DETAILED MODEL PLAN (LIHEAP)

Program Name: Low Income Home Energy Assistance
Grantee Name: Arkansas
Report Name: DETAILED MODEL PLAN (LIHEAP)
Report Period: 10/01/2020 to 09/30/2021
Report Status: Submitted

Report Sections

1. Mandatory Grant Application SF-424
2. Section 1 - Program Components
3. Section 2 - HEATING ASSISTANCE
4. Section 3 - COOLING ASSISTANCE
5. Section 4 - CRISIS ASSISTANCE
6. Section 5 - WEATHERIZATION ASSISTANCE
7. Section 6 - Outreach, 2605(b)(3) - Assurance 3, 2605(c)(3)(A)
8. Section 7 - Coordination, 2605(b)(4) - Assurance 4
9. Section 8 - Agency Designation, 2605(b)(6) - Assurance 6
10. Section 9 - Energy Suppliers, 2605(b)(7) - Assurance 7
11. Section 10 - Program, Fiscal Monitoring, and Audit, 2605(b)(10) - Assurance 10
12. Section 11 - Timely and Meaningful Public Participation, 2605(b)(12) - Assurance 12, 2605(c)(2)
13. Section 12 - Fair Hearings, 2605(b)(13) - Assurance 13
14. Section 13 - Reduction of home energy needs, 2605(b)(16) - Assurance 16
15. Section 14 - Leveraging Incentive Program, 2607A
16. Section 15 - Training
17. Section 16 - Performance Goals and Measures, 2605(b)
18. Section 17 - Program Integrity, 2605(b)(10)
19. Section 18: Certification Regarding Debarment, Suspension, and Other Responsibility Matters
20. Section 19: Certification Regarding Drug-Free Workplace Requirements
21. Section 20: Certification Regarding Lobbying
22. Assurances
23. Plan Attachments
**LOW INCOME HOME ENERGY ASSISTANCE PROGRAM (LIHEAP)**

**MODEL PLAN**

**SF - 424 - MANDATORY**

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### 7. APPLICANT INFORMATION

**a. Legal Name:** State of Arkansas dba Arkansas Dept of E&E/DEQ

**b. Employer/Taxpayer Identification Number (EIN/TIN):** 71-0847443

**c. Organizational DUNS:** 024720901

**d. Address:**

- **Street 1:** Arkansas Energy Office
- **City:** North Little Rock
- **State:** AR
- **Country:** United States
- **Street 2:** 5301 Northshore Drive
- **County:** Pulaski
- **Province:**
- **Zip / Postal Code:** 72118-5317

**e. Organizational Unit:**

- **Department Name:** AR Department of Energy and Environment
- **Division Name:** Division of Environmental Quality

**f. Name and contact information of person to be contacted on matters involving this application:**

- **Prefix:**
- **First Name:** Kay
- **Middle Name:**
- **Last Name:** Joiner

- **Suffix:**
- **Title:** Senior Programs Manager
- **Organizational Affiliation:** Arkansas Energy Office

- **Telephone Number:** 501-682-7390
- **Fax Number:** 501-682-0880
- **Email:** joiner@adeq.state.ar.us

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### 8a. TYPE OF APPLICANT:

- **A:** State Government

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### 9. Name of Federal Agency:

- **Catalog of Federal Domestic Assistance Number:** 93568
- **CFDA Title:** Low-Income Home Energy Assistance

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### 11. Descriptive Title of Applicant's Project

- **Arkansas LIHEAP**

### 12. Areas Affected by Funding:

- **All 75 Counties**
13. CONGRESSIONAL DISTRICTS OF:

<table>
<thead>
<tr>
<th>a. Applicant</th>
<th>b. Program/Project:</th>
</tr>
</thead>
<tbody>
<tr>
<td>2</td>
<td>Statewide</td>
</tr>
</tbody>
</table>

Attach an additional list of Program/Project Congressional Districts if needed.

14. FUNDING PERIOD:

<table>
<thead>
<tr>
<th>a. Start Date:</th>
<th>b. End Date:</th>
</tr>
</thead>
<tbody>
<tr>
<td>10/01/2020</td>
<td>09/30/2021</td>
</tr>
</tbody>
</table>

15. ESTIMATED FUNDING:

<table>
<thead>
<tr>
<th>a. Federal ($)</th>
<th>b. Match ($)</th>
</tr>
</thead>
<tbody>
<tr>
<td>$0</td>
<td>$0</td>
</tr>
</tbody>
</table>

16. IS SUBMISSION SUBJECT TO REVIEW BY STATE UNDER EXECUTIVE ORDER 12372 PROCESS?

| a. This submission was made available to the State under the Executive Order 12372 |
| b. Program is subject to E.O. 12372 but has not been selected by State for review |
| c. Program is not covered by E.O. 12372 |

17. Is The Applicant Delinquent On Any Federal Debt?

| YES | NO |

Explanation:

18. By signing this application, I certify (1) to the statements contained in the list of certifications** and (2) that the statements herein are true, complete and accurate to the best of my knowledge. I also provide the required assurances** and agree to comply with any resulting terms if I accept an award. I am aware that any false, fictitious, or fraudulent statements or claims may subject me to criminal, civil, or administrative penalties. (U.S. Code, Title 218, Section 1001)

** I Agree

** The list of certifications and assurances, or an internet site where you may obtain this list, is contained in the announcement or agency specific instructions.

18a. Typed or Printed Name and Title of Authorized Certifying Official

| Mitchell Simpson |

18b. Signature of Authorized Certifying Official

18c. Telephone (area code, number and extension)

18d. Email Address

18e. Date Report Submitted (Month, Day, Year)

**I Agree

Attach supporting documents as specified in agency instructions.
Section 1 - Program Components

U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES
ADMINISTRATION FOR CHILDREN AND FAMILIES

LOW INCOME HOME ENERGY ASSISTANCE PROGRAM (LIHEAP)
MODEL PLAN
SF - 424 - MANDATORY

Department of Health and Human Services
Administration for Children and Families
Office of Community Services
Washington, DC 20201

August 1987, revised 05/92, 02/95, 03/96, 12/98, 11/01
OMB Approval No. 0970-0075
Expiration Date: 09/30/2020

THE PAPERWORK REDUCTION ACT OF 1995 (Pub. L. 104-13) Use of this model plan is optional. However, the information requested is required in order to receive a Low Income Home Energy Assistance Program (LIHEAP) grant in years in which the grantee is not permitted to file an abbreviated plan. Public reporting burden for this collection of information is estimated to average 1 hour per response, including the time for reviewing instructions, gathering and maintaining the data needed, and reviewing the collection of information. An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number.

Section 1 Program Components

Program Components, 2605(a), 2605(b)(1) - Assurance 1, 2605(c)(1)(C)

1.1 Check which components you will operate under the LIHEAP program.
(Note: You must provide information for each component designated here as requested elsewhere in this plan.)

<table>
<thead>
<tr>
<th>Component</th>
<th>Dates of Operation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Heating assistance</td>
<td>10/01/2020 - 09/30/2021</td>
</tr>
<tr>
<td>Cooling assistance</td>
<td>10/01/2020 - 09/30/2021</td>
</tr>
<tr>
<td>Crisis assistance</td>
<td>10/01/2020 - 09/30/2021</td>
</tr>
<tr>
<td>Weatherization assistance</td>
<td>10/01/2020 - 09/30/2021</td>
</tr>
</tbody>
</table>

Provide further explanation for the dates of operation, if necessary

Please note that AR provides payments on a seasonal basis. Although the agencies start preparation in October, the public applies in January for the Winter Program and July for the Summer Program.

Estimated Funding Allocation, 2604(C), 2605(k)(1), 2605(b)(9), 2605(b)(16) - Assurances 9 and 16

1.2 Estimate what amount of available LIHEAP funds will be used for each component that you will operate: The total of all percentages must add up to 100%.

<table>
<thead>
<tr>
<th>Component</th>
<th>Percentage (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Heating assistance</td>
<td>40.00%</td>
</tr>
<tr>
<td>Cooling assistance</td>
<td>15.00%</td>
</tr>
<tr>
<td>Crisis assistance</td>
<td>15.00%</td>
</tr>
<tr>
<td>Weatherization assistance</td>
<td>15.00%</td>
</tr>
<tr>
<td>Carryover to the following federal fiscal year</td>
<td>0.00%</td>
</tr>
</tbody>
</table>
### Administrative and Planning Costs

- **Services to reduce home energy needs including needs assessment (Assurance 16)**: 10.00%
- **Used to develop and implement leveraging activities**: 5.00%
- **Used to develop and implement leveraging activities**: 0.00%

**TOTAL**: 100.00%

### Alternate Use of Crisis Assistance Funds, 2605(c)(1)(C)

1.3 The funds reserved for winter crisis assistance that have not been expended by March 15 will be reprogrammed to:

<table>
<thead>
<tr>
<th></th>
<th>Heating assistance</th>
<th>Cooling assistance</th>
<th>Weatherization assistance</th>
<th>Other (specify:)</th>
</tr>
</thead>
<tbody>
<tr>
<td>☐</td>
<td>☒</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>☐</td>
<td></td>
<td>☒</td>
<td></td>
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<td>☐</td>
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<td>☒</td>
<td></td>
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<tr>
<td>☐</td>
<td></td>
<td></td>
<td></td>
<td>☒</td>
</tr>
</tbody>
</table>

### Categorical Eligibility, 2605(b)(2)(A) - Assurance 2, 2605(c)(1)(A), 2605(b)(8A) - Assurance 8

1.4 Do you consider households categorically eligible if one household member receives one of the following categories of benefits in the left column below?

<table>
<thead>
<tr>
<th>Category</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Heating</td>
<td>☐</td>
<td>☒</td>
</tr>
<tr>
<td>Cooling</td>
<td>☒</td>
<td>☐</td>
</tr>
<tr>
<td>Crisis</td>
<td>☐</td>
<td>☒</td>
</tr>
<tr>
<td>Weatherization</td>
<td>☐</td>
<td>☒</td>
</tr>
</tbody>
</table>

If you answered "Yes" to question 1.4, you must complete the table below and answer questions 1.5 and 1.6.

### SNAP Nominal Payments

1.7a Do you allocate LIHEAP funds toward a nominal payment for SNAP households?

<table>
<thead>
<tr>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>☒</td>
<td>☐</td>
</tr>
</tbody>
</table>

If you answered "Yes" to question 1.7a, you must provide a response to questions 1.7b, 1.7c, and 1.7d.

1.7b Amount of Nominal Assistance: $0.00

1.7c Frequency of Assistance

- ☐ Once Per Year
- ☐ Once every five years
- ☐ Other - Describe: 

1.7d How do you confirm that the household receiving a nominal payment has an energy cost or need?

