**Exhibit A**

# Arizona Community Action Association
# Home Energy Assistance Fund
# Policy Manual

FY 2017

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## Mission

The Home Energy Assistance Fund (HEAF) at ACAA develops and coordinates resources through education, advocacy, financial assistance, and local partnerships throughout the state of Arizona to help families meet their basic energy needs and move toward economic stability.

## Purpose and Principles

This fund has been established to provide assistance to Arizona households needing assistance in managing their energy burdens. The purposes of the fund include:

- Alleviate crisis situations by preventing disconnection and/or facilitating reconnection of utility services
- Supplement currently existing energy assistance resources
- Identify new/additional sources of support

## Fund Sources Currently In Distribution

- APS Crisis
- SRP Bill Assistance
- Southwest Gas LIEC
- Southwest Gas Energy Share
- Global Water LIRT
- TEP Bill Assistance
- UNS Gas & Electric Warm Spirit Fund
- Utility Repair, Replacement and Deposit
- Home Energy Assistance Fund

## Target Population

Individuals and families throughout the state of Arizona, who find themselves in a position of economic crisis, are encouraged to seek assistance from a community partner organization with access to these funds.

Local organizations under contract with ACAA to distribute these funds are encouraged to provide outreach services to increase awareness of this program among the target population who reside within the borders of their service area, including Native Americans living on tribal reservations.

## Intake and Application

Local partner agencies should utilize efficient and accessible intake processes while serving clients at sites that are geographically accessible to all households in their service areas. An appropriate intake/application form is recommended for use in the intake process to facilitate prescreening and client data gathering.

Agencies should also provide low-income individuals who are physically infirm the means to submit an application without leaving their residences.

## Grants Management System (GMS)

Appropriate data provided by clients in the application process must be entered into the Grants Management System (GMS) at the time of application or on a monthly basis by way of the GMS data integration portal (see the GMS User Manual).

## Household Eligibility

Specific eligibility requirements for utility assistance vary by fund source. Comprehensive outlines for these fund sources can be found in the Program Summaries attached to the end of this document (see Attachment 2). The following eligibility topics apply to all fund sources.

### *Frequency of Assistance*

Each household may only receive assistance from a particular fund source once in a 12-month period. Clients may return within that timeframe to seek additional assistance, but are not eligible to receive assistance from the same fund source more than once in a 12-month period.

### *Household Members*

Each person living in the home is considered a household member. Income level and eligibility will be determined based on the entire household, including roommates. Boarders, not related by blood or law to the homeowner, are not considered household members for purposes of eligibility determination.

For clarification, boarders pay rent to someone living in the same home, while roommates pay rent to someone living outside the home. Income from each roommate is counted toward total household income, while income from boarders is not.

### *Household Income*

All income for household members 18 years of age and older must be counted toward total household income, as well as the income of all household members 16 and 17 years of age who do not attend school full time.

In cases of domestic violence, the income and resources of the abuser are not counted as long as the client does not have access to the abuser's income and resources.

### *Income Eligibility*

Each fund source specifies an income threshold for households seeking assistance. These thresholds are based on either the Federal Poverty Level (FPL) guidelines or the State Median Income (SMI) guidelines. Updated information outlining these guidelines will be attached to community partner contracts and should be adhered to throughout the entire fiscal year.

### *Condition of Crisis*

When required by the fund source, eligible clients must be experiencing a crisis in order to qualify for services.

Applicable crisis reasons

1. Loss or reduction of income or public assistance benefits or a delay in receiving public assistance benefits.
    a. Examples include: loss of employment, theft of income, serious illness which causes a loss of income, divorce, abandonment or death of a wage earner, reduction of benefits or public assistance monies.

2. Unexpected and/or unplanned expenses that cause a lack of resources.
    a. Examples include: car repairs, medical bills, natural or man-made disasters, death in the immediate family, court fines.

3. A condition that endangers the health and safety of the household.
    a. Examples include: lead poisoning, condemned property, infestation, domestic violence, asbestos, a medical condition that requires uninterrupted utility service for life-saving equipment such as oxygen machines, heart monitors, breathing machines, etc.

## Document Verification

### *Identity Verification*

The identity of the applicant and all household members must be verified before services can be provided. Any of the documents listed below can be used for identity verification.

Identity Verification Documents

1. Driver's license
2. Work or school ID
3. ID card from health benefits or social service program
4. Social Security card
5. Voter registration card

6. Wage stubs
7. Birth certificate
8. Family census card
9. Other reasonable sources

In addition, the utility service address must be verified to match the applicant's residential address.

***Citizenship Verification (URRD and HEAF only)***

The Utility Repair Replacement Deposit (URRD) and the Home Energy Assistance Fund (HEAF) both require that the primary applicant be verified as a U.S. Citizen or Legal Permanent Resident. Information concerning this verification process and a list of all federally accepted documents can be found in Appendix D of this document.

***Income Verification***

In order to determine the eligibility of applicants, all household income must be accounted for and verified. The most recent 30 days (up to and including the day of application) of countable income for each household member must be verified. This includes earned and unearned amounts. In addition, gross income amounts (not net income) must be counted, unless otherwise noted.

Some sources of income do not count against total household income. The following lists include the most common sources of both countable and excludable income. For comprehensive lists, please refer to Appendix C of this document.

<u>Countable Income Sources</u>

1. Earned income: employment, self-employment[1]
2. Benefit income: SSA, SSI, TANF-CA, VA, UI, GA,
3. Pensions
4. Worker's compensation
5. Child support
6. Work study
7. Other unearned income: rental income, and endowments or legal settlements.
8. Indian gaming commissions

[1] Net income will be counted for self-employment income (gross income less business related expenses).

Excludable Income Sources

1. Food stamps
2. Medicare
3. WIC
4. AmeriCorps stipend
5. Earned income of a child under 16 years of age, or of a child that is 16 or 17 years of age and is a full time student
6. Income tax refund
7. Cash gifts of $50 or less per month per household member
8. Insurance payments
9. Foster care payments and adoption subsidies
10. Housing and Urban Development (HUD) benefits.

Steps to Calculate and Verify Household Income

1. Identify the 30-day period prior to and including the application date.
2. Determine the number of sources of countable income received by all household members during this 30-day period.
3. Determine the amounts of countable income received from each source for each household member during this period.
4. Combine these amounts to reach the total, 30-day household income.
5. Compare this amount to the chosen fund source's income threshold, based on the number of household members.
6. Verify each amount from each income source using documents provided by the client and preserve a copy of each document for the client's file.

## Payment Guarantee Process

Once a decision to approve a client's application has been made and all documents have been obtained and verified, a payment guarantee can be initiated on behalf of the client. Each fund source has its own point of contact for receiving these guarantee requests. This information can be found in the Payment Guarantee Process Summary (see Attachment 1 at the end of this document). Payment guarantee requests should include all of the information listed below.

Information Included in Payment Guarantee Requests

1. Account Number
2. Customer Name on account
3. Customer Address
4. Guarantee amount
5. Fund source (if possible)
6. Name of case worker requesting the guarantee
7. Name of organization requesting the guarantee

## Record Keeping

The applicant has the primary responsibility to provide all required documents. In situations where it is difficult for the applicant to obtain documents needed to complete the eligibility determination, the local partner agency should offer assistance to the client in obtaining the information.

In cases where all attempts to obtain necessary documents have failed, a client affidavit form can be used to allow the client to attest to the validity of any eligibility information provided. The form must be signed by the client and cannot be used to verify U.S. citizenship or legal permanent resident status.

### *Case Files*

Supporting documentation for each client application must be kept in individual case files. Each file must contain all of the necessary documents to support the eligibility determination decision reached by the agency. Case files for every fund source must contain the documents listed below.

Documents Included in Case Files[2]

1. Intake sheet with client info and name of caseworker
2. Verification document for ID of client and for all household members
3. Citizenship verification of primary applicant (for HEAF and URRD only)
4. Utility bill (or receipts for purchases of fuel)
5. Income verification
6. Crisis documentation (if required by fund source)
7. Client affidavit form (if utilized)
8. Statement of truth and release of information form, signed by the client
9. Copy of completed payment guarantee request

Additional documents may be required by certain fund sources when indicated on the fund source program summary.

### *Maintaining Records*

Local partner agencies are required to maintain supporting financial records, documentation, and statistical records for three years.

