

2023 LIHEAP LOCAL PLAN

Welcome to the Redesigned LIHEAP Local Plan!

The Department of Community Services and Development (CSD) has redesigned the annual Local Plan. We hope this new format will allow you to more easily share the information CSD needs to keep LIHEAP funds flowing! Some of the changes to the Plan include:

- Updated format making it easier to complete the document.
- Description of the basis for our questions—whether that basis be LIHEAP statute or CSD contract.
- Organized structure eliminating repetitive questions.
- Removal of requests to scan and upload supporting documents (though we are going to ask you to mail some information to us this year).

What is the Purpose of the Local Plan?

For CSD to receive LIHEAP funds each year, it must first comply with the law¹ that authorizes those funds to be released. The first step in that compliance is the submission of a “Plan” (commonly referred to as *The State Plan*), in which CSD certifies to the assurances in the law and describes how the assurances will be implemented. We are all familiar with “Assurance 16,” but there are actually 16 separate assurances that address outreach, crisis assistance, heating and cooling assistance, and more. CSD is required to respond to our state’s approach to these requirements, and that’s where the Local Plan comes in.

1. CSD’s primary use of your Local Plan is to gather information about how your agency will address each of the assurances. We take the information each agency provides and “roll it up” to support our responses in our State Plan.
2. The secondary use of the plan is to help CSD understand each agency’s business practices. As you know, the CSD 43 Energy Intake Form directs applicants who have unresolved protests to appeal to CSD. Often those appeals require CSD to fully understand how an agency does business to determine if the agency acted in accordance with their normal processes. The Local Plan helps us do that.
3. Lastly, CSD hopes this updated plan will allow us to start sharing best practices. When we perform the yearly review of all the local plans, we’re impressed by some of the creative ways agencies are performing outreach or managing their overload of Utility Assistance applications. Moving forward, CSD hopes to develop a process for sharing some of these “Best” (or, at least, interesting) practices.

¹ Omnibus Budget Reconciliation Act (OBRA) of 1981 and subsequent amendments

2023 LIHEAP LOCAL PLAN

Local Plan Contact Information

Agency Legal Name:	Community Action Partnership of Riverside County
Contact Person for this plan:	Karla Lopez del Rio
Title:	Executive Director
Phone Number:	951-955-0204
E-Mail Address:	karlopez@capriverside.org
Date Submitted:	10/14/2022

A NOTE TO AGENCIES WHO ARE DELEGATED TO PROVIDE SERVICES IN OTHER SERVICE TERRITORIES:

Because Local Plans are intended to be just that—local—if your agency is delegated to provide services on behalf of another LSP, you will be asked to complete a Local Plan Addendum for tasks your agency performs. The Local Plan Addendum(s) will be provided to your agency directly and is/are due back, along with this, your primary local plan.

Throughout this plan, if the space provided is not sufficient, you are always welcome to add more. The charts you'll see throughout the Plan were created as Microsoft Word "tables." To add more rows:

- Put your cursor in the last row of the table
- Right click
- Select *Insert*
- Select *Insert Rows Below*

PART I - GENERAL AGENCY INFORMATION

1.1 Counties (or Areas) Served

Please list the counties (or areas) in which your agency provides UA and/or Weatherization services. If those services are provided under a formal, or informal, delegation agreement, please indicate that:

Riverside County

1.2 Planned Closures for the Upcoming Calendar Year

Many agencies are closed during the holidays or for other reasons for more than 3 business days. Provide that information below (add more rows, if needed). If you don't know the exact dates, give your best guess (e.g., we typically close in December for three weeks during the Winter Holidays):

DURING THE UPCOMING CALENDAR YEAR, WHAT DATES (EXCLUDING STATE AND FEDERAL HOLIDAYS) DO YOU ANTICIPATE BEING CLOSED TO WALK-IN/CALL-IN CUSTOMERS FOR MORE THAN THREE (3) BUSINESS DAYS?

None

PART 2 - OUTREACH

Outreach is the focus of LIHEAP "Assurance 3" and requires the following: *conduct outreach activities designed to assure that eligible households, especially households with elderly individuals or disabled individuals, or both, and household with high home energy burdens, are made aware of the assistance available under this title, and any similar energy related assistance available under subtitle B of title VI (relating to community services block grant program or under any other provision of law which carries out programs which were administered under the Economic Opportunities Act of 1964 before the date of the enactment of this Act).*

2.1 Outreach Planning

DOES YOUR AGENCY HAVE A WRITTEN LIHEAP OUTREACH PLAN? →		YES	<input checked="" type="checkbox"/>	NO
If so, how often is it updated?				
If so, who is responsible for creating and maintaining the plan?				

DO YOU HAVE STAFF WHO PERFORM LIHEAP OUTREACH? →	<input checked="" type="checkbox"/>	YES	<input type="checkbox"/>	No
If so, approximately how many positions are dedicated to LIHEAP Outreach?	8 FTE			

2.2 Social/Electronic Media

Does your agency maintain any of the following social/electronic media accounts? If not, enter “No.”

MEDIA TYPE	ACCOUNT NAME / ADDRESS / HANDLE
Web page	https://www.capriverside.org/
Facebook	https://www.facebook.com/caprivco/
Twitter	https://twitter.com/caprivco
Instagram	https://www.instagram.com/caprivco/
Other	

2.3 Overall Outreach Approach

Describe your agency’s overall approach to ensuring your community is aware of the LIHEAP program (no need to focus on vulnerable populations in this discussion...they will be asked about later). No need to give details about specific outreach methods. Instead, just explain your overall approach to LIHEAP Outreach:

Our approach to outreach is rooted in community engagement through strategic partnerships with trusted voices, institutions and service providers.

2.4 Outreach Activities

If your agency performs a task listed below, enter an “X” in the box and answer the questions following that item. If you do not select a check box, we will assume you do not perform that outreach activity.

In some of the questions below, we ask about “metrics.” What we are asking for here is if you have a method to determine the effectiveness of your various types of outreach. For example: one method of collecting metrics would be having applicants answer the question,

“How did you hear about the program?” and then tracking their responses. Another metric might be asking your staff, “How many doors did the canvassers knock on and how many people answered?” Lastly, a more technological approach would be tracking the number of people who click on program links on your website or elsewhere for more information.

Hang posters at various strategic locations in your community

List at least three examples of the types of places you hang posters:

- 1.
- 2.
- 3.

Place flyers or brochures at various strategic locations in your community

List at least three examples of the types of places (e.g., laundromats) or the specific names of organizations where you place flyers or brochures for people to pick up:

1. Senior Center
2. Utility Provider’s Office
3. Other Government Offices, such as Department of Social Services

Publish articles in local newspaper or journals

List up to three examples of local newspapers or journals in which articles about your agency and LIHEAP services were published over the past year:

- 1.
- 2.
- 3.

Purchase radio ad spots

List any radio stations where ads about your agency and LIHEAP services played over the past year:

- 1.
- 2.
- 3.

Would you recommend using radio ads to other LSPs to get the word out about LIHEAP?
Why or why not?

Develop ads to air on local cable TV stations

List any cable TV stations where ads about your agency and LIHEAP services played over the past year:

- 1.
- 2.
- 3.

Would you recommend using local cable TV stations to other LSPs to get the word out about LIHEAP? Why or why not?

Include LIHEAP inserts in utility vendor bills

Describe up to three utility bills inserts or bill-partnering messages you coordinated over the past year, including IOU, non-IOU and WPO vendors.

