



**OREGON HOUSING** *and*  
**COMMUNITY SERVICES**

725 SUMMER STREET NE, SUITE B | SALEM, OR 97301  
503-986-2000 | [www.oregon.gov/OHCS](http://www.oregon.gov/OHCS)

Date: October 1, 2023

To: Agency Directors  
Energy Assistance Coordinators  
Community Action Partnership of Oregon

From: David Kaufman, Energy Assistance Coordinator  
Lisa Goben, Senior Energy Compliance & Policy Officer

Re: Temporary Eligibility Guidelines for the  
Low-Income Home Energy Assistance Program (LIHEAP and E-LIHEAP)

---

The following temporary policies apply to the Low-Income Home Energy Assistance Program (LIHEAP and E-LIHEAP). These temporary policies have been adopted for Program Year 2024, effective October 1, 2023 through September 30, 2024.

**Application Method**

Applications require the applicant signature on the disclaimer. In some cases, such as when taking an application by phone, the applicant's signature cannot be obtained. In these cases, after updating OPUS with all required information, the worker taking the application must read the disclaimer to the applicant. If the applicant agrees the information submitted is true and accurate to the best of their knowledge, and agrees to the language in the disclaimer, intake worker will select "Signature exception" in the Payment New Screen and a note must be made in the payment comment box in OPUS explaining why the signature cannot be obtained. The workers first and last name, along with the date the verbal signature was obtained, must accompany the comment.

**Income Documentation**

Now that the COVID-19 pandemic has officially ended, there are very few situations that would warrant an exception to obtaining income documentation. Should you feel a situation warrants an exception, please reach out to either the OHCS Program Coordinator or Senior Compliance & Policy Officer for approval of any necessary income documentation exceptions.

### **Utility Bills**

Utility bills are requested of applicants to verify client accounts (Manual requirements regarding utility bill criteria still apply e.g., name on account, residential account etc.). If unable to obtain utility bills from applicants, agencies are to use utility portals, or contact the utility directly to verify information via a Utility Verification Form (UVF) as appropriate.

### **Maximum Crisis Payment Amount**

The maximum payment amount for year-round crisis assistance will be unchanged at \$750. (See page 4.2 in the 2021 manual.)

All other manual requirements as outlined in the 2024 intake operations manual apply. Please contact OHCS directly if you have any questions/concerns about applying these temporary policies, or any existing policies, so that we may work through them together and identify other areas of potential concern. None of us can possibly anticipate every eventuality and we need your help to compile a comprehensive (and useful) resource for the entire network.