### Determination of Eligibility - Countable Income

1.8. In determining a household's income eligibility for LIHEAP, do you use gross income or net income?

<table>
<thead>
<tr>
<th>Gross Income</th>
<th>Net Income</th>
</tr>
</thead>
<tbody>
<tr>
<td>☒</td>
<td>☐</td>
</tr>
</tbody>
</table>

1.9. Select all the applicable forms of countable income used to determine a household's income eligibility for LIHEAP

<table>
<thead>
<tr>
<th>Wages</th>
<th>☒</th>
</tr>
</thead>
<tbody>
<tr>
<td>Item</td>
<td>Included</td>
</tr>
<tr>
<td>----------------------------------------------------------------------</td>
<td>----------</td>
</tr>
<tr>
<td>Self-Employment Income</td>
<td>✔️</td>
</tr>
<tr>
<td>Contract Income</td>
<td>✔️</td>
</tr>
<tr>
<td>Payments from mortgage or Sales Contracts</td>
<td>✔️</td>
</tr>
<tr>
<td>Unemployment insurance</td>
<td>✔️</td>
</tr>
<tr>
<td>Strike Pay</td>
<td>✔️</td>
</tr>
<tr>
<td>Social Security Administration (SSA) benefits</td>
<td>✔️</td>
</tr>
<tr>
<td>Medicare deduction</td>
<td>✔️</td>
</tr>
<tr>
<td>Supplemental Security Income (SSI)</td>
<td>✔️</td>
</tr>
<tr>
<td>Retirement / Pension benefits</td>
<td>✔️</td>
</tr>
<tr>
<td>General Assistance benefits</td>
<td>✔️</td>
</tr>
<tr>
<td>Temporary Assistance for Needy Families (TANF) benefits</td>
<td>✔️</td>
</tr>
<tr>
<td>Supplemental Nutrition Assistance Program (SNAP) benefits</td>
<td>✔️</td>
</tr>
<tr>
<td>Women, Infants, and Children Supplemental Nutrition Program (WIC) benefits</td>
<td>✔️</td>
</tr>
<tr>
<td>Loans that need to be repaid</td>
<td>✔️</td>
</tr>
<tr>
<td>Cash gifts</td>
<td>✔️</td>
</tr>
<tr>
<td>Savings account balance</td>
<td>✔️</td>
</tr>
<tr>
<td>One-time lump-sum payments, such as rebates/credits, winnings from lotteries, refund deposits, etc.</td>
<td>✔️</td>
</tr>
<tr>
<td>Jury duty compensation</td>
<td>✔️</td>
</tr>
<tr>
<td>Rental income</td>
<td>✔️</td>
</tr>
<tr>
<td>Income from employment through Workforce Investment Act (WIA)</td>
<td>✔️</td>
</tr>
<tr>
<td>Income from work study programs</td>
<td>✔️</td>
</tr>
<tr>
<td>Alimony</td>
<td>✔️</td>
</tr>
<tr>
<td>Child support</td>
<td>✔️</td>
</tr>
<tr>
<td>Interest, dividends, or royalties</td>
<td>✔️</td>
</tr>
<tr>
<td>Commissions</td>
<td>✔️</td>
</tr>
<tr>
<td>Legal settlements</td>
<td>✔️</td>
</tr>
<tr>
<td>Insurance payments made directly to the insured</td>
<td>✔️</td>
</tr>
<tr>
<td>Insurance payments made specifically for the repayment of a bill, debt, or estimate</td>
<td>✔️</td>
</tr>
<tr>
<td><strong>Check if Income Source</strong></td>
<td><strong>Description</strong></td>
</tr>
<tr>
<td>---------------------------</td>
<td>----------------</td>
</tr>
<tr>
<td>☑ Veterans Administration (VA) benefits</td>
<td></td>
</tr>
<tr>
<td>□ Earned income of a child under the age of 18</td>
<td></td>
</tr>
<tr>
<td>□ Balance of retirement, pension, or annuity accounts where funds cannot be withdrawn without a penalty</td>
<td></td>
</tr>
<tr>
<td>□ Income tax refunds</td>
<td></td>
</tr>
<tr>
<td>□ Stipends from senior companion programs, such as VISTA</td>
<td></td>
</tr>
<tr>
<td>☑ Funds received by household for the care of a foster child</td>
<td></td>
</tr>
<tr>
<td>□ Ameri-Corp Program payments for living allowances, earnings, and in-kind aid</td>
<td></td>
</tr>
<tr>
<td>□ Reimbursements (for mileage, gas, lodging, meals, etc.)</td>
<td></td>
</tr>
<tr>
<td>□ Other</td>
<td></td>
</tr>
</tbody>
</table>

If any of the above questions require further explanation or clarification that could not be made in the fields provided, attach a document with said explanation here.
## Section 2 - Heating Assistance

### Eligibility, 2605(b)(2) - Assurance 2

2.1 Designate the income eligibility threshold used for the heating component:

<table>
<thead>
<tr>
<th>Add</th>
<th>Household size</th>
<th>Eligibility Guideline</th>
<th>Eligibility Threshold</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>1</td>
<td>State Median Income</td>
<td>60.00%</td>
</tr>
<tr>
<td>2</td>
<td>2</td>
<td>State Median Income</td>
<td>60.00%</td>
</tr>
<tr>
<td>3</td>
<td>3</td>
<td>State Median Income</td>
<td>60.00%</td>
</tr>
<tr>
<td>4</td>
<td>4</td>
<td>HHS Poverty Guidelines</td>
<td>150.00%</td>
</tr>
<tr>
<td>5</td>
<td>5</td>
<td>HHS Poverty Guidelines</td>
<td>150.00%</td>
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<td>6</td>
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<td>HHS Poverty Guidelines</td>
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<td>7</td>
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<td>HHS Poverty Guidelines</td>
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<td>HHS Poverty Guidelines</td>
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<td>9</td>
<td>9</td>
<td>HHS Poverty Guidelines</td>
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<td>10</td>
<td>10</td>
<td>HHS Poverty Guidelines</td>
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<td>11</td>
<td>11</td>
<td>HHS Poverty Guidelines</td>
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<td>12</td>
<td>12</td>
<td>HHS Poverty Guidelines</td>
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<td>13</td>
<td>HHS Poverty Guidelines</td>
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<td>14</td>
<td>14</td>
<td>HHS Poverty Guidelines</td>
<td>150.00%</td>
</tr>
<tr>
<td>15</td>
<td>15</td>
<td>HHS Poverty Guidelines</td>
<td>150.00%</td>
</tr>
</tbody>
</table>

2.2 Do you have additional eligibility requirements for HEATING ASSISTANCE?  
- Yes  
- No

2.3 Check the appropriate boxes below and describe the policies for each.

- Do you require an Assets test?  
  - Yes  
  - No

- Do you have additional/differing eligibility policies for:
  - Renters?  
    - Yes  
    - No
  - Renters Living in subsidized housing?  
    - Yes  
    - No
  - Renters with utilities included in the rent?  
    - Yes  
    - No

- Do you give priority in eligibility to:
  - Elderly?  
    - Yes  
    - No
  - Disabled?  
    - Yes  
    - No
  - Young children?  
    - Yes  
    - No
  - Households with high energy burdens?  
    - Yes  
    - No
  - Other?  
    - Yes  
    - No

Explanations of policies for each "yes" checked above:

We have a higher maximum assets test for elderly households. If the household declares that its utilities are included in rent, the lease agreement must be provided as documentation. Prior to opening the program to the general public, applications are mailed to eligible SNAP households that include an elderly person or person with a disability.
2.4 Describe how you prioritize the provision of heating assistance to vulnerable populations, e.g., benefit amounts, early application periods, etc.

Applications are mailed to eligible SNAP households where an elderly person or person with a disability resides approximately two to four weeks prior to the LIHEAP Winter Program start date. Applicants are advised that applications are processed and paid on a first come basis.

2.5 Check the variables you use to determine your benefit levels. (Check all that apply):

- Income
- Family (household) size
- Home energy cost or need:
  - Fuel type
  - Climate/region
  - Individual bill
  - Dwelling type
  - Energy burden (% of income spent on home energy)
  - Energy need
- Other - Describe:

There are policies for households that utilize propane, fuel oil, other fuels such as wood or pellets, and pre-paid electric for heating purposes.

Benefit Levels, 2605(b)(5) - Assurance 5, 2605(c)(1)(B)

2.6 Describe estimated benefit levels for current FY

<table>
<thead>
<tr>
<th>Minimum Benefit</th>
<th>$57</th>
</tr>
</thead>
<tbody>
<tr>
<td>Maximum Benefit</td>
<td>$374</td>
</tr>
</tbody>
</table>

2.7 Do you provide in-kind (e.g., blankets, space heaters) and/or other forms of benefits? ☐ Yes ☑ No

If yes, describe.

If any of the above questions require further explanation or clarification that could not be made in the fields provided, attach a document with said explanation here.
### Section 3 - Cooling Assistance

#### 3.1 Designate The income eligibility threshold used for the Cooling component:

<table>
<thead>
<tr>
<th>Add</th>
<th>Household size</th>
<th>Eligibility Guideline</th>
<th>Eligibility Threshold</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>1</td>
<td>State Median Income</td>
<td>60.00%</td>
</tr>
<tr>
<td>2</td>
<td>2</td>
<td>State Median Income</td>
<td>60.00%</td>
</tr>
<tr>
<td>3</td>
<td>3</td>
<td>State Median Income</td>
<td>60.00%</td>
</tr>
<tr>
<td>4</td>
<td>4</td>
<td>HHS Poverty Guidelines</td>
<td>150.00%</td>
</tr>
<tr>
<td>5</td>
<td>5</td>
<td>HHS Poverty Guidelines</td>
<td>150.00%</td>
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<tr>
<td>6</td>
<td>6</td>
<td>HHS Poverty Guidelines</td>
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<td>7</td>
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<td>HHS Poverty Guidelines</td>
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<td>8</td>
<td>8</td>
<td>HHS Poverty Guidelines</td>
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<td>9</td>
<td>HHS Poverty Guidelines</td>
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<td>HHS Poverty Guidelines</td>
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<td>HHS Poverty Guidelines</td>
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<td>12</td>
<td>HHS Poverty Guidelines</td>
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<tr>
<td>15</td>
<td>15</td>
<td>HHS Poverty Guidelines</td>
<td>150.00%</td>
</tr>
</tbody>
</table>

#### 3.2 Do you have additional eligibility requirements for COOLING ASSISTANCE?  
- Yes  - No

#### 3.3 Check the appropriate boxes below and describe the policies for each.

**Do require an Assets test?**  
- Yes  - No

**Do you have additional/differing eligibility policies for:**

- Renters?  
  - Yes  - No
- Renters Living in subsidized housing?  
  - Yes  - No
- Renters with utilities included in the rent?  
  - Yes  - No

**Do you give priority in eligibility to:**

- Elderly?  
  - Yes  - No
- Disabled?  
  - Yes  - No
- Young children?  
  - Yes  - No
- Households with high energy burdens?  
  - Yes  - No
- Other?  
  - Yes  - No

**Explanations of policies for each “yes” checked above:**

1. Any household, regardless of size, that has at least one member who is 60 or over during the month of application cannot have more than $3,250 in assets. The limit is $2,250 for all households.  
2. Renters whose utilities are included in rent payments must provide their lease agreements.  
3. Maximum assets are higher for households with a member who is 60 or over.  
4. Prior to the program opening to the general public, any household, regardless of size, that has at least one member who is 60 or over during the month of application cannot have more than $3,250 in assets. The limit is $2,250 for all households.
public, applications are mailed to SNAP households where an elderly person or a person with a disability lives.

