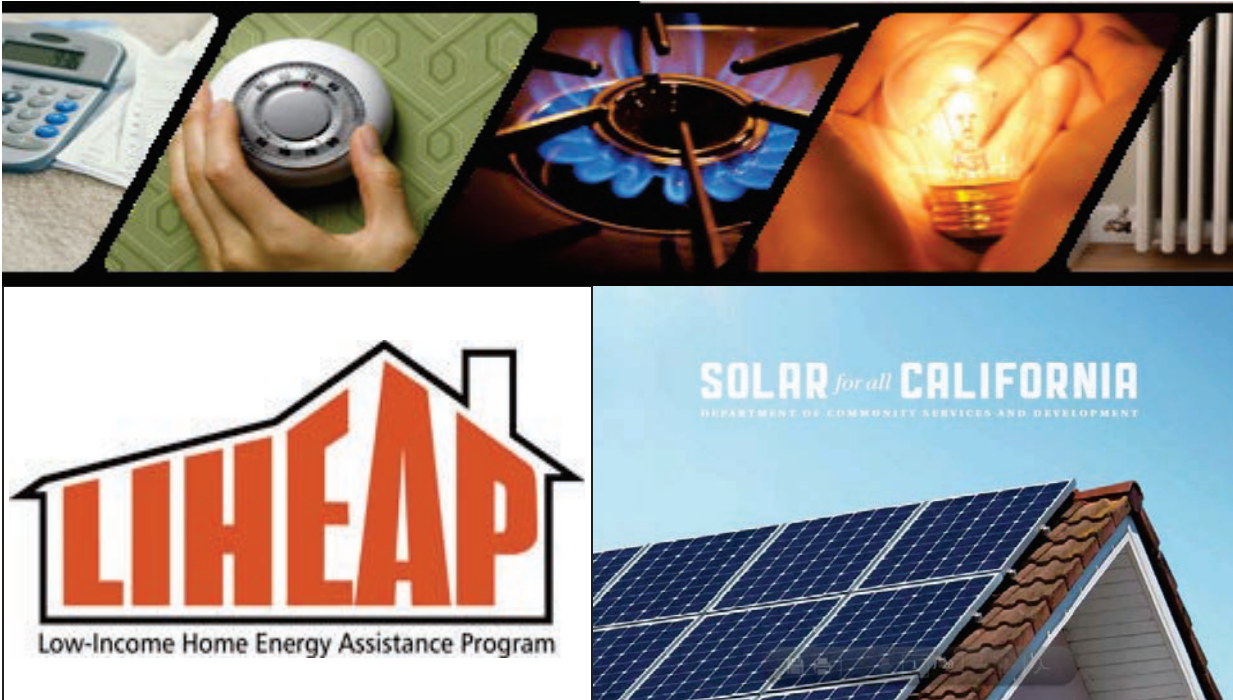




CALIFORNIA LOW INCOME HOME ENERGY ASSISTANCE PROGRAM STATE PLAN



LOW INCOME HOME ENERGY ASSISTANCE PROGRAM
Federal Fiscal Year 2024

Gavin Newsom
GOVERNOR

Mark Ghaly
SECRETARY

David Scribner
DIRECTOR

State of California
Health and Human Services Agency

Department of Community Services and Development
*U.S. Department of Health and Human Services
Administration for Children and Families
Office of Community Services*

DETAILED MODEL PLAN (LIHEAP)

Program Name: Low Income Home Energy Assistance

Grantee Name: DEPARTMENT OF COMMUNITY SERVICES & DEVELOPMENT CALIFORNIA

Report Name: DETAILED MODEL PLAN (LIHEAP) Revision # 1

Report Period: 10/01/2023 to 09/30/2024


Report Status: Submission Accepted by CO (Revision #1)

Report Sections

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Mandatory Grant Application SF-424

U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES ADMINISTRATION FOR CHILDREN AND FAMILIES		August 1987, revised 05/92,02/95,03/96,12/98,11/01 OMB Clearance No.: 0970-0075 Expiration Date: 12/31/2024	
LOW INCOME HOME ENERGY ASSISTANCE PROGRAM(LIHEAP) MODEL PLAN SF - 424 - MANDATORY			
* 1.a. Type of Submission: <input checked="" type="radio"/> Plan	* 1.b. Frequency: <input checked="" type="radio"/> Annual	* 1.c. Consolidated Application/ Plan/Funding Request? Explanation:	* 1.d. Version: <input checked="" type="radio"/> Initial <input type="radio"/> Resubmission <input type="radio"/> Revision <input type="radio"/> Update
		2. Date Received:	State Use Only:
		3. Applicant Identifier:	
		4a. Federal Entity Identifier:	5. Date Received By State:
		4b. Federal Award Identifier:	6. State Application Identifier:
7. APPLICANT INFORMATION			
* a. Legal Name: State of California			
* b. Employer/Taxpayer Identification Number (EIN/TIN): 68-0283471		* c. Organizational DUNS: 929578268	
* d. Address:			
* Street 1:	2389 GATEWAY OAKS DR., STE. 100	Street 2:	
* City:	SACRAMENTO	County:	
* State:	CA	Province:	
* Country:	United States	* Zip / Postal Code:	95833 -
e. Organizational Unit:			
Department Name: Department of Community Services and Development		Division Name: Energy and Environmental Services	
f. Name and contact information of person to be contacted on matters involving this application:			
Prefix:	* First Name: Kathy	Middle Name:	* Last Name: Andry
Suffix:	Title: LIHEAP Director	Organizational Affiliation: N/A	
* Telephone Number: 916-562-0803	Fax Number: 916-263-1406	* Email: kathy.andry@csd.ca.gov	
* 8a. TYPE OF APPLICANT: A: State Government			
b. Additional Description:			
* 9. Name of Federal Agency:			
10. CFDA Numbers and Titles		Catalog of Federal Domestic Assistance Number: 93.568	CFDA Title: Low-Income Home Energy Assistance Program
11. Descriptive Title of Applicant's Project LIHEAP provides assistance to eligible low-income households to manage and meet their immediate home heating and/or cooling needs.			
12. Areas Affected by Funding: State of California			
13. CONGRESSIONAL DISTRICTS OF:			
* a. Applicant 5		b. Program/Project: CA	
Attach an additional list of Program/Project Congressional Districts if needed.			
14. FUNDING PERIOD:		15. ESTIMATED FUNDING:	

