



LIHEAP FREQUENTLY ASKED QUESTIONS (FAQs)

- 1. How do I apply for energy assistance?** TCA has energy assistance packets available outside of 1410 S. Jefferson Davis Parkway office or you may retrieve an online application from the website at www.tca-nola.org. Once completed, the application and the required documents can be returned to 1410 S. Jefferson Davis Parkway and placed in the return application box located inside the building. If completing online, you may submit electronically to energy.assistance@tca-nola.org with all the documents attached to the email.
- 2. What is the maximum benefit an applicant can receive for Assistance?** The LIHEAP assistance is based on the total household income identified on the present Income Eligibility Guidelines. Minimum amount is 100.00 and Maximum amount is \$600.00 depending of qualification factors and energy consumption.
- 3. I'm a struggling temporary worker now out of work due to COVID 19 because the business I worked for is closed. I am the head of household with my two children and currently have no income. I applied for unemployment but have not been able to get through the system. Are we eligible for energy assistance?**
The present Income Eligibility Guidelines determine the total benefit for assistance per household. Yes, you may be eligible but your present income will be reviewed at the time of your application.
- 4. I recently applied to TCA for assistance with emergency rental program, received \$1,300 dollars in rental assistance. I submitted all the same documents requested on your electronic application to you under that program last month. Do I have to resubmit these again?** Yes, you need to submit current eligibility documentation at the time of service. Each federal program administered by TCA has its own eligibility and submission requirements
- 5. I live in section 8 housing and was furloughed from my job. HANO is closed, so I cannot get my section 8 resident worksheet. What other documents from HANO can I use?** Housing Authority of New Orleans is open and case managers are working remotely due to COVID 19. You can call your caseworker or their supervisor and request this document.
- 6. The LIHEAP program has been suspended since March 23, 2020 and I have been trying to get assistance. If I apply online, how long will it take my application to be reviewed? On the other hand, if I drop off my application, will I get my application processed quicker?** All applications both dropped off and/or submitted online are being reviewed for completeness. Once the applications are deemed complete, they are distributed to staff daily.

- 7. I am a senior citizen and do not have internet to complete an application online. Can I come into the office and complete the application?** Senior citizens and/or disabled citizen are able to call the appointment information line at 504-324-8906. Information will be screened, and an appointment will be provided to come in a sign your documents. If you need assistance with your application, ask for lead staff person.
- 8. My family has been at my house because they did not want me out side due to the COVID 19 pandemic. My light bill has been increased because of my daughter and her husband staying with me temporarily. I am on fixed income and cannot afford the increase. I only got \$450 in LIHEAP six months ago and my bill is almost \$1000. How can your office assist?** You can pick up an application from our 1410 S. Jefferson Davis office or apply online. Once you complete the application presenting all income documents, the application will be processed, and you will be informed of the benefit amount you qualify for. TCA cannot pre-determine benefit amounts.
- 9. I am a senior citizen and do not have internet and I am sick with COVID 19 and quarantined. Can I send someone to pick up an application?** Yes, you can have someone pick up an application from the TCA Office @ 1410 S Jefferson Davis and you will need to complete the authorization form and attach it to your application.
- 10. Is an expired license an acceptable proof of identity to apply for services?**
An expired license or state issued identification card is acceptable proof of identity. Acceptable and valid proofs of identity include a state-issued driver's license, state-issued identification card, U.S. passport, U.S. military ID, or Native American tribal photo ID.
- 11. What is an active energy account?** An active energy account is an account that has not been finalized (permanently closed) by the energy vendor.
- 12. What is a Utility Allowance?** According to the U.S. Department of Housing and Urban Development (HUD), the Utility Allowance is an estimate of the average monthly utility bills (except telephone) for an energy-conscious household. This estimate considers only utilities paid directly by the tenant. If all utilities are included in the rent, there is not a utility allowance. Utility allowances vary by unit type and are listed on the tenant worksheet or HAP contract.
- 13. How to determine if an applicant is receiving a Utility Allowance?** Ask the applicants if they are receiving any type of housing assistance from HUD, Section 8, etc. For subsidized housing tenants/residents, refer to the lease agreement. The utility allowance amount should be indicated on the lease agreement or tenant worksheet.
- 14. May the application be returned by fax?** Applications may be returned by fax to 504-872-0350. All information must be included in the fax transmission.
- 15. I have contribution as my source of income or I do not have any income, what do I do?** You must complete either a contributions statement or a Zero Income form. These forms are available by request from the 1410 S. Jefferson Davis Parkway office or download on the TCA website at www.tca-nola.org.