1. Riverside Public Utilities
2. SoCal Edison
3. Imperial Irrigation District

Did you collect metrics to test the effectiveness of these bill inserts? If so, describe the level of response:

Although we don't have data, it is unequivocal that because our contact information is on the disconnection notice, we are receiving thousands of phone calls from disconnected ratepayers. The metrics are the avalanche of applications and non-stop customer traffic at our service sites.

Canvass door-to-door

How do you select the neighborhoods to canvass? Approximately how many households would you typically reach over the course of a year?

Perform mass mailings to prior year LIHEAP customers

Approximately how many outreach letters did you send out to former LIHEAP customers during the past year?

If you regularly send mass mailings to prior year LIHEAP customers, how do you balance serving previous customers with reaching out to new ones?

Participate as a vendor in community events where LIHEAP information is distributed

List at least three examples of community events where you distributed LIHEAP information over the past year:

1. Nicolet Middle School Back to School night and resource fair, Banning CA
2. Moreno Valley Unified School District Health and Resource fair
3. National Night Out, Villegas Park, Riverside CA

Do you find community events to be an effective way of marketing the LIHEAP program? Why or why not?

Yes, this is an effective outreach strategy. Each event is sponsored by host agency. To the extent that agency is trusted in the community, the attendees automatically transfer some of that trust to CAP. Additionally, because we are there with other partner agencies, our

collaborative effort to serve the same clients is transformative in ways that help synchronize our services, avoid duplication, and increase cross-referral pathways.

Execute interagency agreements with organizations to perform outreach to target groups

List at least three organizations with which you have interagency agreements:

- 1.
- 2.
- 3.

List at least three examples of the types of tasks these organizations perform to promote LIHEAP:

- 1.
- 2.
- 3.

x Outreach to legislative offices

List any legislative offices you outreach to:

1. Riverside County Board of Supervisors
2. Mayor's offices in various cities within the County of Riverside
- 3.

Describe how you reach out to them (e.g., set up in-person meetings, send written reports or customized letters, etc.):

Several Mayors and/or their key staff participate on our Community Action Commission. Because we are an agency within the Riverside County government, we routinely report our progress to and receive governance from the elected County Board of Supervisors.

x Outreach to local schools

List at least three local schools you outreach to:

1. Val Verde School District

2. Banning School District

3. Moreno Valley School District

Describe how you promote LIHEAP when you reach out to these schools:

We host an information table at many back to school night resource fairs. We also routinely participate in their community resource fairs for the students and their families. We hand out energy conservation material, applications for utility assistance and weatherization and represent the CSBG programs that are also a part of CAP Riverside.

What tactics work best for you regarding Outreach? If you have something interesting to share, list up to 3 Best Practices that have been successful for your agency.

Tactic #1 Title → :

We partner with many utility providers (water and electricity) in our County to provide intake services at the utility. The utility does internal marketing to their ratepayers to let them know that CAP staff will be onsite to answer questions, distribute applications and collect applications. We do this routinely for Riverside Public Utilities, City of Banning Utilities, Elsinore Valley Municipal Water District and Imperial Irrigation District.

Tactic #2 Title → :

We partner with senior centers to hold regularly scheduled utility assistance appointments. We do this at the Kay Cisneros Senior Center, Mead Valley Community Center, and the Moses Shaffer Community Center.

Tactic #3 Title → :

We partner with food banks and rental assistance providers to be on site to provide utility assistance for their customers. We have regularly scheduled hours at Lift to Rise in Palm Desert, La Quinta Wellness Center, and Murrieta Community Food Pantry.

REACHING OUT TO SPECIAL POPULATIONS

Still focusing on Assurance 3, LSPs are required to “. . .conduct outreach activities designed to assure that eligible households, especially households with elderly individuals or disabled individuals, or both, and households with high home energy burdens, are made aware of the assistance available under this title . . .”

In this section, we’ll ask you to explain how your agency does that. It’s likely that many of the things you list below will relate to those general outreach items you described in the section above. The difference is that the information you provided in the “Outreach Activities” section will be general outreach to all populations, whereas the information you provide here, in the “Reaching Out to Special Populations” section, will be specific to those populations.

2.5 Outreach to High Energy Burden Populations

Reaching out to homes with a high energy burden is a challenging requirement. Does your agency have any methods in place to identify homes with high energy burdens?

Enter an
“X” to
indicate
Yes or
No



x	YES	Please explain how you identify these homes →	<p>We work with the management of several utilities to make sure CAP contact information is included on the bill when the energy bill is very large, especially when the ratepayer is already enrolled on CARE or some other means tested program.</p> <p>CAP also contracts with over 70 community partners to serve the community as cool and warm centers. These are locations where residents may come to keep their energy burden low. We find these are fruitful locations to provide UA information to customers who are often there because the energy burden is so high.</p>
----------	------------	---	---

NO	What information would you need to make such outreach possible? Be as specific as possible →
-----------	--

2.6 Outreach to Households with Very Young Children

List and describe the methods you use to reach out to families with young children. Use as much space as you need and be as specific as possible (refer to the table below for guidance):

1. We participate in back to school resource fairs where we provide information about the utility assistance program.
2. The CSBG program at CAP holds a Holiday Bicycle program for children. Each applicant family is provided information about CAP services, including utility assistance.
3. The CSBG program at CAP purchases “back to school” resource backpacks with school supplies. We place the utility assistance and weatherization flyers in the backpacks. These backpacks are distributed to elementary school aged children in Riverside County through partner agencies.

INSTEAD OF SAYING . . .	YOU MIGHT SAY . . .
<i>“Brochures & Flyers”</i>	<i>“We coordinate with approximately 10 local day-care providers and ask them to provide our LIHEAP brochure to their clients.”</i>
<i>“Radio spots”</i>	<i>“At the beginning of the school year, we purchase spots on our local radio station, with a “Back to School” message, letting listeners know that they may be eligible to apply for LIHEAP services.”</i>

2.7 Outreach to Individuals with Disabilities

List and describe the methods you use to reach out to individuals with disabilities. Use as much space as you need and be as specific as possible:

1. N/A
- 2.
- 3.

2.8 Outreach to Frail Older Individuals

List and describe the methods you use to reach out to frail older individuals. Use as much space as you need and be as specific as possible:

1. We have a strong partnership with the Riverside County Office on Aging because we coordinate weatherization services with their home rehabilitation team. Because of this relationship, we also cross-refer clients to each of our respective programs.
- 2.
- 3.

REACHING OUT TO HOUSEHOLDS WHO SPEAK LANGUAGES OTHER THAN ENGLISH

2.9 Outreach to Non-English Speakers

Describe the methods your agency uses to identify non-English languages spoken by the low-income population in your service territory and your outreach efforts to people speaking those languages:

LIST THE LANGUAGES IDENTIFIED:	HOW DOES YOUR AGENCY PERFORM OUTREACH TO THOSE WHO SPEAK THIS LANGUAGE?	LIST THE SPECIFIC OUTREACH MATERIALS YOUR AGENCY MAKES AVAILABLE IN THIS LANGUAGE.	HOW MANY STAFF MEMBERS ASSIST WITH OUTREACH FOR THIS LANGUAGE?
Spanish	We have bilingual outreach staff at all events	Energy services applications, Energy services flyers and brochures, website in multiple languages	5

CHALLENGING POPULATIONS TO REACH

Depending on your service territory’s geography and demographics, there may be groups you find challenging to reach as effectively as you’d like. Examples of such populations might include:

- Geographically remote communities

- Cultural or religious communities who are not open to outside influence
- Speakers of certain languages
- *(Note: please save any tribal outreach challenges for Part 6, the Tribal Programs and Outreach Section of this plan)*

2.10 Challenging Populations

Identify the populations you would like to be reaching out to in greater numbers:

LIST THE SPECIFIC POPULATION (E.G., CITY OF XYZ, HMONG COMMUNITY, ETC.)	DESCRIBE THE CHALLENGES OF REACHING THIS POPULATION
DEAF and Hearing Impaired population	Communication
Recently Incarcerated or other justice involved	This population typically lacks support resources and is difficult to reach through traditional outreach channels

PART 3 - COORDINATION

Coordination is the focus of LIHEAP Assurance 4 and requires the following: *coordinate its activities under this title with similar and related programs administered by the Federal Government and such State, particularly low-income energy-related programs under subtitle B of title VI (relating to community services block grant program), under the supplemental security income program, under part A of title IV of the Social Security Act, under title XX of the Social Security Act, under the low-income weatherization assistance program under title IV of the Energy Conservation and Production Act, or under any other provision of law which carries out programs which were administered under the Economic Opportunity Act of 1964 before the date of the enactment of this Act.*

3.1 Coordination with Federal Programs

In the table below, enter an “X” to indicate which (if any) federal programs your agency coordinates with LIHEAP, and describe HOW they are coordinated:

“X” ↓	PROGRAM	DESCRIBE HOW YOU COORDINATE THIS PROGRAM WITH LIHEAP
X	CSBG	CAP Riverside is LIHEAP and CSBG sponsor for the County of Riverside. Our teams share office space and participate in agency-wide meetings where the focus is on developing strategies to leverage client interactions for both programs. Energy services and CSBG services are designed to cross-refer to each other at each customer interaction. For example, we share lobby space and client service areas with the VITA program. When a client comes in for tax services, we talk to them about LIHEAP while they are waiting. We also rely on the CSBG Community Action Commission to help drive programming and outreach strategies in hard-to-reach low-income communities.
	CalWORKS (prev TANF)	We are a host for CalWorks Welfare to work participants. CalWorks participants work at CAP and are encouraged to apply for all CAP services, especially Energy Services.
	CalFresh	
	DOE	When we have DOE funding, we always make sure the client is given the opportunity to request utility assistance since it is the same application process.
	SSI	

3.2 LIHEAP Coordination with Programs Your Agency Operates

In addition to coordinating with federal programs, your agency likely operates other programs designed to assist low-income customers. In the table below, enter an “X” to indicate if your agency operates the named program, then provide a brief description, AND explain how the program is coordinated with LIHEAP:

X	PROGRAM	BRIEFLY DESCRIBE THE PROGRAM	IF YOU COORDINATE THIS PROGRAM WITH LIHEAP, EXPLAIN THE COORDINATION PROCESS BELOW (IF YOU DON'T COORDINATE WITH LIHEAP, ENTER “N/A”)
Examples:			
X	<i>Homeless Shelter</i>	<i>100 bed homeless shelter for women and children</i>	N/A

X	After-School Programs	M – F, 3p – 6pm for students in grades K - 6	When registering, provide LIHEAP handouts to parents/caregivers
	Affordable Housing/Section 8		
	Homeless Shelter		
	Mental Health Housing		
	Mental Health Programs/Services		
	Head Start		
	Charter Schools		
	Child Development Centers and State Preschools		
	After-School Programs		
	Food Bank		
	WIC or Nutrition Programs (e.g., Meals on Wheels, Senior Food Delivery, etc.)		
	Employment Training		
	One Stop Center		
	Computer Training Programs	x	All participants in the tech for success program are provided LIHEAP information
	Computer Access		
	Youth Job Training		
	Youth Crisis Services		
	Family Counseling		
	Parenting Classes		

Covered California		
Tax Services (EITC)	X	All VITA tax clients are given information about LIHEAP.
Court Appointed Special		
Transportation Services		
Workforce Development		
Visiting Nurses for Seniors		
Income Management/Asset Building Classes	X	All savings for success participants are provided information about LIHEAP
Healthy Living Programs (e.g., Community gardens, bike programs, safe routes to school, etc.)		
Others:		

3.3 LIHEAP Coordination with Programs Your Agency Operates

Similarly, your LIHEAP contract requires that you “refer all potentially eligible applicants, including HEAP applicants, to the LIHEAP Weatherization Program, ECIP EHCS, CARE/RRP, DOE, or other energy or conservation programs.” Please check in the table below if your agency operates the named program, provide a brief description and explain how the program is coordinated with LIHEAP:

“X”	PROGRAM	EXPLAIN BELOW, HOW YOU REFER ALL POTENTIALLY ELIGIBLE APPLICANTS TO THE NAMED PROGRAMS. FOR EACH PROGRAM, INDICATE BELOW IF YOU
-----	---------	---

↓		USE A WRITTEN DOCUMENT, A VERBAL REFERRAL, ETC, AND DESCRIBE THAT COMMUNICATION.
	LIHEAP Wx	All applicants are provided the WX forms with their application. All in-person appointments and walk-ins are asked if they are interested in the WX program. For everyone who is interested in WX, the LIHEAP crew copies the entire utility assistance application and provides it to the WX crew to follow up/process.
	ECIP EHCS	All applicants are provided the WX forms with their application. All in-person appointments and walk-ins are asked if they are interested in the WX program. For everyone who is interested in WX, the LIHEAP crew copies the entire utility assistance application and provides it to the WX crew to follow up/process.
	CARE/Reduced Rate Programs	We have CARE forms available in our lobbies for applicants to use. We mention to the applicant about the CARE program if we notice they do not have CARE credit on their utility bill.
	DOE	All applicants are provided the WX forms with their application. All in-person appointments and walk-ins are asked if they are interested in the WX program. For everyone who is interested in WX, the LIHEAP crew copies the entire utility assistance application and provides it to the WX crew to follow up/process
	"other energy or conservation programs"	

PART 4 - ASSURANCE 16

Helping households reduce their need for LIHEAP assistance is the focus of the Assurance 16 and requires the following: *use up to 5 percent of such funds, at its option, to **provide services that encourage and enable households to reduce their home energy needs and thereby the need for energy assistance**, including needs assessments, counseling, and assistance with energy vendors, and report to the Secretary concerning the impact of such activities on the number of households served, the level of direct benefits provided to those households, and the number of households that remain unserved.*

4.1 Needs Assessment

The LIHEAP contract requires you to *“conduct a needs assessment for each client who submits an application that shall include computing the energy burden of each applicant’s household and prioritizing households in accordance with Agency’s Local Plan . . .”*

Besides the contractually required items (computing energy burden and applying priority points), explain other tasks (if any) your agency undertakes to determine an applicant’s need for LIHEAP services:

None

4.2 Client Energy Education

The LIHEAP contract requires you to “provide all recipients of energy assistance . . . with applicable energy conservation information. . . Contractor shall include the following: Information regarding the importance of applying for energy assistance prior to falling behind in utility payments and information concerning various utility company budget payment plan(s) and other forms of energy assistance offered within the State; Written information that describes energy-saving behavioral adjustments that will decrease the energy consumption of the household . . . “

4.3 Providing Utility Information (Part 1)

Describe how you provide all recipients of energy assistance with “information regarding the importance of applying for energy assistance prior to falling behind in utility payments.” Is this information provided in writing or is it conveyed to the recipient verbally?

Under normal circumstances CAP Riverside promotes this message at all outreach events as well as through our community partners, such as the utility vendors. We also communicate this message to all appointment and walk-ins to our offices. This message is communicated verbally.

If the information is included in writing, include the exact language below:

--

If the information is conveyed verbally, describe at what point in your process the information is conveyed:

Outreach events, community partners, utility vendors
--

4.4 Providing Utility Information (Part 2)

Describe how you provide all recipients of energy assistance with “*information concerning various utility company budget payment plan(s) and other forms of energy assistance offered within the State.*” Is this information provided in writing or is it conveyed to the recipient verbally?