a. Start Date: 10/01/2023	b. End Date: 09/30/2024	* a. Federal (\$): \$0	b. Match (\$): \$0
* 16. IS SUBMISSION SUBJECT TO REVIEW BY STATE UNDER EXECUTIVE ORDER 12372 PROCESS?			
a. This submission was made available to the State under the Executive Order 12372			
Process for Review on :			
b. Program is subject to E.O. 12372 but has not been selected by State for review.			
c. Program is not covered by E.O. 12372.			
* 17. Is The Applicant Delinquent On Any Federal Debt?			
<input type="radio"/> YES <input checked="" type="radio"/> NO			
Explanation:			
18. By signing this application, I certify (1) to the statements contained in the list of certifications** and (2) that the statements herein are true, complete and accurate to the best of my knowledge. I also provide the required assurances** and agree to comply with any resulting terms if I accept an award. I am aware that any false, fictitious, or fraudulent statements or claims may subject me to criminal, civil, or administrative penalties. (U.S. Code, Title 218, Section 1001) ** I Agree <input checked="" type="checkbox"/>			
** The list of certifications and assurances, or an internet site where you may obtain this list, is contained in the announcement or agency specific instructions.			
18a. Typed or Printed Name and Title of Authorized Certifying Official David Scribner, Director		18c. Telephone (area code, number and extension)	
		18d. Email Address david.scribner@csd.ca.gov	
18b. Signature of Authorized Certifying Official 		18e. Date Report Submitted (Month, Day, Year) 09/12/2023	
Attach supporting documents as specified in agency instructions.			

Section 1 - Program Components

U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES
ADMINISTRATION FOR CHILDREN AND FAMILIES

August 1987, revised 05/92,02/95,03/96,12/98,11/01
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LOW INCOME HOME ENERGY ASSISTANCE PROGRAM(LIHEAP) MODEL PLAN SF - 424 - MANDATORY

Department of Health and Human Services
Administration for Children and Families
Office of Community Services
Washington, DC 20201

August 1987, revised 05/92, 02/95, 03/96, 12/98, 11/01
OMB Approval No. 0970-0075
Expiration Date: 12/31/2023

THE PAPERWORK REDUCTION ACT OF 1995 (Pub. L. 104-13) Use of this model plan is optional. However, the information requested is required in order to receive a Low Income Home Energy Assistance Program (LIHEAP) grant in years in which the grantee is not permitted to file an abbreviated plan. Public reporting burden for this collection of information is estimated to average 1 hour per response, including the time for reviewing instructions, gathering and maintaining the data needed, and reviewing the collection of information. An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number.

Section 1 Program Components

Program Components, 2605(a), 2605(b)(1) - Assurance 1, 2605(c)(1)(C)

1.1 Check which components you will operate under the LIHEAP program. (Note: You must provide information for each component designated here as requested elsewhere in this plan.)	Dates of Operation	
	Start Date	End Date
<input checked="" type="checkbox"/> Heating assistance	10/01/2023	09/30/2024
<input checked="" type="checkbox"/> Cooling assistance	10/01/2023	09/30/2024
<input checked="" type="checkbox"/> Crisis assistance	10/01/2023	09/30/2024
<input checked="" type="checkbox"/> Weatherization assistance	10/01/2023	09/30/2024

Provide further explanation for the dates of operation, if necessary

The 2024 Contract Term runs from October 1, 2023 through June 30, 2025. The program's dates of operation are October 1, 2023 to September 30, 2024. These dates were chosen because the U.S. Department of Health and Human Services required CSD to align the dates of operation with the federal fiscal year for reporting purposes. However, 2024 funds will be available through June 30, 2025. Local Service Providers are expected to expend funds by December 2024.

Estimated Funding Allocation, 2604(C), 2605(k)(1), 2605(b)(9), 2605(b)(16) - Assurances 9 and 16

1.2 Estimate what amount of available LIHEAP funds will be used for each component that you will operate: The total of all percentages must add up to 100%.	Percentage (%)
Heating assistance	18.00%
Cooling assistance	5.00%
Crisis assistance	37.00%
Weatherization assistance	15.00%
Carryover to the following federal fiscal year	10.00%
Administrative and planning costs	10.00%
Services to reduce home energy needs including needs assessment (Assurance 16)	5.00%
Used to develop and implement leveraging activities	0.00%
TOTAL	100.00%

Alternate Use of Crisis Assistance Funds, 2605(c)(1)(C)					
1.3 The funds reserved for winter crisis assistance that have not been expended by March 15 will be reprogrammed to:					
<input checked="" type="checkbox"/>	Heating assistance	<input checked="" type="checkbox"/>	Cooling assistance		
<input checked="" type="checkbox"/>	Weatherization assistance	<input checked="" type="checkbox"/>	Other (specify): CSD provides crisis assistance throughout the program year.		
Categorical Eligibility, 2605(b)(2)(A) - Assurance 2, 2605(c)(1)(A), 2605(b)(8A) - Assurance 8					
1.4 Do you consider households categorically eligible if one household member receives one of the following categories of benefits in the left column below? <input checked="" type="radio"/> Yes <input type="radio"/> No					
If you answered "Yes" to question 1.4, you must complete the table below and answer questions 1.5 and 1.6.					
		Heating	Cooling	Crisis	Weatherization
TANF		<input checked="" type="radio"/> Yes <input type="radio"/> No	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input checked="" type="radio"/> Yes <input type="radio"/> No
SSI		<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No
SNAP		<input checked="" type="radio"/> Yes <input type="radio"/> No	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input checked="" type="radio"/> Yes <input type="radio"/> No
Means-tested Veterans Programs		<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No
	Program Name	Heating	Cooling	Crisis	Weatherization
Other(Specify) 1		<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No
1.5 Do you automatically enroll households without a direct annual application? <input type="radio"/> Yes <input checked="" type="radio"/> No					
If Yes, explain:					
1.6 How do you ensure there is no difference in the treatment of categorically eligible households from those not receiving other public assistance when determining eligibility and benefit amounts? In determining benefits for every LIHEAP component, there is no differentiation between non-categorically and categorically eligible households. The benefit amount received by an eligible household is based on income, household size, and home energy cost or need. Benefit amounts in the weatherization program are determined based on dwelling needs.					
SNAP Nominal Payments					
1.7a Do you allocate LIHEAP funds toward a nominal payment for SNAP households? <input type="radio"/> Yes <input checked="" type="radio"/> No					
If you answered "Yes" to question 1.7a, you must provide a response to questions 1.7b, 1.7c, and 1.7d.					
1.7b Amount of Nominal Assistance: \$0.00					
1.7c Frequency of Assistance					
<input type="checkbox"/>	Once Per Year				
<input type="checkbox"/>	Once every five years				
<input type="checkbox"/>	Other - Describe:				
1.7d How do you confirm that the household receiving a nominal payment has an energy cost or need?					
Determination of Eligibility - Countable Income					
1.8. In determining a household's income eligibility for LIHEAP, do you use gross income or net income?					
<input checked="" type="checkbox"/>	Gross Income				
<input type="checkbox"/>	Net Income				
1.9. Select all the applicable forms of countable income used to determine a household's income eligibility for LIHEAP					
<input checked="" type="checkbox"/>	Wages				
<input checked="" type="checkbox"/>	Self - Employment Income				
<input type="checkbox"/>	Contract Income				
<input type="checkbox"/>	Payments from mortgage or Sales Contracts				
<input checked="" type="checkbox"/>	Unemployment insurance				

