOUNT <input type="checkbox"/> GOVERNMENT AND OTHER BONDS <input type="checkbox"/> STOCKS/ANNUITIES AND MUTUAL FUNDS <input type="checkbox"/> IRA/KEOUGH AND DEFERRED COMPENSATION PLANS						
<input type="checkbox"/> III. PROOF OF ALIEN STATUS FOR: _____ PROOF FROM IMMIGRATION & NATURALIZATION SERVICE								
<input type="checkbox"/> IV. PROOF OF ALL INCOME <input type="checkbox"/> ALL PAY STUBS DATED IN <table border="1" style="display: inline-table;"><tr><th>MONTH</th><th>YEAR</th></tr><tr><td> </td><td> </td></tr></table>		MONTH	YEAR			<input type="checkbox"/> VI. PROOF OF HEATING COSTS <input type="checkbox"/> CURRENT HEAT BILL/DELIVERY TICKET IN YOUR NAME <input type="checkbox"/> CURRENT WRITTEN STATEMENT FROM FUEL SUPPLIER <input type="checkbox"/> TERMINATION (SHUT OFF) NOTICE/FINAL BILL <input type="checkbox"/> CUSTOMER ACCOUNT NAME CHANGE <input type="checkbox"/> NAME/ADDRESS AND PHONE NUMBER OF LANDLORD <input type="checkbox"/> CURRENT HEAT BILL IN YOUR NAME WITH ACCOUNT NUMBER FOR NEW ADDRESS		
MONTH	YEAR							
OR A STATEMENT FROM THE EMPLOYER (INCLUDING HOME EMPLOYMENT, SUCH AS BABYSITTING, IRONING, HOUSECLEANING, OR OTHER ODD JOBS.) STATEMENT SHOULD INCLUDE NAME OF EMPLOYER, HOW OFTEN PAID, GROSS PAID AND DATES PAID FOR: _____								
<input type="checkbox"/> IF YOU FARM OR ARE SELF-EMPLOYED, YOUR LATEST INCOME TAX FORM. (1040) <input type="checkbox"/> CURRENT DOCUMENTATION OF SOCIAL SECURITY/SSI BENEFITS FOR: _____ <input type="checkbox"/> CHILD SUPPORT/ALIMONY <input type="checkbox"/> STATEMENT DOCUMENTING CONTRIBUTIONS FROM PERSONS OUTSIDE OF YOUR HOUSEHOLD WHICH INCLUDE SIGNATURE, ADDRESS AND PHONE NUMBER. <input type="checkbox"/> VETERANS BENEFITS <input type="checkbox"/> RAILROAD RETIREMENT <input type="checkbox"/> ARMED FORCES ALLOTMENT <input type="checkbox"/> CURRENT AWARD LETTER/CHECK STUB FROM ANY PRIVATE PENSION <input type="checkbox"/> WORKERS' COMPENSATION <input type="checkbox"/> RENT RECEIVED FROM RENTAL PROPERTY <input type="checkbox"/> OTHER INCOME: _____		<input type="checkbox"/> VIII. OTHER (EXPLAIN) <div style="text-align: center; font-size: 2em; font-weight: bold; color: red;"> IMPORTANT PLEASE READ!! </div>						
IMPORTANT IMPORTANT IMPORTANT								
IF YOU HAVE ANY QUESTIONS ABOUT SECURING THE ABOVE INFORMATION IMMEDIATELY CONTACT:								
CASEWORKER MOCA-EA PHONE NUMBER (573) 765-3263 8:00 a.m. - 4:30 p.m.								
FAX NUMBER (573) 765-0026								
RETURN INFORMATION TO THE COMMUNITY ACTION AGENCY, ADDRESS: MOCA-EA PO BOX 69, RICHLAND, MO 65556								
MO 866-0631N (9-03)	DISTRIBUTION: WHITE/APPLICANT CANARY/CASE RECORD	EA-1B (R9-03)						



WINTER vs. SUMMER ASSISTANCE

LIHEAP offers assistance during both the winter months and the summer months.

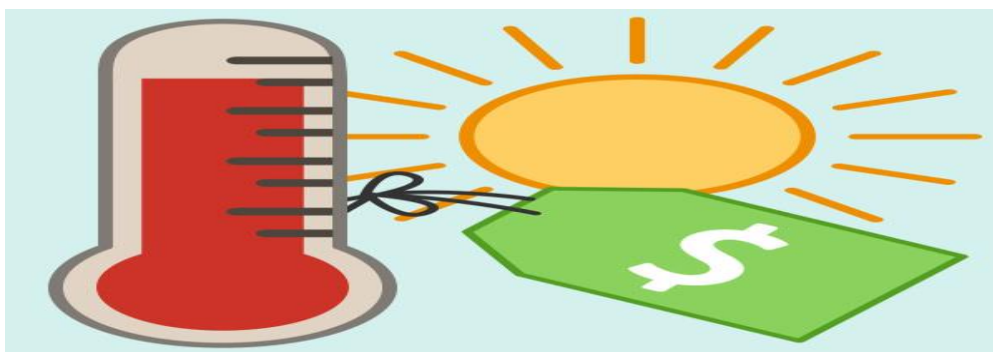
Winter:

- Begins November 1 each year for the elderly (60+) and disabled
- Begins December 1 each year for all other households
- Every household **MUST** reapply annually
- New application period closes March 31st.



