



**pennsylvania**  
DEPARTMENT OF HUMAN SERVICES



Low-Income Home Energy Assistance Program

**2022-2023 Program Year**

# LIHEAP 2022-2023



LIHEAP is...  
the

## Low Income Home Energy Assistance Program

- A federally-funded block grant to help low-income households afford home energy costs
- Pennsylvania offers heating assistance and energy efficiency improvements

\*Pennsylvania received **\$450 million** for the 2021-22 program year  
and projects receiving **~\$273 million** for 2022-23



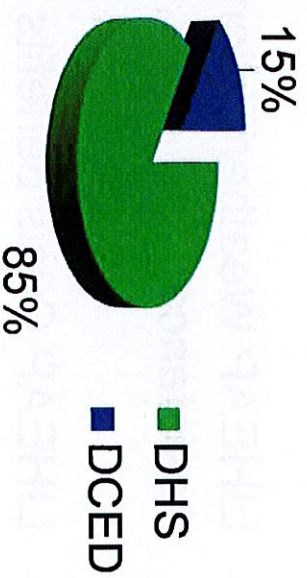
# LIHEAP 2022-2023



## Administered by the Department of Human Services (**DHS**)

- LIHEAP Cash benefits
- LIHEAP Crisis benefits for fuel supply emergencies
- 67 County Assistance Offices (CAOs)

### Grant Allocation

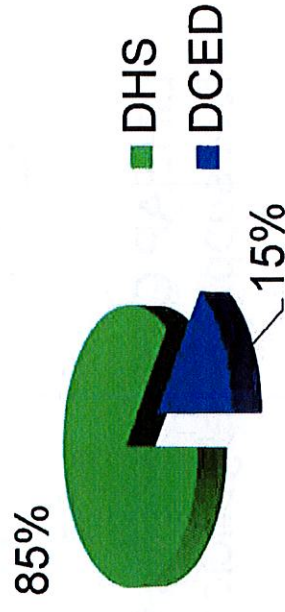


# LIHEAP 2022-2023

Administered by the  
Department of Community  
and Economic Development  
(**DCED**):

- LIHEAP Weatherization Assistance
- LIHEAP Crisis benefits for inoperative heating systems (Crisis Weatherization)
- 35 Weatherization agencies

## Grant Allocation





# LIHEAP 2022-2023



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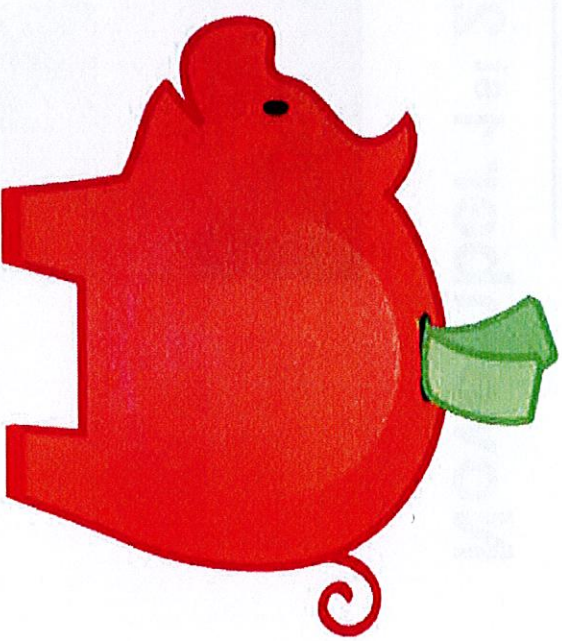
## Some 2021-2022 stats:

### LIHEAP Cash

- **582,197** applications
- **57%** approved
- Average benefit of **\$570**

### LIHEAP Crisis

- **178,425** applications
- **63%** approved
- Average benefit of **\$596**



**LIHEAP assisted 329,218  
PA households in 21-22**



# LIHEAP 2022-2023



DEPARTMENT OF HUMAN SERVICES

## 22-23 Program Dates:

**November 1<sup>st</sup> 2022 through April 28<sup>th</sup> 2023**





# LIHEAP 2022-2023



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## LIHEAP Cash & Crisis Income Limits:

| <u>Household Size</u>           | <u>Limit (150% FPIG)</u> |
|---------------------------------|--------------------------|
| 1 person                        | \$20,385                 |
| 2 persons                       | \$27,465                 |
| 3 persons                       | \$34,545                 |
| 4 persons                       | \$41,625                 |
| 5 persons                       | \$48,705                 |
| 6 persons                       | \$55,785                 |
| 7 persons                       | \$62,865                 |
| 8 persons                       | \$69,945                 |
| For each additional person add: | \$7,080                  |



## LIHEAP Cash

- . A benefit to help offset winter heating costs
- . Grants range from \$300 to \$1000
- . In most cases the benefit is sent directly to a participating utility or fuel vendor



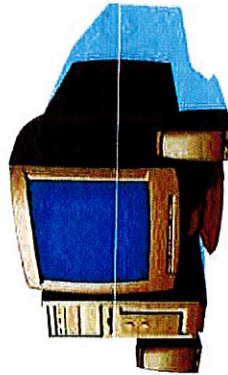


## LIHEAP Crisis

- For home-heating emergencies
- Benefits from \$25 to \$1000
- No application needed if the household was already approved for LIHEAP



## How to Apply



**SEND TO APPLICATION FOR THE LOW INCOME HOME ENERGY ASSISTANCE PROGRAM (LIHEAP)**  
For more information, visit [www.compass.state.pa.us](http://www.compass.state.pa.us) or call 1-800-392-3636. For more information, visit [www.compass.state.pa.us](http://www.compass.state.pa.us) or call 1-800-392-3636.

**LIHEAP 2022-2023**

**Use this COMPASS registration number:**  **Do not apply online at www.compass.state.pa.us**

**If you do not understand these instructions, contact your local county assistance office.**

**Please complete the section for the head of household.**

**1. Name of head of household:**  **Relationship to applicant:**  **Address:**  **City:**  **State:**  **Zip:**  **Phone:**

**2. Do you need, write and understand English?** ☐ Yes ☐ No **If no, what language?**

**3. Are You:**

☐ Renting with heat included ☐ Renting subsidized housing/Section 8 housing with heat included

☐ Renting with heat not included ☐ Renting subsidized housing/Section 8 housing with heat not included

☐ An owner or are you buying your home ☐ Other

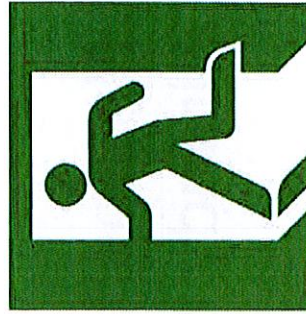
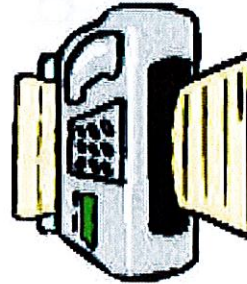
**4. What is your main heating source? (Check the type of energy the heater uses. If you are unsure, call your utility company for more information.)**

☐ Electric ☐ Fuel Oil ☐ Gas ☐ Heat Pumps ☐ Propane or kerosene ☐ Radiant floor ☐ Woodstove

**5. Do you need electricity to run your main heating source (secondary heat)?** ☐ Yes ☐ No

**6. Which utility company or fuel dealer do you want to receive your LIHEAP grant? (Write their name and address, and your account information.)**

**COMPASS**  
CLICK APPLY, BENEFIT





## Pre-Season Mailings

- Beginning September 6, 2022
- Pre-filled applications and COMPASS postcards

# LIHEAP 2022-2023



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## Welcome to COMPASS

The fast and easy way to access benefits - anytime and anywhere

COMPASS is an online tool for Pennsylvanians to apply for many health and human service programs and manage benefit information. Click on the Apply Now button below to begin.