At this point we promote the CARE program by having applications available in our customer service lobbies. We also have an MOU to collect applications for ratepayers for the largest municipal utility provider in the county, Riverside Public Utilities.

If the information is included in writing, include the exact language below:

If the information is conveyed verbally, describe at what point in your process the information is conveyed:

During intake at community events, appointments, and walk-ins - - we communicate the opportunity to enroll in CARE or payment plans. We also promote the message on our recorded phone message for applicants to contact their provider to inquire about payment plans and other programs.

Information about other programs that may be helpful, such as CARE / FERA / Med Baseline and Level Pay is also in our Financial and Energy assistance brochure that clients receive.

4.5 Providing Energy-Saving Information

Describe the document(s) used to provide all recipients of energy assistance with “*Written information that describes energy-saving behavioral adjustments that will decrease the energy consumption of the household.*” (e.g., three-panel brochure, flyer, multi-page booklet, etc.):

We distribute a three-panel brochure on energy and financial management

4.6 Resource Information, Budget Counseling, etc.

The LIHEAP contract requires you to provide all recipients of energy assistance with “*Resource information, referral, family, and budget counseling in order to assist clients in achieving self-sufficiency.*”

Describe how you provide all recipients of energy assistance with “Resource information, referral, family, and budget counseling.” Is this information included in a brochure or some other written document, or are recipients directed to a website for the information, etc.?

We provide Energy and Financial Management tips to save customers money in our three-panel brochure.

PART 5 - SERVICE DELIVERY

In the Service Delivery section, CSD wants to understand your process for serving UA and Weatherization clients from start to finish - that is from the point you make a CSD 43 (Intake Application) available to a potential customer to the time that client is approved or denied services. The following questions will break that process down into steps and ask for your feedback.

5.1 LIHEAP Application Availability

Use the table below to list all the ways that a potential applicant to your agency can obtain a LIHEAP application. Use the table to remind you of common methods agencies use to make applications available. If your agency uses additional methods, you can add them at the end of the table:

Enter an 'X' if you use this method ↓		Enter information to further clarify how the application is made available ↓
X	DOES YOUR AGENCY PROVIDE LIHEAP APPLICATIONS IN THIS WAY?	IF SO, EXPLAIN BELOW:
X	Operators are available to take application requests. <i>List the phone number(s) →</i> <i>(Note: Reader may refer to Section 1.4 for actual days and time operators are available)</i>	Call center staff work Monday through Friday from 8am to 5pm. They answer questions about eligibility, how to apply, and where to get applications. They also mail applications if requested. 951-955-4900
	A message line is available on which clients may request an application to be mailed to them.	

	<p><i>List the phone number(s) →</i></p> <p><i>List days and hours message line is available →</i></p>	
X	<p>Applications may be downloaded from agency website.</p> <p><i>Enter the URL →</i></p>	<p>https://www.capriverside.org/program/utilityassistanceprogram</p>
	<p>Agency maintains and advertises a dedicated email box where potential customers can request to have applications mailed or emailed.</p> <p><i>Enter the email address →</i></p>	<p>energy@capriverside.org</p>
X	<p>Hardcopy applications are available in agency office(s) for potential customers to pick up.</p>	<p>yes</p>
X	<p>During closure, hardcopy applications are available outside (or very nearby) agency office(s).</p> <p><i>Describe the location where applications are made available →</i></p>	<p>Hardcopy versions of CAP LIHEAP/LIHWAP applications are available at Mead Valley Family Resource Center, City of Banning Community Center, Lift to Rise Palm Desert, Coachella Senior Center, Kay Cisneros Senior Center.</p>
X	<p>Agency regularly makes applications available for distribution at local utility offices.</p> <p><i>Enter the names of the utilities →</i></p>	<p>Riverside Public Utilities office on Madison Ave in Riverside, Imperial Irrigation District in Indio</p>
X	<p>Agency regularly makes applications available for distribution at local social service agencies.</p>	<p>Riverside County Office on Aging, Riverside County Child Support Services, Riverside County</p>

	<p style="text-align: center;"><i>Enter the names of the agencies →</i></p>	<p>Workforce Development, Riverside County Housing Authority</p>
	<p>Agency regularly makes applications available for distribution at local libraries.</p> <p style="text-align: center;"><i>Enter the names of the libraries →</i></p>	

Use the space below to enter other ways or places applications are made available (add more lines, if needed):

- Other: _____
- Other: _____
- Other: _____
- Other: _____
- Other: _____

5.2 Applications for Physically Infirm

The LIHEAP contract requires you to *“Provide low-income individuals who are physically infirm with the means to submit applications for HEAP and ECIP without leaving their residences.”*

Describe below how you allow the physically infirm to submit their applications:

We provide home visits to customers who cannot come to us or apply online.

5.3 Application Receipt

List below all the ways your agency allows applications to be submitted (e.g., by mail, email, fax, drop-box, in-person at office, in-person at special events, by appointment only, etc.):

LIST ALL THE ACCEPTABLE WAYS YOUR AGENCY ALLOWS APPLICATIONS TO BE SUBMITTED

(ADD MORE LINES TO THE END OF THE TABLE, IF NEEDED)

1.	24-hour drop Box at these locations – Riverside, Hemet, Desert Hot Springs, Mecca and Blythe
2.	In-person scheduled appointment at these locations - Riverside, Hemet, Desert Hot Springs, Mecca and Blythe
3.	Fax
4.	Online Portal at https://www.caliheapapply.com/
5.	Email at energy@capriverside.org
6.	
7.	
8.	

Application Handling

In this section, we'll ask how you process applications after you receive them. We've broken the process into several distinct steps, so we can better understand it.

5.4 Application Acknowledgement

Explain how you record WHEN an application was received (e.g., date stamp it, enter it into an electronic system, etc.).

Applications are entered into ServTraq as received by the COB the day after we receive them.

5.5 Application Process

CRISIS APPLICATIONS	NON-CRISIS APPLICATIONS (IF ANSWER IS THE SAME AS AT LEFT, ENTER "SAME")
➤ Explain how, and at what point, you determine an application is a crisis application:	

<p>If an application has a disconnection notice and is already disconnected or in imminent danger of being disconnected, we consider this an emergency.</p>	<p>N/A</p>
<p>➤ When a crisis application arrives to you incomplete (lacking the required documentation), describe how you inform the applicant about what is missing:</p>	<p>➤ When a non-crisis application arrives to you incomplete (lacking the required documentation), describe how you inform the applicant about what is missing:</p>
<p>We call the client to receive the missing information quickly. If we cannot get a hold of the client by phone, we will also send an email</p>	<p>We mail a deficient letter requesting the information.</p>
<p>➤ Once a crisis application is determined to be eligible, explain the steps you take to process it. Be as detailed as possible, including, but not limited to:</p> <ul style="list-style-type: none"> *The utility company is contacted to determine the current balance needed to restore service or prevent the disconnection. *The processor will complete the hand processing worksheet to determine the priority points and energy burden. *If a supplemental is required to cover the disconnection amount, the processor will fill out the supplemental request form and bring both the supplemental and hand processing sheet (along with the file) to a manager for approval. *Once approved, a pledge is made to the utility company. *The processor will enter all necessary information into ServTraq to process the application. *Award letter and client energy education material is then mailed out to the client. <p><i>(Customers are given information about all other energy programs at the time of application)</i></p>	<p>➤ Once a non-crisis application is determined to be eligible, explain the steps you take to process it. Be as detailed as possible, including, but not limited to:</p> <ul style="list-style-type: none"> *The utility company is contacted to determine the current balance. *The processor will complete the hand processing worksheet to determine the priority points and energy burden. *The processor will either proceed with a benefiting the file or denying it based on the priority points. *If a supplemental is required to cover the balance, the processor will fill out the supplemental request form and bring both the supplemental and hand processing sheet (along with the file) to a manager for approval. *Once approved, a pledge is made to the utility company. *The processor will enter all necessary information into ServTraq to process the application. *Award letter and client energy education material is then mailed out to the client.