<input checked="" type="checkbox"/>	Strike Pay
<input checked="" type="checkbox"/>	Social Security Administration (SSA) benefits
<input type="checkbox"/>	<input type="checkbox"/> Including MediCare deduction
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> Excluding MediCare deduction
<input checked="" type="checkbox"/>	Supplemental Security Income (SSI)
<input checked="" type="checkbox"/>	Retirement / pension benefits
<input checked="" type="checkbox"/>	General Assistance benefits
<input checked="" type="checkbox"/>	Temporary Assistance for Needy Families (TANF) benefits
<input type="checkbox"/>	Supplemental Nutrition Assistance Program (SNAP) benefits
<input type="checkbox"/>	Women, Infants, and Children Supplemental Nutrition Program (WIC) benefits
<input type="checkbox"/>	Loans that need to be repaid
<input type="checkbox"/>	Cash gifts
<input type="checkbox"/>	Savings account balance
<input type="checkbox"/>	One-time lump-sum payments, such as rebates/credits, winnings from lotteries, refund deposits, etc.
<input checked="" type="checkbox"/>	Jury duty compensation
<input checked="" type="checkbox"/>	Rental income
<input type="checkbox"/>	Income from employment through Workforce Investment Act (WIA)
<input type="checkbox"/>	Income from work study programs
<input checked="" type="checkbox"/>	Alimony
<input checked="" type="checkbox"/>	Child support
<input checked="" type="checkbox"/>	Interest, dividends, or royalties
<input checked="" type="checkbox"/>	Commissions
<input type="checkbox"/>	Legal settlements
<input checked="" type="checkbox"/>	Insurance payments made directly to the insured
<input type="checkbox"/>	Insurance payments made specifically for the repayment of a bill, debt, or estimate
<input checked="" type="checkbox"/>	Veterans Administration (VA) benefits
<input type="checkbox"/>	Earned income of a child under the age of 18
<input type="checkbox"/>	Balance of retirement, pension, or annuity accounts where funds cannot be withdrawn without a penalty.
<input type="checkbox"/>	Income tax refunds
<input type="checkbox"/>	Stipends from senior companion programs, such as VISTA
<input type="checkbox"/>	Funds received by household for the care of a foster child

<input type="checkbox"/>	
<input type="checkbox"/>	Ameri-Corp Program payments for living allowances, earnings, and in-kind aid
<input type="checkbox"/>	Reimbursements (for mileage, gas, lodging, meals, etc.)
<input type="checkbox"/>	Other
If any of the above questions require further explanation or clarification that could not be made in the fields provided, attach a document with said explanation here.	

Section 2 - HEATING ASSISTANCE

U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES
ADMINISTRATION FOR CHILDREN AND FAMILIES

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LOW INCOME HOME ENERGY ASSISTANCE PROGRAM(LIHEAP) MODEL PLAN SF - 424 - MANDATORY

Section 2 - Heating Assistance

Eligibility, 2605(b)(2) - Assurance 2

2.1 Designate the income eligibility threshold used for the heating component:

Add	Household size	Eligibility Guideline	Eligibility Threshold
1	All Household Sizes	State Median Income	60.00%

2.2 Do you have additional eligibility requirements for HEATING ASSISTANCE? Yes No

2.3 Check the appropriate boxes below and describe the policies for each.

Do you require an Assets test? Yes No

Do you have additional/differing eligibility policies for:

- Renters?** Yes No
- Renters Living in subsidized housing?** Yes No
- Renters with utilities included in the rent?** Yes No

Do you give priority in eligibility to:

- Elderly?** Yes No
- Disabled?** Yes No
- Young children?** Yes No
- Households with high energy burdens?** Yes No
- Other?** Yes No

Explanations of policies for each "yes" checked above:

Based on an assessment of each client, Local Service Providers assign points and priority may be given to households with life-threatening emergencies.

Additional points are provided to households that include persons 60 years or older, persons 5 years or younger, disabled persons, and households with high energy burden.

Determination of Benefits 2605(b)(5) - Assurance 5, 2605(c)(1)(B)

2.4 Describe how you prioritize the provision of heating assistance to vulnerable populations, e.g., benefit amounts, early application periods, etc.

Based on an assessment of each client, Local Service Providers assign points and priority may be given to households with life-threatening emergencies.

Additional points are provided to households that include persons 60 years or older, persons five years or younger, and disabled persons.