[2] Agencies may be granted reasonable exemptions from including certain documents in case files. Contact ACAA staff for exemption requests.

## Agency Reimbursement Process

All guarantees and payments made by local partner agencies on behalf of clients are eligible for reimbursement from ACAA on a monthly basis. These guarantees and payments must be accompanied by complete and accurate applications recorded properly in the Grants Management System (GMS) in order to receive reimbursement from ACAA. See the GMS Training Manual for clarification on this process.

## Payments Made to Ineligible Households

If assistance is provided to an ineligible household due to a caseworker's error, an over-expended fund source, or if the client was found to be ineligible after the payment was made, the award will be honored and the partner agency will be responsible for repaying the award amount, using funds other than those provided to the agency by ACAA. The partner agency has the right to appeal any repayment determination directly to ACAA.

## Fraudulent Information and Conflict of Interest

If a client is found to be fraudulent in his/her application and the payment has not been sent to the utility, the payment must be stopped and the client appropriately informed.

### *Relatives of Applicants*

Caseworkers are not permitted to complete applications for their own relatives to the first-cousin level including step and in-law relatives. Specifically parents, siblings, spouses, aunts, and uncles are to be interviewed by another caseworker or supervisor. Upon request, and when possible, ACAA staff may provide application intake.

### *Agency Employees*

Agency employees should not be denied the right to apply for and receive services through this program. These individuals or members of their households may apply for assistance; however, a supervisor must conduct the application intake process. Upon request, and when possible, ACAA staff may provide application intake.

## Policy Changes and Clarifications

Revisions to any policies and procedures will be reviewed and approved by the ACAA Home Energy Assistance Fund Advisory Board and the ACAA Board of Directors. All revisions will be sent to local partner agencies as they occur. Partner agencies have the responsibility to update their own information as revisions are received. Issues regarding policy and/or procedures must be submitted in writing.

## Distributing Funds and Monitoring Balances

Local partner agencies are responsible for monitoring the ongoing balances of each fund source under contract with ACAA, throughout the course of the contract year. All funds must be distributed to eligible clients by the end of the contract year and over-expenditures must not be allowed. Any over-expenditure incurred by the agency must be repaid to ACAA using funds other than those provided to the agency by ACAA.

## Monitoring/Audit Process

Partner agencies are responsible for ensuring that all policies and procedures are being followed. ACAA staff will conduct an audit of application and case files during annual monitoring visits. The following four, general elements are reviewed in every audit.

General Elements of an Audit

1. Accuracy of information
2. Client eligibility, based on the fund source utilized
3. Completeness of the client file (all required documents included)
4. Timeliness and accuracy of the guarantee/payment process

## Cooperation

Applicants must cooperate in all aspects of the application process. Applicants must provide requested information or verification and complete and sign an application. If the applicant refuses, the application will be denied. The partnering agency should document the lack of cooperation by the applicant for proper notation in refusal of assistance.

## Confidentiality

All information, regarding an applicant or recipient, is confidential and may be disclosed only for purposes of determining eligibility, providing services, or investigating suspected fraud in connection with the program. Applicants authorize access to their records by signing the release of information form. Anyone not authorized on the application must have the applicant's written approval to access information.

Information that can be divulged must pertain to the eligibility of the applicant, and excludes items that do not address eligibility, i.e. personal details. Inappropriate disclosure of information can result in severe disciplinary action, or could result in the suspension of the partnering agreement.

Access to information by inappropriate, unauthorized individuals or parties shall be considered a violation of the individual's right to confidentiality. The Contractor shall take reasonable steps

to safeguard, secure and maintain the confidentiality of any and all individual information in its possession, and to protect such information from unauthorized access, use or disclosure, utilizing the same degree of care it uses to protect its own confidential information and, in no event, less than a commercially reasonable degree of care. All records shall be open to any and all federal, state, and contractor auditors and/or examiners in the course of their regular audits.

General information, policy statements, or statistical materials that cannot be directly identified with any individual or family are not considered confidential. They may be given to, or provided by: agencies, helping organizations, or contracted parties (unless restricted by Arizona statutes, federal regulations, or court orders).

## Non-Discrimination Policy

In compliance with Title VI of the Civil Rights Act of 1964 and Executive Order 12250, no individual in Arizona shall be excluded from participation in, denied benefits from, or subjected to discrimination under any program or activity receiving federal funds because of: race, color, national origin, disability, religion, or sex, or sexual orientation.

In compliance with the Age Discrimination Act of 1975, no individual shall be denied services or participation or be subjected to discrimination in any of its programs or activities on the basis of age.

## Appeals Policy

The client/agency has the right to appeal a denial of assistance or an awarded grant amount. Appeals by the client must follow the policies of the intake partner agency and will be addressed by ACAA administrative staff.

Complaints regarding the service of the administering agency, discrimination or other issues directly related to the administering agency and staff must be addressed to the office where the application was made.

# Appendix A: URRD

## Purpose of the Program

The Utility Repair, Replacement and Deposit (URRD) fund was established by state law (A.R.S. §46-731) to provide assistance to low income individuals in crisis situations with deposits for utility services and to make needed repairs and/or replacements to **existing** utility related appliances or their systems. In January 2007, A.R.S. §46-731 was revised to require abandoned deposits to be administered by a qualified fuel fund entity.

The Arizona Community Action Association (ACAA) administers this program through Community Action Agencies throughout the State. Utility Repair, Replacement and Deposit assistance may be received only once in a 12 month period and may not exceed **$3,000.00**.

## Types of Assistance

1. Deposits for Utility Services:
   Electric Water
   Gas Home Telephone
2. Repairs to existing heating or cooling systems, water heaters, space heaters and/or home telephones.
3. Replacements of existing utility-related appliances or systems when repair costs exceed replacement costs or when an appliance is found to be inoperable with repairs. Replacement appliances must have an Energy Efficient Star Rating.

## Guidelines for Repair/Replacement

***Ownership and Inspection:***

The applicant must be the owner of the appliance or system to be repaired and/or replaced. The following documents can be used to verify ownership:

1. Purchase receipt provided by the client, or
2. Statement of ownership, signed by the client

A qualified individual of the agency may complete inspection of the needed repair and/or replacement.

**Payments:**

The client must indicate in writing that repairs or replacements are completed and satisfactory before the vendor receives a reimbursement for services.

Payment for a repair or replacement should be made after the completion of work, inspection and receipt of appropriate documentation, such as an invoice.

***Appliances and Systems:***

| **Eligible Appliances and Their Related Systems** | **Ineligible Appliances** |
|---|---|
| Water Heaters | Televisions |
| Cooking Stoves | Radios |
| Microwaves | VCRs |
| Furnaces | Hair Dryers |
| Air Conditioners | Blenders |
| Home Telephone (Landlines Only) | Water Softeners |
| Evaporative Coolers | Cable TV |
| Refrigerators | Satellite Receivers |
| Washers/Dryers | |

For any appliance repair and/or replacement not listed on the list of eligible appliances, please contact ACAA at (602) 604-0640

# Appendix B: HEAF

## Types of Assistance

The Home Energy Assistance Fund (HEAF) provides funds, which can be utilized to assist clients with utility costs as a supplement to existing fund sources or when other fund sources are unavailable. In addition, this fund source may be utilized to assist clients in obtaining fuel from alternative sources, including propane, oil, wood, coal, and pellets. It may also be used to provide assistance to clients whose utility costs are included in rental payments.

## Alternative Fuel Sources (Propane, Oil, Wood, Coal, and Pellets)

Specific processes for assisting clients with alternative fuel sources will depend on numerous factors including the availability of these fuel sources in the partner agency service area, the types of vendors in operation, and the amount of demand for these fuel sources.

It is important that standard, well-defined processes are established for each partner agency assisting clients with these fuel sources. Agency partners are encouraged to work with ACAA to establish and maintain viable processes. The following guidelines apply to all assistance provided to clients in obtaining these fuel sources, regardless of the individual agency process.

***Alternative Fuel Source Guidelines***

1. Clients must meet all eligibility criteria guidelines found in the HEAF Program Summary
2. Maximum grant amount of $500 must not be exceeded
3. An invoice or receipt of purchase must be included in the client file

## Utility Costs Included in Rental Payments

The following guidelines apply to all assistance provided to clients whose utility costs are included in rental payments.