	<i>(Customers are given information about all other energy programs at the time of application)</i>
<p><i>Did you remember to include the following things in your processes above? If not, make sure to go back and include them:</i></p> <ol style="list-style-type: none"> <i>1. Your contract requires that you “refer all potentially eligible applicants, including HEAP applicants, to the LIHEAP Weatherization Program, ECIP EHCS, CARE/RRP, DOE, or other energy or conservation programs.” Make sure your process describes when this referral occurs.</i> <i>2. Previously, in the Assurance 16 section, you described to us <u>how</u> you provide energy education, resource info, budget counseling, etc. to UA recipients. Please make sure you tell us in the processes above, <u>when</u> you provide that information.</i> 	
<p>➤ The LIHEAP contract requires that once an application is determined to be eligible for ECIP or ECIP WPO, you have 48 hours in which to make a pledge to the energy vendor. What steps do you take to ensure that 48-hour timeline is met?</p>	N/A
<p>We have designated staff who only handle crisis applications. All staff, including Call Center employees are trained to make crisis applications a top priority. We also have created relationships with our utility companies for direct points of contact to retrieve customer balance information, stop pending disconnections and to restore electric/gas services within the same business day.</p>	
<p>➤ The LIHEAP contract requires that if an applicant is determined to be in a “life-threatening situation,” you have 18 hours in which to make a pledge to the energy vendor. What steps do you take to ensure that 18-hour timeline is met?</p>	N/A
<p>(same as above)</p>	

<ul style="list-style-type: none"> ➤ If a crisis applicant does not qualify to be served, explain the method you use to let the applicant know they are denied. If there are multiple methods (e.g., in-person, phone call, mail, etc.), list all of them. 	<ul style="list-style-type: none"> ➤ If a non-crisis applicant does not qualify to be served, explain the method you use to let the applicant know they are denied. If there are multiple methods (e.g., in-person, phone call, mail, etc.), list all of them.
<p>We will reach out to the customer first by phone. If we are unable to reach them, we try by email. All customers will still receive a denial letter by mail.</p>	<p>All customers will receive a denial letter by mail.</p>
<ul style="list-style-type: none"> ➤ If a crisis applicant qualifies to be served, but cannot be served because of high demand or some other reason, does your agency "rollover" their application for future consideration? ➤ If no, enter "No." ➤ If yes, explain your process for rolling crisis applications over. 	<ul style="list-style-type: none"> ➤ If a non-crisis applicant qualifies to be served, but cannot be served because of high demand or some other reason, does your agency "rollover" their application for future consideration? ➤ If no, enter "No." ➤ If yes, explain your process for rolling applications over.
<p>NO</p>	<p>NO</p>

5.6 Planned Closures and Handling Crisis Applications

In Part 1 of this plan, you were asked if your agency had any planned closures during the year longer than 3 business days.

If you listed any planned closures in Part 1, please explain how you serve clients who are experiencing an emergency/crisis during those periods your office is closed.

5.7 Additional Information: Crisis vs. Non-Crisis Application Handling

Is there anything we failed to ask about how you handle a crisis application differently from a non-crisis application? If so, describe below:

5.8 Additional Information: Anything We Forgot to Ask?

Our goal is for CSD to have a clear and thorough understanding of the procedures your agency takes to process LIHEAP applications, according to the requirements of your contract and the needs of the client. Is there anything we failed to ask about how you accept and process your applications that will assist CSD in this understanding? If so, describe below:

ENERGY CRISIS INTERVENTION PROGRAM (ECIP)

5.9 Crisis Services Provided

Enter an 'X' if you provide the listed crisis services ↓		If you DO NOT provide the crisis service, explain why you don't ↓
X	ECIP WPO	
X	ECIP Heating	
X	ECIP Cooling	
X	ECIP Water Heating	
X	ECIP Fast Track	

5.10 Seasonal Crisis Services

The contract states that, “Contractor shall provide crisis services and activities to the low-income community within its service area through at least March 15 . . .”

After March 15, what does your agency do with funds reserved for this purpose that have not been expended (check all that apply):

“X”	
↓	
x	Provide heating assistance
x	Provide cooling assistance
x	Provide Weatherization assistance
x	Provide crisis assistance throughout the program year

PART 6 - TRIBAL OUTREACH AND PROGRAMS

To assist with completing this section, please refer to Attachment 1: Directory of Tribes. This directory lists all of the recognized federal tribal organizations, by LSP.

6.1 Copy and Paste Tribes in Your Service Territory

Step 1: Go to Attachment 1 at the end of this document

Step 2: Find your agency in the far-left column

← If Attachment 1 lists no federally recognized tribes for your agency, enter an X at left and skip to Part 7 of this plan.

Step 3: In the Directory of Tribes, copy the 5 columns and all the rows that contain information on your agency’s federally recognized tribes

Step 4: Return to this page

Step 5: Highlight the star (★) that appears directly below the table below

Step 6: "Paste" the information you copied in Step 3

Federally Recognized Tribes

NCIDC = Northern CA Indian Development Council (NCIDC.org) / SIHC = Southern Indian Health Council (SIHC.org)

Agency	Tribe/Location	County/ Service Area	Directly Funded LIHEAP Services	Directly Funded Wx
RIVERSIDE	Agua Caliente Band of Cahuilla Indians of Agua Caliente Indian Reservation, California, Palm Springs, CA 92264	Riverside		
	Augustine Band of Cahuilla Indians, California, Coachella, CA 92236	Riverside		
	Cabazon Band of Mission Indians, California, Indio, CA 92203	Riverside		
	Cahuilla Band of Mission Indians of Cahuilla Reservation, California, Anza, CA 92539	Riverside		
	Colorado River Indian Tribes of the Colorado River Indian Reservation, Parker AZ 85344 (Lands in Riverside and San Bernardino)	Riverside		
	Morongo Band of Mission Indians, California, Banning, CA 92220	Riverside		
	Pechanga Band of Luiseno Mission Indians of the Pechanga Reservation, California, Temecula, CA 92593	Riverside		
	Ramona Band of Cahuilla, California, Anza 92539	Riverside		
	Santa Rosa Band of Cahuilla Indians, California, Anza, CA 92539	Riverside		

	Soboba Band of Luiseno Indians, California, San Jacinto, CA 92581	Riverside		
	Torres Martinez Desert Cahuilla Indians, California, Thermal, CA 92274	Riverside		
	Twenty-Nine Palms Band of Mission Indians of California, Coachella, CA 92236	Riverside		

6.2 Other Tribes?

Does the list above, the one you just pasted in, contain all of the local, federally-recognized tribes you’re aware of? If not and our list is incomplete, or if you work with other tribes, please type tribe names in below (add more lines if needed):

6.3 Outreach to Tribal Organizations

HHS expects LIHEAP recipients to conduct outreach to tribal organizations that do not receive LIHEAP funds directly or do not provide the full complement of LIHEAP services

6.3.1 Describe below how your agency determines which tribal organizations in your service territory do not provide the full complement of LIHEAP services and, therefore, require LIHEAP outreach:

Unknown - - I will have to do some additional research on this.