2.5 Check the variables you use to determine your benefit levels. (Check all that apply):

- Income
- Family (household) size
- Home energy cost or need:
 - Fuel type
 - Climate/region
 - Individual bill

<input type="checkbox"/>	Dwelling type		
<input checked="" type="checkbox"/>	Energy burden (% of income spent on home energy)		
<input type="checkbox"/>	Energy need		
<input checked="" type="checkbox"/>	Other - Describe:		
<p>CSD conducts an "Individual Utility Company Rate Survey" each year. In the survey, utility companies report their residential rates, by county, for gas and electricity. CSD uses this information to establish average utility costs for each county. These costs are factored into the heating and cooling benefit formula to determine LIHEAP benefit levels.</p> <p>For WPO, the benefit formulas created by CSD are based on county heating degree days. The wood benefits consist of 1 - 3 cords of wood or equivalent. The liquid fuel benefits are also based on the average gas usage and price in California, and they are then modeled on the electricity and gas benefit formulas. The maximum benefit is \$1,000, to which a \$500 maximum supplemental benefit can be added if deemed necessary for the vendor to deliver WPO services to the customer.</p>			
Benefit Levels, 2605(b)(5) - Assurance 5, 2605(c)(1)(B)			
2.6 Describe estimated benefit levels for the fiscal year for which this plan applies			
Minimum Benefit	\$94	Maximum Benefit	\$1,500
2.7 Do you provide in-kind (e.g., blankets, space heaters) and/or other forms of benefits? <input type="radio"/> Yes <input checked="" type="radio"/> No			
If yes, describe.			
<p>If any of the above questions require further explanation or clarification that could not be made in the fields provided, attach a document with said explanation here.</p>			

Section 3 - COOLING ASSISTANCE

U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES
ADMINISTRATION FOR CHILDREN AND FAMILIES

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LOW INCOME HOME ENERGY ASSISTANCE PROGRAM(LIHEAP) MODEL PLAN SF - 424 - MANDATORY

Section 3 - Cooling Assistance

Eligibility, 2605(c)(1)(A), 2605 (b)(2) - Assurance 2

3.1 Designate The income eligibility threshold used for the Cooling component:

Add	Household size	Eligibility Guideline	Eligibility Threshold
1	All Household Sizes	State Median Income	60.00%

3.2 Do you have additional eligibility requirements for COOLING ASSISTANCE? Yes No

3.3 Check the appropriate boxes below and describe the policies for each.

Do you require an Assets test? Yes No

Do you have additional/differing eligibility policies for:

Renters?	<input type="radio"/> Yes <input checked="" type="radio"/> No
Renters Living in subsidized housing?	<input type="radio"/> Yes <input checked="" type="radio"/> No
Renters with utilities included in the rent?	<input type="radio"/> Yes <input checked="" type="radio"/> No

Do you give priority in eligibility to:

Elderly?	<input checked="" type="radio"/> Yes <input type="radio"/> No
Disabled?	<input checked="" type="radio"/> Yes <input type="radio"/> No
Young children?	<input checked="" type="radio"/> Yes <input type="radio"/> No
Households with high energy burdens?	<input checked="" type="radio"/> Yes <input type="radio"/> No
Other?	<input type="radio"/> Yes <input checked="" type="radio"/> No

Explanations of policies for each "yes" checked above:

Based on an assessment of each client, Local Service Providers assign points and priority may be given to households with life-threatening emergencies.

Additional points are provided to households that include persons 60 years or older, persons 5 years or younger, disabled persons, and households with high energy burden.

3.4 Describe how you prioritize the provision of cooling assistance to vulnerable populations, e.g., benefit amounts, early application periods, etc.

Based on an assessment of each client, Local Service Providers assign points and priority may be given to households with life-threatening emergencies.

Determination of Benefits 2605(b)(5) - Assurance 5, 2605(c)(1)(B)

3.5 Check the variables you use to determine your benefit levels. (Check all that apply):

<input checked="" type="checkbox"/>	Income
<input checked="" type="checkbox"/>	Family (household) size
<input checked="" type="checkbox"/>	Home energy cost or need:
<input type="checkbox"/>	Fuel type
<input type="checkbox"/>	Climate/region
<input type="checkbox"/>	Individual bill
<input type="checkbox"/>	Dwelling type
<input type="checkbox"/>	Energy burden (% of income spent on home energy)

<input checked="" type="checkbox"/> Energy need	
<input checked="" type="checkbox"/> Other - Describe:	
<p>CSD conducts an "Individual Utility Company Rate Survey" each year. In the survey, utility companies report their residential rates, by county, for gas and electricity. CSD uses this information to establish average utility costs for each county. These costs are factored into the heating and cooling benefit formula to determine LIHEAP benefit levels.</p>	
Benefit Levels, 2605(b)(5) - Assurance 5, 2605(c)(1)(B)	
3.6 Describe estimated benefit levels for the fiscal year for which this plan applies	
Minimum Benefit	\$282
Maximum Benefit	\$990
3.7 Do you provide in-kind (e.g., fans, air conditioners) and/or other forms of benefits? <input type="radio"/> Yes <input checked="" type="radio"/> No	
If yes, describe.	
<p>If any of the above questions require further explanation or clarification that could not be made in the fields provided, attach a document with said explanation here.</p>	

Section 4 - CRISIS ASSISTANCE

U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES
ADMINISTRATION FOR CHILDREN AND FAMILIES

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LOW INCOME HOME ENERGY ASSISTANCE PROGRAM(LIHEAP) MODEL PLAN SF - 424 - MANDATORY

Section 4: CRISIS ASSISTANCE

Eligibility - 2604(c), 2605(c)(1)(A)

4.1 Designate the income eligibility threshold used for the crisis component

Add	Household size	Eligibility Guideline	Eligibility Threshold
1	All Household Sizes	State Median Income	60.00%

4.2 Provide your LIHEAP program's definition for determining a crisis.

CSD uses the federal definition of a crisis (Low Income Energy Assistance Act § 2603 (3)): "weather-related and supply shortage emergencies and other household energy related emergencies." Crisis funds may only be used in accordance with the federal definition, including:

1. A natural disaster (whether or not officially declared),
2. A significant home energy supply shortage or disruption,
3. An official declaration of a significant increase in:
4. Home energy costs,
5. Home energy disconnections,
6. Enrollment in public benefit programs, or
7. Unemployment and layoffs, or
8. An official emergency declaration by the Secretary of Health and Human Services,

In those situations where there is not an official federal, state, or local declaration of emergency, an emergency may be deemed to exist by CSD where there is imminent danger, requiring immediate action to prevent or mitigate the loss or impairment of life, health, property, or essential public services.

4.3 What constitutes a life-threatening crisis?

Life-Threatening: Applicant is without heating, cooling or utility service during extreme weather conditions, as determined by the local administrative agency. This may include energy-related situations that pose a threat to the health and safety of one or more members of the household.