3.4 Describe how you prioritize the provision of cooling assistance to vulnerable populations, e.g., benefit amounts, early application periods, etc.

Prior to the program opening to the general public, applications are mailed to eligible SNAP households where elderly persons and persons with a disability reside. Applications are accepted via: telephone, email, drop box, and video conferencing.

Determination of Benefits 2605(b)(5) - Assurance 5, 2605(c)(1)(B)

3.5 Check the variables you use to determine your benefit levels. (Check all that apply):

- Income
- Family (household) size
- Home energy cost or need:
  - Fuel type
  - Climate/region
  - Individual bill
  - Dwelling type
  - Energy burden (% of income spent on home energy)
  - Energy need
- Other - Describe:

Benefit Levels, 2605(b)(5) - Assurance 5, 2605(c)(1)(B)

3.6 Describe estimated benefit levels for current FY

| Minimum Benefit | $50 | Maximum Benefit | $187 |

3.7 Do you provide in-kind (e.g., fans, air conditioners) and/or other forms of benefits?  
- Yes
- No

If yes, describe.

If any of the above questions require further explanation or clarification that could not be made in the fields provided, attach a document with said explanation here.
Section 4: CRISIS ASSISTANCE

Eligibility - 2604(c), 2605(c)(1)(A)

4.1 Designate the income eligibility threshold used for the crisis component

<table>
<thead>
<tr>
<th>Add</th>
<th>Household size</th>
<th>Eligibility Guideline</th>
<th>Eligibility Threshold</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>1</td>
<td>State Median Income</td>
<td>60.00%</td>
</tr>
<tr>
<td>2</td>
<td>2</td>
<td>State Median Income</td>
<td>60.00%</td>
</tr>
<tr>
<td>3</td>
<td>3</td>
<td>State Median Income</td>
<td>60.00%</td>
</tr>
<tr>
<td>4</td>
<td>4</td>
<td>State Median Income</td>
<td>60.00%</td>
</tr>
<tr>
<td>5</td>
<td>5</td>
<td>State Median Income</td>
<td>60.00%</td>
</tr>
<tr>
<td>6</td>
<td>6</td>
<td>State Median Income</td>
<td>60.00%</td>
</tr>
<tr>
<td>7</td>
<td>7</td>
<td>HHS Poverty Guidelines</td>
<td>150.00%</td>
</tr>
<tr>
<td>8</td>
<td>8</td>
<td>HHS Poverty Guidelines</td>
<td>150.00%</td>
</tr>
<tr>
<td>9</td>
<td>9</td>
<td>HHS Poverty Guidelines</td>
<td>150.00%</td>
</tr>
<tr>
<td>10</td>
<td>10</td>
<td>HHS Poverty Guidelines</td>
<td>150.00%</td>
</tr>
<tr>
<td>11</td>
<td>11</td>
<td>HHS Poverty Guidelines</td>
<td>150.00%</td>
</tr>
<tr>
<td>12</td>
<td>12</td>
<td>HHS Poverty Guidelines</td>
<td>150.00%</td>
</tr>
<tr>
<td>13</td>
<td>13</td>
<td>HHS Poverty Guidelines</td>
<td>150.00%</td>
</tr>
<tr>
<td>14</td>
<td>14</td>
<td>HHS Poverty Guidelines</td>
<td>150.00%</td>
</tr>
<tr>
<td>15</td>
<td>15</td>
<td>HHS Poverty Guidelines</td>
<td>150.00%</td>
</tr>
</tbody>
</table>

4.2 Provide your LIHEAP program’s definition for determining a crisis.

The household must have an energy related crisis, including disconnection or threat of disconnection which includes a past due balance on a utility bill, or near depletion of fuel supply.

4.3 What constitutes a life-threatening crisis?

A household member who would suffer a decline in health or a household with non-life sustainable environment due to the loss of energy.

Crisis Requirement, 2604(c)

4.4 Within how many hours do you provide an intervention that will resolve the energy crisis for eligible households? 48 Hours

4.5 Within how many hours do you provide an intervention that will resolve the energy crisis for eligible households in life-threatening situations? 18 Hours

Crisis Eligibility, 2605(c)(1)(A)

4.6 Do you have additional eligibility requirements for CRISIS ASSISTANCE? ☑ Yes ☐ No

4.7 Check the appropriate boxes below and describe the policies for each

Do you require an Assets test? ☑ Yes ☐ No

Do you give priority in eligibility to:

Elderly? ☑ Yes ☐ No
<table>
<thead>
<tr>
<th>Question</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Disabled?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Young Children?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Households with high energy burdens?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other?</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

In Order to receive crisis assistance:

- Must the household have received a shut-off notice or have a near empty tank?  
  - Yes
  - No
- Must the household have been shut off or have an empty tank?  
  - Yes
  - No
- Must the household have exhausted their regular heating benefit?  
  - Yes
  - No
- Must renters with heating costs included in their rent have received an eviction notice?  
  - Yes
  - No
- Must heating/cooling be medically necessary?  
  - Yes
  - No
- Must the household have non-working heating or cooling equipment?  
  - Yes
  - No
- Other?  
  - Yes
  - No

Do you have additional / differing eligibility policies for:

- Renters?  
  - Yes
  - No
- Renters living in subsidized housing?  
  - Yes
  - No
- Renters with utilities included in the rent?  
  - Yes
  - No

Explanations of policies for each “yes” checked above:

- Assets test, more advantageous for elderly and disabled, same as for Regular assistance.
- Shut off notice does not have to be enforced by utility; past due balance also qualifies for crisis assistance. Near depletion of fuel supply or pre-paid electricity also qualifies.
- Regular benefit must be used first.
- If a household declares that its utilities are included in the rent, documentation of eviction and Lease Agreement that states utilities are included in the rent must be provided.

**Determination of Benefits**

4.8 How do you handle crisis situations?

- Separate component
- Fast Track
- Other - Describe:

4.9 If you have a separate component, how do you determine crisis assistance benefits?

- Amount to resolve the crisis.
- Other - Describe:

**Crisis Requirements, 2604(c)**

4.10 Do you accept applications for energy crisis assistance at sites that are geographically accessible to all households in the area to be served?

- Yes
- No

Applications for energy assistance are taken by fifteen (15) Community Action Agencies located around the state. Offices are located in all seventy-five counties.

4.11 Do you provide individuals who are physically disabled the means to:

- Submit applications for crisis benefits without leaving their homes?
  - Yes
  - No
- Travel to the sites at which applications for crisis assistance are accepted?
  - Yes
  - No

If you answered “No” to both options in question 4.11, please explain alternative means of intake to those who are homebound or physically disabled.
**Benefit Levels, 2605(c)(1)(B)**

4.12 Indicate the maximum benefit for each type of crisis assistance offered.

<table>
<thead>
<tr>
<th>Type of Crisis</th>
<th>Maximum Benefit</th>
</tr>
</thead>
<tbody>
<tr>
<td>Winter Crisis</td>
<td>$500.00</td>
</tr>
<tr>
<td>Summer Crisis</td>
<td>$500.00</td>
</tr>
<tr>
<td>Year-round Crisis</td>
<td>$0.00</td>
</tr>
</tbody>
</table>

4.13 Do you provide in-kind (e.g. blankets, space heaters, fans) and/or other forms of benefits?

- Yes
- No

If yes, Describe

4.14 Do you provide for equipment repair or replacement using crisis funds?

- Yes
- No

If you answered "Yes" to question 4.14, you must complete question 4.15.

4.15 Check appropriate boxes below to indicate type(s) of assistance provided.

<table>
<thead>
<tr>
<th>Type of Assistance</th>
<th>Winter Crisis</th>
<th>Summer Crisis</th>
<th>Year-round Crisis</th>
</tr>
</thead>
<tbody>
<tr>
<td>Heating system repair</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Heating system replacement</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cooling system repair</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cooling system replacement</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Wood stove purchase</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Pellet stove purchase</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Solar panel(s)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Utility poles / gas line hook-ups</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other (Specify):</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

4.16 Do any of the utility vendors you work with enforce a moratorium on shut offs?

- Yes
- No

If you responded "Yes" to question 4.16, you must respond to question 4.17.

4.17 Describe the terms of the moratorium and any special dispensation received by LIHEAP clients during or after the moratorium period.

Energy suppliers of natural gas and electricity who are investor-owned utilities are regulated by the Arkansas Public Service Commission which may implement a moratorium in extreme low temperatures or extreme high temperatures or during a declared emergency. A moratorium may be declared by the governor during a designated state of emergency. As a result, when the moratorium is lifted, there are a large number of low income households that are faced with high energy bills and/or shut off notices. Qualifying households are able to receive LIHEAP Crisis Assistance.

If any of the above questions require further explanation or clarification that could not be made in the fields provided, attach a document with said explanation here.
Section 5 - WEATHERIZATION ASSISTANCE

Eligibility, 2605(c)(1)(A), 2605(b)(2) - Assurance 2

5.1 Designate the income eligibility threshold used for the Weatherization component

<table>
<thead>
<tr>
<th>Add</th>
<th>Household Size</th>
<th>Eligibility Guideline</th>
<th>Eligibility Threshold</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>All Household Sizes</td>
<td>HHS Poverty Guidelines</td>
<td>200.00%</td>
</tr>
</tbody>
</table>

5.2 Do you enter into an interagency agreement to have another government agency administer a WEATHERIZATION component?  
[ ] Yes  [X] No

5.3 If yes, name the agency.

[ ] Yes  [X] No

WEATHERIZATION - Types of Rules

5.5 Under what rules do you administer LIHEAP weatherization? (Check only one.)

[ ] Entirely under LIHEAP (not DOE) rules

[ ] Entirely under DOE WAP (not LIHEAP) rules

[ ] Mostly under LIHEAP rules with the following DOE WAP rule(s) where LIHEAP and WAP rules differ (Check all that apply):

[ ] Income Threshold

[ ] Weatherization of entire multi-family housing structure is permitted if at least 66% of units (50% in 2- & 4-unit buildings) are eligible units or will become eligible within 180 days

[ ] Weatherize shelters temporarily housing primarily low income persons (excluding nursing homes, prisons, and similar institutional care facilities).