Summer:

- New application period begins June 1st
- If you were approved for Winter EA, and have NOT moved, changed household members, or changed utility companies you DO NOT need to fill out a new application
- If you HAVE MOVED since you were approved for Winter EA, you WILL need to fill out a new application
- Summer assistance can ONLY be used for electric bills with a current shut –off notice.



Common Energy Assistance Questions and Answers

Q: How can I apply for help with my Utility bill?

- a. Fill out and then print the Heating/Cooling Assistance application, you can find it online at mocaonline.org or <http://dss.mo.gov/fsd/liheap.htm>
- b. Sign your name in blue or black ink
- c. Send or take your completed application to the MOCA

Q: A person with a disability lives in my home. When can I apply and expect payment?

You can apply starting October 1, 2016. Payments to utility companies begin November 1, 2016.

Q: A person 60 or over lives in my home. When can I apply and expect payment?

You can apply starting October 1, 2016. Payments to utility companies begin November 1, 2016.

Q: My family has no one over the age of 60 or drawing disability. When can I apply and expect payment?

You can apply starting November 1, 2016. Payments to utility companies begin December 1, 2016.

Q: How will I know if I am approved?

Approval letters will begin to go out in November. If your application is denied, you will receive a notice from the State of MO office, soon after your application so that you have a chance to reapply.

Q: How will I know if I am NOT approved?

If your application is denied, you will get a notice from the State of MO office so that you have a chance to reapply.



Q: What should I do if I moved after I submitted my application?

You will need to complete a new application with your new address and submit it and a copy of the fuel bill which shows your new address.

Q: Since Energy Assistance started a month later, will the program end a month later?

NO, the program ends March 31st.

Q: Once I am approved, do I need to complete another application to get more help?

A new application is needed only if you have moved, changed your main heat source, or your household members have changed.

Q: Do I fill out an application every time I bring in a disconnect notice?

NO, a new application is needed only if you have moved, changed your main heat source, or your household members have changed.

Q: Do I fill out an application in June for the summer crisis program?

The summer program can only assist you if your electric is in threat of disconnection or already shut off. You do not need to complete an application if you received energy assistance the previous winter. If you have moved, you will need to complete a new application.

Q: I heat my home with electric heaters and use propane/gas only for cooking, can I claim electric as my heating source?

NO.

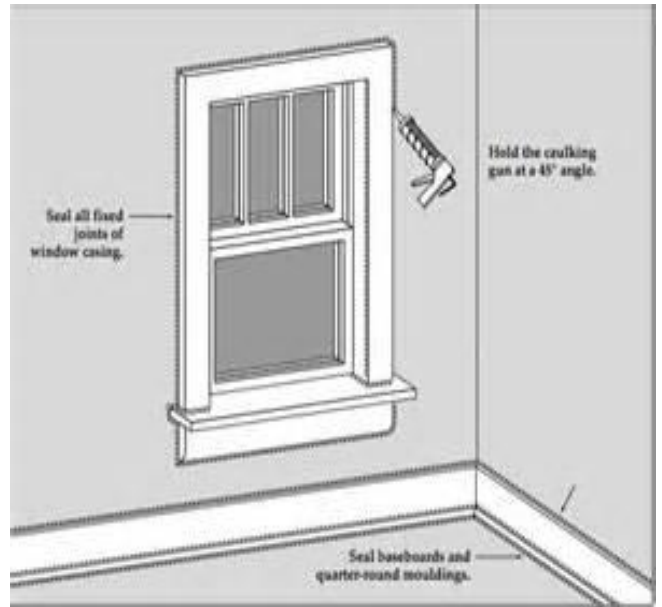
Q: I mailed in my application with all requested information, how long will it take to process my application?

Applications are processed within 30 business day, unless you have a disconnect notice or are already shut off.

TIPS FOR REDUCING HOME HEATING & COOLING COSTS

1. CAULK & WEATHERSTRIP

- a. Around doors & windows inside and out
- b. Places where brick and wood siding meet
- c. Around electrical and gas service, cable tv, phone lines, outdoor water faucets
- d. Cracks in bricks, siding, stucco and foundation
- e. Around air conditioners
- f. Around vents and fans



2. WATER



- a. Install water saving showerheads
- b. Lower the thermostat on the hot water heater to 120 degrees
- c. Take short showers
- d. Set washer cycles for the lowest temp and water amount that will get clothes clean
- e. Always rinse on cold water setting

3. LIGHTING

- a. Turn off lights in any room you're not using
- b. Unplug unnecessary appliances
- c. Use energy efficient light bulbs