Crisis Requirement, 2604(c)

4.4 Within how many hours do you provide an intervention that will resolve the energy crisis for eligible households? 48Hours

4.5 Within how many hours do you provide an intervention that will resolve the energy crisis for eligible households in life-threatening situations? 18Hours

Crisis Eligibility, 2605(c)(1)(A)

4.6 Do you have additional eligibility requirements for CRISIS ASSISTANCE? Yes No

4.7 Check the appropriate boxes below and describe the policies for each

Do you require an Assets test? Yes No

Do you give priority in eligibility to:

Elderly? Yes No

Disabled? Yes No

Young Children? Yes No

Households with high energy burdens? Yes No

Other? See explanation below Yes No

In Order to receive crisis assistance:

Must the household have received a shut-off notice or have a near empty tank? Yes No

Must the household have been shut off or have an empty tank? Yes No

Must the household have exhausted their regular heating benefit?	<input type="radio"/> Yes <input checked="" type="radio"/> No
Must renters with heating costs included in their rent have received an eviction notice?	<input type="radio"/> Yes <input checked="" type="radio"/> No
Must heating/cooling be medically necessary?	<input type="radio"/> Yes <input checked="" type="radio"/> No
Must the household have non-working heating or cooling equipment?	<input type="radio"/> Yes <input checked="" type="radio"/> No
Other? Proof of utility shutoff notice, Proof of energy termination, Insufficient funds to establish a new energy account, Insufficient funds to pay a delinquent utility bill, Insufficient funds to pay for essential firewood, oil or propane, Insufficient funds to pay the cost of repairing or replacing an eligible heating or cooling appliance or for a new heating or cooling appliance, and/or Applicant has a medical condition that requires temperature or climate control and the heating/cooling appliance is considered hazardous, nonexistent, or inoperable	<input checked="" type="radio"/> Yes <input type="radio"/> No
Do you have additional/differing eligibility policies for:	
Renters?	<input type="radio"/> Yes <input checked="" type="radio"/> No
Renters living in subsidized housing?	<input type="radio"/> Yes <input checked="" type="radio"/> No
Renters with utilities included in the rent?	<input type="radio"/> Yes <input checked="" type="radio"/> No
Explanations of policies for each "yes" checked above:	
<p>Each Local Service Provider is required to submit a priority plan as an attachment to their contract. The priority plans are in narrative form and identify multiple categories used to prioritize services, such as: Poverty Level, Energy Burden, Vulnerable Population. Based on an assessment of each applicant, Local Service Providers prioritize by assigning points for each of these categories though priority may be given to households with life-threatening emergencies.</p>	
Determination of Benefits	
4.8 How do you handle crisis situations?	
<input checked="" type="checkbox"/>	Separate component
<input checked="" type="checkbox"/>	Fast Track
<input checked="" type="checkbox"/>	Other - Describe: <p>The Crisis Program is limited to five activities:</p> <ol style="list-style-type: none"> 1. Fast Track (electric and gas) utility payments 2. Energy Crisis Intervention Program Wood, propane and oil (ECIP WPO) payments 3. Heating and cooling services (HCS) 4. Severe Weather Energy Assistance and Transportation Services (SWEATS) 5. Public Safety Power Shutoff (PSPS) Program <p><i>Fast Track</i> benefits are determined by the Local Service Providers, but payments to the utility companies are processed centrally by CSD, where ECIP WPO assistance, HCS and SWEATS benefits are provided locally. Local Service Providers have the ability to increase the Fast Track base amount by adding a supplemental benefit. The total benefit amount cannot exceed the total amount of the entire utility bills (to include energy charges, reconnection fees, and other assessed utility fees/surcharges to alleviate the crisis situation) or \$3,000, whichever is less. The \$3,000 maximum Fast Track benefit established during the COVID-19 pandemic emergency will continue to help address high energy debt many utility customers have accumulated and struggling financially to repay.</p> <p><i>ECIP WPO</i> benefits are determined at the local level based on clients inability to pay for essential firewood, oil or propane. The amount of the benefit is based on the cost to resolve the crisis.</p> <p><i>HCS</i> services provide payment for energy-related repairs or replacement of non-functioning heating, cooling appliances and water-heating appliances. The benefit amount is based on the cost of the repair or replacement, up to the maximum amount as determined annually.</p> <p><i>SWEATS</i> services provide payment to address energy-related emergency needs of low-income households affected by a natural disaster and PSPS. Typical services include additional utility assistance, temporary housing services, transportation services, temporary heating/cooling devices, and battery backup devices. The amount of the benefit may vary depending on the benefit offered.</p> <p><i>PSPS</i> Emergency Preparedness Program services low-income households medically vulnerable to the effects of energy-related emergencies and residing in designated High Fire Risk Areas. Services include household emergency risk assessment, PSPS preparedness education, emergency preparedness supplies, and backup power appliances.</p>
4.9 If you have a separate component, how do you determine crisis assistance benefits?	
<input checked="" type="checkbox"/>	Amount to resolve the crisis.
<input checked="" type="checkbox"/>	Other - Describe: <p><i>Fast Track</i> benefits are determined by the Local Service Providers, but payments to the utility companies are processed centrally by CSD, where ECIP WPO assistance, HCS and SWEATS benefits are provided locally. Local Service Providers have the ability to increase the Fast Track base amount by adding a supplemental benefit. The total benefit amount cannot exceed the total amount of the entire utility bills (to include energy charges, reconnection fees, and other assessed utility fees/surcharges to alleviate the crisis situation) or \$3,000, whichever is less. The \$3,000 maximum Fast Track benefit established during the COVID-19 pandemic emergency will continue to help address high energy debt</p>

many utility customers have accumulated and struggling financially to repay.

Crisis Requirements, 2604(c)

4.10 Do you accept applications for energy crisis assistance at sites that are geographically accessible to all households in the area to be served?

Yes No **Explain.**

Large service territories typically have satellite offices or other non-profit agencies which accept applications.

4.11 Do you provide individuals who are physically disabled the means to:

Submit applications for crisis benefits without leaving their homes?

Yes No **If No, explain.**

Travel to the sites at which applications for crisis assistance are accepted?

Yes No **If No, explain.**

If you answered "No" to both options in question 4.11, please explain alternative means of intake to those who are homebound or physically disabled?