[ ] Other - Describe:

Mostly under DOE WAP rules, with the following LIHEAP rule(s) where LIHEAP and WAP rules differ (Check all that apply.)

[ ] Income Threshold

[ ] Weatherization not subject to DOE WAP maximum statewide average cost per dwelling unit.

[ ] Weatherization measures are not subject to DOE Savings to Investment Ratio (SIR) standards.

[ ] Other - Describe:

Clean, tune, evaluate and replace heating and cooling systems will be allowed outside of DOE rules in order to provide safe, adequately and efficiently conditioned living space to reflect LIHEAP's focus on health and safety. Households with elderly members and households with young children may receive air conditioning. Households previously weatherized after Sept. 30, 1994 may be weatherized again if determination is made that initial weatherization was substandard.

Eligibility, 2605(b)(5) - Assurance 5

5.6 Do you require an assets test?  
[ ] Yes  [X] No

5.7 Do you have additional/differing eligibility policies for:

Renters  
[ ] Yes  [X] No

Renters living in subsidized housing?  
[ ] Yes  [X] No
5.8 Do you give priority in eligibility to:

<table>
<thead>
<tr>
<th>Category</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Elderly?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Disabled?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Young Children?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Households with high energy burdens?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other? High energy users</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

If you selected "Yes" for any of the options in questions 5.6, 5.7, or 5.8, you must provide further explanation of these policies in the text field below.

LIHEAP/WAP reflects DOE priorities for service if there is a waiting list.

Benefit Levels

5.9 Do you have a maximum LIHEAP weatherization benefit/expenditure per household?  

<table>
<thead>
<tr>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
</table>

5.10 If yes, what is the maximum? $0

Types of Assistance, 2605(c)(1), (B) & (D)

5.11 What LIHEAP weatherization measures do you provide? (Check all categories that apply.)

- Weatherization needs assessments/audits
- Caulking and insulation
- Storm windows
- Furnace/heating system modifications/ repairs
- Furnace replacement
- Cooling system modifications/ repairs
- Water conservation measures
- Compact florescent light bulbs
- Energy related roof repair
- Major appliance Repairs
- Major appliance replacement
- Windows/sliding glass doors
- Doors
- Water Heater
- Cooling system replacement
- Other - Describe: Attic and Floor sealing; LED lights bulbs, duct sealing, general heat waste reduction

If any of the above questions require further explanation or clarification that could not be made in the fields provided, attach a document with said explanation here.
Section 6: Outreach, 2605(b)(3) - Assurance 3, 2605(c)(3)(A)

<table>
<thead>
<tr>
<th>6.1 Select all outreach activities that you conduct that are designed to assure that eligible households are made aware of all LIHEAP assistance available:</th>
</tr>
</thead>
<tbody>
<tr>
<td>✔ Place posters/flyers in local and county social service offices, offices of aging, Social Security offices, VA, etc.</td>
</tr>
<tr>
<td>✔ Publish articles in local newspapers or broadcast media announcements.</td>
</tr>
<tr>
<td>□ Include inserts in energy vendor billings to inform individuals of the availability of all types of LIHEAP assistance.</td>
</tr>
<tr>
<td>✔ Mass mailing(s) to prior-year LIHEAP recipients.</td>
</tr>
<tr>
<td>✔ Inform low income applicants of the availability of all types of LIHEAP assistance at application intake for other low-income programs.</td>
</tr>
<tr>
<td>□ Execute interagency agreements with other low-income program offices to perform outreach to target groups.</td>
</tr>
<tr>
<td>□ Other (specify):</td>
</tr>
</tbody>
</table>

If any of the above questions require further explanation or clarification that could not be made in the fields provided, attach a document with said explanation here.
Section 7 - Coordination, 2605(b)(4) - Assurance 4

LOW INCOME HOME ENERGY ASSISTANCE PROGRAM (LIHEAP)
MODEL PLAN
SF - 424 - MANDATORY

Section 7: Coordination, 2605(b)(4) - Assurance 4

7.1 Describe how you will ensure that the LIHEAP program is coordinated with other programs available to low-income households (TANF, SSI, WAP, etc.).

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>☐</td>
<td>Joint application for multiple programs</td>
</tr>
<tr>
<td>☐</td>
<td>Intake referrals to/from other programs</td>
</tr>
<tr>
<td>☐</td>
<td>One-stop intake centers</td>
</tr>
<tr>
<td>☐</td>
<td>Other - Describe:</td>
</tr>
</tbody>
</table>

In some counties the Community Action Agencies share an office with DWS and other service providers. Referrels are made to Weatherization through LIHEAP. Community Action Agencies operating other programs for low-income households, such as CSBG, will make those program services available to eligible LIHEAP applicants.

If any of the above questions require further explanation or clarification that could not be made in the fields provided, attach a document with said explanation here.
Section 8: Agency Designation, 2605(b)(6) - Assurance 6 (Required for state grantees and the Commonwealth of Puerto Rico)

8.1 How would you categorize the primary responsibility of your State agency?

- Administration Agency
- Commerce Agency
- Community Services Agency
- Energy / Environment Agency
- Housing Agency
- Welfare Agency
- Other - Describe:

Alternate Outreach and Intake, 2605(b)(15) - Assurance 15

If you selected “Welfare Agency” in question 8.1, you must complete questions 8.2, 8.3, and 8.4, as applicable.

8.2 How do you provide alternate outreach and intake for HEATING ASSISTANCE?

8.3 How do you provide alternate outreach and intake for COOLING ASSISTANCE?

8.4 How do you provide alternate outreach and intake for CRISIS ASSISTANCE?

8.5 LIHEAP Component Administration.

<table>
<thead>
<tr>
<th>Component Administration</th>
<th>Heating</th>
<th>Cooling</th>
<th>Crisis</th>
<th>Weatherization</th>
</tr>
</thead>
<tbody>
<tr>
<td>8.5a Who determines client eligibility?</td>
<td>Community Action Agencies</td>
<td>Community Action Agencies</td>
<td>Community Action Agencies</td>
<td>Non-profits</td>
</tr>
<tr>
<td>8.5b Who processes benefit payments to gas and electric vendors?</td>
<td>Community Action Agencies</td>
<td>Community Action Agencies</td>
<td>Community Action Agencies</td>
<td></td>
</tr>
<tr>
<td>8.5c Who processes benefit payments to bulk fuel vendors?</td>
<td>Community Action Agencies</td>
<td>Community Action Agencies</td>
<td>Community Action Agencies</td>
<td></td>
</tr>
<tr>
<td>8.5d Who performs installation of weatherization</td>
<td>Non-profits</td>
<td>Non-profits</td>
<td>Non-profits</td>
<td>Non-profits</td>
</tr>
</tbody>
</table>
If any of your LIHEAP components are not centrally-administered by a state agency, you must complete questions 8.6, 8.7, 8.8, and, if applicable, 8.9.

<table>
<thead>
<tr>
<th>8.6 What is your process for selecting local administering agencies?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Arkansas LIHEAP utilizes the Request for Qualification (RFQ) process to implement the LIHEAP Program. The state currently partners with the 15 Community Action Agencies. LIHEAP/Weatherization also utilizes Requests for Qualifications (RFQ) under DOE guidelines. Arkansas Weatherization has subgrants with Community Action Agencies and other non-profit organizations to implement the weatherization program.</td>
</tr>
</tbody>
</table>

| 8.7 How many local administering agencies do you use? | 15 CAAs and 1 non-profit |
|------------------------------------------------------|

<table>
<thead>
<tr>
<th>8.8 Have you changed any local administering agencies in the last year?</th>
</tr>
</thead>
<tbody>
<tr>
<td>☑ Yes</td>
</tr>
<tr>
<td>☐ No</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>8.9 If so, why?</th>
</tr>
</thead>
<tbody>
<tr>
<td>☑ Agency was in noncompliance with grantee requirements for LIHEAP -</td>
</tr>
<tr>
<td>☐ Agency is under criminal investigation</td>
</tr>
<tr>
<td>☐ Added agency</td>
</tr>
<tr>
<td>☐ Agency closed</td>
</tr>
<tr>
<td>☐ Other - describe</td>
</tr>
</tbody>
</table>

Pine Bluff-Jefferson County Economic Opportunities Commission (PBJCEOC) was suspended from providing LIHEAP services beginning in the summer of 2019 due to an investigation by the Arkansas Department of Human Services into the LIHEAP program. PBJCEOC subsequently reconstituted its board of directors and staff and changed its name to Central Delta Community Action Agency (CDCAA). CDCAA operated LIHEAP during Summer 2020 under a program improvement plan that was closely monitored by the Arkansas Energy Office LIHEAP staff. The status of CDCAA for 2020 - 2021 has not been decided at the current time.

If any of the above questions require further explanation or clarification that could not be made in the fields provided, attach a document with said explanation here.
### Section 9: Energy Suppliers, 2605(b)(7) - Assurance 7

#### 9.1 Do you make payments directly to home energy suppliers?

<table>
<thead>
<tr>
<th></th>
<th>Heating</th>
<th>Cooling</th>
<th>Crisis</th>
<th>Are there exceptions?</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
</tbody>
</table>

If yes, describe.

Community Action Agencies make payment to home energy suppliers, except for Central Delta Community Action Agency (CDCAA). Arkansas Energy Office makes payments to suppliers on behalf of CDCAA.

#### 9.2 How do you notify the client of the amount of assistance paid?

The Community Action Agency sends a Notice of Action (AEO 2001) which details the status of their application. This information includes the LIHEAP payment amount, name of energy supplier and date the payment of pledge.

#### 9.3 How do you assure that the home energy supplier will charge the eligible household, in the normal billing process, the difference between the actual cost of the home energy and the amount of the payment?

