

----- [Navajo Family Assistance Services – Low-Income Home Energy Assistance Program] -----

*If you are experiencing financial hardship and you are having difficulty staying warm in the winter or cool in the summer, the Low Income Household Energy Assistance Program may be able to help.*

### What is the Low Income Household Energy Assistance Program (LIHEAP)?

LIHEAP is a federally-funded program that helps low-income households pay their heating or cooling bills, minimize home energy crisis, and make energy costs more affordable.

### Who is eligible for LIHEAP?

To qualify for LIHEAP, your household income must be at or below 60% of the state median income. Navajo tribal members living in the states of New Mexico, Arizona, and Utah will be referred to the Navajo Family Assistance Services to apply for LIHEAP. All other Navajo tribal members living in other states should apply with their state LIHEAP programs.

### Where do the LIHEAP funds come from?



ADMINISTRATION FOR  
**CHILDREN & FAMILIES**  
Office of Community Services | 330 C Street, S.W., Washington, DC 20201  
[www.aclf.hhs.gov/ocs](http://www.aclf.hhs.gov/ocs)

The U.S. Department of Health & Human Services' Office of Community Services, an Office of the Administration for Children & Families, provides the funding for this program. LIHEAP is then administered at the state and tribal levels.



The Navajo Family Assistance Services, an office under the Navajo Division of Social Services, is responsible to help Navajo tribal members in hardship situations and living on the Navajo reservation with one of the following home energy assistance:

*\*\*Exceptions may apply for Navajo tribal members living off the Navajo Nation. Contact your local NFAS office for availability of services.*

1. Heating Assistance: Purchase of firewood, coal, or pellets; or

2. Heating Assistance: Payment to utility/propane company for home heating expense (Electricity, Natural Gas, or Propane); or
3. Cooling Assistance: Payment to utility company for electricity expense to cool their home (available only during the summer); or
4. Weatherization Assistance: Minor home repair of a home to make it more energy efficient; or repair or purchase of a heating unit (wood/coal burning stove or furnace), or cooling unit (evaporative cooler); or
5. Crisis Assistance: Energy crisis intervention may be provided to eligible households when the safety and well-being of a vulnerable household member, such as an elderly person, disabled person, or a child aged 5 years and under, is at risk.

\*\*For FY 2021, the Navajo LIHEAP has received supplemental funds supported by the *American Rescue Plan Act* beginning on March 11, 2021 and ending on September 30, 2022, for which eligible Navajo households on and off the Navajo reservation, in the states of Arizona, New Mexico, and Utah, are eligible to apply for home energy assistance, but they cannot receive the same type of assistance from their respective state LIHEAP benefits.

### **Eligibility**

To be eligible for LIHEAP, an applicant must meet the following criteria:

- An applicant must meet Financial Eligibility Criteria which includes monthly gross income not exceeding 60% of Arizona State Median Income for a household.
- Households with member(s) receiving benefits from the Temporary Assistance for Needy Families (TANF), Supplemental Nutrition Assistance Program (SNAP), or Supplemental Security Income (SSI), will be deemed categorically eligible to receive LIHEAP benefits.

### **How to Apply for LIHEAP**

You can apply for LIHEAP assistance by downloading a paper application from [www.nndss@navajo-nsn.gov](mailto:www.nndss@navajo-nsn.gov) and mail/fax/email/drop-off to your nearest NFAS office.

You will be required to provide the following documentation:

- Earned income statements for household members.
- Certificate(s) of Indian Blood (CIB) or Tribal Identification Card(s) of household members, except newborn under 3 months old.
- Social security card(s) of household members, except newborn under 3 months old.
- A government-issued identification card (e.g., driver's license, state identification card, tribal identification card, or passport) is required of the applicant only.
- If applying for assistance other than firewood, coal, or pellets, a utility bill, invoice, or vendor price quotation is required.
- Current TANF, SNAP, or SSI award letter with approval period.

## Payment Information

LIHEAP benefit payments is paid directly to utility providers or vendors on behalf of approved households. Applications approved for firewood, coal, or pellets is paid directly to the household applicant for which receipts are required to be submitted to the NFAS office that approved the application, within sixty (60) working days from receiving LIHEAP benefits. You can check the status of your application and benefit payment by calling the NFAS office you applied with.

LIHEAP benefits awarded to eligible households is on a first come, first serve basis each fiscal year. The fiscal year is generally beginning on October 1<sup>st</sup> and ending on September 30<sup>th</sup> of the following year. The priority is provided as follows:

1. Priority One is given to household members who are sixty (60) years and older and receiving disability income, or has a disability that is verified by a physician or federal agency;
2. Priority Two is given to household members who are sixty (60) years and older;
3. Priority Three is given to household members who are receiving disability income or has a disability that is verified by a physician or federal agency;
4. Priority Four is given to household members with young children who are five (5) years old or younger; and
5. Priority Five is given to household members who do not meet 1, 2, 3, or 4 above.

Applicants with LIHEAP credit on their energy account will not be eligible for LIHEAP assistance until the LIHEAP credit is depleted or fully used.

## Contact Us

You can contact NFAS, Monday through Friday, 8:00am to 5:00 pm. See the NFAS Directory for your local office's contact information.