

Title 18: Human Services

Part 28: Divisions of Community Services

Part 28: Chapter 1: Community Services Block Grant

Rule 28.1 Community Services Block Grant (CSBG) Policy Manual

Source: Miss Code Annotated 43-1-2.



Community Services Block Grant Program (CSBG)

POLICY MANUAL

MISSISSIPPI DEPARTMENT OF HUMAN SERVICES

DIVISION OF COMMUNITY SERVICES

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Effective July 1, 2022

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Part 28 Chapter 1: Introduction

The Community Services Block Grant Program (CSBG) is administered by the Division of Community Services (DCS) at the Mississippi Department of Human Services (MDHS). CSBG is designed to provide appropriate and timely assistance/referrals to eligible households to promote self-sufficiency. Information contained in this manual is in compliance with the Omnibus Budget Reconciliation Act of 1981, DCS regulations, and the CSBG state plan.

Rule 1.1 Legal Authority. CSBG is authorized by the Community Services Block Grant Act (under Title XXVI of the Omnibus Budget Reconciliation Act of 1981, as amended.)

- A. Statute- Sections of the CSBG Act are listed below as amended. The CSBG Act is codified the United States Code at: 49 U.S.C. 9901.
- B. Regulations- The HHS regulations for the CSBG Act are found in Title 45 (Public Welfare) of the Code of Federal Regulations, Part 96 (Block Grants).

Source: 45 CFR 98; Miss. Code Ann. § 43-1-2(4); Miss. Code Ann. § 43-1-4 Revised: May 2022

Rule 1.2 Program Purpose. The purpose of CSBG is “To provide assistance to States and local communities, working through a network of community action agencies and other neighborhood-based organizations, for the reduction of poverty, the revitalization of low-income communities, and the empowerment of low-income families and individuals in rural and urban areas to become fully self-sufficient.” The CSBG Act mandates certain aspects of how state CSBG offices will operate in carrying out their defined roles as administrators of CSBG but leaves significant authority and flexibility in the hands of the states. This responsibility, which is fulfilled by each state individually, can more easily be met when the state establishes clear policies and procedures for implementation of the Act.

- A. CSBG is offered in each of the 82 counties in Mississippi, pending the availability of funds. Income eligibility is set at or below 125% of the federal poverty guidelines. Client income eligibility will be updated annually as the federal poverty guidelines are revised and released.
- B. Subgrantees are required to refer households to internal agency programs and other local/state programs to meet the needs of the household.
- C. Program Operation Dates:
January – December
- D. The State allocates ninety (90) percent of the total state allocation for program cost. Five (5) percent is allocated for discretionary funding which includes training and technical assistance. The remaining five (5) percent is used for state administrative cost. Administrative cost refers to the cost of central executive functions that do not directly support a specific project or service. They are incurred for common objectives that

benefit multiple programs administered by the organization and are not readily assignable to a particular funding stream.

Source: *Miss. Code Ann. § 43-1-2(4); Miss. Code Ann. § 43-1-4* Revised: May 2022

Rule 1.3 Manual Purpose. The purpose of this manual is to provide program policy to clients, subgrantees and the public, in order to implement a range of services and activities having a measurable and potentially major impact on the causes of poverty in the State of Mississippi. This manual provides clear policies for implementing CSBG. Subgrantees must comply with the rules and guidelines set forth in this manual, and all applicable Federal and State laws, policies and procedures.

MDHS reserves the right to alter any policy during emergencies such as: natural disasters, pandemics, or other circumstances deemed appropriate by the DCS Director or the MDHS Executive Director.

Any questions regarding this policy should be submitted in writing to:

Mississippi Department of Human Services
Director, Division of Community Services
200 South Lamar Street
Jackson, Mississippi 39201

Source: *45 CFR 98.10; Miss. Code Ann. § 43-1-2(4); Miss. Code Ann. § 43-1-4* Revised: May 2022

Rule 1.4 Non-Discrimination Statement. As a recipient of Federal financial assistance, MDHS and its subgrantees do not exclude, deny benefits to, or otherwise discriminate against any person on the basis of: race, color, gender, sexual orientation, national origin, disability, religion, political beliefs, or age; in admission to participation in, or receipt of the services and benefits under any of its programs and activities, whether carried out by MDHS and/or its subgrantees directly or through a contractor or any other entity with which MDHS and/or its subgrantees arranges to carry out its programs and activities. This statement is in accordance with the provisions of Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, the Age Discrimination Act of 1975, and Regulations of the U.S. Department of Health and Human Services issued pursuant to these statutes at Title 45 Code of Federal Regulations Parts 80, 84, and 91.

Source: *45 CFR 98.10; Miss. Code Ann. § 43-1-2(4); Miss. Code Ann. § 43-1-4*
Revised: May 2022

Rule 1.5 Hatch Act. The Omnibus Budget Reconciliation Act of 1981 specifically makes grantees subject to certain provisions of the Federal Hatch Act. CSBG funds may not be used in a manner involving the use of program funds, the provision of services, or the employment or assignment of personnel, in a manner supporting or resulting in the identification of such programs with:

1. Any partisan or nonpartisan political activity or any political activity associated with a candidate, or contending faction or group, in an election for public or party office;
2. Any activity to provide voters or prospective voters with transportation to the polls or similar assistance in connection with any such election; or
3. Any voter registration activity.

Source: 45 CFR 98.10; Miss. Code Ann. § 43-1-2(4); Miss. Code Ann. § 43-1-4 Revised: May 2022

Rule 1.6 Organizational Structure of CSBG. The following summarizes the Organizational Structure for CSBG:

A. MDHS as Lead Agency:

MDHS is the designated State agency to receive funds and administer the program covered in this manual. MDHS assists the Division of Community Services (DCS) by providing support services in a timely manner that is consistent with program goals, objectives and guidelines. MDHS awards CSBG subgrants based on the receipt of the Federal Notice of Award for CSBG, and the timely receipt and approval of subgrants for funding. MDHS is responsible for monitoring and evaluating the program performance of subgrants.

B. Division of Community Services (DCS):

The Division of Community Services provides the necessary interface between the subgrantee and other divisions of MDHS. Responsibilities include, but are not limited to:

- 1) Administering the program in accordance with all applicable federal and state rules, regulations and guidelines;
- 2) Informing the public of program rules, regulations, and guidelines through public hearings, announcements and publications;
- 3) Establishing criteria and processing applications for funding from subgrantees to implement programs;
- 4) Monitoring subgrantees' spending levels and processing claims requests to ensure compliance with Federal, State, and MDHS guidelines;
- 5) Reviewing subgrantees' applications for funding to ensure compliance with federal, state and MDHS guidelines;

- 6) Providing training and technical assistance to subgrantees;
- 7) Keeping subgrantees informed of changes in Federal, State and MDHS regulations and guidelines;
- 8) Providing responses to clients regarding inquiries concerning programs;
- 9) Preparing annual State Plan applications to receive the federal funds;
- 10) Collecting and disseminating information to appropriate funding sources and others as deemed necessary; and
- 11) Serving as a liaison between county, state, and federal agencies in regard to program implementation.

Source: 45 CFR 98.10; Miss. Code Ann. § 43-1-2(4); Miss. Code Ann. § 43-1-4 Revised: May 2022

Rule 1.7 Partner Roles in Administration of Program. CSBG must perform numerous federally mandated functions in order to remain compliant. MDHS enlists several partners through formal agreements to perform some of those functions. The following summarizes those roles:

A. Subgrantees/ Community Action Agencies (CAA):

The community action agencies are the subgrantees in the program. Each subgrantee is responsible for performing program activities in accordance with the terms and provisions of the grant. The responsibilities of the subgrantee include, but are not limited to:

- 1) Operate the program in accordance with the terms and provisions of the grant and all applicable federal and state rules, regulations and guidelines;
- 2) Process applications, determine eligibility and provide appropriate/timely service(s) with measurable outcomes;
- 3) Make referrals to and accept referrals from, and coordinate program information with other social service agencies;
- 4) Maintain all financial and program records;
- 5) Submit required reports to DCS in a timely manner;
- 6) Maintain administrative and internal controls;
- 7) Monitor its financial and programmatic activities;
- 8) Implement a fair hearing process for clients;

- 9) Cooperate with Federal/State investigating teams;
- 10) Establish emergency and disaster procedures;
- 11) Train and certify staff;
- 12) Use the Virtual ROMA system;
- 13) Have at least one intake site in each county of its service area with posted hours of operation;
- 14) Adhere to the terms of the “MDHS Subgrant/Agreement Manual.”
(www.mdhs.ms.gov/subgrantee-manual/)
- 15) Establish partnerships with local entities and organizations to assist in the provision of services to meet the needs of the clients they serve. These partnerships should cover monetary or non-monetary services. Intra-office referrals should be made as most subgrantees have additional programs not funded by DCS (e.g., Head Start, Congregate Meals, Rural Housing Services and Transportation Program).
- 16) Make referrals to the WX agency that covers its service area on behalf of clients seeking WX services or have high energy bills.
- 17) Certify that all entities that they are in partnership with are not on the list for debarment. This information can be found in the Excluded Parties List System (EPLS), now known as System for Award Management (SAM). Proof of documentation of partnership verification with SAM shall be kept on file and the debarment status shall be checked prior to submission of every subgrant and modification to DCS. The subgrantee must also understand that if an entity they are in partnership with is on SAM, the agreement should be terminated immediately.
- 18) Conduct local public hearings regarding the CSBG program. Information such as CSBG funding for the county, services provided, income guidelines, etc. must be presented in efforts to reach low-income communities.
- 19) Conducting outreach activities to reach eligible persons or households in need of services. Subgrantees may utilize the media (newspaper, TV, radio, flyers, internet, community meetings, etc.) to inform individuals of services available and eligibility requirements. Outreach materials should include the local and toll-free telephone numbers for subgrantee offices. Subgrantees should rely on their existing network of volunteers, community leaders, and faith-based groups to provide outreach to eligible persons in the greatest need of assistance.

Source: *Miss. Code Ann. § 43-1-2(4); Miss. Code Ann. § 43-1-4* Revised: May 2022

Part 28 Chapter 2: Definitions

Rule 2.1 Definitions. The Definitions below will assist both clients and subgrantees on the various terms used for LIHEAP:

- A. Abuse - Involves behavior that is deficient or improper when compared with behavior that a prudent person would consider reasonable and necessary business practice given the facts and circumstances. Abuse also includes misuse of authority or position for personal financial interests or those of an immediate or close family member or business associate.
- B. Administration Cost - Cost to support administrative operations, planning and development to include but not limited to: Fiscal operations (payroll, procurement, software, etc.), program and fiscal reporting, audit, personnel, registration and dues, training for executive and administrative staff, cost of executive and administrative staff (salaries, fringes, travel, supplies, equipment), consultants, staff meeting cost, etc.
- C. Countable Income - Income that must be included when determining eligibility for CSBG.
- D. Emergency - A natural disaster; a significant home energy supply shortage or disruption; a significant increase in the cost of home energy, as determined by the Secretary; a significant increase in home energy disconnections reported by a utility, a State regulatory agency, or another agency with necessary data; a significant increase in participation in a public benefit program such as the supplemental nutrition assistance program carried out under the Food and Nutrition Act of 2008 (7 U.S.C. 2011 et seq.), the national program to provide supplemental security income carried out under title XVI of the Social Security Act (42 U.S.C. 1381 et seq.), or the State temporary assistance for needy families program carried out under part A of title IV of the Social Security Act (42 U.S.C. 601 et seq.), as determined by the head of the appropriate Federal agency; a significant increase in unemployment, layoffs, or the number of households with an individual applying for unemployment benefits, as determined by the Secretary of Labor; or an event meeting such criteria as the Secretary, in the discretion of the Secretary, may determine to be appropriate.
- E. Exempt income - Income that should not be included when determining eligibility for CSBG.
- F. Expenditures - Funds spent by subgrantees; Funds paid for services or contracts; and Funds paid at the State level to contracts and salaries.
- G. Fraud - A type of illegal act involving the obtaining of something of value through willful misrepresentation. A false representation of a material fact, whether by words or by conduct, by false or misleading allegations, or by concealment of that which should have been disclosed, which deceives another so that he acts, or fails to act to his detriment.
- H. Unobligated funds- Funds that are not considered obligated or expended include: State administrative dollars that do not fall within the definition stated above;

Vendor refunds are considered unobligated; and Funds transferred from one subgrantee to another are considered unobligated until funds are awarded in another subgrant.