Supplier Agreements are signed between each energy supplier and the Community Action Agency prior to making a direct payment. The contract outlines LIHEAP policies and regulations that govern the energy supplier when accepting LIHEAP payments; LIHEAP client rights are outlined in the agreement as well. The LIHEAP Arkansas Home Energy Supplier Agreement, Item C., between the energy supplier, State of Arkansas, and the Community Action Agency, states that the recipients will be charged by using the "Normal Billing Process". This is the difference between the actual cost of the home energy and the amount of the LIHEAP payment. The billing energy supplier is subject to monitoring by the Arkansas Energy Office in order to assure compliance. Any client complaint of not seeing the LIHEAP payment as a credit on his/her account is investigated.

Energy Suppliers are subject to periodic monitoring to ensure compliance.

#### 9.4 How do you assure that no household receiving assistance under this title will be treated adversely because of their receipt of LIHEAP assistance?

The Arkansas Energy Office and Community Action Agencies follow up on any client complaints.

#### 9.5. Do you make payments contingent on unregulated vendors taking appropriate measures to alleviate the energy burdens of eligible households?

<table>
<thead>
<tr>
<th></th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

If so, describe the measures unregulated vendors may take.

Payments are made only to vendors who have signed a Supplier Agreement with the Community Action Agency. Payments are made to the applicants if the household energy supplier has been disqualified or has chosen not to participate in LIHEAP.

If any of the above questions require further explanation or clarification that could not be made in the fields provided, attach a document with said explanation here.
Section 10 - Program, Fiscal Monitoring, and Audit, 2605(b)(10) - Assurance 10

10.1. How do you ensure good fiscal accounting and tracking of LIHEAP funds?

The Arkansas Energy Office (AEO) is required to follow the Arkansas Department of Finance and Administration fiscal policies and procedures which are in compliance with federal fiscal regulations. AEO also adheres to LIHEAP federal regulations. Community Action Agency requests for funds and reimbursements are reviewed as to grant balances and supporting documentation, and compared to approved budgets and submitted weekly cumulative reports that show applications received, approved, and expenditures made to utilities.

Audit Process

10.2. Is your LIHEAP program audited annually under the Single Audit Act and OMB Circular A - 133?  
☐ Yes  ☐ No

10.3. Describe any audit findings rising to the level of material weakness or reportable condition cited in the A-133 audits, Grantee monitoring assessments, inspector general reviews, or other government agency reviews of the LIHEAP agency from the most recently audited fiscal year.

No Findings  

Finding | Type | Brief Summary | Resolved? | Action Taken
--- | --- | --- | --- | ---
1 | | | | |

10.4. Audits of Local Administering Agencies

What types of annual audit requirements do you have in place for local administering agencies/district offices? Select all that apply.

☐ Local agencies/district offices are required to have an annual audit in compliance with Single Audit Act and OMB Circular A-133
☐ Local agencies/district offices are required to have an annual audit (other than A-133)
☑ Local agencies/district offices' A-133 or other independent audits are reviewed by Grantee as part of compliance process.
☐ Grantee conducts fiscal and program monitoring of local agencies/district offices

Compliance Monitoring

10.5. Describe the Grantee's strategies for monitoring compliance with the Grantee's and Federal LIHEAP policies and procedures: Select all that apply

Grantee employees:

☐ Internal program review
☐ Departmental oversight
☐ Secondary review of invoices and payments
☐ Other program review mechanisms are in place. Describe:

Local Administering Agencies / District Offices:

☐ On-site evaluation
### 10.6 Explain, or attach a copy of your local agency monitoring schedule and protocol.

At the beginning of the year, on-site monitoring will continue to be suspended due to the pandemic and many staff working remotely. Arkansas Energy Office (AEO) is working to establish a secure system where Community Action Agencies can upload client files to enable desk reviews by AEO LIHEAP staff. Program evaluations, including results of client file sampling and review, will be conducted by Zoom. Currently, we do not have a monitoring schedule for this program year. Policies and procedures for monitoring are attached.

### 10.7. Describe how you select local agencies for monitoring reviews.

#### Site Visits:

All agencies are monitored annually for each LIHEAP program implemented, a Winter Heating program and a Summer Cooling program. The monitoring reviews are extensive and typically last from 3 days to 1 week, depending on the size of the CAA's service area.

#### Desk Reviews:

Desk reviews of client files will now replace on-site review of client files. These reviews will cover application, documentation, determination of eligibility and amount of benefit, notification to client and payment to energy supplier as well as overall adherance to LIHEAP policies and procedures.

### 10.8. How often is each local agency monitored?

Policy establishes monitoring of both Winter and Summer LIHEAP programs after the programs close. More than one program may be monitored during an on-site visit. AEO intends to reach each Community Action Program at least annually.

### 10.9. What is the combined error rate for eligibility determinations? OPTIONAL

### 10.10. What is the combined error rate for benefit determinations? OPTIONAL

### 10.11. How many local agencies are currently on corrective action plans for eligibility and/or benefit determination issues? 0

### 10.12. How many local agencies are currently on corrective action plans for financial accounting or administrative issues? 1

If any of the above questions require further explanation or clarification that could not be made in the fields provided, attach a document with said explanation here.
Section 11: Timely and Meaningful Public Participation, 2605(b)(12), 2605(C)(2)

11.1 How did you obtain input from the public in the development of your LIHEAP plan? Select all that apply.
- [ ] Tribal Council meeting(s)
- [ ] Public Hearing(s)
- [x] Draft Plan posted to website and available for comment
- [ ] Hard copy of plan is available for public view and comment
- [ ] Comments from applicants are recorded
- [x] Request for comments on draft Plan is advertised
- [x] Stakeholder consultation meeting(s)
- [ ] Comments are solicited during outreach activities
- [ ] Other - Describe: 

11.2 What changes did you make to your LIHEAP plan as a result of this participation?

All feedback is considered. AEO had an initial conference call on 8/27/20 regarding the plan with the fifteen (15) CAAs who operate LIHEAP. There will be additional conference calls with this group on 9/3, 9/10, and 9/17/20. In addition, the plan was posted to AEO's website on 8/27/20 and ads in the statewide newspaper on 8/30, 9/6 and 9/13/20 advertise the link to the plan and solicit written comments through 9/18/20.

Public Hearings, 2605(a)(2) - For States and the Commonwealth of Puerto Rico Only

11.3 List the date and location(s) that you held public hearing(s) on the proposed use and distribution of your LIHEAP funds?

<table>
<thead>
<tr>
<th>Date</th>
<th>Event Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>08/27/2020</td>
<td>Public comment ended; Public hearing not required for submission of revised plan.</td>
</tr>
</tbody>
</table>

11.4 How many parties commented on your plan at the hearing(s)? 1

11.5 Summarize the comments you received at the hearing(s).

It was a spelling correction.

11.6 What changes did you make to your LIHEAP plan as a result of the comments received at the public hearing(s)?

Corrected spelling.

If any of the above questions require further explanation or clarification that could not be made in the fields provided, attach a document with said explanation here.
Section 12: Fair Hearings, 2605(b)(13) - Assurance 13

12.1 How many fair hearings did the grantee have in the prior Federal fiscal year? 0

12.2 How many of those fair hearings resulted in the initial decision being reversed? 0

12.3 Describe any policy and/or procedural changes made in the last Federal fiscal year as a result of fair hearings?

There were no changes to the LIHEAP policy as a result of a fair hearing.

12.4 Describe your fair hearing procedures for households whose applications are denied.

The appeal is reviewed by the LIHEAP manager who discusses the issues with the client and with the CAA. If the issue can be resolved to the satisfaction of the client and the LIHEAP manager and CAA, then it is considered resolved. Other steps to receive a fair hearing are at the Senior Programs Manager level and the Associate Director of the Arkansas Energy Office.

12.5 When and how are applicants informed of these rights?

The applicant's rights are listed on all LIHEAP applications (LIHEAP 9495, Abbreviated and PE 2096). The applicant's rights are also clarified during the interview process. A form to request an appeal is included with the Notice of Action sent to each LIHEAP applicant regarding disposition of her/his application.

12.6 Describe your fair hearing procedures for households whose applications are not acted on in a timely manner.

Applicants may request a hearing regarding claims not acted upon in a timely manner. The process is the same as described in 12.4.

12.7 When and how are applicants informed of these rights?

Applicants are informed of their right to a timely disposition of their application in the same manner as described in 12.5.

If any of the above questions require further explanation or clarification that could not be made in the fields provided, attach a document with said explanation here.
### Section 13 - Reduction of home energy needs, 2605(b)(16) - Assurance 16

#### 13.1 Describe how you use LIHEAP funds to provide services that encourage and enable households to reduce their home energy needs and thereby the need for energy assistance?

Assurance 16 services provided to LIHEAP households encourage and enable households to reduce their home energy usage and thereby reduce their dependence on energy assistance and help them achieve a higher degree of self-sufficiency. Assurance 16 activities may include, but are not limited to, needs assessments; counseling referrals to other coordinated services; presenting educational programs on ways to save energy in the households; meter reading; and household budgeting.

Case Management Activities (CMA) will be targeted toward Crisis Intervention Program applicants and also, when deemed appropriate and necessary, the Regular Assistance Program.

#### 13.2 How do you ensure that you don't use more than 5% of your LIHEAP funds for these activities?

5% of LIHEAP program funds are allocated to community action agencies for Assurance 16 programs. Since Assurance 16 is an optional program in Arkansas, any CAA electing not to operate an Assurance 16 program will use these funds for Regular or Crisis benefits. The reimbursement process does not allow expenditures of more than the allocated amount by any CAA.

#### 13.3 Describe the impact of such activities on the number of households served in the previous Federal fiscal year.

The Assurance 16 programs are educationally based with an emphasis on household budgeting skills and energy conservation to promote self-sufficiency and to lessen the household energy burden. Most Assurance 16 participants have reported a decrease in energy usage and an increase in the ability to manage household needs, thus promoting a healthier environment. A total of 597 households were served during FY 2020.

#### 13.4 Describe the level of direct benefits provided to those households in the previous Federal fiscal year.

A total of $1,130,205 was allocated to the fifteen (15) Community Action Agencies (CAAs) for Assurance 16. Of this amount, $714,290 was spent by eight (8) CAAs to operate Assurance 16 programs. Direct benefits to households of $405,357 included payments to utility providers, educational materials, and repair of faulty equipment or gas lines.

#### 13.5 How many households applied for these services?

250

#### 13.6 How many households received these services?

597

If any of the above questions require further explanation or clarification that could not be made in the fields provided, attach a document with said explanation here.
Section 14: Leveraging Incentive Program, 2607(A)

14.1 Do you plan to submit an application for the leveraging incentive program?
- Yes
- No

14.2 Describe instructions to any third parties and/or local agencies for submitting LIHEAP leveraging resource information and retaining records.