***Guidelines for Utility Costs Included in Rental Payments***

1. Clients must meet all eligibility criteria guidelines found in the HEAF Program Summary
2. Maximum grant amount of $500 must not be exceeded
3. A copy of the client's rental agreement or a note from the landlord must be included in the client's file

# Appendix C: Countable and Excludable Income

## Countable Income

EARNED and/or UNEARNED income will be considered in determining eligibility for services. The gross amount of income prior to deductions will be counted unless otherwise specified.

***Earned Income***

Earned income is defined as either cash or in-kind income received as compensation for wages, salaries, commissions or profit through employment or self-employment.

<u>Earned income includes but is not limited to:</u>

1. ARIZONA TRAINING PROGRAM (ATP): Salaries to handicapped persons working in a sheltered workshop situation are counted. Verbal or written verification may be obtained from ATP.

2. BABY-SITTING OR CHILDCARE INCOME: Earnings from baby-sitting are counted as self-employment income. Verbal or written verification may be obtained from DES or the person paying for the care.

3. CAN OR BOTTLE SALES OR OTHER USABLE DISREGARDS: Income from these sales is counted as self-employment income. Client should have receipts for such sales. If receipts are not available, a signed and dated client statement would be acceptable.

4. CONTRACT INCOME: Income received by individuals who are employed under a contract that states a specific length of time and a specific income amount to be paid during that time.

5. HOUSEKEEPER OR HOME HEALTH AIDES: Income earned as a housekeeper or home health aide is countable. Verbal or written verification may be obtained from the employer. Income is only counted once, if living in the household and paid by the applicant.

6. IN-KIND EARNED INCOME: Work performed by a client in exchange for room, board, or other needs is earned in-kind income. The employer will establish the monetary value of the service. A collateral contact or a signed and dated statement from the employer, or client can verify in-kind income. The employer may be, but is not limited to:
    a. A landlord who is providing rent or portions of the rent or utilities in exchange for work.
    b. A storeowner who gives goods, such as groceries, clothes or furniture in exchange for work.

   c. An individual who receives a car, tools, trailer, building material, gasoline, etc. in exchange for work.

7. JURY PAY: Counted as earned income. Check stubs should be available to verify income.

8. MILITARY INCOME: Wages received while in the military are countable. This includes: base pay (BP), Proficiency pay (PRO), rations (separate/leave), basic allowance for housing (BAQ), basic allowances for subsistence (BAS) and variable housing allowance (VHA) when considered an entitlement. Use the leave and earnings statement, when available, to verify the amount of earned income issued.

9. RENTAL INCOME: Any monies received from rental of property, including boarders, less expenses, are counted as earned income if work is involved.
   a. Work includes, but is not limited to, managing rental property requiring maintenance, collection of rent or accounting functions. There is no time requirement for number of hours worked.
   b. If a person's income from rental of property does not require work, rent is considered unearned income.

10. SELF-EMPLOYMENT INCOME AND EXPENSES: Self-employment includes but is not limited to, businesses such as grocers, craftsmen, taking in boarders, ranching, farming, swap meet sales, odd jobs, baby-sitting, can and bottle collection, janitorial, guide for hunting or fishing or any wholesale or retail sales.

    Clients are not considered self-employed if they work for a business or another person on a commission basis, unless the client reports and pays his/her own withholding taxes for state, federal and FICA.

    Acceptable verification for self-employment is:
    a. IRS Form 1099
    b. Ledger statement
    c. Client statement

    When calculating self-employment income, the client may deduct any business expenses. Gross incomes minus business expenses equals countable income.

11. VOCATIONAL REHABILITATION (VR): Wages from VR sponsored on-the-job training (OJT) are countable.

12. WAGES: Gross earnings from employment, prior to any deductions, garnishments, allowances or adjustments. Special benefits or deductions connected with employment earnings are counted as follows:
    a. Advances, bonuses and commissions must be counted as earned income in the month received.
    b. When tips are shown on the pay-stub and the household claims a lesser amount but has no record of actual tips received, count the amount on the pay-stub.

c. When tips are not shown on the pay-stub, obtain the individuals' written tip record. When not available, obtain a written statement from the household or contact the employer.

13. WORKFORCE INVESTMENT ACT (WIA): Earnings from employment through WIA will be counted for persons age 18 and over.

14. WORK STUDY: Earnings received from the following: Work-study programs, when the funds do not come under Title IV of the Higher Education Act; Veterans Administration work-study program.

***Unearned Income (countable)***

Unearned income is defined as income, which was not received as a result of the performance of a service, or earned from sources other than employment, self-employment or in-kind income.

<u>Countable unearned income includes but is not limited to:</u>

1. ALIMONY OR SPOUSAL MAINTENANCE: A court-ordered support amount, which a legally divorced or separated person pays to the spouse, must be counted. Verbal or written verification may be obtained from the office of the Clerk of the Court or Division of Child Support Services.

2. ASSISTANCE PAYMENTS: such as General Assistance (GA) or Cash Assistance (CA) from this state, as well as, other states must be counted.

3. BUREAU OF INDIAN AFFAIRS (BIA):
    a. BIA-General Assistance payments are public assistance and treated as any other assistance payments.
    b. Clothing allowances available to the individual, whether in cash or a voucher made out to the individual must be counted.
    c. Tribal Work Experience Program (TWEP) or Tribal Assistance Project Program (TAPP). Exclude any portion of the amount, which is an incentive payment.

4. CHILD SUPPORT: Any payment received directly by the household from an absent parent or paid through the Division of Child Support Services or Clerk of the Court. Only the amount paid to the client is counted (CP) = child support payment. All child support income is considered unearned income.

5. COMMISSIONS: Commissions received from a terminated source of employment are counted as unearned income.

6. CONTRIBUTIONS AND COMPLIMENTARY ASSISTANCE: Cash contributions must be counted as unearned income, if not considered as gifts or child support.

7. INDUSTRIAL COMPENSATION: The amount of the compensation, after attorney's fees are deducted, is unearned income. The Industrial Claim award letter will verify amount being paid but will not verify the attorney's fees.

8. INDIAN GAMBLING INDUSTRY: Per capita disbursements are considered income in the month received. Any amount remaining in a following month will be counted as a resource.

9. INSURANCE: Insurance payments made directly to the insured must be considered income IF the money is not used to replace or repair insured items, such as car, roof repair, or medical bills. Insurance benefits, which are used for or are intended to meet basic daily needs, are counted as unearned income.

10. INTEREST, DIVIDENDS, AND ROYALTIES: Any interest, dividend, or royalty payments, exceeding $50 in the 30 days prior to and including date of application made directly to the individual, are counted as unearned income. Funds left on deposit or converted into additional securities are a resource.

11. LEGAL SETTLEMENTS: Legal settlements, less attorney fees and medical bills paid by the attorney out of the settlement, are unearned income in the month received.

12. MORTGAGES AND SALES CONTRACTS: Payments received from mortgages or sales contracts are counted. Includes payment received from a reverse mortgage.

13. LUMP SUM PAYMENT: Any form of income received in a lump sum payment, including but not limited to:
    a. Inheritance
    b. Winnings from lotteries, bingo, or any other form of gambling
    c. Insurance settlements including amount withheld as a lawyer’s fee
    d. Property Tax Credit
    e. Rebates/Credits
    f. Refund Deposit
    g. Severance Pay

14. RENTAL INCOME: If the property owner does not perform any services in order to receive the income, it is unearned income.

15. RETIREMENT INCOME: The payments from retirement funds, pensions, and annuities must be considered unearned income.

16. SOCIAL SECURITY ADMINISTRATION BENEFITS: SSA benefits (sometimes referred to as RSDI-Retirement, Survivors, and Disability Insurance) are granted to eligible wage earners and/or their dependents or survivors and are counted as unearned income.

17. SUPPLEMENTAL SECURITY INCOME (SSI): Monthly cash payments made under the authority of Title XVI of the Social Security Act, as amended, to the aged, blind, and disabled (A

Federally financed public assistance program). The recipient need not have contributed to the Social Security Fund to be eligible for SSI benefits.

18. STRIKE PAY: from unions to striking employees is not wages and must be considered unearned income. If there is no check stub, verification can be obtained by calling the union.

19. UNEMPLOYMENT INSURANCE (UI): Considered unearned income in the month received. The amount of income can be verified by a check stub or contacting the local UI office.