6.3.2 Complete the table below to describe the tribes you outreach to and the impact of that outreach:

ENTER TRIBE NAME	FOR EACH TRIBE LISTED, INDICATE YOUR LEVEL OF LIHEAP OUTREACH AND OUTCOMES WITH AN “X” ↓

	OUTREACH BUT NO RESPONSE FROM TRIBE	OUTREACH AND PROVIDE OCCASIONAL LIHEAP SERVICES	OUTREACH AND PROVIDE REGULAR LIHEAP SERVICES	MOU IN PLACE

6.3.3 List specific challenges your Agency faces in outreaching to local tribal organizations.

Specific Outreach Challenge	Ideas for Addressing the Challenge
unknown	

6.4 Assuming your agency performs outreach to tribal organizations, describe how you coordinate LIHEAP services with those organizations.

PART 7 - WEATHERIZATION SERVICES

7.1 Weatherization Staff

DOES YOUR AGENCY HAVE IN-HOUSE WEATHERIZATION STAFF? →		YES	x	NO
--	--	-----	----------	----

7.2 Specialty Subcontracting

Indicate which (if any) specialty services for which you subcontract (enter specialties not listed, and add notes, if needed, to clarify):

SPECIALTY	ALWAYS "X" ↓	NEVER "X" ↓	OCCASSIONALLY "X" ↓	NOTES:
HVAC	X			
Water Heating	X			
Windows	X			
Glass only	X			
Electrical	X			
Appliances	X			
Insulation	X			

7.3 Weatherization Prioritization

Describe how you prioritize your Wx applicants:

We review the application and apply our priority points.

7.4 Waiting Lists

Do you typically have a waiting list for Wx? If so, please describe how you manage it.

Yes, we always have a waiting list for WX services. We serve the applications in chronological order who have a priority point score of 35 points or higher. If we exhaust those applications then we will lower the priority points and pull files in chronological order (oldest to newest) with the lower points.

7.5 Weatherization Challenges

Briefly discuss your biggest challenges with fulfilling Wx.

For example: Do they have to do with housing type in your area? Customers not being home? Staff turnover or lack of trained staff? Travel distance? Performing audits? Etc.

It is very difficult to find reliable, good quality subcontractors who are willing to take on these types of contracts and do this work for the level of compensation.

PART 8 - UTILITY ASSISTANCE IMPLEMENTATION PLAN

This information is intended to help CSD understand how your agency applies its Priority Plan, and ensure that federal requirements for prioritization are met.

8.1 Application of Priority Points

Does your agency apply your priority plan points to assess every application for Utility Assistance benefits?

“X”	
↓	
	YES
	NO*
x	VARIES*

*If you answered “No” or “Varies,” explain below why your agency does not apply priority points to every application or why the application of priority points varies:

When the demand exceeds the resources available - - or we anticipate it will due to application patterns - - we begin using the priority points to preserve the UA and WX benefits to the most vulnerable members of the community.

8.2 Minimum Point Threshold

Does your agency apply a minimum point threshold for the following programs, denying those who fall below?

If you answered "yes," enter your minimum point threshold, by program. If "varies," please explain.

PROGRAM	YES If YES, enter min. pts. ↓	NO ↓	VARIES *	*If you answered "Varies," explain below why and how it varies:
HEAP	24		X	WE RESTRICT THE UA BENEFITS TO THOSE WHO HAVE 24 POINTS AND ABOVE WHEN FUNDING IS LIMITED (AKA DEMAND EXCEEDS FUNDS AVAILABLE)
Fast Track		X		FT FOR DISCONNECTION OR IMMINENT DISCONNECTION BYPASSES THE PRIORITY POINT RESTRICTIONS
HEAP/WPO	24		X	WE RESTRICT THE WPO BENEFITS TO THOSE WHO HAVE 24 POINTS AND ABOVE WHEN FUNDING IS LIMITED (AKA DEMAND EXCEEDS FUNDS AVAILABLE)
ECIP/WPO		X		WHEN A CUSTOMER IS OUT OR NEARLY OUT OF PROPANE, WE WILL BYPASS THE PRIORITY POINT RESTRICTIONS BECAUSE OF THE EMERGENCY.

8.3 Minimum Energy Burden

Does your agency apply a minimum energy burden for the following programs, denying those who fall below?

If you answered "yes," enter your minimum energy burden, by program. If "varies," please explain.

PROGRAM	YES If YES, enter min. E burden ↓	NO ↓	VARIES*	*If you answered "Varies," explain below why and how it varies:
HEAP		X		
Fast Track		X		
HEAP/WPO		X		
ECIP/WPO		X		

8.4 Life Threatening Emergencies

Does your agency give first priority to households whose members have a "life-threatening emergency."

"X" ↓	
	YES
	NO
X	VARIES*

*If you answered "Varies," explain below why and how it varies:

Management will review specific life-threatening cases and make the determination to escalate applicants in the queue. These are typically medical emergencies, such as cancer patients or oxygen dependent patients.

8.5 Allocation Cycle

Does your agency prioritize or serve applicants based on their priority points, from highest points to lowest, until all funds are expended. If yes, at what interval does your agency prioritize?

	YES	NO	VARIES *	*If you answered "Varies," explain below why and how it varies:
Daily		X		
Weekly		X		
Monthly		X		
Other		X		

8.6 Application "Rollover"

If an applicant qualifies to be served but cannot be served because of high demand or some other reason, does your agency "rollover" their application for future consideration?

"X"	
↓	
	YES
x	NO*
	VARIES*

*If you answered "No" or "Varies," explain below how you handle qualified applications that cannot be served:

Written denial with an invitation to reapply when we receive additional funding.

PART 9 - DOCUMENTS TO EMAIL TO SUPPORT 2023 LOCAL PLAN

In the remote work environment that we are in, CSD is asking agencies to scan and attach the supporting documentation to their local plan. This includes copies of various contractually required documents used for outreach, budget counseling, etc., so we can review them to ensure compliance.

ATTACHMENT 1: DIRECTORY OF TRIBES

Federally Recognized Tribes

NCIDC = Northern CA Indian Development Council (NCIDC.org) / SIHC = Southern Indian Health Council (SIHC.org)

Agency	Tribe/Location	County/ Service Area	Directly Funded LIHEAP Services	Directly Funded Wx
ATCAA	Chicken Ranch Rancheria of Me-Wuk Indians of CA, Jamestown CA lone	Tuolumne		
	lone Band of Miwok Indians of California, Plymouth, CA 95669	Amador	X (via NCIDC)	
	Jackson Rancheria of Me-Wuk Indians of California, Jackson, CA 95642	Amador		
	Tuolumne Band of Me-Wuk Indians of the Tuolumne Rancheria of California, Tuolumne, CA 95379	Tuolumne		
BUTTE	Berry Creek Rancheria of Maidu Indians of California, Oroville, CA 95966	Butte	X	
	Enterprise Rancheria of Maidu Indians of California, Oroville, CA 95966	Butte	X	
	Mechoopda Indian Tribe of Chico Rancheria, California, Chico, CA 95926	Butte	X (via NCIDC)	
	Mooretown Rancheria of Maidu Indians of California, Oroville, CA 95966	Butte	X	Wx
CCES	N/A			
CONTRA COSTA	N/A			
CRP	Buena Vista Rancheria of Me-Wuk Indians of California, Sacramento, CA 95811	Sacramento		
	Wilton Rancheria, Elk Grove, CA 95758	Sacramento		
CSET	Tule River Indian Tribe of the Tule River Reservation, California, Porterville, CA 93258	Tulare		
CUI	Campo Band of Diegueño i Mission Indians of the Campo Indian Reservation, California, Campo, CA 91606	San Diego	X (via SIHC)	