14.3 For each type of resource and/or benefit to be leveraged in the upcoming year that will meet the requirements of 45 C.F.R. § 96.87(d)(2)(iii), describe the following:

<table>
<thead>
<tr>
<th>Resource</th>
<th>What is the type of resource or benefit?</th>
<th>What is the source(s) of the resource?</th>
<th>How will the resource be integrated and coordinated with LIHEAP?</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Entergy Arkansas Power to Care</td>
<td>Employee donations, public donations, and Entergy Arkansas fundraisers</td>
<td>Program starts when LIHEAP benefits have been depleted. This program targets persons age 60 and older and also persons with disabilities.</td>
</tr>
</tbody>
</table>

If any of the above questions require further explanation or clarification that could not be made in the fields provided, attach a document with said explanation here.
Section 15: Training

15.1 Describe the training you provide for each of the following groups:

a. Grantee Staff:

<table>
<thead>
<tr>
<th>Training Type</th>
<th>Frequency</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Formal training on grantee policies and procedures</td>
<td>☑️</td>
<td>Annually</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Biannually</td>
</tr>
<tr>
<td></td>
<td></td>
<td>As needed</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Other - Describe: Annual NEADA Conference</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Employees are provided with policy manual</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Other - Describe: Grantee staff attends new staff orientation.</td>
</tr>
</tbody>
</table>

b. Local Agencies:

<table>
<thead>
<tr>
<th>Training Type</th>
<th>Frequency</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Formal training conference</td>
<td>☑️</td>
<td>Annually</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Biannually</td>
</tr>
<tr>
<td></td>
<td></td>
<td>As needed</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Other - Describe: Weekly conference calls with the agency</td>
</tr>
<tr>
<td></td>
<td></td>
<td>On-site training</td>
</tr>
<tr>
<td></td>
<td></td>
<td>How often?</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Annually</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Biannually</td>
</tr>
<tr>
<td></td>
<td></td>
<td>As needed</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Other - Describe: During monitoring visits</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Employees are provided with policy manual</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Other - Describe: Policy clarifications and discussions through email.</td>
</tr>
</tbody>
</table>

c. Vendors

<table>
<thead>
<tr>
<th>Training Type</th>
<th>Frequency</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Formal training conference</td>
<td>☐</td>
<td>Annually</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Biannually</td>
</tr>
<tr>
<td></td>
<td></td>
<td>As needed</td>
</tr>
</tbody>
</table>
15.2 Does your training program address fraud reporting and prevention?
- Yes
- No

If any of the above questions require further explanation or clarification that could not be made in the fields provided, attach a document with said explanation here.
## Section 16: Performance Goals and Measures, 2605(b) - Required for States Only

16.1 Describe your progress toward meeting the data collection and reporting requirements of the four required LIHEAP performance measures. Include timeframes and plans for meeting these requirements and what you believe will be accomplished in the coming federal fiscal year.

The Arkansas Energy Office (AEO) has established policy expectations for CAAs to ensure they are collecting accurate and complete data for LIHEAP performance measures. Weekly and monthly reports submitted during the program year keep a focus on data collection.

AEO contracts with Communities Unlimited to collect annual data and to compile and report LIHEAP performance measures as required. After closeout of the winter program, data from this program will be collected and examined for any problems. Likewise, with the summer program, after which data is combined for the year and submitted to energy suppliers to collect data for performance measures.

AEO revised the supplier agreement in FY 2020 to specify more clearly what information is needed from utilities.

If any of the above questions require further explanation or clarification that could not be made in the fields provided, attach a document with said explanation here.
Section 17: Program Integrity, 2605(b)(10)

17.1 Fraud Reporting Mechanisms

a. Describe all mechanisms available to the public for reporting cases of suspected waste, fraud, and abuse. Select all that apply.

- [ ] Online Fraud Reporting
- [ ] Dedicated Fraud Reporting Hotline
- [ ] Report directly to local agency/district office or Grantee office
- [ ] Report to State Inspector General or Attorney General
- [ ] Forms and procedures in place for local agencies/district offices and vendors to report fraud, waste, and abuse
- [ ] Other - Describe: 

b. Describe strategies in place for advertising the above-referenced resources. Select all that apply

- [ ] Printed outreach materials
- [ ] Addressed on LIHEAP application
- [ ] Website
- [ ] Other - Describe: 

17.2. Identification Documentation Requirements

a. Indicate which of the following forms of identification are required or requested to be collected from LIHEAP applicants or their household members.

<table>
<thead>
<tr>
<th>Type of Identification Collected</th>
<th>Collected from Whom?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Applicant Only</td>
</tr>
<tr>
<td>Social Security Card is</td>
<td>Required</td>
</tr>
<tr>
<td>photocopied and retained</td>
<td>Requested</td>
</tr>
<tr>
<td>Social Security Number (Without</td>
<td>Required</td>
</tr>
<tr>
<td>actual Card)</td>
<td>Requested</td>
</tr>
<tr>
<td>Government-issued identification</td>
<td>Required</td>
</tr>
<tr>
<td>card (i.e.: driver’s license,</td>
<td>Requested</td>
</tr>
<tr>
<td>state ID, Tribal ID, passport,</td>
<td></td>
</tr>
</tbody>
</table>
b. Describe any exceptions to the above policies.

17.3 Identification Verification
Describe what methods are used to verify the authenticity of identification documents provided by clients or household members. Select all that apply

- Verify SSNs with Social Security Administration
- Match SSNs with death records from Social Security Administration or state agency
- Match SSNs with state eligibility/case management system (e.g., SNAP, TANF)
- Match with state Department of Labor system
- Match with state and/or federal corrections system
- Match with state child support system
- Verification using private software (e.g., The Work Number)
- In-person certification by staff (for tribal grantees only)
- Match SSN/Tribal ID number with tribal database or enrollment records (for tribal grantees only)

Other - Describe:
1. Supporting documentation and State I.D. are used to verify applicants.
2. Utility bills are used to verify residence.
3. Documentation for eligibility or household income; SSI/SSA, check stubs, bank statement, Div. of Workforce Services, DHS, VA Award letter

17.4. Citizenship/Legal Residency Verification
What are your procedures for ensuring that household members are U.S. citizens or aliens who are qualified to receive LIHEAP benefits? Select all that apply

- Clients sign an attestation of citizenship or legal residency
- Client’s submission of Social Security cards is accepted as proof of legal residency
- Noncitizens must provide documentation of immigration status
- Citizens must provide a copy of their birth certificate, naturalization papers, or passport
- Noncitizens are verified through the SAVE system
- Tribal members are verified through Tribal enrollment records/Tribal ID card
- Other - Describe:

17.5. Income Verification
What methods does your agency utilize to verify household income? Select all that apply

- Require documentation of income for all adult household members
  - Pay stubs
  - Social Security award letters
  - Bank statements
  - Tax statements
<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Zero-income statements</td>
<td></td>
</tr>
<tr>
<td>✅ Unemployment Insurance letters</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Other - Describe:</td>
</tr>
<tr>
<td>Computer data matches:</td>
<td></td>
</tr>
<tr>
<td>✅ Income information matched against state computer system (e.g., SNAP, TANF)</td>
<td></td>
</tr>
<tr>
<td>✅ Proof of unemployment benefits verified with state Department of Labor</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Social Security income verified with SSA</td>
</tr>
<tr>
<td></td>
<td>Utilize state directory of new hires</td>
</tr>
<tr>
<td></td>
<td>Other - Describe:</td>
</tr>
</tbody>
</table>

17.6. Protection of Privacy and Confidentiality

Describe the financial and operating controls in place to protect client information against improper use or disclosure. Select all that apply.

- Policy in place prohibiting release of information without written consent
- Grantee LIHEAP database includes privacy/confidentiality safeguards
- Employee training on confidentiality for:
  - Grantee employees
  - Local agencies/district offices
- Employees must sign confidentiality agreement
  - Grantee employees
  - Local agencies/district offices
- Physical files are stored in a secure location
  - Other - Describe:  |

17.7. Verifying the Authenticity

What policies are in place for verifying vendor authenticity? Select all that apply.

- All vendors must register with the State/Tribe.
- All vendors must supply a valid SSN or TIN/W-9 form
- Vendors are verified through energy bills provided by the household
- Grantee and/or local agencies/district offices perform physical monitoring of vendors
  - Other - Describe and note any exceptions to policies above:  |

17.8. Benefits Policy - Gas and Electric Utilities

What policies are in place to protect against fraud when making benefit payments to gas and electric utilities on behalf of clients? Select all that apply.

- Applicants required to submit proof of physical residency
- Applicants must submit current utility bill
- Data exchange with utilities that verifies:
  - Account ownership
  - Consumption
  - Balances
  - Payment history
  - Account is properly credited with benefit
  - Other - Describe:  |
- Centralized computer system/database tracks payments to all utilities
Centralized computer system automatically generates benefit level

Separation of duties between intake and payment approval

Payments coordinated among other energy assistance programs to avoid duplication of payments

Payments to utilities and invoices from utilities are reviewed for accuracy

Computer databases are periodically reviewed to verify accuracy and timeliness of payments made to utilities

Direct payment to households are made in limited cases only

Procedures are in place to require prompt refunds from utilities in cases of account closure

Vendor agreements specify requirements selected above, and provide enforcement mechanism

Other - Describe:

17.9. Benefits Policy - Bulk Fuel Vendors

What procedures are in place for averting fraud and improper payments when dealing with bulk fuel suppliers of heating oil, propane, wood, and other bulk fuel vendors? Select all that apply.

- Vendors are checked against an approved vendors list
- Centralized computer system/database is used to track payments to all vendors
- Clients are relied on for reports of non-delivery or partial delivery
- Two-party checks are issued naming client and vendor
- Direct payment to households are made in limited cases only
- Vendors are only paid once they provide a delivery receipt signed by the client
- Conduct monitoring of bulk fuel vendors
- Bulk fuel vendors are required to submit reports to the Grantee
- Vendor agreements specify requirements selected above, and provide enforcement mechanism

Other - Describe:

17.10. Investigations and Prosecutions

Describe the Grantee’s procedures for investigating and prosecuting reports of fraud, and any sanctions placed on clients/staff/vendors found to have committed fraud. Select all that apply.

- Refer to state Inspector General
- Refer to local prosecutor or state Attorney General
- Refer to US DHHS Inspector General (including referral to OIG hotline)
- Local agencies/district offices or Grantee conduct investigation of fraud complaints from public
- Grantee attempts collection of improper payments. If so, describe the recoupment process

   AEO will investigate the nature of the improper payment and require corrective action. Ultimately, the CAA must reimburse LIHEAP with non federal funds if payment cannot be corrected.