- I. Household - Any individual or group of individuals who are living together as one economic unit for whom residential energy is customarily purchased.
- J. Income - Income is money received on a regular and recurring basis by any household member. Income may be earned or unearned.
- K. Line Items - Line Items for CSBG as specified in the MDHS Subgrantee Manual are: Salaries, Fringes, Travel, Equipment, Contractual Services, Supplies, & Subsidies, Loans & Grants.
- L. Natural disaster - A weather event (relating to cold or hot weather), flood, earthquake, tornado, hurricane, or ice storm, or an event meeting such other criteria as the Secretary may determine to be appropriate.
- M. Obligations - Amounts which may be legally required to pay out of its resources, including encumbrances, as well as accounts payable and accrued liabilities. Obligations may include: any funds issued in the Notice of Funding Availability (NOFA); any funds encumbered in a contract; and any funds committed to State Office FTEs. This does not include vacant positions.
- N. Poverty level - With respect to a household in any State, the income poverty line as prescribed and revised at least annually pursuant to section 9902(2) of this title, as applicable to such State.
- O. Secretary - The Secretary of Health and Human Services.
- P. State - Each of the several States and the District of Columbia.
- Q. State median income - The State median income promulgated by the Secretary in accordance with procedures established under section 1397a(a)(6) of this title (as such procedures were in effect on August 12, 1981) and adjusted, in accordance with regulations prescribed by the Secretary, to take into account the number of individuals in the household.
- R. Waste - Involves the taxpayers not receiving a reasonable value for money in connection with any government funded activities due to an inappropriate act or omission by players with control over or access to government resources.

Source: 45 CFR 98; Miss. Code Ann. § 43-1-2(4); Miss. Code Ann. § 43-1-4 Revised: May 2022

Part 28 Chapter 3: Priority Populations

Rule 3.1 Priority Populations. Priority Population is a designated population treated differently than the general population for eligibility and access purposes, in order to address a particular need of that population. Priority Populations include:

- A. Elderly- Individuals age 60 and over
- B. Disabled- Individuals who have been determined disabled by authority- SS/SSI
- C. Children five (5) years of age and under

Source: 45 CFR 98.46; Miss. Code Ann. § 43-1-2(4); Miss. Code Ann. § 43-1-4 Revised: May 2022

Part 28 Chapter 4: Client Application Process

The State has one application for four programs- CSBG, LIHEAP, LIHWAP, and Weatherization. Therefore, an applicant may apply for all programs during the intake process. If the weatherization agency is different from the CSBG agency, the CSBG agency refers to the weatherization agency to complete the assessment for this program. Local agencies offer all programs administered by that agency, especially to the vulnerable populations of elderly, disabled, and families with children. Local agencies refer applicants to other local programs such as SNAP and TANF, if applicant is not currently receiving these services.

Rule 4.1 Client Application Process. The Subgrantees/ Community Action Agencies (CAAs) accept applications throughout the year. When funding is available, eligible families shall be served on a first-come, first-serve basis by date of application. When funding is not available, eligible families shall be added to the waitlist.

- A. As a general rule, only the applicant, spouse of the applicant, or authorized representative of a disabled or elderly applicant are the adults who can be present during the application. The Subgrantee reserves the right to require other adults to remain in waiting room, especially if they are causing disruption during the application process.
- B. If the applicant cannot read, the caseworker must read all forms/declarations to the applicant to ensure the applicant understands what is being signed.
- C. The signature of the applicant must be on all applicable documents. A spouse may sign if the head of household is absent. Caseworker should document the reason the head of household cannot come in for appointment. If the applicant cannot write, they may sign by making an “X” on the signature line. The name must be printed or typed under the “X” by the caseworker, and a witness should sign under the “X”.

Source: *Miss. Code Ann. § 43-1-2(4); Miss. Code Ann. § 43-1-4* Revised: May 2022

Rule 4.2 Before Initiating Application.

- A. Applications are initiated through the Common Web Portal (CWP) for all first-time applicants. If an applicant was a previous household member in another case, but is now head of household, a new pre-application must be done. Pre-applications are web-based and may be submitted on behalf of Mississippi residents only. Applicants may apply for services through the CWP at: **www.access.ms.gov**
- B. Pre-applications are required for applicants requesting service for the first time or if applicant is no longer in the household of another client.
- C. Applicants submitting pre-applications must receive notification of an appointment for services within fifteen (15) business days of submission of the application. If the applicant

is elderly, disabled, or a family with a child five (5) and under, the appointment date must be within thirty (30) days. Non-elderly or non-disabled clients must be given an appointment date within forty-five (45) business days.

- D. If applicant does not have access to a computer to submit pre-application, the subgrantee must complete pre-application by phone or at the intake appointment.

Source: *Miss. Code Ann. § 43-1-2(4); Miss. Code Ann. § 43-1-4* Revised: May 2022

Rule 4.3 Initiating Application.

- A. If an applicant does not complete a pre-application (regardless of reason), the subgrantee must complete the pre-application during the application process.
- B. Under no circumstance should an applicant be denied services because they have not completed a pre-application.
- C. Paper Applications are prohibited, unless in case of a computer system failure or natural/manmade disasters. The subgrantee's Executive Director or appointee must submit a request in writing to the Director of the Division of Community Services for approval to take paper applications. Once the emergency situation is over, the paper applications must be entered into Virtual ROMA within 2 business days, unless additional time is requested and approved. The subgrantee's Executive Director must submit a letter to confirm all paper applications have been entered. Otherwise, any paper applications taken may result in questioned or disallowed cost.
- D. Caseworker must complete the application in Virtual ROMA system. If the applicant submits the requested information, the caseworker must give the Notification of Services form (NOS) which states the status of the application and amount of benefits the applicant may receive upon supervisory approval.
- E. If the applicant does not have all required documentation, the caseworker must complete as many screens as possible up to the allocation screen in Virtual ROMA. Do not allocate after this point. A Request for Additional Information (RAI) form must be given to applicant, and a follow-up appointment given to complete the application process. Caseworker must explain the documentation needed and the 10-day timeframe to return the information.

Source: *Miss. Code Ann. § 43-1-2(4); Miss. Code Ann. § 43-1-4* Revised: May 2022

Rule 4.4 After Submitting Application.

- A. Once application is initiated, the client's application status must change to 'Waiting on Approval' within ten (10) business days. Then the application must be acted upon and changed to 'Approved' or 'Denied' within two (2) business days.
- B. Subgrantee's cancellation of applications approved in error, must occur within twenty-four (24) hours after application has been approved.

Source: *Miss. Code Ann. § 43-1-2(4); Miss. Code Ann. § 43-1-4* Revised: May 2022

Rule 4.5 Notices from Subgrantee to Applicant

- A. Notification of an appointment for services must be in writing, (mailed, emailed, or given to applicant in the office) within fifteen (15) business days of the submission of a pre-application. If the applicant is elderly, disabled, or a family with small children (ages 0 to 5), the first appointment must be within thirty (30) days. Non-elderly or disabled clients must be given an appointment date within forty-five (45) business days.
 - 1. The notification must include the following:
 - a. Name, address, phone number and email address of Subgrantee office
 - b. Date and time of appointment
 - c. Eligibility information needed, as listed in Chapter 5.
- B. Notification of Services form must be provided to applicant, either by letter or email, within 72 hours of the approval or denial of the application. This form must be scanned into Virtual ROMA and a copy placed in the applicant's file. In emergency cases, the form must be sent within 18 to 48 hours. (See emergency policy)
- C. Applicant must provide the required information during the appointment for eligibility to be determined. If the required information is not submitted, the applicant must be given a 'Request for Additional Information' form (RAI-001). Requested information must be returned to subgrantee within ten (10) calendar days of the appointment date. Applicant may submit documentation electronically. Therefore, subgrantee must provide an email address to applicant. If applicant does not return the information, the application must be denied and the NOS form sent by mail or email.
- D. Subgrantees must provide notice (written or email) to applicants regarding the status of their application within 72 hours of the appointment date. In emergency cases, notification must occur within 18 hours (life threatening) or 48 hours (non-life threatening) of the appointment date.

- E. A copy of the fair hearing process must be given to all applicants at each appointment, regardless of the approval or denial status. The fair hearing process must be posted in the lobby so the process can be seen by the public.

Source: *Miss. Code Ann. § 43-1-2(4); Miss. Code Ann. § 43-1-4* Revised: May 2022

Rule 4.6 Non-Availability of Funds/ Waitlist

- A. If the Subgrantee has run out of CSBG funds, the application must still be taken and denied. Applicant's name must be placed on a waiting list. As soon as funding is available, the applicants on the waiting list must be given an appointment before any other appointments are given. If denied, the applicant should be referred to other local organizations that may be able to assist. All referrals must be documented in Virtual ROMA.
- B. Under no circumstance should an applicant not be allowed to apply because CSBG funds are not available.

Source: *Miss. Code Ann. § 43-1-2(4); Miss. Code Ann. § 43-1-4* Revised: May 2022

Part 28 Chapter 5: Client Eligibility Requirements.

Households that meet the requirements of the program will be eligible for assistance.

Rule 5.1 Eligibility Requirements. An applicant must meet the following requirements to receive a CSBG benefit:

- A. Have an obligation to pay a bill directly to a vendor;
- B. Be a U.S. citizen or have legal permanent resident status;
- C. Have income at or below the 125% of the federal poverty guidelines; and
- D. Be eighteen (18) years of age or older or an emancipated minor (through court action) who is head of household.

Source: *Miss. Code Ann. § 43-1-2(4); Miss. Code Ann. § 43-1-4* Revised: May 2022

Rule 5.2 Residency. An applicant must be a resident of the State of Mississippi and reside in the CSBG service area at the time the costs were incurred. The applicant must apply for services in the county in which they live. Homeless households may apply for services if they are trying to establish a residence.

- A. An applicant must give a street address to include a house/route number and street name, city, state, and zip code.
- B. CSBG services cannot be provided to temporary residents defined as:
 - 1) Household traveling through the state;
 - 2) Household on vacation;
 - 3) Household visiting someone; or
 - 4) Residents of institutions, dormitories, fraternity or sorority houses, or boarding homes.
- C. A household with an address that straddles county lines may provide proof of Homestead Exemption, which verifies the county of residency. Other methods of verifying county residence for an applicant who is not eligible for Homestead Exemption, is Voter Registration I.D. or documentation of the county in which the applicant receives other social services benefits. The subgrantee can also verify by using the internet in determining what county the applicant lives.

Source: *Miss. Code Ann. § 43-1-2(4); Miss. Code Ann. § 43-1-4* Revised: May 2022

Rule 5.3 Immigration Status.

- A. If the head of household is undocumented, the application shall not be denied for the entire household. The head of household should not be included in determining household size, but their income must be included.
- B. If an individual within a household is undocumented, and does not disclose citizenship or establish satisfactory immigration status, ineligibility exists for the individual but not the entire household. This individual is considered a “Non-Applicant” and should not be questioned about his/her citizenship/alien status. However, the individual must disclose and verify income and other information needed to establish the eligibility of the household. The income of this individual will be included in determining the household’s total income, however this individual will not be counted in determining household size.
- C. Eligibility cannot be determined when a “Non-Applicant” fails to disclose income, therefore, the application should be denied for the entire household.

Source: *Miss. Code Ann. § 43-1-2(4); Miss. Code Ann. § 43-1-4* Revised: May 2022

Rule 5.4 Renters. The State of Mississippi treats homeowners and renters equitably under the CSBG program. Eligibility requirements are the same for a renter as with a homeowner.

- A. The renter must provide either a copy of their lease agreement or the Landlord Verification Form from the landlord.

Source: *Miss. Code Ann. § 43-1-2(4); Miss. Code Ann. § 43-1-4* Revised: May 2022

Rule 5.5 Roomer/Boarders. Roomer/boarder is individual who is not a related household member and is paying an unrelated landlord to reside in their residence. The roomer/boarder must obtain written verification from the landlord or the Landlord Verification Form to verify rent amount.

Source: *Miss. Code Ann. § 43-1-2(4); Miss. Code Ann. § 43-1-4* Revised: May 2022

Rule 5.6 Employee Familial and /or Personal Interest Applicants. Any employee, relative or personal interest cases of employees or board members, may apply for and receive assistance. However, there are policies and procedures for taking and processing these applications. No preferential treatment shall be granted to these applicants.

- A. An employee of a Subgrantee cannot complete the intake or be involved in the approval process of a relative. In this occurrence, the caseworker should immediately recuse oneself from any involvement with the case.