20. VETERANS ADMINISTRATION BENEFITS (VA): Retirement, Survivors, Disability, and Educational Benefits are paid to veterans and their dependents or survivors. Only the amount of the benefit, which is actually received by the person whose income must be included, will be counted.

## Excludable Income

<u>Only the income discussed in this section will be excludable:</u>

1. Insurance payments designated to repay a specific bill, debt, or estimate, which cannot be used for other needs, is not countable

2. WIC – Payments or benefits to persons participating in the WIC program (Special Supplemental Food Program for Women, Infants, and Children) must be disregarded

3. Retirement, pension, and annuity interest/dividends are not countable as long as the money cannot be withdrawn without penalty

4. Bureau of Indian Affairs (BIA) work-study program. This includes monies provided for educational and living expenses

5. Work study programs funded under Title IV of the Higher Education Act

6. Any portion of an education grant or scholarship received by a household member

7. Earned income of a child 16 and 17 years of age who is a full time student

8. Earned income of a child under 16 years of age

9. Cash gifts of $50.00 or less per month per household member

10. Non-cash benefits provided on behalf of a household member but not paid directly in the name of the household member, including but not limited to vouchers for food, clothing, or housing

11. Loans that need to be repaid

12. Money that a household member receives and uses for the care and maintenance of a person who is not a household member

13. Payments/vouchers received by the household from the State for the health/well-being of a foster child residing in the household
14. Stipends from senior companion programs – VISTA, Title II, Title V

15. Earned Income Tax Credit

16. Income Tax Refund

17. Reimbursements, e.g.; mileage, gas, lodging and meals

18. Agent Orange Payments

19. AmeriCorps Network Program payments for living allowances, earnings, and in-kind aid. The AmeriCorps Network Program includes but is not limited to:
    a. Arizona Conservation Corp
    b. Arizona Council of Centers for Children and Adolescents (ACCCA)
    c. Border Volunteer Corps (BVC), Mesa AmeriCorps Community Services

20. Partnership Rural Health Office, University of Arizona, Youth in Action, Learn and Serve (NAU) Child Care Food Program payments

21. Disaster or emergency assistance provided by the Federal Disaster Relief Act or comparable assistance provided by States, local governments and disaster assistance organizations

22. Housing and Urban Development (HUD) – Some individuals residing in HUD housing are granted benefits either in the form of credits against their rent or as cash allowances. The cash allowance must be used for the purpose intended, (rental or utility obligation)

23. Education and Employment: (a) Any wages, allowances, or reimbursement for transportation and attendant care cost, unless accepted on a case-by-case basis, when received by an eligible handicapped individual employed in a project under Title VI of the Rehabilitation Act of 1973 as added by Title II of Public Law 95-602 (92 Stat.

24. Payments to members of specific Indian Tribes and Groups:
    a. Settlement fund payments and the availability of such funds to members of the Hopi and Navajo Tribes under section 22 of Public Law 93-531 (88 Stat. 1722) as amended by Public Law 96-305 (94 Stat. 929) (Note: This exclusion applies to the income of sponsors of aliens only if the alien lives in the sponsor's household.)
    b. Any distributions of judgment funds to members of the San Carlos Apache Indian Tribe of Arizona under section 7 of Public Law 93-134 (87 Stat. 468) and Public Law

97-95 (95 Stat. 1206) (Note: This exclusion applies to the income of sponsors of aliens only if the alien lives in the sponsor's household.)

25. Adoption Subsidies/Reimbursements

Adoption Subsidy payments are federally, state, or locally funded assistance payments provided to children with special needs. These payments are intended to help a child whose special needs otherwise might hinder their adoption. Adoption Subsidy payments vary depending on the special needs of the child. Adoption subsidy payments are NOT COUNTABLE as income.

26. Other:
    a. Compensation provided to volunteers by the Corporation for National and Community Service (CNCS), unless determined by the CNCS to constitute the minimum wage in effect under the Fair Labor Standards Act of 1938 (29 U.S.C. 201 et seq.), or applicable State law, pursuant to 42 U.S.C. 5044(f)(1) (Note: This exclusion does not apply to the income of sponsors of aliens.)
    b. Any assistance to an individual (other than wages or salaries) under the Older Americans Act of 1965 as amended by Section 102 (h)(1) of Pub. L. 95-478 (92 Stat. 1515, 42 U.S.C. 3020a)
    c. Amounts paid as restitution to certain individuals of Japanese ancestry and Aleuts for losses suffered as a result of evacuation, relocation, and internment during World War II, under the Civil Liberties Act of 1988 and the Aleutian and Pribilof Islands Restitution Act, sections 105(f) and 206(d) of Public Law 100-383 (50 U.S.C. App. 1989 b and c)
    d. Payments made under section 6 of the Radiation Exposure Compensation Act, Public Law 101-426 (104 Stat. 925, 42 U.S.C. 2210)
    e. Payments made to individuals because of their status as victims of Nazi persecution excluded pursuant to section 1(a) of the Victims of Nazi Persecution Act of 1994, Public Law 103-286 (108 Stat. 1450)
    f. Any matching funds from a demonstration project authorized by the Community Opportunities, Accountability, and Training and Educational Services Act of 1998 (Pub. L. 105-285) and any interest earned on these matching funds in an Individual Development Account, pursuant to section 415 of Pub. L. 105-285 (112 Stat. 2771)
    g. Any earnings, Temporary Assistance for Needy Families matching funds, and interest in an Individual Development Account, pursuant to section 103 of the Personal Responsibility and Work Opportunity Reconciliation Act of 1996 (Pub. L. 104-193, 42 U.S.C. 604(h)(4))
    h. Payments made to individuals who were captured and interned by the Democratic Republic of Vietnam as a result of participation in certain military operations, pursuant to section 606 of the Departments of Labor, Health and Human Services and Education and Related Agencies Appropriations Act of 1996 (Pub. L. 105-78)
    i. Payments made to certain Vietnam veterans' children with spinal bifida, pursuant to section 421 of the Departments of Veterans Affairs and Housing and Urban Development, and Independent Agencies Appropriations Act of 1997 (Pub. L. 104-204, 38 U.S.C. 1805(a))

j. Payments made to certain Vietnam veterans' children with spinal bifida, pursuant to section 421 of the Departments of Veterans Affairs and Housing and Urban Development, and Independent Agencies Appropriations Act of 1997 (Pub. L. 104-204, 38 U.S.C. 1805(a))

# Appendix D: Instructions for Verifying Citizenship and Non-Citizen Legal Permanent Resident (LPR) Status

## Definition of U.S. Citizenship

U.S. citizenship is established at birth when an applicant is born in the U.S., its territories, or possessions. U.S. territories or possessions include any of the following:

- American Samoa
- Guam - on or after January 17, 1917
- Northern Mariana Islands-on or after November 4, 1986
- Panama Canal Zone –on or after February 26, 1904
- Puerto Rico - on or after July 1st, 2010 (Senate Bill 1182, Law #191 of 2009)
- Swain Islands
- U.S. Virgin Islands - on or after January 17, 1917

## Verification of U.S. Citizenship

**TO BE POTENTIALLY ELIGIBLE APPLICANTS WHO DECLARE U.S. CITIZENSHIP OR LEGAL RESIDENT STATUS MUST PROVIDE DOCUMENTATION FOR VERIFYING, WITH THE FOLLOWING EXCEPTIONS:**

The following participants are exempt if they are receiving the following services:

- Currently receiving Social Security Disability (SSD)...
- Currently receiving Supplemental Security Income (SSI). This includes participants who move here from another state and are in the process of transferring their SSI benefits to Arizona.
- Currently receiving Medicare (g).
- Eligible in the Deemed Newborn MA category.
- Children in Foster Care assisted under title IV-8 of the Social Security Act. Children who are recipients of Foster Care maintenance or adoption assistance payments under title IV-e.
- Children receiving adoption subsidies.

**Note:** The participants receiving the service must provide an award letter or documentation as proof of receiving the service. Once the participant is no longer receiving the benefits that meet the exemption criteria they must then provide the proper and approved documentation as described in the section below.