Federally Recognized Tribes

NCIDC = Northern CA Indian Development Council (NCIDC.org) / SIHC = Southern Indian Health Council (SIHC.org)

Agency	Tribe/Location	County/ Service Area	Directly Funded LIHEAP Services	Directly Funded Wx
	Captain Grande Band of Diegueño Mission Indians of California (Barona Group of Captain Grande Band of Mission Indians of the Barona Reservation, California; Viejas (Baron Long) Group of Captain Grande Band of Mission Indians of the Viejas Reservation, California), Lakeside, CA 92040	San Diego	X (via SIHC)	
	California: Viejas (Barona Long) Group of Captain Grande Band of Mission Indians of the Viejas Reservations, California, Alpine, CA 91903	San Diego	X (via SIHC)	
	Ewiiapaayp Band of Kumeyey Indians of California, Alpine, CA 91901	San Diego	X (via SIHC)	
	Lipay Nation of Santa Ysabel, California, Santa Ysabel, CA 92070	San Diego		
	Inaja Band of Diegueño Mission Indians of the Inaja and Cosmit Reservation, California, Escondido, CA 92025	San Diego		
	Jamul Indian Village of California, Jamul, CA 91935	San Diego	X (via SIHC)	
	La Jolla Band of Luiseno Indians, California, Pauma Valley, CA 92061	San Diego		
	La Posta Band of Diegueño Mission Indians of the La Posta Indian Reservation, California, Boulevard, CA 91905	San Diego	X (via SIHC)	
	Los Coyotes Band of Cahuilla & Cupeno Indians, California, Warner Springs, CA 92086	San Diego	X (via SCTCA)	Wx (via SCTCA)
	Manzanita band of Diegueño Mission Indians of the Manzanita Reservation, California, Boulevard, CA 91905	San Diego	X (via NCIDC & SIHC)	Wx (via SCTCA)
	Mesa Grande Band of Diegueño Mission Indians of the Mesa Grande Reservation, California, Santa Ysabel, CA 92070	San Diego	X (via SCTCA)	Wx (via SCTCA)

Federally Recognized Tribes

NCIDC = Northern CA Indian Development Council (NCIDC.org) / SIHC = Southern Indian Health Council (SIHC.org)

Agency	Tribe/Location	County/ Service Area	Directly Funded LIHEAP Services	Directly Funded Wx
	Pala Band of Luiseno Mission Indians of the Pala Reservation, California, Pala, CA 92059	San Diego		Wx (via SCTCA)
	Pauma Band of Luiseno Mission Indians of the Pauma & Yuima Reservation, California, Pauma Valley, CA 92061	San Diego		Wx (via SCTCA)
	Quechan Tribe, Yuma, AZ 85366	Imperial		
	Rincon Band of Luiseno Mission Indians of the Rincon Reservation, California, Valley Center, CA 92082	San Diego	X (via SCTCA)	Wx (via SCTCA)
	San Pasqual Band of Diegueño Mission Indians of California, Valley Center, CA 92082	San Diego	X (via NCIDC)	Wx (via SCTCA)
	Sycuan Band of the Kumeyaay Nation, El Cajon, CA 92019	San Diego	X (via SIHC)	
CVOC	N/A			
DEL NORTE	Elk Valley Rancheria, California, Crescent City, CA 95531	Del Norte	X (via NCIDC)	
	Resighini Rancheria, California, Klamath, CA 95548	Del Norte	X (via NCIDC)	
	Tolowa Dee-ni' Nation (formerly known as Smith River Rancheria), California, Smith River, CA 95567	Del Norte		
	Yurok Tribe of the Yurok Reservation, California, Klamath, CA 95548	Del Norte	X	
EL DORADO	Shingle Springs Band of Miwok Indians, Shingle Springs Rancheria (Verona Tract), California, Shingle Springs, CA 95682	El Dorado		
	Washoe Tribe of Nevada and California, Garnerville, NV 89410	Alpine		
FRESNO	Big Sandy Rancheria of Western Mono Indians of California, Auberry, CA 93602	Fresno	X (via NCIDC)	

Federally Recognized Tribes

NCIDC = Northern CA Indian Development Council (NCIDC.org) / SIHC = Southern Indian Health Council (SIHC.org)

Agency	Tribe/Location	County/ Service Area	Directly Funded LIHEAP Services	Directly Funded Wx
	Cold Springs Rancheria of Mono Indians of California, Tollhouse, CA 93667	Fresno	X (via NCIDC)	
	Table Mountain Rancheria of California, Friant, CA 93626	Fresno		
GLENN	Cachil DeHe Band of Wintun Indians of the Colusa Indian Community of the Colusa Rancheria, California, Colusa, CA 95932	Colusa	X (via NCIDC)	
	Cortina Indian Rancheria of Wintun Indians of California, Williams, CA 95987	Colusa	X (via NCIDC)	
	Grindstone Indian Rancheria of Wintun-Wailaki Indians of California, Elk Creek, CA	Glenn	X (via NCIDC)	
	Paskenta Band of Nomlaki Indians of California, Orland, CA 95963	Glenn		
GNS	Karuk Tribe, Happy Camp, CA 96039	Siskiyou	X	
	Quartz Valley Indian Community of the Quartz Valley Reservation of California, Fort Jones, CA 96032	Siskiyou	X	
IMACA	Big Pine Paiute Tribe of the Owens Valley, Big Pine, CA 93513	Inyo	X (via NCIDC)	
	Bishop Paiute Tribe, Bishop, CA 93514	Inyo	X	
	Bridgeport Indian Colony, Bridgeport, CA 93517	Mono	X (via NCIDC)	
	Death Valley Timbi-sha Shoshone Tribe, Bishop, CA 93515	Inyo		
	Fort Independence Indian Community of Paiute Indians of the Fort Independence Reservation, California, Independence, CA 93526	Inyo	X (via NCIDC)	
	Lone Pine Paiute-Shoshone Tribe, Lone Pine, CA 93545	Inyo	X (via NCIDC)	

Federally Recognized Tribes

NCIDC = Northern CA Indian Development Council (NCIDC.org) / SIHC = Southern Indian Health Council (SIHC.org)

Agency	Tribe/Location	County/ Service Area	Directly Funded LIHEAP Services	Directly Funded Wx
	Utu Utu Gwaitu Paiute Tribe of the Benton Paiute Reservation, California, Benton, CA	Mono	X (via NCIDC.)	
KERN	Tejon Indian Tribe, Bakersfield, CA 93309	Kern		
KINGS	Santa Rosa Indian Community of the Santa Rosa Rancheria, Lemoore, CA 93245	Kings		
LASSEN	Susanville Indian Rancheria, California, Susanville, CA 96130	Lassen		
LONG BEACH	N/A			
MAAC	Ewiiapaayp Band of Kumeyey Indians of California, Alpine, CA 91901	San Diego		Wx (via SCTCA)
	Sycuan Band of the Kumeyaay Nation, El Cajon, CA 92019	San Diego		Wx (via SCTCA)
MADERA	North Fork Rancheria of Mono Indians of California, North Fork, CA 93643	Madera		
	Picayune Rancheria of Chuckchansi Indians of California, Coarsegold, CA 93614	Madera	X (via NCIDC)	
MARAVILLA	N/A			
MARIN	N/A			
MARIPOSA*	N/A			
MERCED	N/A			
NCES	Big Valley Band of Pomo Indians of the Big Valley Rancheria, California, Lakeport, CA 95453	Lake	X (via NCIDC)	
	Cahto Tribe of the Laytonville Rancheria, Laytonville, CA 95454	Mendocino	X (via NCIDC)	
	Cloverdale Rancheria of Pomo Indians of California, Cloverdale, CA 95425	Sonoma		

