



CT WAP Weatherization Guidance No. 32

Effective Date: January 1, 2016

Waiting List and Priorities

The purpose of this guidance is to provide agencies with updated reference to policy regarding the Weatherization client waiting lists and priority service delivery. This guidance pertains to all CT WAP Weatherization programs.

Operations and Training Manual Reference

Due to recommendations by the Department of Energy and Quality Work Plan requirements, CT WAP is requiring agencies to adhere to DOE approved State policy and procedures as follows:

201.4 Waiting List and Priorities

Because of the demand for weatherization services, a Waiting List for services may exist, comprised of households that have qualified for CEAP and requested participation in CT-WAP. The Sub-Grantee is responsible for maintaining the Waiting List for its service area(s). The agency may develop its own tracking procedures for the Waiting List. The system must be reviewed and approved by the State. It must not only account for the length of time on the list (from the date of CEAP eligibility certification), but also the Connecticut program's priorities for serving the most vulnerable households.

The program's service priorities are defined in the State plan and approved by DOE. Priority factors used to determine the order of services must include:

FACTOR	DEFINITION
Elderly	A household in which at least one member is elderly; defined as 60 years and older.
Disabled	A household in which at least one member is disabled: Disability is established by any member(s) receipt of Medicaid, Social Security Disability, Connecticut State Supplement to the Aged, Blind and Disabled, or Supplemental Security Income. Other medically based documentation from a qualified physician, establishing a disabling medical condition may be used.
Children	A household with at least one young child; defined as a child <i>under</i> six (0-5) years old
Energy Use	A household which is considered a high energy user; defined as having an annual heating cost exceeding \$2,500.

Note on definition of *Child*: DOE regulations allow the State to define children as “dependents not exceeding 19 years or a lesser age set forth in the State plan”. DOE regulations also allows for States to use the LIHEAP eligibility. Connecticut WAP uses the LIHEAP definition of “a child under six years old” as approved in the DOE State plan.

State Plan Reference

V.3 Priorities for Service Delivery

Clients determined eligible for energy assistance receive, with their notice of eligibility, a weatherization card which they complete and return if they are interested in receiving weatherization services. Cards are filed by town and by date received. Notwithstanding the order of receipt, priority is given to clients most vulnerable, including households with a member who is elderly (60 years and older), disabled, or six and younger. Priority consideration is also given to households with high energy use (annual heating costs exceeding \$2,500).

Summary

Per DOE recommendations, CT WAP will routinely monitor and enforce all Sub-Grantee prioritization procedures and service delivery. Any work found to be performed outside of the above captioned reference materials may be subject to temporary disallowance of costs and corrective action.