

Kendall-Grundy Community Action Written Procedures for LIHEAP Crisis Assistance

Crisis Assistance (Reconnection Assistance) must be provided within 48 hours, or 18 hours when a life-threatening condition exists in the household per LIHEAP statute.

Crisis Assistance 48 hour procedure

- Within the timeframes established by application priority group status, Reconnection Assistance will be provided within 48 hours from the date and time the client's application is complete (all documentation has been received and verified).

-KGCA will screen all callers who are seeking energy assistance to establish if they are disconnected or in threat of disconnection.

-Clients who confirm that they are in need of Reconnection Assistance will be given a LIHEAP appointment as soon as possible. KGCA will utilize Intellicast.com to determine if the temperature is 32 degrees and under. If temperatures are 32 degrees and under, see crisis assistance 18 hour procedure below.

-After completion of application, the application will be put in a red folder and tagged to be verified that same day and put on register.

-If client has a propane vendor, after completion of application, the application will be put in a red folder and tagged to be verified that same day and put on register. At that time a fax will be sent to the propane vendor with the benefit amount to the households address.

Crisis Assistance 18 hour procedure

- Reconnection Assistance will be provided with 18 hours from the date and time the client's application is complete if the energy crisis is life threatening. For the purpose of implementing the 18 hour processing provision, a life threatening situation exists if the following conditions are met:

- The temperature is 32 degrees or below
- The household is not protected by Illinois Commerce Commission rules or similar local laws
- Reconnection is the only available remedy; i.e, the household does not have alternate shelter, lacks a safe temporary means of heat or is homebound.

-If client is homebound or without transportation, KGCA will make a house call appointment.

-Temperature will be documented in the App Comments on the LIHEAP.net database system, and written in the upper right-hand corner of the printed client application

-After completion of application, the application will be put in a red folder and tagged to be verified that same day and put on register.

-If client has a propane vendor, after completion of application, the application will be put in a red folder and tagged to be verified that same day and put on register. At that time a fax will be sent to the propane vendor with the benefit amount to the households address.

-KGCA will contact vendors via telephone to make sure the vendors are aware of the crisis situation and to inform vendors of the recently completed LIHEAP application.

-KGCA will assist the client in finding alternate shelter, or a safe temporary means of heat until heat is restored to the home. KGCA has space heaters on site to provide to clients if needed.

Crisis Assistance 18 hour procedure/Furnace

- If client is in need of furnace assistance all above steps will be carried out including completion of furnace application.

-After the client's LIHEAP and Furnace application is complete staff will use the IHWAP contractors to restore heat back to safe and effective operation within the 18 hour time frame.

-If the 18 hour time frame cannot be met KGCA will assist the client in finding alternate shelter, or a safe temporary means of heat until heat is restored to the home. KGCA has space heaters on site to provide to clients if needed.