- Clients found to have committed fraud are banned from LIHEAP assistance. For how long is a household banned?
- Contracts with local agencies require that employees found to have committed fraud are reprimanded and/or terminated
- Vendors found to have committed fraud may no longer participate in LIHEAP

Other - Describe:

If any of the above questions require further explanation or clarification that could not be made in the fields provided, attach a document with said explanation here.
Section 18: Certification Regarding Debarment, Suspension, and Other Responsibility Matters--Primary Covered Transactions

Instructions for Certification

1. By signing and submitting this proposal, the prospective primary participant is providing the certification set out below.

2. The inability of a person to provide the certification required below will not necessarily result in denial of participation in this covered transaction. The prospective participant shall submit an explanation of why it cannot provide the certification set out below. The certification or explanation will be considered in connection with the department or agency's determination whether to enter into this transaction. However, failure of the prospective primary participant to furnish a certification or an explanation shall disqualify such person from participation in this transaction.

3. The certification in this clause is a material representation of fact upon which reliance was placed when the department or agency determined to enter into this transaction. If it is later determined that the prospective primary participant knowingly rendered an erroneous certification, in addition to other remedies available to the Federal Government, the department or agency may terminate this transaction for cause or default.

4. The prospective primary participant shall provide immediate written notice to the department or agency to which this proposal is submitted if at any time the prospective primary participant learns that its certification was erroneous when submitted or has become erroneous by reason of changed circumstances.

5. The terms covered transaction, debarred, suspended, ineligible, lower tier covered transaction, participant, person, primary covered transaction, principal, proposal, and voluntarily excluded, as used in this clause, have the meanings set out in the Definitions and Coverage sections of the rules implementing Executive Order 12549. You may contact the department or agency to which this proposal is being submitted for assistance in obtaining a copy of those regulations.

6. The prospective primary participant agrees by submitting this proposal that, should the proposed covered transaction be entered into, it shall not knowingly enter into any lower tier covered transaction with a person who is proposed for debarment under 48 CFR part 9, subpart 9.4, debarred, suspended, declared ineligible, or voluntarily excluded from participation in this covered transaction, unless authorized by the department or agency entering into this transaction.

7. The prospective primary participant further agrees by submitting this proposal that it will include the clause titled "Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion-Lower Tier Covered Transaction,"
provided by the department or agency entering into this covered transaction, without modification, in all lower tier covered transactions and in all solicitations for lower tier covered transactions.

8. A participant in a covered transaction may rely upon a certification of a prospective participant in a lower tier covered transaction that it is not proposed for debarment under 48 CFR part 9, subpart 9.4, debarred, suspended, ineligible, or voluntarily excluded from the covered transaction, unless it knows that the certification is erroneous. A participant may decide the method and frequency by which it determines the eligibility of its principals. Each participant may, but is not required to, check the List of Parties Excluded from Federal Procurement and Nonprocurement Programs.

9. Nothing contained in the foregoing shall be construed to require establishment of a system of records in order to render in good faith the certification required by this clause. The knowledge and information of a participant is not required to exceed that which is normally possessed by a prudent person in the ordinary course of business dealings.

10. Except for transactions authorized under paragraph 6 of these instructions, if a participant in a covered transaction knowingly enters into a lower tier covered transaction with a person who is proposed for debarment under 48 CFR part 9, subpart 9.4, suspended, debarred, ineligible, or voluntarily excluded from participation in this transaction, in addition to other remedies available to the Federal Government, the department or agency may terminate this transaction for cause or default.

Certification Regarding Debarment, Suspension, and Other Responsibility Matters--Primary Covered Transactions

(1) The prospective primary participant certifies to the best of its knowledge and belief, that it and its principals:

(a) Are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded by any Federal department or agency;

(b) Have not within a three-year period preceding this proposal been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (Federal, State or local) transaction or contract under a public transaction; violation of Federal or State antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;

(c) Are not presently indicted for or otherwise criminally or civilly charged by a governmental entity (Federal, State or local) with commission of any of the offenses enumerated in paragraph (1)(b) of this certification; and

(d) Have not within a three-year period preceding this application/proposal had one or more public transactions (Federal, State or local) terminated for cause or default.

(2) Where the prospective primary participant is unable to certify to any of the statements in this certification, such prospective participant shall attach an
Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion—Lower Tier Covered Transactions

Instructions for Certification

1. By signing and submitting this proposal, the prospective lower tier participant is providing the certification set out below.

2. The certification in this clause is a material representation of fact upon which reliance was placed when this transaction was entered into. If it is later determined that the prospective lower tier participant knowingly rendered an erroneous certification, in addition to other remedies available to the Federal Government the department or agency with which this transaction originated may pursue available remedies, including suspension and/or debarment.

3. The prospective lower tier participant shall provide immediate written notice to the person to which this proposal is submitted if at any time the prospective lower tier participant learns that its certification was erroneous when submitted or had become erroneous by reason of changed circumstances.

4. The terms covered transaction, debarred, suspended, ineligible, lower tier covered transaction, participant, person, primary covered transaction, principal, proposal, and voluntarily excluded, as used in this clause, have the meaning set out in the Definitions and Coverage sections of rules implementing Executive Order 12549. You may contact the person to which this proposal is submitted for assistance in obtaining a copy of those regulations.

5. The prospective lower tier participant agrees by submitting this proposal that, should the proposed covered transaction be entered into, it shall not knowingly enter into any lower tier covered transaction with a person who is proposed for debarment under 48 CFR part 9, subpart 9.4, debarred, suspended, declared ineligible, or voluntarily excluded from participation in this covered transaction, unless authorized by the department or agency with which this transaction originated.

6. The prospective lower tier participant further agrees by submitting this proposal that it will include this clause titled “Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion—Lower Tier Covered Transaction,” without modification, in all lower tier covered transactions and in all solicitations for lower tier covered transactions.

7. A participant in a covered transaction may rely upon a certification of a prospective participant in a lower tier covered transaction that it is not proposed for debarment under 48 CFR part 9, subpart 9.4, debarred, suspended, ineligible, or voluntarily excluded from covered transactions, unless it knows that the certification is erroneous. A participant may decide the method and frequency by which it determines the eligibility of its principals. Each participant may, but is not required to, check the List of Parties Excluded from Federal Procurement and Nonprocurement Programs.

8. Nothing contained in the foregoing shall be construed to require
establishment of a system of records in order to render in good faith the certification required by this clause. The knowledge and information of a participant is not required to exceed that which is normally possessed by a prudent person in the ordinary course of business dealings.

9. Except for transactions authorized under paragraph 5 of these instructions, if a participant in a covered transaction knowingly enters into a lower tier covered transaction with a person who is proposed for debarment under 48 CFR part 9, subpart 9.4, suspended, debarred, ineligible, or voluntarily excluded from participation in this transaction, in addition to other remedies available to the Federal Government, the department or agency with which this transaction originated may pursue available remedies, including suspension and/or debarment.

Certification Regarding Debarment, Suspension, Ineligibility an Voluntary Exclusion–Lower Tier Covered Transactions

(1) The prospective lower tier participant certifies, by submission of this proposal, that neither it nor its principals is presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any Federal department or agency.

(2) Where the prospective lower tier participant is unable to certify to any of the statements in this certification, such prospective participant shall attach an explanation to this proposal.

☑ By checking this box, the prospective primary participant is providing the certification set out above.
Section 19: Certification Regarding Drug-Free Workplace Requirements

This certification is required by the regulations implementing the Drug-Free Workplace Act of 1988: 45 CFR Part 76, Subpart, F. Sections 76.630(c) and (d)(2) and 76.645(a)(1) and (b) provide that a Federal agency may designate a central receipt point for STATE-WIDE AND STATE AGENCY-WIDE certifications, and for notification of criminal drug convictions. For the Department of Health and Human Services, the central pint is: Division of Grants Management and Oversight, Office of Management and Acquisition, Department of Health and Human Services, Room 517-D, 200 Independence Avenue, SW Washington, DC 20201.

Certification Regarding Drug-Free Workplace Requirements (Instructions for Certification)

1. By signing and/or submitting this application or grant agreement, the grantee is providing the certification set out below.

2. The certification set out below is a material representation of fact upon which reliance is placed when the agency awards the grant. If it is later determined that the grantee knowingly rendered a false certification, or otherwise violates the requirements of the Drug-Free Workplace Act, the agency, in addition to any other remedies available to the Federal Government, may take action authorized under the Drug-Free Workplace Act.

3. For grantees other than individuals, Alternate I applies.

4. For grantees who are individuals, Alternate II applies.

5. Workplaces under grants, for grantees other than individuals, need not be identified on the certification. If known, they may be identified in the grant application. If the grantee does not identify the workplaces at the time of application, or upon award, if there is no application, the grantee must keep the identity of the workplace(s) on file in its office and make the information available for Federal inspection. Failure to identify all known workplaces constitutes a violation of the grantee's drug-free workplace requirements.

6. Workplace identifications must include the actual address of buildings (or parts of buildings) or other sites where work under the grant takes place. Categorical descriptions may be used (e.g., all vehicles of a mass transit authority or State highway department while in operation, State employees in each local unemployment office, performers in concert halls or radio studios).

7. If the workplace identified to the agency changes during the performance of
the grant, the grantee shall inform the agency of the change(s), if it previously identified the workplaces in question (see paragraph five).

8. Definitions of terms in the Nonprocurement Suspension and Debarment common rule and Drug-Free Workplace common rule apply to this certification. Grantees' attention is called, in particular, to the following definitions from these rules:

*Controlled substance* means a controlled substance in Schedules I through V of the Controlled Substances Act (21 U.S.C. 812) and as further defined by regulation (21 CFR 1308.11 through 1308.15);

*Conviction* means a finding of guilt (including a plea of nolo contendere) or imposition of sentence, or both, by any judicial body charged with the responsibility to determine violations of the Federal or State criminal drug statutes;

*Criminal drug statute* means a Federal or non-Federal criminal statute involving the manufacture, distribution, dispensing, use, or possession of any controlled substance;

*Employee* means the employee of a grantee directly engaged in the performance of work under a grant, including: (i) All direct charge employees; (ii) All indirect charge employees unless their impact or involvement is insignificant to the performance of the grant; and, (iii) Temporary personnel and consultants who are directly engaged in the performance of work under the grant and who are on the grantee's payroll. This definition does not include workers not on the payroll of the grantee (e.g., volunteers, even if used to meet a matching requirement; consultants or independent contractors not on the grantee's payroll; or employees of subrecipients or subcontractors in covered workplaces).