### *Approved Documentation*

Citizenship may be verified using ANY of the documents indicated under sections A, B, C or D below:

A. Primary – Verification Documents

1. A birth certificate showing birth in the U.S., its territories or possessions.

2. Certificate of Birth issued by the Department of State (FS-545 or DPS-1350).

3. U.S. Passport current or expired, except limited passports which are issued for periods of less than 5 years.

4. U.S. Passport Card issued by the United States Citizenship and Immigration Services (USCIS).

5. Certificate of Naturalization (N-550 or N-570).

6. Certificate of U.S. Citizenship (N-560 or N-561).

7. Report of Birth Abroad of a U.S. Citizen (FS-240) issued by the U.S. State Department.

8. U.S. Consular officer's statement.

9. A United States Citizen Identification Card (I-197).

10. Northern Mariana Identification Card (I-873).

11. A tribal enrollment card or Certificate of Indian Blood issued by a federally recognized Indian Tribe that shows that the person is enrolled or affiliated with that tribe.

12. American Indian Card (I-872) issued by USCIS with the classification code KIC. The benefit granting Service Provider shall require the applicant to present a membership card or other tribal document demonstrating membership in an Indian tribe. If the applicant has no document evidencing tribal membership, the benefit granting Service Provider should contact the Indian tribe for verification of membership.

B. Secondary – Verification Documents

1. An identification card for use of Resident Citizen (I-179).

2. U.S. Census record that shows the applicant's name, a U.S. place of birth and the date of birth or the applicant's age when the record was made. It must also indicate a place of birth in the U.S., its Territories or Possessions.

3. Religious record created within three months after birth, showing the participant's date of birth, OR the participant's age when the record was made. It must indicate a place of birth in the U.S. Territories or Possessions.

4. Proof of employment as a U.S. Government Civil Servant before June 1, 1976.

5. Early school records, showing the date of admission, the child's date and place of birth and the names and places of birth of the parents.

6. Adoption finalization papers showing the child's name and place of birth in the U.S., its territories or possessions. (When adoption is not finalized and the State will not release a birth certificate prior to final adoption, a statement from a state approved adoption Service Provider containing the child's name and place of birth may be used. The source of information must be an original birth certificate and must be indicated in the statement).

C. Primary or Secondary Documents Are Not Available

When none of the primary or secondary documents are available, accept any other document that establishes a U.S. place of birth or in some way indicates U.S. Citizenship. These include the following**:**

1. Certificates of Live Birth signed by a hospital official and parent

2. Medical records created at least five years before applying for services that list a U.S. place of birth (For children under age 16 the documents must be created near the time of birth OR five years prior to the application date. These include: hospital wrist bands, crib cards, or yellow copies of hospital birth certificates indicating birth in the U.S., its territories or possessions (See U.S. Citizenship on page 1).)

3. American Indian Census Records

4. Verification from the U.S. Citizenship and Immigration Services (USCIS). (The documentation **CANNOT** be expired.)

5. Verification from the Social Security Administration, e.g. award letter

6. Verification sent directly to the agency from a local, state or federal bureau of vital records office

7. Legal records showing the applicant's name and place of birth in the U.S., its territories or possessions

8. Department of Homeland Security (DHS), Verification Information System (VIS) response that validates U.S. Citizenship

9. Online data match screen print with the Arizona Department of Vital Records through the AHCCCS Citizenship Verification System

10. Military papers - When verifying military service criteria, the following apply:

    a. An honorably discharged veteran of the Armed Forces of the U.S. must present an original or notarized copy of the veteran's discharge papers
    b. Verify active duty status with an original or notarized copy of the applicant's current orders or a military ID card (DD form 2(active))
    c. A spouse or unwed dependent child of a veteran or active duty non-citizen must provide a document to verify relationship along with military verification requirements
    d. A stepchild living with the stepparent must provide documents to verify relationship along with military verification requirements

11. Marriage certificate showing marriage to a U.S. male citizen before September 22, 1922

12. Life, health or other insurance record, created at least five years before the application date (Record must indicate a place of birth in the United States)

13. State census records that show the participant's name, a U.S. place of birth, and the date of birth or age of the participant

14. Tribal census records for the Navajo or Seneca tribes (The records must be created at least five years before the application and list a U.S. place of birth.)

15. An official notification of birth registration from a U.S. State's Department of Vital Statistics

16. An amended U.S. public birth record that is amended more than five years from the applicant's birth

17. A statement signed by the physician or midwife who was in attendance at the time of birth

18. The roll of Alaska Natives from the Bureau of Indian Affairs

19. A **current** decision letter from the ADES/Family Assistance Administration that demonstrates eligibility for the Food Stamp or Cash Assistance Programs (The award letter

must list the Low Income Home Energy Assistance Program (LIHEAP) applicant as an eligible member of the household and for Short Term Crisis Services (STCS) Program the qualifying child must be listed as an eligible member of the household.)

D. Primary or Secondary Documents Not Obtainable

When the applicant cannot obtain the Primary or Secondary forms of verification they may provide an Affidavit Attesting Citizenship. An Affidavit Attesting Citizenship must meet all of the following requirements:

1. Be completed by a U.S. Citizen who is knowledgeable about the participant's circumstances

2. Be signed by a U.S. Citizen that is not a member of the household

3. Be approved by the Case Manager Supervisor

4. Document the reason for using the affidavit form

Only original or un-tampered copies of required documents are acceptable for verifying citizenship.

## Verification of Qualified Non-Citizens

Applicants, who state they are Non-Citizen Legal Residents, must meet at least one of the categories set forth below:

### *A. Lawful Permanent Resident (LPR)*

A lawful permanent resident (LPR) is admitted into the U.S. for permanent residence under the Immigration and Nationality Act (INA). This Non-Citizen Legal Resident is potentially eligible for services when they meet any of the following:

1. They have been continuously lawfully residing in the U.S. and their date of entry is five years in the past or more

2. They entered the U.S. as a Non-Citizen Legal Resident eligible for benefits in another qualified category prior to becoming an LPR

3. They have a military connection

4. They are American Indians born in Canada who possess at least 50 per centum of American Indian Blood. These Non-Citizen Legal Residents are recognized as LPR

These applicants normally have one of the following USCIS documents.
(NOT ACCEPTABLE IF DOCUMENTS ARE EXPIRED):

1. I-551- Resident Alien Card (Eligible for Benefits)

2. I-151- Alien Registration Receipt Card (Eligible for Benefits)

3. I-194- or unexpired passport with the words: Processed for I-551

<u>Temporary Evidence of Lawful Permanent Residence – Valid Until (Date)</u>
<u>With the following Stamp/Annotations of Law</u>

1. Adjustment Admission Stamp - Eligible when any of the following sections of law are indicated: 203(a)(7); 207;208;212(d)(5); 243(h)(with a PRUCOL determination)

2. Non-Specific Admission Stamp -Eligible when the form is noted with an I- 551 eligible status code

3. Parole Admission Stamp - Eligible when the period of parole is for at least one year as verified on the stamp

4. Replacement Admission Stamp - Eligible when the stamp displays an I-551 eligible Status Code

5. Temporary I-551 Admission Stamp - Eligible when the key phrase reads one of the following:

    a. "Admission for Permanent Residence at: “D" or "Processed for I-551 Temporary evidence of admission for Permanent Residence" and displays one of the following Status Codes: AM1; -2; -3; -6; -7; -8,

    b. Asylee
        i. An Asylee, Non-Citizen Legal Resident is granted asylum through an exercise of discretion by the Attorney General, pursuant to Section 208 of INA. This Non-Citizen is potentially eligible for benefits for a period of seven years from the date their status is granted.
        ii. These applicants normally have one of the following USCIS documents. (NOT ACCEPTABLE IF DOCUMENTS ARE EXPIRED):
            1. I-94 with one of the following:
                a. A stamp showing grant of asylum under Section 208 of the INA to include:
                i. AS1 - Eligible for benefits
                ii. AS2 - Eligible for benefits
                iii. AS3V92 - Eligible for benefits

    **Note:** The eligibility period begins from the month the Asylee status is granted, NOT the month of U.S. entry.

### *B. Refugee or Amerasian*

A Refugee or Amerasian is admitted into the U.S. under Section 207 of INA. This Non-Citizen is potentially eligible for benefits for a period of seven years from the date that their status is granted.

These applicants normally have one of the following USCIS documents:
(NOT ACCEPTABLE IF DOCUMENTS ARE EXPIRED):

1. I-94- endorsed to show entry as a refugee under Section 207 of the INA or entry as an Amerasian OR noted with one of the following Status Codes: NP2 – 7; P2 -6, -7, -71; RE-8; Z2; (Eligible for Benefits).