Benefit Levels, 2605(c)(1)(B)

4.12 Indicate the maximum benefit for each type of crisis assistance offered.

Winter Crisis \$0.00 maximum benefit

Summer Crisis \$0.00 maximum benefit

Year-round Crisis \$3,000.00 maximum benefit

4.13 Do you provide in-kind (e.g. blankets, space heaters, fans) and/or other forms of benefits?

Yes No **If yes, Describe**

Space heaters are allowable under the Emergency Heating and Cooling Program (EHCS). Evaporative coolers, heaters, fans, loaned portable air conditioners, battery power backup devices, and generators are allowable under the Severe Weather Energy Assistance and Transportation Program (SWEATS).

4.14 Do you provide for equipment repair or replacement using crisis funds?

Yes No

If you answered "Yes" to question 4.14, you must complete question 4.15.

4.15 Check appropriate boxes below to indicate type(s) of assistance provided.

	Winter Crisis	Summer Crisis	Year-round Crisis
Heating system repair	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Heating system replacement	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Cooling system repair	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Cooling system replacement	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Wood stove purchase	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Pellet stove purchase	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Solar panel(s)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Utility poles / gas line hook-ups	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (Specify): Water Heater	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

4.16 Do any of the utility vendors you work with enforce a moratorium on shut offs?

Yes No

If you responded "Yes" to question 4.16, you must respond to question 4.17.

4.17 Describe the terms of the moratorium and any special dispensation received by LIHEAP clients during or after the moratorium period.

If any of the above questions require further explanation or clarification that could not be made in the fields provided, attach a document with said explanation here.

Section 5 - WEATHERIZATION ASSISTANCE

U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES
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LOW INCOME HOME ENERGY ASSISTANCE PROGRAM(LIHEAP) MODEL PLAN SF - 424 - MANDATORY

Section 5: WEATHERIZATION ASSISTANCE

Eligibility, 2605(c)(1)(A), 2605(b)(2) - Assurance 2

5.1 Designate the income eligibility threshold used for the Weatherization component

Add	Household Size	Eligibility Guideline	Eligibility Threshold
1	All Household Sizes	State Median Income	60.00%

5.2 Do you enter into an interagency agreement to have another government agency administer a WEATHERIZATION component? Yes No

5.3 If yes, name the agency.

5.4 Is there a separate monitoring protocol for weatherization? Yes No

WEATHERIZATION - Types of Rules

5.5 Under what rules do you administer LIHEAP weatherization? (Check only one.)

Entirely under LIHEAP (not DOE) rules

Entirely under DOE WAP (not LIHEAP) rules

Mostly under LIHEAP rules with the following DOE WAP rule(s) where LIHEAP and WAP rules differ (Check all that apply):

Income Threshold

Weatherization of entire multi-family housing structure is permitted if at least 66% of units (50% in 2- & 4-unit buildings) are eligible units or will become eligible within 180 days

Weatherize shelters temporarily housing primarily low income persons (excluding nursing homes, prisons, and similar institutional care facilities).

Other - Describe:

Mostly under DOE WAP rules, with the following LIHEAP rule(s) where LIHEAP and WAP rules differ (Check all that apply.)

Income Threshold

Weatherization not subject to DOE WAP maximum statewide average cost per dwelling unit.

Weatherization measures are not subject to DOE Savings to Investment Ratio (SIR) standards.

Other - Describe:

Eligibility, 2605(b)(5) - Assurance 5

5.6 Do you require an assets test? Yes No

5.7 Do you have additional/differing eligibility policies for :

Renters	<input checked="" type="radio"/> Yes <input type="radio"/> No
Renters living in subsidized housing?	<input checked="" type="radio"/> Yes <input type="radio"/> No

5.8 Do you give priority in eligibility to:

Elderly?	<input checked="" type="radio"/> Yes <input type="radio"/> No
Disabled?	<input checked="" type="radio"/> Yes <input type="radio"/> No
Young Children?	<input checked="" type="radio"/> Yes <input type="radio"/> No
House holds with high energy burdens?	<input checked="" type="radio"/> Yes <input type="radio"/> No
Other? See explanation below	<input type="radio"/> Yes <input checked="" type="radio"/> No

If you selected "Yes" for any of the options in questions 5.6, 5.7, or 5.8, you must provide further explanation of these policies in the text field below.

5.7 The Weatherization Program requires landlord approval/permission to work on the property of a renter.

5.8 CSD will implement the Priority Plan for 2024 that prioritizes applicants based on income, energy burden, and vulnerable population (elderly, disabled, and families with young children).

Benefit Levels

5.9 Do you have a maximum LIHEAP weatherization benefit/expenditure per household? Yes No

5.10 If yes, what is the maximum? \$0

Types of Assistance, 2605(c)(1), (B) & (D)

5.11 What LIHEAP weatherization measures do you provide ? (Check all categories that apply.)

<input checked="" type="checkbox"/> Weatherization needs assessments/audits	<input checked="" type="checkbox"/> Energy related roof repair
<input checked="" type="checkbox"/> Caulking and insulation	<input checked="" type="checkbox"/> Major appliance repairs
<input checked="" type="checkbox"/> Storm windows	<input checked="" type="checkbox"/> Major appliance replacement
<input checked="" type="checkbox"/> Furnace/heating system modifications/repairs	<input checked="" type="checkbox"/> Windows/sliding glass doors
<input checked="" type="checkbox"/> Furnace replacement	<input checked="" type="checkbox"/> Doors
<input checked="" type="checkbox"/> Cooling system modifications/repairs	<input checked="" type="checkbox"/> Water Heater
<input checked="" type="checkbox"/> Water conservation measures	<input checked="" type="checkbox"/> Cooling system replacement
<input type="checkbox"/> Compact florescent light bulbs	<input checked="" type="checkbox"/> Other - Describe: Please see attachment

If any of the above questions require further explanation or clarification that could not be made in the fields provided, attach a document with said explanation here.