Certification Regarding Drug-Free Workplace Requirements

Alternate I. (Grantees Other Than Individuals)
The grantee certifies that it will or will continue to provide a drug-free workplace by:

(a) Publishing a statement notifying employees that the unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance is prohibited in the grantee's workplace and specifying the actions that will be taken against employees for violation of such prohibition;
(b) Establishing an ongoing drug-free awareness program to inform employees about --
   (1) The dangers of drug abuse in the workplace;
   (2) The grantee's policy of maintaining a drug-free workplace;
   (3) Any available drug counseling, rehabilitation, and employee assistance
programs; and
(4) The penalties that may be imposed upon employees for drug abuse violations
occurring in the workplace;
c) Making it a requirement that each employee to be engaged in the performance of
the grant be given a copy of the statement required by paragraph (a);
(d) Notifying the employee in the statement required by paragraph (a) that, as a
condition of employment under the grant, the employee will --
(1) Abide by the terms of the statement; and
(2) Notify the employer in writing of his or her conviction for a violation of a
criminal drug statute occurring in the workplace no later than five calendar days
after such conviction;
(e) Notifying the agency in writing, within ten calendar days after receiving notice
under paragraph (d)(2) from an employee or otherwise receiving actual notice of
such conviction. Employers of convicted employees must provide notice, including
position title, to every grant officer or other designee on whose grant activity the
convicted employee was working, unless the Federal agency has designated a
central point for the receipt of such notices. Notice shall include the identification
number(s) of each affected grant;
(f) Taking one of the following actions, within 30 calendar days of receiving notice
under paragraph (d)(2), with respect to any employee who is so convicted -
(1) Taking appropriate personnel action against such an employee, up to and including
termination, consistent with the requirements of the Rehabilitation Act of 1973, as
amended; or
(2) Requiring such employee to participate satisfactorily in a drug abuse assistance
or rehabilitation program approved for such purposes by a Federal, State, or local
health, law enforcement, or other appropriate agency;
(g) Making a good faith effort to continue to maintain a drug-free workplace through
implementation of paragraphs (a), (b), (c), (d), (e) and (f).
(B) The grantee may insert in the space provided below the site(s) for the
performance of work done in connection with the specific grant:

Place of Performance (Street address, city, county, state, zip code)

Arkansas Energy Office
* Address Line 1
5301 Northshore Drive
Address Line 2
Address Line 3
North Little Rock
* City
* State
72118
* Zip Code

Check if there are workplaces on file that are not identified here.

Alternate II. (Grantees Who Are Individuals)

(a) The grantee certifies that, as a condition of the grant, he or she will not engage
in the unlawful manufacture, distribution, dispensing, possession, or use of a
controlled substance in conducting any activity with the grant;
(b) If convicted of a criminal drug offense resulting from a violation occurring during the conduct of any grant activity, he or she will report the conviction, in writing, within 10 calendar days of the conviction, to every grant officer or other designee, unless the Federal agency designates a central point for the receipt of such notices. When notice is made to such a central point, it shall include the identification number(s) of each affected grant.

[55 FR 21690, 21702, May 25, 1990]

☑ By checking this box, the prospective primary participant is providing the certification set out above.
The submitter of this application certifies, to the best of his or her knowledge and belief, that:

(1) No Federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of an agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement.

(2) If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, grant, loan, or cooperative agreement, the undersigned shall complete and submit Standard Form-LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions.

(3) The undersigned shall require that the language of this certification be included in the award documents for all subawards at all tiers (including subcontracts, subgrants, and contracts under grants, loans, and cooperative agreements) and that all subrecipients shall certify and disclose accordingly. This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by section 1352, title 31, U.S. Code. Any person who fails to file the required certification shall be subject to a civil penalty of not less than $10,000 and not more than $100,000 for each such failure.

Statement for Loan Guarantees and Loan Insurance

The undersigned states, to the best of his or her knowledge and belief, that:

If any funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this commitment providing for the United States to insure or guarantee a loan, the undersigned shall complete and submit Standard Form-LLL, " Disclosure Form to Report Lobbying," in accordance with its instructions. Submission of this statement is a prerequisite for making or
entering into this transaction imposed by section 1352, title 31, U.S. Code. Any person who fails to file the required statement shall be subject to a civil penalty of not less than $10,000 and not more than $100,000 for each such failure.

☑️ By checking this box, the prospective primary participant is providing the certification set out above.
(1) use the funds available under this title to--

   (A) conduct outreach activities and provide assistance to low income households in meeting their home energy costs, particularly those with the lowest incomes that pay a high proportion of household income for home energy, consistent with paragraph (5);

   (B) intervene in energy crisis situations;

   (C) provide low-cost residential weatherization and other cost-effective energy-related home repair; and

   (D) plan, develop, and administer the State's program under this title including leveraging programs, and the State agrees not to use such funds for any purposes other than those specified in this title;

(2) make payments under this title only with respect to--

   (A) households in which one or more individuals are receiving--

      (i) assistance under the State program funded under part A of title IV of the Social Security Act;

      (ii) supplemental security income payments under title XVI of the Social Security Act;

      (iii) food stamps under the Food Stamp Act of 1977; or

      (iv) payments under section 415, 521, 541, or 542 of title 38, United States Code, or under section 306 of the Veterans' and Survivors' Pension Improvement Act of 1978; or

   (B) households with incomes which do not exceed the greater of--

      (i) an amount equal to 150 percent of the poverty level for such State; or

      (ii) an amount equal to 60 percent of the State median income;

(except that a State may not exclude a household from eligibility in a fiscal year solely on the basis of household income if such income is less than 110 percent of the poverty level for such State, but the State may give priority to those households with the highest home energy costs or needs in relation to household income.

(3) conduct outreach activities designed to assure that eligible households, especially households with elderly individuals or disabled individuals, or both, and households with high home energy burdens, are made aware of the assistance available under this title, and any similar energy-related assistance available under subtitle B of title VI (relating to community services block grant
(4) coordinate its activities under this title with similar and related programs administered by the Federal Government and such State, particularly low-income energy-related programs under subtitle B of title VI (relating to community services block grant program), under the supplemental security income program, under part A of title IV of the Social Security Act, under title XX of the Social Security Act, under the low-income weatherization assistance program under title IV of the Energy Conservation and Production Act, or under any other provision of law which carries out programs which were administered under the Economic Opportunity Act of 1964 before the date of the enactment of this Act;

(5) provide, in a timely manner, that the highest level of assistance will be furnished to those households which have the lowest incomes and the highest energy costs or needs in relation to income, taking into account family size, except that the State may not differentiate in implementing this section between the households described in clauses 2(A) and 2(B) of this subsection;

(6) to the extent it is necessary to designate local administrative agencies in order to carry out the purposes of this title, to give special consideration, in the designation of such agencies, to any local public or private nonprofit agency which was receiving Federal funds under any low-income energy assistance program or weatherization program under the Economic Opportunity Act of 1964 or any other provision of law on the day before the date of the enactment of this Act, except that -

(A) the State shall, before giving such special consideration, determine that the agency involved meets program and fiscal requirements established by the State; and

(B) if there is no such agency because of any change in the assistance furnished to programs for economically disadvantaged persons, then the State shall give special consideration in the designation of local administrative agencies to any successor agency which is operated in substantially the same manner as the predecessor agency which did receive funds for the fiscal year preceding the fiscal year for which the determination is made;

(7) if the State chooses to pay home energy suppliers directly, establish procedures to --

(A) notify each participating household of the amount of assistance paid on its behalf;

(B) assure that the home energy supplier will charge the eligible household, in the normal billing process, the difference between the actual cost of the home energy and the amount of the payment made by the State under this title;

(C) assure that the home energy supplier will provide assurances that any agreement entered into with a home energy supplier under this paragraph will
contain provisions to assure that no household receiving assistance under this title will be treated adversely because of such assistance under applicable provisions of State law or public regulatory requirements; and

(D) ensure that the provision of vendor payments remains at the option of the State in consultation with local grantees and may be contingent on unregulated vendors taking appropriate measures to alleviate the energy burdens of eligible households, including providing for agreements between suppliers and individuals eligible for benefits under this Act that seek to reduce home energy costs, minimize the risks of home energy crisis, and encourage regular payments by individuals receiving financial assistance for home energy costs;

(8) provide assurances that,

(A) the State will not exclude households described in clause (2)(B) of this subsection from receiving home energy assistance benefits under clause (2), and

(B) the State will treat owners and renters equitably under the program assisted under this title;

(9) provide that--

(A) the State may use for planning and administering the use of funds under this title an amount not to exceed 10 percent of the funds payable to such State under this title for a fiscal year; and

(B) the State will pay from non-Federal sources the remaining costs of planning and administering the program assisted under this title and will not use Federal funds for such remaining cost (except for the costs of the activities described in paragraph (16));

(10) provide that such fiscal control and fund accounting procedures will be established as may be necessary to assure the proper disbursal of and accounting for Federal funds paid to the State under this title, including procedures for monitoring the assistance provided under this title, and provide that the State will comply with the provisions of chapter 75 of title 31, United States Code (commonly known as the "Single Audit Act");

(11) permit and cooperate with Federal investigations undertaken in accordance with section 2608;

(12) provide for timely and meaningful public participation in the development of the plan described in subsection (c);

(13) provide an opportunity for a fair administrative hearing to individuals whose claims for assistance under the plan described in subsection (c) are denied or are not acted upon with reasonable promptness; and

(14) cooperate with the Secretary with respect to data collecting and reporting under section 2610.
(15) * beginning in fiscal year 1992, provide, in addition to such services as may be offered by State Departments of Public Welfare at the local level, outreach and intake functions for crisis situations and heating and cooling assistance that is administered by additional State and local governmental entities or community-based organizations (such as community action agencies, area agencies on aging and not-for-profit neighborhood-based organizations), and in States where such organizations do not administer functions as of September 30, 1991, preference in awarding grants or contracts for intake services shall be provided to those agencies that administer the low-income weatherization or energy crisis intervention programs.

* This assurance is applicable only to States, and to territories whose annual regular LIHEAP allotments exceed $200,000. Neither territories with annual allotments of $200,000 or less nor Indian tribes/tribal organizations are subject to Assurance 15.

(16) use up to 5 percent of such funds, at its option, to provide services that encourage and enable households to reduce their home energy needs and thereby the need for energy assistance, including needs assessments, counseling, and assistance with energy vendors, and report to the Secretary concerning the impact of such activities on the number of households served, the level of direct benefits provided to those households, and the number of households that remain unserved.
## Plan Attachments

**PLAN ATTACHMENTS**

The following documents must be attached to this application:

- Delegation Letter is required if someone other than the Governor or Chairman Certified this Report.
- Heating component benefit matrix, if applicable
- Cooling component benefit matrix, if applicable
- Minutes, notes, or transcripts of public hearing(s).