### *C. Victim of Human Trafficking*

A victim of human trafficking is admitted onto the U.S. under the Trafficking Victims Protection Act (TVPA) of 2000. This Non-Citizen Legal Resident is potentially eligible for services for a period of seven years from the date that their status is granted.

These applicants normally have one of the following USCIS documents:
**(**NOT ACCEPTABLE IF DOCUMENTS ARE EXPIRED)

1. I-94- with a T Visa or Derivative T Visa (T, T-2, T-3, T-4, or T-5)

### *D. Non-Citizen Legal Resident Paroled Into The U.S.*

A Non-Citizen paroled into the U.S. is lawfully present in the U.S. as a result of a grant of parole by the Attorney General, pursuant to Section 212(d) (5) of the INA. This Non-Citizen is potentially eligible for services when the period of the parole is for at least one year.

These applicants normally have one of the following USCIS documents:
(NOT ACCEPTABLE IF DOCUMENTS ARE EXPIRED):

1. I-94 - with PAROLE PURSUANT TO SECTION 212(d) (5) on the front.

The form must not be expired and the expiration date must be at least one year after the issue date. Both dates are documented on the form (Eligible for Benefits).

### *E. Non-Citizen Legal Resident Whose Deportation Is Withheld*

A Non-Citizen Legal Resident whose deportation is withheld is a Non-Citizen Legal Resident for whom the Attorney General has withheld deportation from the U.S. pursuant to Section 243(h) or 241 (b)(3) of the INA. A Non-Citizen Legal Resident whose deportation is withheld is potentially eligible for services for a period of seven years from the date of the judge's orders.

These applicants normally have one of the following USCIS documents:

(NOT ACCEPTABLE IF DOCUMENTS ARE EXPIRED).

1. I-94 -with an order from an immigration Judge showing one of the following:
    a. Deportation withheld under 243(h) of the INA (Eligible for Benefits)
    b. Removal withheld under 241(b)(3) of the INA (Eligible for Benefits)

***F. Cuban or Haitian Entrant***

Cuban or Haitian entrants are admitted to the U.S. by USCIS as a Cuban or Haitian entrant pursuant to Section 501 (e) of the Refugee Education Assistance Act of 1980 (PL 104-93). Cuban or Haitian entrants are potentially eligible for benefits for a period of seven years from the date that their status is granted.

These applicants normally have the following USCIS document:
(NOT ACCEPTABLE IF DOCUMENTS ARE EXPIRED)

1. I-94 with the words: CUBAN/HAITIAN ENTRANT UNDER 212(D) OF THE INA (Eligible for Benefits)

***G. Conditional Entrant***

A conditional entrant was granted conditional entry into the U.S. before April 1, 1980, pursuant to Section 203 (a) (7) of the INA. Conditional entrants are potentially eligible for benefits regardless of any later change in their status.

These applicants normally have one of the following USCIS documents.
(NOT ACCEPTABLE IF DOCUMENTS ARE EXPIRED):

1. I-94 – with the words: ADMITTED AS A REFUGEE – CONDITIONAL ENTRY under Section 203(a) (7) of the INA. (Eligible for Benefits)

***H. Abused or Battered Non-Citizen***

Documented Non-Citizens may become qualified Non-Citizens when they have suffered abuse from a parent or a spouse.

The Service Provider staff must inform the Abused or Battered applicant of the following:

1. Applicant must contact the USCIS to obtain a Petition for Abused Aliens

2. The abuse must have occurred in the U.S. and the abusive person must be a U.S. Citizen or Lawful Permanent Resident

3. They must currently reside in the U.S.

4. They must provide any and all documentation verifying continuous residency in the U.S. for the prior five years

**Note:** All periods of time that are not accounted for must be addressed by an applicant statement.

In order for the Non-Citizen to be eligible under this category, they must meet ALL of the following:

1. Possess appropriate USCIS status

2. Be battered or subject to extreme cruelty

3. Have a substantial connection between battery and the need for benefits

4. No longer residing with the batterer

***I. Indefinite Detainee***

Indefinite detention status pertains to Non-Citizens who have served their time for a criminal conviction and have been given formal orders to leave the U.S. Subsequently, Indefinite Detainee status is met when the Non-Citizen is allowed to indefinitely remain the U.S. because neither their home country, nor any other country will accept them.

***J. Military Connection***

Non-Citizens who meet both of the following criteria are potentially eligible for benefits, regardless of their date of entry:

1. They are a qualified Non-Citizen

2. They meet one of the following military service criteria:
    a. An honorably discharged veteran or person on active duty
    b. On active duty in the Armed Forces of the U.S.
    c. A spouse of a veteran or person on active duty who meets one of the following:
        i. Is legally married to the veteran or person on active duty
        ii. Is legally separated from the veteran or person on active duty
        iii. Is a widowed spouse of the veteran or person on active duty and has not remarried

**Note:** The applicant remains eligible regardless of whether they are living together or apart; the veteran or active duty person can be a U.S. Citizen or a Non-Citizen Legal Resident.
When verifying military service criteria, the following apply:

1. An honorably discharged veteran of the Armed Forces of the U.S. must present an original or notarized copy of the veteran's discharge papers

2. To verify the active duty status an original or notarized copy of the applicant's current orders or a military ID card (DD form 2 (active)) may be used

3. Only full-time Air Force, Army, Navy, Marine or Coast Guard is eligible

4. Any Reserve or National Guard duty is excluded

A spouse or single dependent child of a veteran or active duty alien must provide a document to verify relationship along with military verification requirements.

## Non-Citizen Alien Identification Cards

This section identifies alien ID cards that applicants may provide to determine whether they meet one of the qualified non-citizen requirements to receive benefits. Documents cannot be EXPIRED.

### *Alien Identification Cards*

The eligible ID cards listed in this section are as follows:

1. I-94 Arrival/Departure Record
    a. POTENTIALLY ELIGIBLE depending on the following:
        i. I-94 admission stamp used, section of law/class-code annotations; Applicant must also meet a qualified Non-Citizen Legal Resident Status criteria identified in Section II-A. NOT ELIGIBLE for benefits when the document lacks a registration number

2. I-94 Parole Edition
    a. POTENTIALLY ELIGIBLE depending on the following:
        i. I-94 admission stamp used; section of law/class-code annotations; Applicant must also meet a qualified Non-Citizen Legal Resident Status criteria identified in Section II-A. NOT ELIGIBLE for benefits when the document lacks a registration number.

3. I-151 Alien Registration Card
    a. POTENTIALLY ELIGIBLE – The I-151 is the original green card. Many however were printed on blue paper; several versions of this card exist.
        i. Applicants must also meet qualified Non-Citizen Legal Resident Status criteria identified in Section II-A.

4. I-551 Permanent Resident Card

5. Visa Stamps in Foreign Passports – Eligible when all of the following occur:
    a. The Visa is stamped "Processed for I-551, temporary Evidence of Lawful Admission for Permanent Residence".

b. Neither the Visa NOR the passport have expired. The passport's expiration date is normally found on the same page as the person's photograph.

**Note:** Applicants, who have expired, lost or otherwise cannot locate their immigration documents from USCIS are responsible for contacting USCIS for replacement documents.

**Note:** Qualified Non-Citizen Legal Residents may have documents described as eligible. Case managers must examine documents to establish their expiration date and cannot accept expired documents.

## Affidavit That Document(s) Is/Are True

An eligible applicant must execute a sworn affidavit stating that the documentation provided as listed on this document during the verification process is true.

1. Contractors who determine eligibility for these programs will be required to ensure that a sworn affidavit is obtained in a way that does not delay the eligibility determination process, or add cost to the process for the applicant.

2. Eligible applicants are exempt from providing an affidavit only if they are 60 years of age or older, if they are Tribal Members or if they are disabled or have an incapacity of the body or mind which makes them unable to supply such affirmation.

3. Any contractor classified as a non-profit charitable organization must notify Department of Economic Security, Division of Aging and Adult Services (DES/DAAS), if "discovered violations" will not be reported to ICE, also:
   a. Contractors will establish their own process for reporting discovered violations to the Federal Department of Immigration and Customs Enforcement (ICE) and are advised to consult with legal counsel or ICE for further guidance.