- B. The Program Director/Supervisor is responsible for delegating the processing of applications for employees, relatives of employees or personal interest cases and for submitting the case to the Executive Director for review and authorization of the approval or denial. The Executive Director is responsible for delegating the processing of Program Directors/Supervisors and/or their relatives requesting assistance. The Executive Director is responsible for approving the applications of the Program Directors/Supervisors or their relatives.
- C. The relatives for whom the special procedures must be used, include: employee's spouse/ex-spouse, parent(s), stepparent(s), grandparent(s), great and great-great grandparent(s), brother(s) and sister(s), stepbrother(s) and stepsister(s), half-brother(s) and half-sister(s), children, stepchildren, grandchildren, great and great-great grandchildren, aunt(s), uncle(s), niece(s), nephew(s), first and second cousin(s), or these relatives of an employee's spouse who are related to this degree of marriage.

Source: *Miss. Code Ann. § 43-1-2(4); Miss. Code Ann. § 43-1-4* Revised: May 2022

Rule 5.7 Eligibility Documentation. Applicants must verify eligibility through the submission of documents. When possible, MDHS and/or the subgrantee will access other documentary evidence in available data bases. However, proof of eligibility requirements is the applicant's responsibility. A document may serve to prove more than one requirement and should not be submitted more than once. The following is a list of acceptable proof for each requirement:

- A. Social Security Cards are required for all household members. For newborns (less than 8 weeks old) who do not have a Social Security card, the application can be processed without adding the child but count any income for the child in determining household income. **Effective January 1, 2019, subgrantees shall no longer keep copies of Social Security cards and Personal Identifiable Information (PII) documentation in client files. These documents must be scanned into the Virtual ROMA system only and given back to the client.**

B. Photo Identification Documentation

- 1) A photo I.D. is required for all household members 18 years of age and over. Acceptable documents include, but are not limited to:

- a.Driver's license
- b.State-issued I.D.
- c.U.S. Passport
- d.U.S. Military I.D.
- e.Employment I.D.
- f.College/School I.D.
- g.Tribal I.D.
- h.Alien: Photo I.D. plus Alien Registration/Permanent Resident Card

- i. Temporary Resident Card
- j. Voter Registration I.D. with photo

- 2) If the photo I.D. is expired, the applicant shall not be denied services. Subgrantee should work with the applicant through case management or referral to obtain a valid I.D.
- 3) For elderly/disabled homebound clients, the photo I.D. can be expired. Please do not take pictures and do not deny the client if a photo I.D. is not available. Caseworkers should update notes to include the visit and state that some form of I.D. was secured. This can be used as a substitute for the required document scan of the photo I.D.

C. Bill to be Paid

- 1) Applicant must present the bill to be paid.
- 2) The bill(s) must be in the name of the head of household or spouse.
- 3) If the bill is in the name of a deceased, incarcerated, divorced, or estranged spouse; subgrantee can pay the bill for the initial application. Subgrantee shall assist the applicant with getting the bill changed into his/her name before any subsequent bills can be paid. In the case of a deceased spouse, the surviving spouse can request the vendor to put “in care of” for subsequent bills.
- 4) If the bill is in the landlord’s name and the applicant is responsible for paying the bill directly to a vendor, documentation is needed to verify the tenant’s living status. This documentation can be a notarized statement from the landlord or a copy of the lease agreement stating the arrangement. The landlord cannot request services on behalf of tenant/client.
- 5) The bill cannot be paid if it is in the name of a child (under 18), even if the child lives in the household. The applicant is responsible for paying that bill, and the subgrantee can subsequently assist applicant with getting the bill changed into his/her name by advocating with the energy vendor.
- 6) Other miscellaneous charges on the bill cannot be paid, such as tampering fees.
- 7) If a household uses part of the residence for self-employment or work-at-home, a prorated bill for residential use must be provided. Only the amount of the residential portion can be paid from CSBG funds.

Source: *Miss. Code Ann. § 43-1-2(4); Miss. Code Ann. § 43-1-4* Revised: May 2022

Rule 5.8 Authorization of Release of Information. Applicant should sign the ‘Authorization of Release of Information Form’ (Form ARF-001) annually to authorize the Subgrantee agency to obtain eligibility information on behalf of the household.

Source: *Miss. Code Ann. § 43-1-2(4); Miss. Code Ann. § 43-1-4* Revised: May 2022

Rule 5.9 Affidavits. Affidavits are written declarations made under oath before a notary public or other authorized officer. They are valid for thirty (30) days. Affidavits may be obtained for the following reasons:

- A. Authorized Representative applying for services on behalf of an applicant: The representative must have an affidavit giving authority to act on behalf of the applicant. Original copies of documents required for eligibility must be presented. If the representative has a Power of Attorney, an affidavit is not required. The Power of Attorney must be scanned into Virtual ROMA.
- B. Separation: The State of Mississippi does not recognize legal separation. Applicant must obtain an affidavit which declares separation from the spouse.
- C. Zero income household: Applicant must obtain an affidavit when they declare zero income.

Source: *Miss. Code Ann. § 43-1-2(4); Miss. Code Ann. § 43-1-4* Revised: May 2022

Rule 5.10 Income Eligibility and Calculations.

- A. Income is money received on a regular and recurring basis by any household member. Income may be earned or unearned.
- B. A household’s total gross income shall be used to determine eligibility. The total gross income received for the thirty (30) days prior to application date must be verified.
- C. Countable Income is income (earned or unearned) that must be included when determining eligibility. The following types of income shall be used:
 - 1) Salaries and wages, including overtime, tips, bonuses, commission, and 13th check;
 - 2) Self-employment income;
 - 3) Contract income;
 - 4) Unemployment insurance;
 - 5) Social Security benefits (including Medicare deduction);
 - 6) SSI;
 - 7) SSDI;
 - 8) Retirement benefits;
 - 9) Alimony;
 - 10) VA benefits;
 - 11) Workers Compensation;

- 12) Private Disability (Short/Long Term Disability);
 - 13) Money given to household; and
 - 14) Any income whereas a W2 or 1099 is not received or otherwise documented.
- D. Exempt income is income that should not be included when determining eligibility. The following types of income shall not be considered:
- 1) Loans/Grants;
 - 2) In-kind income;
 - 3) Earnings from employment of a child under the age of 18, unless emancipated;
 - 4) Infrequent income- if an individual receives it only once during a calendar year from a single source and the individual did not receive that type of income in the month immediately before that month or in the month immediately following that month (Examples of this would also be repayment of personal loans, etc.);
 - 5) Reimbursement for business or medical expenses;
 - 6) Payments made by others on behalf of household, unless payments were directly received by household;
 - 7) Benefits received that must be excluded by federal law or incentives paid by TANF or Workforce Investment, earnings and allowances paid under Title IV-A, benefits received under Title VII, HUD, and educational grants;
 - 8) Child support;
 - 9) Payments made to household for the care of a foster child; and
 - 10) Refunds such as energy refunds, income tax refunds and EITC, insurance refunds, etc.
- E. Earned income is income that is received from wages or self-employment income and shall be used in determining eligibility. Computation of the monthly income shall be done by one (1) of the following methods, depending upon the frequency:
- 1) Regular Income- Frequency does not change from week to week, or month to month.
 - a. Weekly: The four most recent consecutive paycheck stubs covering the four-week period prior to application, or the signed/dated statement from the employer.

- i. To calculate: Sum the weekly gross earnings; Divide by 4, then multiply by 4.3333 to determine the monthly amount. Multiply the monthly amount by 12 to get the annual income.
 - ii. Example: WK1 through WK4: $(\$412 + 436 + 485 + 520)/4 * 4.333 * 12$ Monthly: $\$2,007.26 * 12 =$ Annual income: $\$24,087.15$
- b. Semi-Monthly (Twice a month): The two most recent consecutive paycheck stubs covering the month prior to application. Individuals receive checks 24 times a year.
 - i. To calculate: Sum the gross amounts of two checks, multiply by 12 to get the annual income.
 - ii. Example: Check for first 2 weeks- \$1,500 and Check for second 2 weeks- \$1,700. $(1,500 + 1,700) = 3,200$ monthly. $3,200 * 12 =$ Annual income: $\$38,400$
- c. Bi-Weekly (Paid every other week): The two most recent paycheck stubs covering a month prior to application. Individuals receive checks 26 times a year.
 - i. To calculate: Sum the gross amounts of two (2) checks and divide by 2 to get an average. Multiply by 2.1667 to get the monthly income. Multiply by 12 to get the annual income.
 - ii. Example: Check for first 2 weeks- \$1,000 and Check for second 2 weeks- \$1,200. $(1,000 + 1,200)/2 = 1,100$. Next- $1,000 * 2.1667 = 2,383.37$ month. Next- $2,383.37 * 12 =$ Annual income: $\$28,600.44$
- d. Monthly: The most recent paycheck stub.
 - i. To calculate: Multiply the gross amount by 12 to get annual income.
 - ii. Example: $\$900 * 12 =$ Annual income: $\$10,800$

F. Unearned Income - is all income that is not earned. Unearned income shall be used in determining eligibility. Some common examples are:

- 1) In-kind support and maintenance (food or shelter) given to an individual or received by an individual because someone else paid for it,
- 2) Private pensions and annuities,

- 3) Payments such as Social Security benefits, Railroad Retirement benefits, Department of Veterans Affairs benefits, civil service annuities, workers' compensation, unemployment insurance, retirement benefits, and payments based on need involving federal funds,
 - 4) Life insurance proceeds and other death benefits, to the extent that the total amount is more than the expenses of the deceased person's last illness and burial, and other debts paid by the individual,
 - 5) Gifts and inheritances,
 - 6) Support (not child support) and alimony payments in cash,
 - 7) Prizes, awards and winnings,
 - 8) Dividends and interest,
 - 9) Rents and royalties (except those defined as earned income),
 - 10) Certain payments not considered wages for Social Security purposes,
 - 11) In-kind payments to certain agricultural workers,
 - 12) Jury fees, and/or
 - 13) Money paid to individuals who are residents, but not employees of institutions.
- G. Inconsistent Income - frequency varies from week to week, or from month to month due to hours worked. It is considered to be received regularly if an individual can reasonably expect to receive it. Calculation of this income should follow the policy of regular income. Occupations that may fit this description are horticulturist, woodcutter, or substitute teacher.
- H. Seasonal Income - is income that is regularly received for only part of the year. Calculation of this income should follow the policy of regular income
- I. Self-Employment Income - If an applicant is self-employed, a copy of the past year's federal income tax return (to include Schedule C) or purchase and sales receipt, or accounting books must be used to establish the source and amount of income.
- 1) The amount to be used in determining eligibility will be the net income available after deduction of business expenses. Subgrantee should include the amount on the Net Profit or (Loss) line from the Schedule C (Form 1040) Profit or Loss from Business (sole proprietorship), divided by 12.
 - 2) If it is proven that a self-employed applicant's current situation has substantially changed in either size or type of operation from the previous year, the current

income should be used. Example: A farmer farmed 40 acres in 2017, but because of ill health did not plant a crop in 2018. The income earned in 2017 should not be considered. The farmer should be considered to have zero income.

- 3) If the applicant cannot provide the above items, they must provide a notarized statement of income.

J. Income of Minors

- 1) Earned Income – A minor's (under 18 years of age) income is excluded in the determination of income eligibility.
- 2) Unearned Income - A minor who receives unearned income such as Social Security or SSI must be included, and is listed under the parent or legal guardian in the household.

K. A zero income household is one in which the applicant reports no income is being received by any household members.

- 1) The applicant must verify how household bills and personal expenses are being paid for. If they are receiving money or in-kind assistance from someone, an affidavit must be obtained from the person providing the assistance. The statement must include the name of the applicant, amount, frequency, and signed by the person providing the assistance. Money given to the household must be counted as unearned income. If the person pays the bills directly to the vendor, this is not included as unearned income.
- 2) Households may report zero income as a result of a recent layoff, medical issues, or other events that have occurred within the last 30 days. Documentation shall be submitted to verify the event, and an affidavit signed by the applicant to declare zero income. Layoff documentation must be on the employer's letterhead and state the date of the layoff.
- 3) Households (non-disabled, non-elderly) that report zero income should be put into case management
- 4) If a household has an open case with Social Security for disability determination, the applicant must show evidence of disability case pending, and present documentation from a medical physician stating the applicant is unable to work. The applicant may be referred to the local Ability to Work office to get an assessment, if the applicant has been waiting on a disability determination from Social Security for more than one (1) year. The applicant should return the Residual Functional Capacity Assessment from the Ability to Work office to the subgrantee.

Rule 5.11 Threatening Behavior.