Federally Recognized Tribes

NCIDC = Northern CA Indian Development Council (NCIDC.org) / SIHC = Southern Indian Health Council (SIHC.org)

Agency	Tribe/Location	County/ Service Area	Directly Funded LIHEAP Services	Directly Funded Wx
	Coyote Valley Band of Pomo Indians of California, Redwood Valley, CA 95470	Mendocino	X	
	Dry Creek Rancheria Band of Pomo Indians, California, Geyserville, CA 95441	Sonoma	X (via NCIDC)	
	Elem Indian Colony of Pomo Indians of the Sulphur Bank Rancheria, California, Lower Lake, CA 95457	Lake	X (via NCIDC)	
	Federated Indians of Graton Rancheria, California, Rohnert Park, CA 94928	Sonoma	X (via NCIDC)	
	Guidiville Rancheria of California, Ukiah, CA 95481	Mendocino	X (via NCIDC)	
	Habematolel Pomo of Upper Lake, California, Upper Lake, CA 95845	Lake		
	Hopland Band of Pomo Indians, California, Hopland, CA 95449	Mendocino	X	
	Kashia Band of Pomo Indians of the Stewarts Point Rancheria, California, Santa Rosa, CA	Sonoma		
	Koi Nation of Northern California, Santa Rosa, CA 95402	Sonoma		
	Lytton Rancheria of California, Santa Rosa, CA 95403	Sonoma	X (via NCIDC)	
	Manchester Band of Pomo Indians of the Manchester Rancheria, California, Port Arena, CA 95468	Mendocino	X (via NCIDC)	
	Middletown Rancheria of Pomo Indians of California, Middletown, CA 95461	Lake		
	Pinoleville Pomo Nation, California, Ukiah, CA 95482	Mendocino	X	Wx
	Potter Valley Tribe, California, Ukiah, CA 95482	Mendocino	X (via NCIDC)	

Federally Recognized Tribes

NCIDC = Northern CA Indian Development Council (NCIDC.org) / SIHC = Southern Indian Health Council (SIHC.org)

Agency	Tribe/Location	County/ Service Area	Directly Funded LIHEAP Services	Directly Funded Wx
	Redwood Valley or Little River Band of Pomo Indians of the Redwood Valley Rancheria, California, Redwood Valley, CA 95470	Mendocino	X	
	Robinson Rancheria Band of Pomo Indians, CA, Nice, CA 95464	Lake	X (via NCIDC)	
	Round Valley Indian Tribes, Round Valley Reservation, California, Covelo, CA 95428	Mendocino	X, X (via NCIDC)	
	Scotts Valley Band of Pomo Indians of California, Lakeport, CA 95433	Lake		
	Sherwood Valley Rancheria of Pomo Indians of California, Willits, CA 95490	Mendocino	X	
	Yocha Dehe Wintun Nation, California, Brooks, CA 95606	Yolo		
ORANGE	N/A			
PACE	N/A			
PLUMAS	Greenville Rancheria, Greenville, CA 95947	Plumas	X (via NCIDC)	
PROJECT GO	United Auburn Indians Community of the Auburn Rancheria of California, Auburn, CA 95603	Placer		
REDWOOD	Bear River Band of the Rohnerville Rancheria, California, Loleta, CA 95551	Humboldt	X (via NCIDC)	
	Big Lagoon Rancheria, California, Trinidad, CA 95570	Humboldt		
	Blue Lake Rancheria, California, Blue Lake, CA 95525	Humboldt	X (via NCIDC)	
	Cher-Ae Heights Indian Community of the Trinidad Rancheria, California, Trinidad, CA 95570	Humboldt		
	Hoopa Valley Tribe, California, Hoopa, CA 95546	Humboldt	X	

Federally Recognized Tribes

NCIDC = Northern CA Indian Development Council (NCIDC.org) / SIHC = Southern Indian Health Council (SIHC.org)

Agency	Tribe/Location	County/ Service Area	Directly Funded LIHEAP Services	Directly Funded Wx
	Wiyot Tribe, California, Loleta, CA 95551	Humboldt		
SACRED HEART	N/A			
RIVERSIDE	Agua Caliente Band of Cahuilla Indians of Agua Caliente Indian Reservation, California, Palm Springs, CA 92264	Riverside		
	Augustine Band of Cahuilla Indians, California, Coachella, CA 92236	Riverside		
	Cabazon Band of Mission Indians, California, Indio, CA 92203	Riverside		
	Cahuilla Band of Mission Indians of Cahuilla Reservation, California, Anza, CA 92539	Riverside		
	Colorado River Indian Tribes of the Colorado River Indian Reservation, Parker AZ 85344 (Lands in Riverside and San Bernardino)	Riverside		
	Morongo Band of Mission Indians, California, Banning, CA 92220	Riverside		
	Pechanga Band of Luiseno Mission Indians of the Pechanga Reservation, California, Temecula, CA 92593	Riverside		
	Ramona Band of Cahuilla, California, Anza 92539	Riverside		
	Santa Rosa Band of Cahuilla Indians, California, Anza, CA 92539	Riverside		
	Soboba Band of Luiseno Indians, California, San Jacinto, CA 92581	Riverside		
	Torres Martinez Desert Cahuilla Indians, California, Thermal, CA 92274	Riverside		
	Twenty-Nine Palms Band of Mission Indians of California, Coachella, CA 92236	Riverside		

Federally Recognized Tribes

NCIDC = Northern CA Indian Development Council NCIDC.org) / SIHC = Southern Indian Health Council (SIHC.org)

Agency	Tribe/Location	County/ Service Area	Directly Funded LIHEAP Services	Directly Funded Wx
SAN BENITO	N/A			
SAN BERNARDINO	Colorado River Indian Tribes of the Colorado River Indian Reservation, Parker AZ 85344 (Lands in Riverside and San Bernardino)	Riverside		
	Chemehuevi Indian Tribe, Havasu Lake, CA 92363	San Bernardino		
	Fort Mojave Indian Tribe of Arizona, California & Nevada, Needles, CA 92363	San Bernardino	X (via NCIDC)	
	San Manuel Band of Mission Indians, California, Highland, CA 92346	San Bernardino		
SAN FRANCISCO	N/A			
SAN JOAQUIN	California Valley Miwok Tribe, Stockton, CA 95212	San Joaquin		
SAN LUIS OBISPO	N/A			
SANTA BARBARA	Santa Ynez Band of Chumash Mission Indians of the Santa Ynez Reservation, California, Santa Ynez, CA 93460	Santa Barbara	X (via NCIDC)	
SHHIP	Pit River Tribe, California, Burney, CA 96013	Shasta	X	
	Redding Rancheria, California, Redding, CA 96001	Shasta	X	
SPECTRUM	N/A			
TEACH	Alturas Indian Rancheria, CA, Alturas, CA 96101	Modoc		
	Cedarville Rancheria, California, Alturas, CA 96101	Modoc	X (via NCIDC)	
	Fort Bidwell Indian Community of the Fort Bidwell Reservation of California, Fort Bidwell, CA 96112	Modoc	X (via NCIDC)	

Federally Recognized Tribes

NCIDC = Northern CA Indian Development Council (NCIDC.org) / SIHC = Southern Indian Health Council (SIHC.org)

Agency	Tribe/Location	County/ Service Area	Directly Funded LIHEAP Services	Directly Funded Wx
VENTURA	N/A			