



Pueblo of Nambe - LIHEAP

p: 505-455-4434 f: 505-455-2038 15A NP 102 West, Santa Fe, New Mexico 87506

LIHEAP Funding Qualification Guidelines

Dear Tribal Members,

This is to inform all tribal household members that the Pueblo of Nambe has received **limited** funding for **Low Income Home Energy Assistance Program (LIHEAP)**. As you know Administration has the responsibility to follow the policies given to us by the funding Agency. Eligibility status will be based on the income level, family size and/or hardships in the **Payment Matrix**. We are asking that you assist us in following these procedures.

LIHEAP Required Documentation

Required Documents are:

1. **Application** must be filled out completely.
2. **LIHEAP Acknowledgment Form** must be signed and attached (Attached to application).
3. **Proof of Income** provide us proof of income from the most recent 30 days.

- Wages
- Self – Employment
- Veteran Income
- Unemployment Insurance
- Social security (SSA)
- Supplemental Security (SSI)
- Retirement/ Pension
- General Assistance
- Temporary Assistance (TANF)
- Rental Income
- Alimony
- Child Support
- Interest, Dividends, or Royalties
- Commissions
- Legal Settlements
- Insurance Payments
- Veterans Administration (VA)

4. After You Submit Your LIHEAP Application

A. Notice of Eligibility within 30 days of complete application

- Applicants who are not eligible will be sent Denial Letters.
- Applicants who are eligible will receive a Phone Call and LIHEAP Benefit Letter.

B. Benefits

- LIHEAP Benefits will be based on the income level, family size, and/or hardships in the **Payment Matrix**. One time benefits will begin once the application has been approved and a current bill is submitted 7 business days prior to due date, no late payments will be made. Your payment will be sent directly to your energy provider. For a crisis shut-off/disconnect, the Pueblo of Nambe will call your energy provider to help you avoid shut-off.

C. Fair Hearing Requests

- An Applicant can request for a hearing if he/she does not agree with a decision and/or processing time of their application and/or benefits. The hearing will give you a chance to explain why you do not agree with the decision. You have a right to look at your case file and any records the Pueblo of Nambe has used to determine decisions before your hearing. Please contact the LIHEAP Representative within 45 days of submitting your application to request a fair hearing with the Governor.

D. Fraud, Waste, or Abuse Reporting

- Please contact the LIHEAP Representative immediately if you suspect fraud, waste, or abuse of the LIHEAP funds and/or program.

5. **Energy Assistance Bill**

- Must be a **current bill and submitted 7 business days prior to due date**, no late payments will be made.

6. **Crisis Assistance**

- Crisis LIHEAP
- What constitutes a crisis?
 - Those with an unexpected reduction in income and/or unexpected increase in monthly expenses.
 - Those who have life sustaining medical emergencies and/or require medically necessary equipment.
 - For crisis assistance we **require** documentation that proves the need.

REMINDER:

Applications can be obtained from the Tribal Enrollment Office, Tribal Administration Front Desk Receptionist, Accounting, CHR, Wellness Center, Senior Center, and Healthy Family Services Building (Blue Trailer). If any documents are not attached or submitted, this will delay process for review of application and possible payment.

All applications and documentation must be returned to the Pueblo of Nambe Enrollment Office.