- A. Any applicant who engages in the use of aggressive or disruptive language against a subgrantee agency, subgrantee staff, subgrantee contractor, or state/federal staff shall be prohibited from receiving services for one year from the date of the incident, for the first offense.
- B. Any subsequent threats or disruptive behavior will permanently disqualify the client from receiving services.
- C. When a threat or occurrence of physical contact is made against a subgrantee agency, subgrantee staff, subgrantee contractor, or state/federal staff, that staff person must complete an incident report and submit it to the subgrantee's Executive Director.
- D. Any kind of physical contact or threats with firearms or weapons will disqualify applicant or household from services permanently. During such incident, the subgrantee's Executive Director must contact local authorities and file a police report. A copy of the report and detailed account of the incident must be kept in the client's file, scanned into Virtual ROMA, and a copy must be submitted to the Director of Division of Community Services.

Part 28 Chapter 6: Program Process and Procedures

Rule 6.1 Appointments.

- A. Applicants should be seen by appointment. Appointments must be given on a first-come, first-served basis, except in the case of emergencies (as listed in Section 6.10) when subgrantees must comply with the 18-48 hour rule, or when a non-availability of funds waitlist opens up.
- B. Applicants arriving within 15 minutes of appointment time shall be seen according to their scheduled appointment. Applicants who arrive later than 15 minutes for a scheduled appointment may have to wait to be seen depending on the time of next scheduled appointment; or be rescheduled for the next available appointment if they cannot be worked into schedule for that day. Subgrantee should make every effort to see the applicant that day if possible.
- C. If the subgrantee has a no-show or a cancellation after the 15-minute grace period, applicants waiting for their appointments shall be seen immediately. Subgrantee may then re-arrange schedule to accommodate other applicants.

Source: *Miss. Code Ann. § 43-1-2(4); Miss. Code Ann. § 43-1-4* Revised: May 2022

Rule 6.2 Walk-ins.

- A. Applicants should schedule an appointment for services. Walk-ins are discouraged unless in the case of emergencies. Emergencies must be verified by the applicant.
- B. An applicant shall not be denied an appointment because of inappropriate attire.

Source: *Miss. Code Ann. § 43-1-2(4); Miss. Code Ann. § 43-1-4* Revised: May 2022

Rule 6.3 Transfers.

- A. There are two types of client transfers:
 - 1. Intra-agency transfers occur when a client's file is reassigned within an agency. The person with Virtual ROMA agency administration rights is able to make the reassignment internally without DCS intervention.
 - 2. Inter-agency transfers occur when clients require services but the agency that last provided services does not provide the requested service. For instance, a client may seek weatherization services from an agency that only administers CSBG/LIHEAP. The requesting agency must contact the point of contact of the agency that has ownership to release the file. The agency that has ownership of the client's record

must authorize release of the client to the requesting agency via “Concerns” in Virtual ROMA.

- B. Timely transfers are required to avoid any disruptions in client services. If there is an outstanding request for approval, it must be resolved before a transfer can be done. Transfers **must** occur with twenty-four (24) hours of the request. If this is an emergency, it must follow the 18/48 hour rule.
- C. No household members shall be approved as part of another household during a 30 day period. Emergency situations should be supported with appropriate documentation.

Source: *Miss. Code Ann. § 43-1-2(4); Miss. Code Ann. § 43-1-4* Revised: May 2022

Rule 6.4 Virtual ROMA. LIHEAP subgrantees shall be Virtual ROMA compliant. This compliance includes, but is not limited to:

- A. Every user of the Virtual ROMA system must be registered upon authorization by the subgrantee Executive Director.
- B. Users must agree to the terms and conditions of the use of Virtual ROMA by signing the ‘Confidentiality Statement’ and returning to DCS.
- C. Users are prohibited from sharing user IDs and passwords.
- D. Users are prohibited from scheduling client appointments outside of Virtual ROMA, except in the case of disasters. The subgrantee’s Executive Director shall request in writing and receive approval from DCS in this case.
- E. Subgrantees must ensure that every application for service originates through Virtual ROMA. In the event Virtual ROMA is not available, such as natural disaster, system outage, etc., upon approval by DCS Director, paper applications may be taken. The paper applications shall be entered in Virtual ROMA within two (2) business days of system availability.
- F. Subgrantees generate the electronic GET/PUT files weekly to submit claim forms.
- G. Subgrantees reconcile the payment reports between the fiscal and program units prior to payment. The reconciliation process between outstanding applications in ‘Approved’ and ‘Pending Payment’ statuses must be done after the GET and PUT files have been created.
- H. Subgrantees must adhere to equipment and software specifications to operate Virtual ROMA effectively.
- I. Subgrantees must ensure that personnel with application approval rights thoroughly review applications prior to approval to minimize errors.

- J. Subgrantees must inactivate, within 24 hours, any user(s) who through termination, resignation, job reassignment, or other reasons user is no longer with agency.

Source: *Miss. Code Ann. § 43-1-2(4); Miss. Code Ann. § 43-1-4* Revised: May 2022

Rule 6.5 Household Benefit.

- A. Subgrantees should pay the amount of the bill. Past due amounts, late fees and reconnect fees may be paid.
- B. Subgrantees may use vendor portals when possible to verify the amount of the bill(s).

Source: *Miss. Code Ann. § 43-1-2(4); Miss. Code Ann. § 43-1-4* Revised: May 2022

Rule 6.6 Fees and Deposits.

- A. Reconnect fees or late fees resulting from a client's inability to pay can be paid from CSBG funds. The Subgrantee should advocate with vendors to ask for waivers of these fees.
- B. As part of the client's consumer education/energy conservation sessions, the case worker should communicate the importance of making timely payments or requesting extensions with vendors to avoid such fees.
- C. If reconnect fees or late fees are incurred because of the subgrantee's negligence or failure to make timely payments, these fees cannot be paid from CSBG funds. They must be paid from non-federal funds.
- D. Deposits may be paid more than once, depending on the household situation, such as emergency or life-threatening situations, as described in section 6.10. If a household has requested more than four (4) deposits, Subgrantee should refer household for case management to stabilize the household.

Source: *Miss. Code Ann. § 43-1-2(4); Miss. Code Ann. § 43-1-4* Revised: May 2022

Rule 6.7 Client Confidentiality.

- A. MDHS and its subgrantees are responsible for protecting the confidentiality of client information.
- B. Subgrantees must maintain client files under lock and key.

- C. Client appointments should be conducted in areas where the conversation cannot be overheard by others.
- D. Subgrantee staff should not discuss client confidential information with other staff unless to coordinate or proceed with client services.
- E. Even though the Virtual ROMA system has a screen for all users to agree to confidentiality before entering client data, each subgrantee staff member is required to sign a 'Confidentiality Statement' and submit to DCS prior to being granted access to the Virtual ROMA system.
- F. Client information should only be discussed with other service organizations/partners when referring households for additional services.
- G. The client must sign the 'Authorization of Release of Information Form' (Form ARF 001) in order for the subgrantee to refer the household for other services.

The only exception to the confidentiality requirement is if a client or household member discloses potential domestic abuse, child abuse/neglect, elderly abuse/neglect, or disabled abuse/neglect; the information must be reported to the proper authorities, regardless of the consent of the client.

Source: *Miss. Code Ann. § 43-1-2(4); Miss. Code Ann. § 43-1-4* Revised: May 2022

Rule 6.8 Case Management.

- A. Case management is defined as a process to plan, seek, advocate for, and monitor services on behalf of a client. This process enables social workers of the eligible entities to coordinate efforts to serve a client through professional teamwork and referrals to expand the range of services offered. The goal of case management is to optimize client functioning and well-being by coordinating and providing quality services, in the most effective and efficient manner to enable clients to become self-sufficient. The core functions of case management which follows the ROMA cycle are:
 - Engagement with clients;
 - Assessment of client priorities, strengths, and challenges;
 - Development and implementation of a service delivery plan with the client;
 - Monitoring of the service delivery plan;
 - Evaluation of outcomes, and
 - Closure (termination of service delivery plan or transition follow-up).
- B. Logic models are the process by which case management is reported. These models assist entities with program evaluation by providing a visual statement of the activities planned to produce positive outcomes for the family, agency, and community by

assessing the priority needs and creating programs to alleviate the identified needs. Eligible entities should complete logic models based on the top three needs identified in the Community Strengths and Needs Assessment. Logic models provide a plan to address those needs by stating goals and outcome objectives. The projected outcomes should align with the NPIs submitted by the entity.

- 1) Referrals are crucial to the success of a service delivery plan of a client facing multiple complex issues. If a client requires support beyond the services offered by CSBG, the entity must refer the client to other programs within the entity, and/or to other local/state programs. Entities must conduct follow-up and document the progress of the referral services in Virtual ROMA.

2) All contact with the client must be documented in Virtual ROMA.

- C. Earned Income Tax Credit assistance is offered to clients through the partnership between the MDHS-DCS, the Internal Revenue Service (IRS), and eligible entities. The IRS provides training and support to eligible entities that sponsor free tax preparation sites. Entities are encouraged to have at least one site in its service area. If there is not a site in a county, the case worker must refer clients to a VITA site in that county. This service is provided to clients to further assist with additional income to enhance the case management process.

Source: *Miss. Code Ann. § 43-1-2(4); Miss. Code Ann. § 43-1-4* Revised: May 2022

Rule 6.9 Appointment Procedures.

- A. The process by which appointments are given shall be determined by the subgrantee, (i.e. mornings, days of the week, caseworker to be assigned, etc.). If a client is physically disabled and cannot come to the subgrantee's office, a caseworker can conduct a home visit to take the application or the client can authorize someone to make an application on their behalf.
- B. If the client misses the appointment, no further benefits can be given until client comes in for another appointment to have eligibility determined.
- C. The client should be advised at the time of appointment and each subsequent recertification of the responsibility to report household changes within ten (10) days. Changes can be reported by mail, phone call, email, or office visit. Subgrantee should schedule an appointment within thirty (30) days of the reported change.
- D. Changes may include, but are not limited to:
 - 1) Increase or decrease in household members,
 - 2) Increase or decrease in household income, or
 - 3) Household moved.

Rule 6.10 Crisis and Emergency Services. Mississippi offers year-round crisis assistance which provides assistance to households who have encountered a crisis situation within the last 30 days. Energy-related assistance must be referred to the LIHEAP program.

- A. Life Threatening Crisis- Eligible households with a life-threatening crisis must have the crisis relieved within 18 hours of an approved application. Resolution of a life-threatening crisis may include, but is not limited to: arranging for an immediate supply of fuel, securing a payment arrangement with the vendor, pledging the amount of bill to prevent shutoff or to restore service, purchase of heating/cooling equipment, etc. The following are considered life threatening:
 - 1) Disaster (fire, gas leak, etc.),
 - 2) Person(s) on life support or medical devices that require electricity,
 - 3) Domestic violence, and/or
 - 4) Elderly/disabled or child abuse/neglect.
- B. Non-Life Threatening Crisis- Eligible households with a non-life threatening crisis must have the crisis relieved within 48 hours of an approved application. Resolution of a life-threatening crisis may include, but is not limited to; arranging for an immediate supply of fuel, securing a payment arrangement with the vendor, pledging the amount of bill to prevent shutoff or to restore service, purchase of heating/cooling equipment, etc. The following situations are considered non-life threatening:
 - 1) Unexpected expense such as death of an immediate family member, funeral expenses, high medical expenses, etc;
 - 2) Income loss within the last thirty (30) days (of date the subgrantee was contacted) due to layoff or termination of benefits;
 - 3) Services are disconnected or threatened to be turned off;
 - 4) Theft;
 - 5) Displacement of a minor child (under the age of 18) due to client's inability to pay utilities, rent, etc.; and/or
 - 6) Other documented emergency within the last thirty (30) days, as deemed acceptable by the subgrantee.

C. Assistance for Disaster Relief- Natural disaster (fire, hurricane, tornado, flood, etc.) or extreme inclement weather conditions determined by the National Weather Service and/or declared by the President or Governor. Allowable uses of funds for needs resulting from a natural disaster or disasters as listed in Section A (1-2) of this chapter include:

- 1) Costs to temporarily house or shelter individuals in which homes have been destroyed or damaged;
 - a. Hotels (up to 5 days),
 - b. Apartments (1 month rent and deposit), or
 - c. Other living situations that place people in settings to preserve health and safety and to move them away from the crisis situation;
- 2) Costs for transportation (such as cars, shuttles, buses) to move individuals away from the crisis area to shelters, when health and safety is endangered by loss of access to heating or cooling;
- 3) Utility reconnection costs;
- 4) Repair or replacement cost for furnaces, air conditioners and heaters;
- 5) Insulation repair;
- 6) Coats and blankets, as tangible benefits to keep individuals warm;
- 7) Crisis payments for housing deposits or utility deposits (if LIHEAP funds are not available);
- 8) Purchase and installation of fans, air conditioners and heaters;
- 9) Purchase and installation of generators;
- 10) Costs associated with mobile outreach; and
- 11) Other things as needed (contact DCS for approval).