## Determining Non-citizen Status

To determine non-citizen status, complete the following:

1. Ask the applicant for their USCIS documentation. When the applicant states they do not have documentation, do not question the participant further regarding their non-citizen status.

2. When the document is provided, compare the document to the documents listed on pages 4 through 10. If the document is one of the qualified non-citizen documents, the non-citizen has a qualified status.

3. A nonqualified non-citizen, who is residing in the United States without the knowledge or permission of USCIS, may do one of the following:

4. Voluntarily self-declare that they are residing in the U.S. illegally or

5. Provide Immigrations and Customs Enforcement (ICE) documents verifying violation of USCIS law.

6. When either of these occurs, follow your Service Provider's process for reporting discovered violations to the Federal Department of Immigration and Customs Enforcement (ICE).

## Non-Qualified Non-Citizens

Consider the following Non-Citizens as Non-Qualified. Documents include, but are not limited to the following:

1. I-94 (Non-citizens with this document may have either qualified or nonqualified status. The admission stamp annotated on the card determines the non-citizen's status.)

2. I-184 (Crewman Landing Permit)

3. I-185 (Nonresident Alien Canadian Border Crossing Card)

4. I-186 (Nonresident Mexican Border Crossing Card)

5. I-444 (-Mexican Border Visitor Permit)

6. I-586 (Nonresident Alien Border Crossing Card)

7. l-688A (Employment Authorization)

8. I-688 (Temporary Resident [This is the first card issued to non-citizens living in the U.S. under the Amnesty Program of the Immigration Reform and Control Act of 1986.])

9. I-688B (Employment Authorization [This is the second card issued to non-citizens under the Amnesty Program of the Immigration Reform and Control Act of 1986.])

10. I-689 (Fee Receipt-Non-citizens [With this card may have either qualified or nonqualified status. The Provision of Law annotated on the card determines the non-citizen's status.])

11. I-766 (Employment Authorization)

12. DSP150 (Border Crossing Card [This card was introduced in 1997. Non-citizens with this card may have either qualified or nonqualified status. The Provision of Law annotated on the card determines the non-citizen's status.])

13. Student Visa (This card was introduced in 1998)

## Ineligible Alien ID Cards

When an applicant provides one of the following alien ID cards they are INELIGIBLE for services and the applicant must provide another eligible document. All these forms expired before January 24, 1990.

1. Any alien ID cards that are expired.
2. I-181a Memorandum of creation of record of lawful permanent residence
3. I-184 Alien crewman landing permit and identification card
4. I-185 Non-resident alien Canadian border crossing card
5. I-186 Non-resident alien Mexican border crossing card
6. I-444- Mexican border visitor permit
7. I-586 Non-resident alien border crossing card
8. I-688 Employment authorization
9. I-688A Employment authorization document
10. I-688B Employment authorization document
11. I-689 Fee receipt
12. I-766 Employment authorization document
13. Non-resident border crossing card

# ATTACHMENT 1:

# PAYMENT GUARANTEE PROCESS

# PAYMENT GUARANTEE PROCESS
# --ALL UTILITIES--

| | |
|---|---|
| APS: | Online through the APS EAG system. Call the APS Caps Team (602) 371-6774 for questions and assistance. |
| SRP: | Email: SRPEAG@srpnet.com<br>Phone: (602) 236-3003<br>Fax: (602) 236-3003 |
| SWG: | Email: SCA-SWGAgencies@swgas.com<br>Phone: (877) 967-9427<br>Fax: (866) 997-9427 |
| GLOBAL WATER: | Fax: (520) 568-6367 |
| TEP: | Email: AgencyDesk@tep.com<br>Phone: 1-520-917-8418<br>Fax: 1-520-571-4026 |
| UNISOURCE (Warm Spirits): | Email: AgencyDesk@uesaz.com<br>Phone: 1-866-628-5721<br>Fax: 1-866-870-5163 |
| REQUIRED INFO: | Guarantees should include the following information: |

1. Account Number
2. Customer Name on account
3. Customer Address
4. Guarantee amount
5. Fund source (if possible)
6. Name of case worker requesting the guarantee
7. Name of organization requesting the guarantee

# ATTACHMENT 2:

# PROGRAM SUMMARIES

# ACAA UTILITY ASSISTANCE
# PROGRAM SUMMARY OVERVIEW

INFORMATION APPLIES TO: ***All fund sources*** subcontracted to human service agencies through The Arizona Community Action Association (ACAA).

INCOME VERIFICATION: All sources of household income received during the past 30 days, including the date of application must be accounted for and verified.

SERVICE PERIOD: A household may be assisted only once in a 12-month period for each fund source.

SUBSTITUTE SSN (if necessary): Zip code + Birthday (for example: if zip code is 85203 and b-day is May 1, 1980 then the substitute SSN will be 852-03-0501)

ACCEPTABLE CRISIS REASONS:

1. Loss or reduction of income or public assistance benefits or a delay in receiving public assistance benefits.
2. Unexpected and/or unplanned expense that caused a lack of resources.
3. A condition that endangers the health and safety of the household.

CLIENT FILES MUST CONTAIN:

1. Intake sheet with client info and name of caseworker
2. Verification document for ID of client and for all household members
3. Citizenship verification (for HEAF and URRD only)
4. Utility bill (or receipts for purchases of fuel)
5. Income verification
6. Crisis documentation (if required by fund source)
7. Client affidavit form (if utilized)
8. Statement of truth/release of info, signed by the client
9. Copy of payment guarantee request

PAYMENT GUARANTEE INFO: Guarantees should include the following information:

1. Account Number
2. Customer Name on account
3. Customer Address
4. Guarantee amount
5. Fund source (if possible)
6. Name of case worker requesting the guarantee
7. Name of organization requesting the guarantee

# ARIZONA PUBLIC SERVICE (APS)
# CRISIS BILL ASSISTANCE PROGRAM SUMMARY

| | |
|---|---|
| CAN PAY: | Current and past due charges only. No credits can be given.<br><br>Cannot pay deposits, reconnection fees, or establishment charges.<br><br>Payments can be given to clients who are already enrolled in the Equalizer Program, even if a credit balance is already showing on the account. The payment amount should cover the current and upcoming month's charges, as well as any outstanding debt due to missed payments.<br><br>Payments for clients enrolled in the Prepay Program should be enough to cover outstanding debt and the next 30 days of energy usage, based on historical payments made by the client, taking into account upcoming weather conditions. |
| MAXIMUM GRANT AMOUNT: | $400.00 |
| ELIGIBILITY CRITERIA: | Household income must be at or below 200% of the federal poverty guidelines.<br><br>Client must be the customer of record at the current address on the APS account. Client must be a current APS customer. Disconnected accounts or bills from previous addresses are NOT eligible. |
| CITIZENSHIP REQUIREMENT: | None |
| CRISIS: | An acceptable crisis reason must be documented on the application. |
| PAYMENT GUARANTEE: | Online through the APS EAG system. Call the APS Caps Team (602) 371-6774 for questions and assistance. |

# SALT RIVER PROJECT (SRP)
# BILL ASSISTANCE PROGRAM SUMMARY

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|---|---|
| CAN PAY: | Current and past due charges, reconnection fees, establishment charges, deposits and balances from a previous SRP address.<br><br>Credits can be given to clients under circumstances where the case manager determines that the funds are necessary for the financial stability of the client. Credits must be given only to clients whose circumstances truly warrant them. In these situations, case notes should outline the details of the decision-making process.<br><br>Payments can be given to clients who are already enrolled in the Budget Billing program, even if a credit balance is already showing on the account. The payment amount should cover the current and upcoming month's charges, as well as any outstanding debt due to missed payments.<br><br>Payments for clients enrolled in the M-Power Program should be enough to cover outstanding debt and the next 30 days of energy usage, based on historical payments made by the client, taking into account upcoming weather conditions. |
| MAXIMUM GRANT AMOUNT: | $600.00 |
| ELIGIBILITY CRITERIA: | Household income must be at or below 60% of the current, State Median Income (SMI) guidelines for Arizona. Unless the household has 7 or more members, then switch to 150% of the Federal Poverty Level (FPL) guidelines.<br><br>The client must be a household member, but does not have to be the customer of record. |
| CITIZENSHIP REQUIREMENT: | None |
| CRISIS: | An acceptable crisis reason must be documented on the application. |
| PAYMENT GUARANTEE: | Email: SRPEAG@srpnet.com<br>Phone: (602) 236-3003<br>FAX: (602) 914-8732 |