Section 6 - Outreach, 2605(b)(3) - Assurance 3, 2605(c)(3)(A)

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Section 6: Outreach, 2605(b)(3) - Assurance 3, 2605(c)(3)(A)

6.1 Select all outreach activities that you conduct that are designed to assure that eligible households are made aware of all LIHEAP assistance available:

- Place posters/flyers in local and county social service offices, offices of aging, Social Security offices, VA, etc.
- Publish articles in local newspapers or broadcast media announcements.
- Include inserts in energy vendor billings to inform individuals of the availability of all types of LIHEAP assistance.
- Mass mailing(s) to prior-year LIHEAP recipients.
- Inform low income applicants of the availability of all types of LIHEAP assistance at application intake for other low-income programs.
- Execute interagency agreements with other low-income program offices to perform outreach to target groups.
- Other (specify):
 - Partnerships with utility companies
 - Outreach to legislative offices, community organizations, County Health Departments, and attendance at community events
 - Referrals to CSD's programs from child care centers
 - Pamphlets
 - Toll-free phone line
 - CSD's website
 - Contractors' websites
 - Special events
 - Canvass neighborhoods and go door to door
 - Distribute flyers at schools

If any of the above questions require further explanation or clarification that could not be made in the fields provided, attach a document with said explanation here.

Section 7 - Coordination, 2605(b)(4) - Assurance 4

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Section 7: Coordination, 2605(b)(4) - Assurance 4

7.1 Describe how you will ensure that the LIHEAP program is coordinated with other programs available to low-income households (TANF, SSI, WAP, etc.).

<input type="checkbox"/>	Joint application for multiple programs
<input checked="" type="checkbox"/>	Intake referrals to/from other programs
<input checked="" type="checkbox"/>	One - stop intake centers
<input checked="" type="checkbox"/>	Other - Describe:

CSD and Local Service Providers coordinate activities with similar and related programs administered by the federal, state, and the public and private sector, particularly low-income energy conservation programs. CSD is working with the California Public Utilities Commission (CPUC) and the state's investor owned utility companies to develop strategies to leverage and coordinate our mutual resources to benefit low-income households in the state.

Local Service Providers refer potentially eligible applicants, including heating and cooling and crisis applicants, to the weatherization program, California Alternate Rates for Energy (CARE), Reduced Rate Programs (RRP), and other energy or conservation programs. This referral is accomplished through interagency agreements, communications with pertinent agencies, one-stop centers, utility companies, and public/private partnerships. Local Service Providers provide assistance in coordinating the payment of clients' utility bills with the appropriate energy vendor or utility company.

CSD administers a state funded Low-Income Weatherization (LIWP) program that offers weatherization and renewable energy services to low-income households. CSD is working on policies to prevent duplication.

If any of the above questions require further explanation or clarification that could not be made in the fields provided, attach a document with said explanation here.

Section 8 - Agency Designation,, 2605(b)(6) - Assurance 6

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Section 8: Agency Designation, 2605(b)(6) - Assurance 6 (Required for state grantees and the Commonwealth of Puerto Rico)

8.1 How would you categorize the primary responsibility of your State agency?

<input checked="" type="checkbox"/>	Administration Agency
<input type="checkbox"/>	Commerce Agency
<input type="checkbox"/>	Community Services Agency
<input type="checkbox"/>	Energy/Environment Agency
<input type="checkbox"/>	Housing Agency
<input type="checkbox"/>	Welfare Agency
<input type="checkbox"/>	Other - Describe:

Alternate Outreach and Intake, 2605(b)(15) - Assurance 15

If you selected "Welfare Agency" in question 8.1, you must complete questions 8.2, 8.3, and 8.4, as applicable.

8.2 How do you provide alternate outreach and intake for HEATING ASSISTANCE?

N/A

8.3 How do you provide alternate outreach and intake for COOLING ASSISTANCE?

N/A

8.4 How do you provide alternate outreach and intake for CRISIS ASSISTANCE?

N/A

8.5 LIHEAP Component Administration.	Heating	Cooling	Crisis	Weatherization
8.5a Who determines client eligibility?	Community Action Agencies	Community Action Agencies	Community Action Agencies	Community Action Agencies
8.5b Who processes benefit payments to gas and electric vendors?	State Administration Agency	State Administration Agency	State Administration Agency	
8.5c who processes benefit payments to bulk fuel vendors?	Community Action Agencies	Community Action Agencies	Community Action Agencies	
8.5d Who performs installation of weatherization measures?				Community Action Agencies

If any of your LIHEAP components are not centrally-administered by a state agency, you must complete questions 8.6, 8.7, 8.8, and, if applicable, 8.9.

8.6 What is your process for selecting local administering agencies?

LIHEAP Local Service Providers were designated pursuant to California Government Code section 16367.5. The Local Service Provider network is comprised of 41 Local Service Providers (LSPs), which include private, non-profit and local government service providers. These LSPs have strong ties to their local communities and have many years of experience providing public assistance programs to the low-income customers in their respective service territory.

8.7 How many local administering agencies do you use? 41

8.8 Have you changed any local administering agencies in the last year?

- Yes
- No

8.9 If so, why?

- Agency was in noncompliance with grantee requirements for LIHEAP -
- Agency is under criminal investigation
- Added agency
- Agency closed
- Other - describe

If any of the above questions require further explanation or clarification that could not be made in the fields provided, attach a document with said explanation here.

Section 9 - Energy Suppliers,, 2605(b)(7) - Assurance 7

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Section 9: Energy Suppliers, 2605(b)(7) - Assurance 7

9.1 Do you make payments directly to home energy suppliers?

Heating Yes No

Cooling Yes No

Crisis Yes No

Are there exceptions? Yes No

If yes, Describe.

In most cases, direct payments are issued to energy vendors. Occasionally, dual-party warrants are issued and are made payable to the client and the energy vendor. On those few occasions when utilities are included in the rent or sub-metered, warrants are issued directly to the client.

For those heating and cooling and crisis clients whose energy source is WPO, Local Service Providers make payment directly to energy vendors.

9.2 How do you notify the client of the amount of assistance paid?

1. When a WPO payment is made directly to an energy vendor, the Local Service Provider sends the client a letter, advising them of the LIHEAP payment amount and approximate date the benefit will be credited to the account.

2. When a crisis or heating and cooling payment is made to an applicant with utilities included in rent, submetered utilities or with non-participating utility companies, the Local Service Provider provides the client with a letter indicating the amount of the benefit and the utility company to be paid, if applicable.

3. When a crisis or heating and cooling payment is made directly to an energy vendor, the vendor shows the amount of credit on the customer's bill, indicating that the payment was made by LIHEAP. The Local Service Provider provides the client with a letter indicating the amount of the benefit and the utility company to be paid.