D. Deceased Head of Household

- 1) If the applicant dies before the application for services is approved, the application shall be approved if **all** apply:
 - a. All eligibility information received is accurate and meets income guidelines;
 - b. The bill is for an outstanding balance, not a deposit; and

c. There are other household members.

- 2) This will allow the household to become stable until a new intake can be done to name a new head of household. The agency may assist the new head of household with changing the service into his/her name and paying any necessary deposits to do so.
 - 3) If the application is for a deposit for services, the application should be denied. If the household has another adult member, a new intake must be done to name a new head of household.
- E. Subgrantees shall, under no circumstances tell a client that they must have a disconnect notice to apply for assistance. This may put a household in a crisis situation which could be avoided by assisting with regular CSBG assistance.
- F. Applicants who are ineligible for crisis benefits shall be referred to other organizations that may be able to assist, or the subgrantee may contact vendor on applicant's behalf to see if payment arrangement or extension is available.
- G. Multiple emergency requests by a client may result in the subgrantee engaging client for intensive case management.

Part 28 Chapter 7: Vendor Requirements

Rule 7.1 Vendor Agreements.

- A. W-9 forms from each vendor must be sent to DCS for vendor to be added to the Virtual ROMA system.
- B. Subgrantees must maintain original vendor agreements indefinitely.

Source: *Miss. Code Ann. § 43-1-2(4); Miss. Code Ann. § 43-1-4* Revised: May 2022

Rule 7.2 Vendor Refunds.

- A. Vendor payments refunded to a subgrantee may occur as a result of a household moving, closing an account, other household circumstances, or instances of error or fraud.
- B. Accurate accounting of vendor refunds requires subgrantees and energy vendors to coordinate carefully.
- C. Subgrantees must inform vendors to send the refund checks to the agency that submitted the payment on behalf of the household.
- D. If the refund is for a deposit, the vendor can utilize the funds to offset the final bill. However, if there is an overage, the funds must be returned to the subgrantee.
- E. The following information must be submitted with each refund check, even if the refund check is for more than one household:
 - 1) Household's name (name on the account)
 - 2) Address
 - 3) Account number
 - 4) Amount of household refund
 - 5) Year credit occurred
 - 6) Date of payment on account
 - 7) Reason for refund
- F. Subgrantees should account for these refunds separately in their accounting system. It is very important that each refund be identified by the CSBG program year.
- G. Subgrantees must submit the following information with each subgrantee refund check:
 - 1) Vendor Name and Vendor check #
 - 2) Household name for each refund
 - 3) Address

- 4) Account number
- 5) Client ID number
- 6) Amount of household refund
- 7) Reason for refund
- 8) CSBG grant year
- 9) Date of benefit
- 10) Date refund received by Subgrantee

H. Subgrantee checks should be made payable to: Treasurer, State of Mississippi and mailed to:

Director, Division of Community Services
200 South Lamar Street
Jackson, Mississippi 39201

I. Current year vendor refunds will be awarded to subgrantees in their modifications. MDHS-DCS will return any prior year refunds to the Department of Health and Human Services, Office of Community Services.

Source: *Miss. Code Ann. § 43-1-2(4); Miss. Code Ann. § 43-1-4* Revised: May 2022

Rule 7.3 Vendor Payments. Subgrantees must make payments on client accounts to vendors within twenty (20) business days of application approval. Failure to comply will result in a DCS request for Program Integrity to conduct an additional monitoring visit which may result in questioned cost.

Part 28 Chapter 8: Program Compliance

Rule 8.1 Reporting and Accountability.

- A. CSBG Annual Report-The State must submit an annual report to OCS in the form of the CSBG Annual Report by March 31st of every year. Eligible entities are required to submit information regarding this report upon request from DCS. The National Association for State Community Services Programs (NASCSPP) will email a database to the State. This database will be emailed to eligible entities for input. The State will compile information from each entity to complete the statewide report, and return database to NASCSPP.
- B. CSBG Informational Memorandum (IM) 138 provides guidance to states for the establishment of Organizational Standards as part of a performance management and accountability system for the CSBG national network. The Office of Community Services (OCS) requires states to report on the standards for eligible entities through the online state plan and annual report.

The purpose of the Organizational Standards is to ensure that eligible entities have appropriate organizational capacity in all areas covered by the standards. States are required to provide the oversight and technical assistance necessary to assure compliance with the standards.

The Center of Excellence (COE)-developed standards are organized into three thematic groups consisting of nine categories and a total of 58 standards for private eligible entities and 50 standards for public eligible entities.

1. Maximum Feasible Participation
 - Consumer Input and Involvement
 - Community Engagement
 - Community Assessment
2. Vision and Direction
 - Organizational Leadership
 - Board Governance
 - Strategic Planning
3. Operations and Accountability
 - Human Resource Management
 - Financial Operations and Oversight
 - Data and Analysis

DCS requires eligible entities to annually submit documentation to verify compliance to all standards through the use of Smartsheet. Documentation is reviewed by DCS and a letter sent to eligible entity executive director which gives the results of the review and the percentage of standards attained. Technical assistance will be provided as needed to help entities achieve compliance.

- C. Board Minutes- Copies of the minutes of each entity's board meeting shall be submitted to DCS no later than 10 calendar days after the date of the meeting at which those minutes were ratified. If the meeting was not a quorum, the official minutes must be submitted within 3 calendar days of the scheduled meeting.
- D. Success stories shall be submitted to DCS by Tuesday of each week in the Smartsheet application.
- E. Outcome Measurement Report is due by the 5th of each month to report performance of NPIs.
- F. Monthly Cost Sheets are required to be submitted monthly by Subgrantees to show expenditures by cost category and line items. These forms should be submitted to the Division of Budgets and Accounting, Office of Procurement Services and a copy to DCS.
- G. Closeouts - Please see the 'MDHS Subgrant/ Agreement Manual' found at www.mdhs.ms.gov/subgrantee-manual/ for closeout policy. A copy of the closeout must also be sent to DCS.

Source: *Miss. Code Ann. § 43-1-2(4); Miss. Code Ann. § 43-1-4* Revised: May 2022

Rule 8.2 Client Complaints/Concerns. DCS receives client complaints and concerns from the MDHS Constituent Services unit, and phone calls from clients or other individuals. Subgrantees should follow these steps when responding to DCS:

- A. DCS will email the client complaint/concern form to the subgrantee's Executive Director and/or Program Director.
- B. The subgrantee must contact client and provide a response and/or resolution to DCS within one (1) business day of email.
- C. If additional time is required to completely resolve the issue, the subgrantee must notify DCS of the additional time needed by email within two (2) business days.
- D. If a client makes a complaint at the subgrantee's office, the subgrantee should attempt to resolve issues before giving the DCS number to the client.

Source: *Miss. Code Ann. § 43-1-2(4); Miss. Code Ann. § 43-1-4* Revised: May 2022

Rule 8.3 CSBG Performance Management. Results Oriented Management and Accountability (ROMA) is a complete management practice that integrates outcomes and results into a community action agency's administration, management, operations, and evaluation of programs and services.

The core components of ROMA are:

1. Reviewing agency mission
2. Assessing Community Needs
3. Developing results-oriented plans
4. Implementing the plan
5. Evaluating performance using outcomes and indicators
6. Managing performance using logic models

The CSBG Act Section 676(b)(12) states-

The State and all eligible entities in the State will, not later than fiscal year 2001, participate in the Results Oriented Management and Accountability System, another performance measure system for which the Secretary facilitated development pursuant to section 678E(b), or an alternative system for measuring performance and results that meets the requirements of that section, and a description of outcome measures to be used to measure eligible entity performance in promoting self-sufficiency, family stability, and community revitalization.

The State of Mississippi commits its CSBG resources and activities toward achieving measurable outcomes in the six ROMA national goals:

1. Low-income people become more self-sufficient.
2. The conditions in which low-income people lives are improved.
3. Low-income people own a stake in their community.
4. Partnerships among supporters and providers of services to low-income people are achieved.
5. Entities increase their capacity to achieve results.
6. Low-income people, especially vulnerable populations, achieve their potential by strengthening family and other supportive systems.

Entities will utilize the ROMA cycle as part of a strengthened performance system:

1. Assessment- Community needs and resources; agency data
2. Planning- Using agency mission and assessment data to identity results and strategies
3. Implementation- Services and strategies produce results
4. Achievement of Results- Observe and report progress
5. Evaluation- Analyze date and compare with benchmarks

Entities will utilize the National Performance Indicators (NPIs) to monitor performance of services to low-income families and communities. The State of Mississippi requires all eligible entities to use the statewide client tracking and eligibility system, Virtual ROMA, to capture this data.

Source: *Miss. Code Ann. § 43-1-2(4); Miss. Code Ann. § 43-1-4* Revised: May 2022

Rule 8.4 State Performance Management. The Office of Community Services (OCS), in collaboration with the CSBG network, created State Accountability Measures to track organizational performance by State CSBG Lead Agencies. The State Accountability Standards capture data about the activities and functions carried out on the state level. They capture the effectiveness and efficiency of the State in its implementation of the state plan and the impact the State has on the performance of its eligible entities.

MDHS-DCS reports on the State Accountability Standards through its annual State Plan and Annual Report.

Source: *Miss. Code Ann. § 43-1-2(4); Miss. Code Ann. § 43-1-4* Revised: May 2022

Rule 8.5 Case Files.

- A. Applications and supporting documentation for applicants must be kept in individual case files. Case files must be filed in alphabetical order according to last name. They should always be maintained under lock and key, and housed in the local county of residence of the client. Active case files and inactive case files should be maintained separately.
- B. Case files must not contain copies of client personal identity information (PII) such as social security cards, birth certificates, photo id, etc. These documents must be scanned into Virtual ROMA only and given back to the client.
- C. Please refer to the MDHS Subgrantee Agreement Manual for file retention requirements. However, as a general rule, case files must be maintained for three (3) years. If there is a documented case of waste, fraud, and abuse, audit findings, or a fair hearing was conducted, the file must be maintained for ten (10) years.
- D. The following documents must be in a case file and scanned into Virtual ROMA:
 - 1) Proof of income for all household members;
 - 2) Copy of bill(s) to be paid from vendor;
 - 3) Intake form (signed and dated);
 - 4) Authorization of Release of Information form (signed and dated);
 - 5) Client service page (signed and dated);

- 6) Budget sheet;
- 7) Payment voucher;
- 8) RFAI form (signed and dated);
- 9) Notice of Services form; and
- 10) Notification of Pending Services form.

Source: *Miss. Code Ann. § 43-1-2(4); Miss. Code Ann. § 43-1-4* Revised: May 2022

Rule 8.6 Waste, Fraud, and Abuse. The Mississippi Department of Human Services has a zero tolerance for the commission or concealment of acts of waste, fraud and abuse. Allegations of such acts will be investigated and pursued to their logical conclusion, including legal action when warranted.

- A. Waste involves the taxpayers not receiving a reasonable value for money in connection with any government funded activities due to an inappropriate act or omission by players with control over or access to government resources.
- B. Fraud is a type of illegal act involving the obtaining of something of value through willful misrepresentation or a false representation of a material fact, whether by words or by conduct, by false or misleading allegations, or by concealment of that which should have been disclosed, which deceives another so that he acts, or fails to act to his detriment.
- C. Abuse involves behavior that is deficient or improper when compared with behavior that a prudent person would consider reasonable and necessary business practice given the facts and circumstances. Abuse also includes misuse of authority or position for personal financial interests or those of an immediate or close family member or business associate.
- D. Types of Waste and Abuse include, but are not limited to:
 - 1) Employee- Omitting client information, ghost clients, charging application fees, former employee having access to software, receiving kickback from vendor, etc.
 - 2) Client- Misrepresenting household size or income, falsifying application, forging documents needed to complete intake, etc.
 - 3) Vendor/Contractor- Charging a higher amount than the lowest allowable, doctoring delivery tickets, providing financial incentive to staff to overlook unallowable charges, double charges, incorrect pricing, etc.
- E. Reporting Related to Waste, Fraud, and Abuse
 - 1) Employee (MDHS) - Any employee who has knowledge of waste, fraud or abuse, or has a good reason to suspect that such conduct has occurred, shall adhere to this policy. When suspected fraudulent activity, waste, or abuse is observed by,

or made known to an employee, the employee shall immediately report the activity to their direct supervisor. If the employee believes that the supervisor is involved with the activity, they shall immediately report the activity to the Division of Community Services' Director. If the employee believes that the Division Director may be involved with the activity, the employee shall report the activity to the Office of Inspector General at 1-800-299-6905.