**DO I QUALIFY?**

**APPLY NOW**



### Renew Your Benefits

Log in to your My COMPASS Account to renew your benefits. If you do not have a My COMPASS Account, click on the link below.



### Finish Your Application

Log in to your My COMPASS Account to finish an application you stopped and saved. If you do not have a My COMPASS Account, click on the link below.



### Use LIHEAP Registration Number

Log in to your My COMPASS Account to submit a LIHEAP application with your registration number. If you do not have a My COMPASS Account, click on the link below.





## Application Process

1. The application is reviewed to determine if it is complete.
2. Verification is requested from the applicant if needed.
3. The applicant has 15 days to provide the verification.

**RECEIVED**  
NOV 1 2022



## Application Process (continued)

4. The application is approved or rejected within 30 days of receipt.
5. The applicant receives a notice explaining the eligibility decision.

**LIHEAP 2022-2023**  
LAWRENCE CASO  
100 NORTH WALNUT STREET  
PHILADELPHIA, PA 19101

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DEPARTMENT OF HUMAN SERVICES  
OFFICE OF INCOME MAINTENANCE  
Record ID: 0012410250000107 PA102

**Print Page**  
Lime August Invoice  
Mail Date: 08/15/2018  
Record ID: 03/1027130  
COMPASS: The fast and easy way to apply for benefits  
www.dhs.pa.gov

The Department of Human Services (DHS) is writing to you about your Low-Income Home Energy Assistance Program (LIHEAP) benefits.

**Low-Income Home Energy Assistance Program (LIHEAP)**

You qualify for a LIHEAP Cash Benefit.  
- \$184.00 will be sent to TEST UTILITY COMPANY on August 22, 2018.  
- This is a one-time only payment for the 2018-2019 heating season.

If you do not agree with this decision, Mail out the enclosed Fair Hearing form and mail or give it to your caseworker. It must be submitted or received on or before September 14, 2018.

We determined your countable annual income, representing 12 months (03/2017 - 02/2018), to be \$1,230.00.

The income limit to qualify is \$35,630.00.

LIHEAP funds in your account with your fuel dealer and/or utility provider must be used by June 30 of the next LIHEAP program year or they will be returned to DHS.

**Income Details**

This is the monthly income based on what you told us under information we got from other data sources. Allowable deductions and expenses may be different for each program.

| Member      | Source       | 07/2018  |
|-------------|--------------|----------|
| PINKY PHAXI | GFHCF        | \$200.00 |
|             | Total Income | \$200.00 |

Record ID: 03/1027130 Mail Date: 08/15/2018 Page: 1 of 14 90012410250000107 PA102





## Reconsideration

If an applicant sends the requested verification from a rejected application within 60 days from the date of the original application, the same application can be reconsidered for eligibility.

After 60 days from the date of the original application, a new application must be submitted.

## Appeal

Applicants and recipients have the right to file an appeal and request a hearing about a decision or failure to act that affects LIHEAP eligibility or benefit amount.

An applicant or recipient may appeal decisions of the CAO or another LIHEAP administering agency that provides services under contract with DHS.



# LIHEAP 2022-2023



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## Client Contact Information

- LIHEAP Client Hotline
  - 1-866-857-7095
- COMPASS
  - [www.compass.state.pa.us](http://www.compass.state.pa.us)
- LIHEAP Website
  - <https://www.dhs.pa.gov/Services/Assistance/Pages/LIHEAP.aspx>

# LIHEAP 2022-2023

## Vendor Contact Information

- LIHEAP Vendor Helpline
  - 1-877-537-9517
- Vendor Mailbox
  - [RA-LIHEAPVendors@pa.gov](mailto:RA-LIHEAPVendors@pa.gov)
- LIHEAP Vendor Website
  - <https://www.dhs.pa.gov/providers/Providers/Pages/LIHEAP-Vendors.aspx>



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# Questions?

