**Policy Clarification**

**LIHEAP – All**

**PLA-20156-604**

**Submitted: August 25, 2022 Agency: CAOs**

**Subject: When to Request a Household Composition Form for a Low-Income Home Energy Assistance Program (LIHEAP) Application**

**Question: When should the County Assistance Office (CAO) send a household composition form to a LIHEAP applicant to verify the LIHEAP household?**

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| **Response By: LIHEAP Policy** | **Date: 9/30/2022** |  |  |
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CAOs should assume that the household members listed on the LIHEAP application are the only members of the LIHEAP household, and should not require a household composition form unless there is a reason to find the household composition questionable, such as:

* Another individual is currently receiving Department of Human Services (DHS) benefits at the address of the LIHEAP household and was not listed on the application; or
* An individual listed on the LIHEAP application is currently receiving benefits at another address; or
* An individual previously known to be at the address during the last LIHEAP season is not listed on the LIHEAP application

If the questioned composition cannot be sufficiently explained with a client statement or information in the case record, the CAO should send a household composition form to the LIHEAP applicant to verify the LIHEAP household members.

The CAO should not require verification of household composition when it has information that an individual previously received DHS benefits at the address but is no longer actively receiving benefits at the residence. If verification was provided in a prior season to verify the household composition, and no new information has been received since that date to make that verification questionable, verification of household composition should not be requested again.

The CAO can accept various forms of verification of the LIHEAP household in response to the request. Client statement of household composition can be used when the CAO finds that the information is not questionable, but the collateral contact and circumstances should be thoroughly narrated.

Referrals should continue to be made to the Office of State Inspector General when appropriate.