- 2) Employee (Subgrantee) - Any employee who has knowledge of waste, fraud or abuse, or has a good reason to suspect that such conduct has occurred, shall adhere to the procedure in this policy. When suspected fraudulent activity, waste, or abuse is observed by, or made known to, an employee, the employee shall immediately report the activity to his/her direct supervisor. If the employee believes that the supervisor is involved with the activity, s/he shall immediately report the activity to the Executive Director. If the employee believes that the Executive Director may be involved with the activity, the employee shall report the activity to the Board of Directors. If it is believed that the Board is involved, it shall be reported to the Office of Inspector General at 1-800-299-6905.
- 3) Client or General Public - DCS cannot compel citizens and clients to report suspected instances of waste, fraud and abuse. DCS, however, strongly encourages citizens and clients to report such. Once management at the subgrantee level or at the state level has been informed of suspected waste, fraud or abuse, management shall provide the client with the established procedures for filing a report. The Office of Inspector General may be contacted at 1-800-299-6905.
- 4) Vendor - Any citizens, customer, vendor or agency that has knowledge of waste, fraud or abuse, or has a good reason to suspect that such conduct has occurred should report the occurrence to the Office of Inspector General at 1-800-299-6905 and may result in an investigation being conducted.
- 5) A confidential report may be submitted through the Virtual Roma website found on <https://virtualroma.mdhs.ms.gov>. If the reporting party does not have access to this system, reporting may be completed at the following contact information:

Call toll free number: 1-800-299-6905

Fax number: 601- 359- 5047

Address: Office of Inspector General

200 South Lamar Street

Jackson, MS 39201

- 6) Providing specific occurrence details of suspected waste, fraud, and abuse will expedite investigative efforts. There is no requirement to submit identifying information from those who wish to report suspected waste, fraud, and abuse.

- 7) Tips will be investigated in the order that they have been received with no preference given to those who provided identifying information.
- F. Penalties for Substantiated Waste, Fraud, and Abuse- Once an investigation has been completed and reviewed by MDHS Office of Inspector General, penalties may be enforced as follows:
- 1) Employee - Employees of MDHS or Subgrantee who have been found guilty of waste, fraud and abuse are subject to prosecution and/or recoupment of any benefits provided, following due process as defined in subgrantee regulations and may be terminated.
 - 2) Client - If it is the client's first offense they will be ineligible for services for an entire year from the date of the decision and benefits recouped. If it is the client's second offense, they will be disqualified permanently from the program and is subject to prosecution and/or recoupment of any benefits provided, following due process as defined in agency regulations.
 - 3) Vendors and Contractors - Vendors/Contractors suspected of fraud and/or misrepresentation may be suspended from participation and may be subject to prosecution and/or recoupment of any benefits provided, following due process as defined in agency regulations.

Source: *Miss. Code Ann. § 43-1-2(4); Miss. Code Ann. § 43-1-4* Revised: May 2022

Rule 8.7 Whistleblower Protection. According to Mississippi Code Section 25-9-173, et seq. an employer can not dismiss or otherwise adversely affect the compensation or employment status of an employee who testifies or provides information to an investigative body.

Source: *Miss. Code Ann. § 43-1-2(4); Miss. Code Ann. § 43-1-4* Revised: May 2022

Rule 8.8 Criminal/Illegal Activities.

- A. CSBG funds may not be used to pay for any criminal acts punishable with fines, fees, penalties, and/or imprisonment. An application that is submitted for a bill which explicitly states that part of the bill is inclusive of an illegal activity such as tampering and other theft for services shall not be approved until the tampering fees/penalties are paid.
- B. The vendor may adjust the bill to remove the illegal fees and the Subgrantee can pay the portion that does not include such fees and penalties. Further, fees and penalties must be paid prior to any CSBG funds being obligated on behalf of the client's bill.

Source: *Miss. Code Ann. § 43-1-2(4); Miss. Code Ann. § 43-1-4* Revised: May 2022

Rule 8.9 Monitoring and Audit

The Mississippi Department of Human Services (MDHS) is required to monitor the activities of its subgrantees by following the Single Audit Act Amendments of 1996, the Office of Management and Budget (OMB) Circular A-133, Audits of States, Local Governments, and Non-Profit Organizations, and the OMB Circular A-133 Compliance Supplement. MDHS shall monitor each project, program, subgrant, function, or activity supported by a Federal award to assure compliance with applicable Federal regulations and that performance goals are achieved.

A. Monitoring

- 1) The Department of Health and Human Services (DHHS) requires States to conduct on-site monitoring of LIHEAP subgrantee's once every three (3) years. MDHS elects to conduct an annual monitoring visit to ensure compliance with applicable Federal and State regulations, policies, and procedures.
- 2) MDHS has established uniform monitoring policies designed to ensure that all subgrants under the jurisdiction of MDHS are administered in compliance with Federal requirements and with the terms of the subgrant agreements. Monitoring subgrants, for compliance with the applicable Federal regulations, State laws, Agency policies, and the terms of the subgrant agreements, is the responsibility of the MDHS Division of Monitoring. Please see the 'MDHS Subgrant/ Agreement Manual' found at www.mdhs.ms.gov/subgrantee-manual/ for the complete monitoring policy.
- 3) Subgrant monitoring procedures may include several of the various options available. These options include: reviewing reports submitted by the subgrantee; reviewing documentation supporting expenses reported under MDHS subgrants; reviewing the subgrantee's single audit or program-specific audit results and evaluating audit findings and the subgrantee's corrective action plan; performing on-site reviews of fiscal and programmatic records and observing subgrantee operations; and/or, arranging for limited scope audits of specific compliance areas.

B. Single Audit

- 1) The Director of the Division of Monitoring reviews the subgrantee's audit finding(s), and forwards to the Division of Community Services and the Monitoring Supervisor.
- 2) The audit finding(s) is then placed on a spreadsheet, discussed during monitoring visits with the said subgrantee, and addressed on the monitoring report performed by the Division of Monitoring.

- 3) Please see the 'MDHS Subgrant/ Agreement Manual' found at <https://www.mdhs.ms.gov/administrative-codes/> for specific Single Audit requirements.

C. Federal Program Compliance Review

- 1) At any time the Department of Health and Human Services, Office of Community Services, Division of Energy Assistance may conduct a program compliance review of the State.
- 2) During this review, subgrantees are selected to be monitored on program compliance. Subgrantees must cooperate fully with federal reviewers and provide any requested documentation.

Source: *Miss. Code Ann. § 43-1-2(4)*; *Miss. Code Ann. § 43-1-4* Revised: May 2022

Rule 8.10 Fair Hearing Process

- A. A fair hearing is available for any applicant or recipient upon written request. A fair hearing provides an opportunity for a more formal review by the subgrantee's Board of Directors concerning the point(s) of dissatisfaction. If the applicant or recipient is still dissatisfied from said Boards' decision, the decision may be appealed to the Division of Administrative Hearings.

B. Basis for a Fair Hearing

- 1) Applicant(s) or recipient(s) shall be provided a copy of the 'Fair Hearing Process' during each application or recertification. Upon denial of services, a copy of the 'Fair Hearing Process' will be mailed with the denial letter to the applicant. A copy of the process will also be clearly posted in all subgrantee office locations.
- 2) The basis for a fair hearing is listed below:
 - a. An applicant or recipient whose application or recertification concerning eligibility assistance was denied;
 - b. An applicant or recipient whose claims for assistance are not acted upon reasonable promptness; or
 - c. Any other adverse action that detrimentally effects the applicant or recipient by the subgrantee and/or agency
- 3) Some issues are not subject to fair hearings, in which includes but not limited to, a subgrantee failing to have enough funds for the county that the applicant resides in. In this case, said subgrantee should refer applicant(s) to other social service providers, or use non-federal funds if available. If a county runs out of funds before the end of the program year, said subgrantee must maintain a list of applicants who

could not be served. These applicants must receive priority when scheduling appointments at the start of the new program year or if additional funds are awarded.

D. Appeal to the Subgrantee Level

- 1) After having exhausted all channels of resolution with the Executive Director of the Subgrantee, the applicant or recipient must submit a written request for a fair hearing to the subgrantee Board of Directors within thirty (30) calendar days that the adverse action occurred. The written request must include the following:
 - a. Name and address of applicant or recipient,
 - b. Name of subgrantee,
 - c. Date of denial notice or adverse action taken,
 - d. Reason for said action,
 - e. Justification stating why action should not be taken,
 - f. Statement requesting a fair hearing, and
 - g. Two (2) signed and dated copies of the request (original and one copy).
- 2) Upon receipt of the applicant or recipient's request, the subgrantee Board of Directors must set the date of the fair hearing for the next scheduled board meeting. The fair hearing will be conducted at the discretion of the Board of Directors for the subgrantee. Said board shall render a written decision within five (5) business days of the fair hearing date.

E. Appeal to MDHS

- 1) Written Appeal to MDHS for Fair Hearing: After having exhausted all channels for resolution at the subgrantee level, the applicant or recipient has thirty (30) calendar days from the date of the subgrantee Board of Directors' decision letter to submit a written request. The written request must include a copy of the original hearing request and the Board of Directors' decision letter. The request should be submitted to:

Mississippi Department of Human Services
Director of Administrative Hearings
Post Office Box 352
Jackson, Mississippi 39205
- 2) Notice for the Fair Hearing: The recipient or applicant and subgrantee shall receive written notice of the hearing, in which will include a statement of the date and time the hearing is to be held. The hearing may be held telephonically unless a face-to-face hearing is requested. A fair hearing shall be scheduled within seven (7) calendar days the Director of Administrative Hearings receives a proper written request.

- 3) Evidence and/or Documents: All documents relating to any pending proceeding must be submitted to the Director of Administrative Hearings Division of MDHS at the address listed above.
- 4) Informal Disposition: Informal disposition may be made of any case by written stipulation, agreed settlement, consent order, or default.
- 5) Postponement/Continuance: The hearing officer may grant a postponement or a continuance of the fair hearing for good cause based upon a written, advanced request by either party.
- 6) Conduct of Fair Hearings: Subject to the hearing officer's ruling and recommended decision, opportunity must be given to all parties to respond, present evidence, argue all issues involved and call witnesses. A recording of each fair hearing should be made. If a party fails to appear, it may forfeit all rights.
- 7) Order of Hearing: The hearing officer calls the fair hearing to order; introduces himself/herself and gives a brief statement of the nature of the proceeding; states what documents the record contains; calls for opening statements by each party; questions witnesses at will, and adjourns the fair hearing after all evidence has been presented. During testimony, the applicant, recipient or subgrantee's representative(s) may question witnesses, cross-examine the other party's witnesses, and redirect if necessary.
- 8) Recommended Decisions and Final Decisions The hearing officer shall have the responsibility of preparing a statement summarizing the facts brought out in the fair hearing, indicating the policy governing the issue at hand, and making a recommended decision based on the evidence presented. The recommended decision shall be based only on evidence, testimony, and documents presented at the fair hearing. Following the fair hearing adjournment, the hearing officer will forward, both the record and recommended decision, to the MDHS Executive Director for adoption, modification, or reversal. The final decision of the MDHS Executive Director will be forwarded to the recipient or applicant along with the Executive Director of the subgrantee. The decision of the MDHS Executive Director shall be final and binding. The recipient or applicant has exhausted all administrative appeals after the decision from the MDHS Executive Director has been rendered.

F. Appeal to U.S. Department of Health and Human Services

- 1) If the final MDHS decision is not satisfactory, the applicant or recipient has ten (10) calendar days to submit a written request to U.S. Department of Health and Human Services. Said request should be sent to:

Secretary
U.S. Department of Health and Human Services

Office of Community Services
370 L'Enfant Promenade, S.W., 5th Floor
Washington, D.C. 20449

- 2) The written request must include a copy of the original hearing request, the Board of Directors' decision letter, and the final decision from MDHS. A decision and/or hearing will be issued and/or conducted based on the discretion of the U.S. Department of Health and Human Services.
- 3) Note: If at any point during the fair hearings process the original adverse action or denial decision is overturned, the proper actions will be taken by the subgrantee.

Source: *Miss. Code Ann. § 43-1-2(4); Miss. Code Ann. § 43-1-4* Revised: May 2022

APPENDIX

Board Policy

**MISSISSIPPI DEPARTMENT OF HUMAN SERVICES
DIVISION OF COMMUNITY SERVICES**

**BOARD POLICY
FOR
COMMUNITY SERVICES BLOCK GRANT ELIGIBLE ENTITIES**

The Community Services Block Grant (CSBG) Reauthorization Act of 1998 requires that, as a condition of designation and to receive CSBG funding, private non-profit entities and public organizations administer the CSBG program through tripartite boards that “fully participate in the development, planning, implementation, and evaluation of the program to serve low-income communities.” In order for the State to promote the continued viability and effectiveness of eligible entities through appropriately constituted and well-functioning boards, this policy is issued to provide guidance on the composition, role, and responsibilities of the tripartite board.