# SOUTHWEST GAS LOW INCOME ENERGY CONSERVATON BILL ASSISTANCE PROGRAM SUMMARY

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|---|---|
| CAN PAY: | Current and past due charges, including deposits (up to 25% of the agency's allocated funds can be used to assist clients with deposits).<br><br>A client may receive a credit under circumstances where the case manager determines that the funds are necessary for the financial stability of the client.<br><br>This may include assisting customers who have historically disconnected their gas in the summer, only to have a reconnection fee in the fall that they might have trouble paying. By crediting them in the spring/summer months, this can allow them to avoid such fees.<br><br>Credits must be given only to clients whose circumstances truly warrant them. In these situations, case notes should outline the details of the decision-making process. |
| MAXIMUM GRANT AMOUNT: | $400.00 |
| ELIGIBILITY CRITERIA | Household income must be at or below 150% of the federal poverty guidelines.<br><br>Client must have the Southwest Gas account in their name or apply for assistance by named proxy. |
| CITIZENSHIP REQUIREMENT | None |
| CRISIS: | An acceptable crisis reason must be documented on the application. |
| PAYMENT GUARANTEE: | Email: SCA-SWGAgencies@swgas.com<br>Phone: (877) 967-9427<br>Fax: (866) 997-9427 |

# SOUTHWEST GAS ENERGY SHARE
# PROGRAM SUMMARY

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|---|---|
| CAN PAY: | ***Southwest Gas Utility Bills:*** Current and past due charges, including deposits, late charges, reestablishment fees, and other related costs or fees.<br><br>A client may receive a credit under circumstances where the case manager determines that the funds are necessary for the financial stability of the client. This may include assisting customers who have historically disconnected their gas in the summer, only to have a reconnection fee in the fall that they might have trouble paying. Providing a credit in the spring/summer months can allow them to avoid such fees. Credits must be given only to clients whose circumstances truly warrant them. In these situations, case notes should outline the details of the decision-making process.<br><br>***Natural Gas Appliance Repair/Replacement:*** Costs associated with repairing natural gas equipment (or replacement costs in cases where repair is impossible or repair costs would exceed replacement costs). |
| MAXIMUM GRANT AMOUNT: | *Southwest Gas Utility Bills:* $400.00<br><br>*Natural Gas Appliance Repair/Replacement:* $2,000.00 |
| ELIGIBILITY CRITERIA | Household income must be at or below 150% of the federal poverty guidelines.<br><br>Client must be the customer of record, or a household member.<br><br>*For appliance repair/replacement:* (1) A condition that endangers the health and safety of household members; (2) Proof of ownership of the appliance. |
| CITIZENSHIP REQUIREMENT | None |
| CRISIS: | An acceptable crisis reason must be documented on the application. |
| ADDITIONAL DOCUMENTS: | *For appliance repair/replacement:* (1) Invoice for total costs from pre-approved contractor; (2) Client statement indicating that repairs/replacements have been completed. |
| PAYMENT GUARANTEE: | Email: SCA-SWGAgencies@swgas.com<br>Phone: (877) 967-9427<br>Fax: (866) 997-9427 |

# HOME ENERGY ASSISTANCE FUND (HEAF)
# PROGRAM SUMMARY

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|---|---|
| CAN PAY: | Utility bills, including current and past-due charges, deposits, late fees, service establishment and reconnection fees.<br><br>Credits may not be issued to clients, except for those already enrolled in utility prepay programs.<br><br>Heating fuel costs including propane, oil, wood, coal and pellets.<br><br>Utility costs included in a client's rental agreement and collected along with rental payments are eligible for assistance. |
| MAXIMUM GRANT AMOUNT: | $500.00<br><br>Total grant amount for clients enrolled in a utility prepay program should be based on historical payments made by the client, taking into account seasonal weather conditions. |
| ELIGIBILITY CRITERIA: | Household income must be at or below 200% of the federal poverty guidelines. |
| CRISIS: | An acceptable crisis reason must be documented on the application. |
| CITIZENSHIP REQUIREMENT: | Primary applicant must be U.S. citizen or legal resident |
| ADDITIONAL DOCUMENTS: | Citizenship/Legal Resident status verification for primary applicant<br><br>Invoice or receipt of purchase for fuel costs (propane, wood, pellets, etc.)<br><br>Copy of the rental agreement or a note from the landlord for utility costs included in rent |
| PAYMENT GUARANTEE: | See Payment Guarantee Process Summary |

# UTILITY REPAIR REPLACEMENT AND DEPOSIT (URRD)
# PROGRAM SUMMARY

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|---|---|
| CAN PAY: | ***Deposits*** for utility services (electric, gas, water, telephone) ***Repairs*** to existing utility related appliances or systems ***Replacement*** of existing utility related appliances only in cases where repair costs would exceed replacement costs. |
| MAXIMUM GRANT AMOUNT: | $3,000.00 |
| ELIGIBILITY CRITERIA: | Household income must be at or below 200% of the federal poverty guidelines.<br><br>*For appliance repair/replacement:* The applicant must be the owner of the appliance or system to be repaired and/or replaced. |
| CRISIS: | An acceptable crisis reason must be documented on the application. |
| CITIZENSHIP REQUIREMENT: | Primary applicant must be a U.S. citizen or legal resident. |
| ADDITIONAL DOCUMENTS: | Citizenship/Legal Resident status verification for primary applicant<br><br>*For appliance repair/replacement:* (1) Proof of ownership of appliance or system (receipt or client statement is acceptable); (2) Invoice for total costs from pre-approved contractor; (3) Client statement indicating that repairs/replacements have been completed. |
| PAYMENT GUARANTEE: | See Payment Guarantee Process Summary |

# TUCSON ELECTRIC POWER (TEP) BILL ASSISTANCE PROGRAM SUMMARY

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| CAN PAY: | Current and past due charges.<br><br>Cannot pay deposits, reconnect fees or establishment charges.<br><br>No credits can be given on any accounts. |
| MAXIMUM GRANT AMOUNT: | $400.00 |
| ELIGIBILITY CRITERIA | Households must be at or below 150% of the federal poverty guidelines.<br><br>The client must be the customer of record and the TEP utility bill must be at the client's present address ONLY. Disconnected accounts do not qualify for services. |
| CITIZENSHIP REQUIREMENT: | None |
| CRISIS: | An acceptable crisis reason must be documented on the application. |
| PAYMENT GUARANTEE: | Email: AgencyDesk@tep.com<br>Phone: 1-520-917-8418<br>Fax: 1-520-571-4026 |

# WARM SPIRIT FUND PROGRAM SUMMARY
# (Funds Provided by UniSource Energy)

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| CAN PAY: | Utility bills, including current and past due charges, deposits, late fees, service establishment and reconnection fees.<br><br>No credits can be given on any accounts. |
| MAXIMUM GRANT AMOUNT: | $500.00 |
| ELIGIBILITY CRITERIA | Household income must be at or below 200% of the federal poverty guidelines. |
| CITIZENSHIP REQUIREMENT: | None |
| CRISIS: | An acceptable crisis reason must be documented on the application. |
| PAYMENT GUARANTEE: | Email: AgencyDesk@uesaz.com<br>Phone: 1-866-628-5721<br>Fax: 1-866-870-5163 |

# GLOBAL WATER LOW INCOME RELIEF TARIFF
# PROGRAM SUMMARY

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|---|---|
| WATER COMPANIES: | Santa Cruz Water Company (Water – Maricopa)<br>Palo Verde Utilities Company (Sewer – Maricopa)<br>Water Utility of Greater Tonopah<br>Water Utility of Northern Scottsdale<br>Willow Valley Water Company |
| CAN PAY: | Current and past due charges, deposits, late fees, reconnection fees, service fees, returned payment fees, after hours service fees (where applicable). |
| MAXIMUM GRANT AMOUNT: | $250.00 |
| ELIGIBILITY CRITERIA: | Household income must be at or below 200% of the federal poverty guidelines.<br><br>Clients must not have a history of meter tampering or cutting locks. |
| CITIZENSHIP REQUIREMENT: | None. |
| CRISIS: | An acceptable crisis reason must be documented on the application. |
| PAYMENT GUARANTEE: | Fax: (520) 568-6367 |