Board Composition

The eligible entity’s board of directors should consist of a minimum of six (6) members and a maximum of three times the number of counties an entity has in its service area (with the exception of agencies with one county). Each county must be equally represented with members from each sector as described below.

Representatives of Low-Income Individuals and Families (Low-Income Sector)

The CSBG statute requires that a minimum of one-third of tripartite board membership be:

1. Comprised of representatives of low-income individuals and families who currently reside in the areas served. The implicit intent is to ensure those who are served by the eligible entity have a strong voice in agency governance and communicating the needs of the community.
2. “Chosen in accordance with democratic selection procedures.” Representatives of this sector may be nominated or elected either within a neighborhood or within the community as a whole; at a community meeting, a community organization meeting, or meeting of another low-income service provider; and the meeting was publicized using at

least one of various kinds of media. No more than two members of Head Start Policy Councils may serve on the board.

Elected Public Officials or their Representatives (Public Sector)

The CSBG statute requires one-third of tripartite membership be elected officials. If a sufficient number of elected officials is not available, an appointed public official may be chosen. The elected official may choose a designee to act on his/her behalf. The designee would then be the board member and have full authority to exercise voting rights.

Entities are not restricted to choosing certain elected officials to serve on the board. These members should support the goal of the agency to address the poverty needs of the community and coordinate action by local governments. If an entity's bylaws state only certain elected officials can serve, the State strongly suggests a revision of the bylaws.

Public officials must be "holding office on the date of selection." Also, the public official or designee may serve on the board only while the public official is in office. Entities are responsible for ensuring this sector remains current such as prompt notification of newly elected officials or currently elected officials of the opportunity to serve on the board should the entity still choose. The entity must ensure timely replacement of board members who no longer hold office and ensure the last day of office for the public official is the last day of service on the board.

Representatives of Major Groups and Interests in the Community (Private Sector)

The remaining board members must be selected from "business, industry, labor, religious, law enforcement, education, or other major groups and interests in the community served." Members of this sector are included because they represent the balance of the community, and the entity cannot succeed without the support, resources, and participation of this group.

Eligible entities must ensure that no organization, business, or group has an indefinite seat on the board, meaning the selection of board members shall allow the opportunity for other interested organizations to serve on the board. Anyone chosen in this sector must be a member of the organization or an employee, and live in that county.

Duration of Service

The state requires a board member to serve no more than a maximum of three (3) four-year terms. **This requirement is not retroactive, meaning, board members whose terms expired prior to this policy revision cannot serve the additional term granted by this policy revision.**

The board member must be re-elected or re-appointed at the end of each four-year term. The terms may be continuous or there may be a break in service. Eligible entities are encouraged to stagger the term expirations, whereas not to create an issue of too many board members leaving the board at the same time thus jeopardizing the governance of the board.

Should a board seat become vacant, it must be filled within a sixty (60) day period, unless a written request for waiver has been granted by DCS Director, within the sixty day period. Further, it is the responsibility of the board to notify DCS in writing within ten (10) days of any board changes, and an updated board roster submitted.

The entity shall provide DCS with a current board roster with supporting documentation of each member's election or appointment. This information must also be kept on file at the entity's main office for review during monitoring visits.

Entities may not seat a former employee as a board member for a period of two (2) years after leaving employment at the agency. Agencies may prohibit a former employee who has been terminated from serving on the board. Entities should prohibit federal/state employees from serving on the board if there is the potential for a conflict of interest between the federal/state office and the entity's business transactions, such as a potential funding source.

Entities may not employ a former board member during the time of service on the board, nor for a period of two (2) years after leaving the board. This waiting period is to avoid the appearance of a board member having an undue employment advantage.

Training Requirements

New board members or members who had a one (1) year or more break in service shall participate in an orientation within two (2) months of being seated. The orientation shall include at a minimum: federal, state, local policies and procedures as it relates to the entity and its programs; board bylaws; articles of incorporation; entity mission; entity strategic plan; entity financial and programmatic reports; program overview to include sources of funding; audit report; board responsibilities and liability; conflict of interest; and ROMA.

Board members shall participate in training at least every two (2) years on board responsibilities and governance as specified in the CSBG Organizational Standards.

Training and/or orientation may be done at board meetings, special sessions, and may be done in person, electronic media, or other methods as determined by the board.

Should an entity fail to comply with training requirements, DCS will declare entity at-risk, and issue a request for a corrective action plan, which may result in a notice to terminate funding.

Board Member Responsibilities

The following list of responsibilities is necessary for the success of the entity, however, it is not all inclusive of what is expected of a board member:

Fully participate in the development, planning, implementation, and evaluation of the entity's programs.

Plan and participate in the entity's fund-raising events.

Develop entity mission statement and ensure activities and programs support it.

Develop entity strategic plan and receive periodic reports regarding the progress of it.

Establish policy for the entity.

Supervise and evaluate one employee, the entity's executive director.

Attend and participate in all scheduled board meetings.

Empower the entity by working with the community and being an ambassador for the entity and its programs.

Participate in scheduled trainings and entity events.

Board Committees

Entities are required to appoint at least five (5) standing committees: (1) Executive; (2) Planning and Evaluation; (3) Finance; (4) Personnel and; (5) Human Rights Committees.

The entity may change the description of the activities of the standing committees as needed to conform to the diverse dynamics of the entity.

- The Executive Committee is responsible for the general conduct of the board's business on a day-to-day basis. The major functions of this committee are: to act upon matters in a timely manner; establish standing and subcommittees, and assign members to each; review the major administrative policies and recommend modifications to the full Board; secure adequate legal counsel for the entity; and to evaluate the entity's executive director.
- The Planning and Evaluation Committee is responsible for the development of the strategic plan and the evaluation of the entity's performance on meeting the goals in the strategic plan. The duties of this committee include: ensure the community strengths and needs assessment is completed; review and approve programs to be operated by the entity; develop internal reporting standards for programs; recommend funding of specific programs to the full board; evaluate each program or project on a timely basis; and coordinate efforts of the public and private sectors and other committees to meet the needs of the families served.

- The Finance Committee oversees the fiscal functions of the agency. This committee reviews budget proposals prepared by the entity staff; reviews financial reports on a monthly basis; ensures an adequate fiscal management system is in place; assists in securing additional sources of funding; and review and make recommendations to the full Board on all fiscal matters.
- The Personnel Committee is responsible for overseeing personnel functions and certain administrative functions of the entity. The duties of this committee include the review of personnel policies; promotions; salary ranges; hiring of employees recommended by the Executive Director; assist in the selection process when employing an Executive Director; and promote staff and career development programs for entity staff.
- The Human Rights Committee acts on matters regarding the rights of employees. Listening, hearing, fact-finding and providing objective judgements are the core functions of this committee. Other functions include ensuring protection of the entity and the rights of employees as established in the agency's Equal Opportunity Plan and recommending approval or denial of it to the Board; hearing equal opportunity complaints and recommending possible solutions to the Board; and ensuring due process prior to the termination of an employee.

Entities may appoint as many committees as needed to carry out the responsibilities of the board effectively. Committee membership should reflect the composition of the Board, i.e. a committee should be comprised of members from different sectors, counties, etc. Committees should divide the workload of the board, develop and promote the expertise of members, and permit decision-making between meetings. Entities should have a board development plan to ensure quality membership selection.

Voting by proxy is not permitted at board or committee meetings.

Removal of Board Members and Officers

Entities must develop removal provisions in its bylaws, consistent with state nonprofit corporation law, which specifies special notice and other procedural requirements for removal. The board may remove any director or officer for cause, including but not limited to: false certifications on the application, unexcused absences for a certain number of consecutive board meetings, failure to comply with the entity's conflict of interest policy, taking actions not in the best interest of the entity, incapacity, inappropriate conduct, or instances of waste, fraud, or abuse.

By-Laws Requirements

Board by-laws shall list the total number of seats on the board per sector. They must include procedures for the selection of new board members in case of a vacancy for any reason. All vacancies shall be filled within 60 calendar days. The democratic selection procedure for the low-income sector must be described in detail.

Board by-laws must describe any performance standards (such as attendance, etc.). These standards must include a standard of conduct which specify expectations and conditions under which board members may be sanctioned or removed.

Board by-laws must describe quorum requirements, which shall be at least 50 percent plus one of the seats on the board.

Board by-laws must describe meeting requirements. Board meetings are subject to the State Open Meetings Act. The board shall meet monthly. Board meetings must be scheduled for the convenience of its members and the general public. Eligible entities shall provide notice in writing of any board meetings and agenda to all members at least 5 calendar days in advance. Electronic notices are acceptable, if members receiving the notices have agreed to accept this form of notification. Meeting notices and agendas shall be made available to the general public and MDHS/DCS at the time they are submitted to the board members.

Board Minutes

The board shall conduct meetings and keep written minutes in accordance with Robert's Rule of Order. Board minutes shall be made available to the public upon request. Minutes shall also be made available upon request in a translation of the appropriate language where a significant portion of the low-income population does not speak English.

Copies of the minutes of each meeting shall be submitted to MDHS/DCS no later than 10 calendar days after the date of the meeting in which the minutes were ratified. If the meeting did not have a quorum, the minutes shall be submitted within 3 calendar days of the meeting.

Subgrantee List

AJFC Community Action Agency, Inc.	County	Phone Number
Carmen Drake, Chief Executive Officer capdir@ajfcaa.org P.O. Box 3011 (39121) 8A Seltus St. Natchez, MS 39120 Office Hours: 8:00 a.m. – 4:30 p.m.	Adams	601-442-8681
	Claiborne	601-437-5419
	Copiah	601-894-4745
	Franklin	601-384-5587
	Jefferson	601-786-3711
	Lawrence	601-587-4370
	Lincoln	601-833-6349
Bolivar County Community Action Agency Inc.	County	Phone Number
Elnora Littleton, Executive Director capdir@bolivarcaa.org 810 E. Sunflower Road, Suite 120 Cleveland, MS 38732 Office Hours: 8:00 a.m. – 4:30 p.m.	Bolivar	662-846-1491
Central Mississippi Inc.	County	Phone Number
Pamela Gary, Executive Director pgary@cmicsp.org 101 South Central Avenue Winona, MS 38967 Office Hours: 8:00 a.m. – 5:00 p.m.	Attala	662-792-4033
	Carroll	662-283-4781
	Grenada	662-226-7953
	Holmes	662-834-2437
	Leflore	662-283-1988
	Montgomery	662-283-4781
	Yalobusha	662-226-7953
Coahoma Opportunities, Inc.	County	Phone Number
Edward L. Seals, Executive Director esealscoi@cableone.net P.O. Box 1445 115 Issaquena Avenue Clarksdale, MS 38614 Office Hours: 8:00 a.m. – 5:00 p.m.	Coahoma	662-624-4887
Community Action of South Mississippi	County	Phone
Vanessa Gibson, Executive Director vgibson@jccac.com P.O. Box 8723 5343 Jefferson Street Moss Point, MS 39563 Office Hours: 8:30 a.m. – 4:30 p.m.	George	601-947-5989
	Harrison	228-284-6772
	Jackson	228-769-3156

Hinds County Human Resource Agency	County	Phone
Kenn Cockrell, President & CEO kennco@hchra.org P.O. Box 22657 (39211) 258 Maddox Road Jackson, MS 39212 Office Hours: 8:00 a.m. – 5:00 p.m.	Hinds	601-923-3950
LIFT, Inc.	County	Phone
Dorothy Leasy, Executive Director dleasy@liftcaa.org P.O. Box 2399, Tupelo, MS 38803 2577 McCullough Blvd., Belden MS 38826 Office Hours: 8:00 a.m. – 5:00 p.m.	Calhoun	662-412-2222
	Chickasaw	662-447-2089
	Itawamba	662-862-4894
	Lafayette	662-238-6222
	Lee	662-842-9511
	Monroe	662-369-4695
	Pontotoc	662-489-7329
	Union	662-534-8104
Madison County Citizens Service Agency	County	Phone
Dr. Mary Sims-Johnson, Executive Director MSJohnson@mccsaweb.org P.O. Box 1358 1005 W. Peace Street Canton, MS 39046 Office Hours: 8:00 a.m. – 5:00 p.m.	Madison	601-855-5710
Mid-State Opportunity, Inc.	County	Phone Number
Lynda Bradford, Executive Director midstateopp@bellsouth.net 204 North Church Street Charleston, MS 38921 Office Hours: 8:00 a.m. – 4:45 p.m.	DeSoto	662-895-4153
	Panola	662-487-3076
	Quitman	662-326-8131
	Tallahatchie	662-647-2463
	Tate	662-562-7733
	Tunica	662-363-2751
Multi-County Community Service Agency	County	Phone Number
Ronald Collier, Executive Director rcollier@multicountycsa.org P.O. Box 905 (39302) 2906 St. Paul Street Meridian, MS 39302 Office Hours: 8:00 a.m. – 5:00 p.m.	Clarke	601-776-3461
	Jasper	601-787-4844
	Kemper	601-743-5752
	Lauderdale	601-483-4838
	Neshoba	601-656-7261
	Newton	601-683-2733
	Scott	601-469-3061
	Smith	601-782-9578
	Wayne	601-735-3470

Northeast MS Community Services	County	Phone Number
Steve Gaines, Executive Director sgaines@maxxsouth.net P.O. Box 930 801 Hatchie Street Booneville, MS 38829 Office Hours: 8:00 a.m. – 4:30 p.m.	Alcorn	662-286-9263
	Benton	662-224-8912
	Marshall	662-252-2713
	Prentiss	662-728-8141
	Tippah	662-837-9812
	Tishomingo	662-423-7013
Pearl River Valley Opportunity, Inc.	County	Phone Number
Thomas Morris, Executive Director tmorris@prvoinc.org P.O. Box 188 756 U.S. Highway 98 Columbia, MS 39429 Office Hours: 8:00 a.m. – 5:00 p.m.	Covington	601-765-4871
	Forrest	601-545-8110
	Jefferson Davis	601-792-5356
	Jones	601-428-3171
	Lamar	601-794-1093
	Marion	601-736-9564
	Pearl River	601-798-4944
		601-403-2203
	Perry	601-964-8231
	Greene	601-394-2239
	Hancock	228-231-1314
	Stone	601-928-5540
Prairie Opportunity Inc.	County	Phone Number
Laura A. Marshall, Executive Director lamarshall@bellsouth.net P.O. Box 1526 501 Hwy. 12 West, Suite 110 Starkville, MS 39759 Office Hours: 8:00 a.m. – 5:00 p.m.	Choctaw/Webster	662-258-8233
	Clay	662-494-4862
	Leake	601-267-4510
	Lowndes	662-328-1669
	Noxubee	662-726-4861
	Oktibbeha	662-323-3397
	Winston	662-773-3465
Rankin County Human Resource Agency	County	Phone Number
Mark Dearman, Executive Director mdearman.rchra@gmail.com 1545 West Government Street, Suite C Brandon, MS 39042 Office Hours: 8:00 a.m. – 5:00 p.m.	Rankin	601-825-1309
South Central Community Action Agency	County	Phone Number
Sheletta Buckley, Executive Director sbuckley@yoursccaa.com P.O. Box 6590 (39282) 3891 I-55 South Frontage Road Jackson, MS 39212 Office Hours: 8:00 a.m. – 5:00 p.m.	Hinds (WX only)	769-235-8224
	Madison	601-407-5473
	Rankin	601-824-8844
	Simpson	601-847-5552
	Walthall (WX only)	601-876-6363

Southwest Mississippi Opportunity, Inc.	County	Phone Number
Keisha Butler, Executive Director kbutler@swmocaa.org P.O. Box 1667 99649) 4116 Hwy. 51 South McComb, MS 39648 Office Hours: 8:00 a.m. – 4:30 p.m.	Amite	601-225-7878
	Pike	601-684-5593
	Pike	601-249-3034
	Walthall	601-876-4511
	Wilkinson	601-888-4211
Sunflower-Humphreys Counties Progress Inc.	County	Phone Number
Monica Hope, Chief Executive Officer Mohope11@yahoo.com P.O. Box 908 414 Martin Luther King Drive Indianola, MS 38751 Office Hours: 8:00 a.m. – 5:00 p.m.	Humphreys	662-247-1961
	Sunflower	662-887-1432
Warren-Washington-Issaquena-Sharkey CAA	County	Phone Number
Jannis Williams, Executive Director jcwilli@wwisca.org P.O. Box 1813 1538 Old Leland Road Greenville, MS 38701 Office Hours: 8:00 a.m. – 5:00 p.m.	Issaquena	662-873-2595
	Sharkey	662-873-2595
	Warren	601-638-2474
	Washington	662-378-8663
	Yazoo	662-746-1517

Authorization of Release of Information Form

Authorization of Release of Information Form

By signing below, I, _____
(Client name) acknowledge that additional
information or documentation may be needed to determine my household's eligibility for assistance. This
authorization gives permission and authorizes _____
(Agency Name)
to release or request information on my behalf to the agencies listed below:

- ☐ _____
- ☐ _____
- ☐ _____
- ☐ _____

I understand any information obtained will be kept confidential and will only be used for the purposes of determining eligibility or referral services. This authorization will remain effective for one year from the date of my signature or if I withdraw my consent, whichever comes first.

Signature Date

ENERGY VENDOR (Electric/Gas/Water/Wood)

This authorization gives permission to my electric company, _____ and/or gas
company, _____ and/or wood vendor, _____ and/or
water vendor, _____ to provide information about my account to the Mississippi
Department of Human Services, Division of Community Services for the purposes of reporting data to the U.S.
Department of Health and Human Services in the LIHEAP Performance Measures Report, and/or eligibility
determination, program evaluation, and analysis, including before and after receiving LIHEAP, LIHWAP or
Weatherization Services. Information to be provided may include, but not be limited to: my annual energy
consumption, cost, billing information, payment history, disconnection, past-due amounts and life support
status. This authorization will remain effective for one year from the date of my signature. I also understand
that this authorization does not guarantee that my household will receive assistance.

Account Name:	Service Address:
Account Number:	SSN (last 4 digits):

Signature Date

Print Name Phone Number

Request for Additional Information

COMMUNITY SERVICES BLOCK GRANT (CSBG)
LOW INCOME HOME ENERGY ASSISTANCE PROGRAM (LIHEAP)
LOW INCOME HOUSEHOLDS WATER ASSISTANCE PROGRAM (LIHWAP)
WEATHERIZATION ASSISTANCE PROGRAM (WX)

REQUEST FOR ADDITIONAL INFORMATION

Name: _____

Social Security Number: _____ Date Completed: _____
(Last four digits)

Date Returned to Agency: _____

Program: ☐ CSBG ☐ LIHEAP ☐ LIHWAP ☐ Weatherization

Your application for assistance is pending until the following information is missing:

_____ Proof of home energy bill. You may submit a bill from your energy vendor (light bill, gas bill, wood bill, etc.) which shows your name and/or account number OR a statement from your landlord showing that utilities are included in your rent OR a notarized wood vendor verification (Form LI-16) if your primary source of heat is wood.

_____ Proof of income

- _____ a. Pay stubs or a statement from your employer for last four weeks of employment. The amount you earned BEFORE deductions (gross income) must be shown.
- _____ b. Supplemental Security Income (SSI) award letter.
- _____ c. Temporary Assistance for Needy Families (TANF) award letter. (excluding LIHWAP)
- _____ d. Social Security award letter
- _____ e. Veteran's Benefits award letter.
- _____ f. Unemployment income determination letter.
- _____ g. Most recent Federal Income tax return with schedule C (self-employed persons only).
- _____ h. Unemployment registration printout/verification.
- _____ i. Letter from employer stating layoff or termination.

_____ Social Security Cards for _____

_____ Affidavit

- a. _____ Separated Persons
- b. _____ Zero Income

_____ Other _____

If the requested information is not received within ten (10) days from this date, your application will be denied.

Please return to:

Phone
Fax

Client's Signature

Case Worker's Signature

Revised: 05/11/2021

Notification of Services Form

COMMUNITY SERVICES BLOCK GRANT (CSBG)
LOW INCOME HOME ENERGY ASSISTANCE PROGRAM (LIHEAP)
LOW INCOME HOUSEHOLD WATER ASSISTANCE PROGRAM (LIHWAP)

NOTIFICATION OF SERVICES

Household ID: _____ Member ID: _____ Date: _____

Client Name: _____ Caseworker: _____

Address: _____

City, State, Zip: _____

Grant: ☐ CSBG ☐ LIHEAP ☐ LIHWAP

☐ **LIHEAP Approved**

You have been approved for payment in the amount of \$ _____
with _____.

You have been approved for payment in the amount of \$ _____
with _____.

☐ **CSBG Approved**

You have been approved for payment in the amount of \$ _____ for _____ (domain)
assistance with your _____.

☐ **LIHWAP Approved**

You have been approved for payment in the amount of \$ _____
with _____.

☐ **Denied**

Regretfully, your application can not be approved at this time. The denial of your application was based on the following reason(s):

- ☐ Your income exceeds the eligibility guidelines;
- ☐ You have reached the maximum LIHEAP benefit within your available Energy Type;
- ☐ Information obtained from you and /or other sources is insufficient to determine eligibility
- ☐ You did not return requested additional information within ten days;
- ☐ No agency funds available;
- ☐ Out of compliance with Case Management Service Plan. *(CSBG Only)*
- ☐ Other explanation, if applicable. _____

**If you were approved, payment may take up to six (6) weeks. If you have any questions, please feel free to contact your local office. You can appeal denial for assistance by completing and returning the attached Fair Hearing Request form within thirty (30) days of the date of a denial notice.

Revised: 05/11/2021

Pending Notification of Services

**COMMUNITY SERVICES BLOCK GRANT (CSBG)
LOW INCOME HOME ENERGY ASSISTANCE PROGRAM (LIHEAP)
LOW INCOME HOUSEHOLD WATER ASSISTANCE PROGRAM (LIHWAP)**

PENDING NOTIFICATION OF SERVICES

Household ID: _____ Member ID: _____ Date: _____

Client Name: _____ Caseworker: _____

Address: _____

City, State, Zip: _____

Grant: ☐ CSBG ☐ LIHEAP ☐ LIHWAP

Based on the information provided, you may qualify for service. Your application for assistance has been submitted and is pending approval.

☐ **Pending Approval (LIHEAP)**

You have a pending payment in the amount of \$ _____ for assistance with _____.

☐ **Pending Approval (CSBG)**

You have a pending payment in the amount of \$ _____ for assistance with _____.

☐ **Pending Approval (LIHWAP)**

You have a pending payment in the amount of \$ _____ for assistance with _____.

Client's Signature

Date

Caseworker's Signature

Date

****If you are approved, payment may take up to six weeks to post as credit on your account. If you have any questions, please feel free to contact your local office. You may appeal denial for assistance by completing and returning the attached Fair Hearing Request form within thirty (30) days of the date of a denial notice.**

Revised: 05/11/2021

Federal Poverty Guidelines

<u>Federal Poverty Guidelines / State Median Income</u>				
<u>WX: 7/1/2021 /</u>				
<u>CSBG COVID</u>				
<u>Effective Dates</u>	<u>10/1/2021</u>	<u>10/1/2021</u>	<u>10/1/2021</u>	
<u>GRANTS</u>		CSBG	DOE/LIHEAP WX/CSBG COVID	LIHEAP, LIHEAP ARP, Water Grants (CAA, ARP)
Number in Household	100 % Category	125% Category	200% Category	60% State Median Income
unit	Percent	Percent	Percent	Percent
	of Poverty	of Poverty	of Poverty	of Poverty
1	\$12,880	\$16,100	\$25,760	\$21,488
2	\$17,420	\$21,775	\$34,840	\$28,100
3	\$21,960	\$27,450	\$43,920	\$34,711
4	\$26,500	\$33,125	\$53,000	\$41,323
5	\$31,040	\$38,800	\$62,080	\$47,935
6	\$35,580	\$44,475	\$71,160	\$54,546
7	\$40,120	\$50,150	\$80,240	\$55,786
8	\$44,660	\$55,825	\$89,320	\$57,026
9	\$49,200	\$61,500	\$98,400	\$58,265
10	\$53,740	\$67,175	\$107,480	\$59,505
11	\$58,280	\$72,850	\$116,560	\$60,745
12	\$62,820	\$78,525	\$125,640	\$61,985
13	\$67,360	\$84,200	\$134,720	\$63,224
14	\$71,900	\$89,875	\$143,800	\$64,464
15	\$76,440	\$95,550	\$152,880	\$65,704
16	\$80,980	\$101,225	\$161,960	\$66,943
17	\$85,520	\$106,900	\$171,040	\$68,183
18	\$90,060	\$112,575	\$180,120	\$69,423
19	\$94,600	\$118,250	\$189,200	\$70,662
20	\$99,140	\$123,925	\$198,280	\$71,902
For each additional family member add:		4540	5675	9080
		Contact MDHS/DCS@20 members for LIHEAP		