9.3 How do you assure that the home energy supplier will charge the eligible household, in the normal billing process, the difference between the actual cost of the home energy and the amount of the payment?

When a crisis or heating and cooling payment is made directly to an energy vendor, the vendor shows the amount of the credit on the customer's bill, indicating that the payment was made by LIHEAP. The Local Service Provider provides the client with a letter indicating the amount of the benefit and the utility company to be paid.

CSD evaluates the notification process of LIHEAP payments during program evaluation.

A different process is in place for Crisis payments, depending on whether the home energy supplier is a regulated utility or non-regulated utility.

Regulated Utilities are audited by the California Public Utilities Commission (CPUC) to ensure that proper billing procedures are in place and the amount of the payments or credits are accurate. No modification of energy rates can occur without a public regulatory process, which is administered by the CPUC.

For Non-Regulated energy vendors:

1. Local Service Providers use a "Confirmation of Payment" form whereby the non-regulated energy vendors records the date and amount credited for each account.

2. Local Service Providers are required to have each home energy supplier sign an assurance agreeing to the requirements of this section. Local Service Providers keep this information on file and clients are advised of their right to fair and equal treatment at the time of service. CSD staff ensures compliance with this provision during program evaluation.

3. Local Service Providers verify, before paying suppliers for all types of delivered fuels, that the charges for the services and goods provided are reasonable and within fair-market value. The amount of these charges are reviewed during program evaluation.

9.4 How do you assure that no household receiving assistance under this title will be treated adversely because of their receipt of LIHEAP assistance?

Regulated Utilities sign a Direct Pay Agreement that stipulates that no customer receiving LIHEAP assistance pursuant to this Agreement will be subjected to disparate or adverse treatment by Utility due to receipt of such assistance. For Non-Regulated energy vendors, Local Service

Providers require each home energy supplier to sign an agreement to adhere to the requirements of this assurance. Local Service Providers keep this information on file and clients are advised of their right to fair and equal treatment at the time of service. CSD staff ensures compliance with this provision during program evaluation.

9.5. Do you make payments contingent on unregulated vendors taking appropriate measures to alleviate the energy burdens of eligible households?

Yes No

If so, describe the measures unregulated vendors may take.

If any of the above questions require further explanation or clarification that could not be made in the fields provided, attach a document with said explanation here.

Section 10 - Program, Fiscal Monitoring, and Audit, 2605(b)(10) - Assurance 10

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Section 10: Program, Fiscal Monitoring, and Audit, 2605(b)(10)

10.1. How do you ensure good fiscal accounting and tracking of LIHEAP funds?

CSD maintains fiscal controls and accounting practices in accordance with the California Uniform Accounting System. Our financial management system maintains financial data and accounting records supported by source documentation for all federal funds administered. CSD's internal control structure conforms to state and federal procedures. See below for additional information.

Audit Process

10.2. Is your LIHEAP program audited annually under the Single Audit Act and OMB Circular A - 133?

Yes No

10.3. Describe any audit findings rising to the level of material weakness or reportable condition cited in the A-133 audits, Grantee monitoring assessments, inspector general reviews, or other government agency reviews of the LIHEAP agency from the most recently audited fiscal year.

No Findings

Finding	Type	Brief Summary	Resolved?	Action Taken
1				

10.4. Audits of Local Administering Agencies

What types of annual audit requirements do you have in place for local administering agencies/district offices?
Select all that apply.

- Local agencies/district offices are required to have an annual audit in compliance with Single Audit Act and OMB Circular A-133
- Local agencies/district offices are required to have an annual audit (other than A-133)
- Local agencies/district offices' A-133 or other independent audits are reviewed by Grantee as part of compliance process.
- Grantee conducts fiscal and program monitoring of local agencies/district offices

Compliance Monitoring

10.5. Describe the Grantee's strategies for monitoring compliance with the Grantee's and Federal LIHEAP policies and procedures: Select all that apply

Grantee employees:

- Internal program review
- Departmental oversight
- Secondary review of invoices and payments
- Other program review mechanisms are in place. Describe:

Local Administering Agencies/District Offices:

- On - site evaluation
- Annual program review
- Monitoring through central database
- Desk reviews

<input checked="" type="checkbox"/> Client File Testing/Sampling
<input type="checkbox"/> Other program review mechanisms are in place. Describe:
10.6 Explain, or attach a copy of your local agency monitoring schedule and protocol.
<p>CSD Field Operations Unit will conduct a combination of in-house and on-site compliance monitoring. In general, CSD's monitoring schedule runs from March 1 to October 31.</p> <p>Please refer to the CSD's Monitoring Scope and Overview for details on the monitoring protocols that will be implemented in the Federal Fiscal Year 2024.</p>
10.7. Describe how you select local agencies for monitoring reviews.
<p>Site Visits:</p> <p>All LIHEAP agencies have on-site monitoring reviews at least every three years. After conducting an annual risk assessment, the agencies are selected for onsite visits based on the areas of concern identified during the annual risk review, or through whistle blower complaints. Agencies are monitored first with a subsequent follow up monitoring focusing on the issues identified to ensure full resolution.</p>
<p>Desk Reviews:</p> <p>CSD will conduct an in-house compliance monitoring of all agencies that do not receive an on-site monitoring visit.</p>
10.8. How often is each local agency monitored?
At least every three years.
10.9. What is the combined error rate for eligibility determinations? OPTIONAL
10.10. What is the combined error rate for benefit determinations? OPTIONAL
10.11. How many local agencies are currently on corrective action plans for eligibility and/or benefit determination issues? 0
10.12. How many local agencies are currently on corrective action plans for financial accounting or administrative issues? 0
If any of the above questions require further explanation or clarification that could not be made in the fields provided, attach a document with said explanation here.

Section 11 - Timely and Meaningful Public Participation, , 2605(b)(12) - Assurance 12, 2605(c)(2)

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Section 11: Timely and Meaningful Public Participation, 2605(b)(12), 2605(C)(2)

11.1 How did you obtain input from the public in the development of your LIHEAP plan?
 Select all that apply.

- Tribal Council meeting(s)
- Public Hearing(s)
- Draft Plan posted to website and available for comment
- Hard copy of plan is available for public view and comment
- Comments from applicants are recorded
- Request for comments on draft Plan is advertised
- Stakeholder consultation meeting(s)
- Comments are solicited during outreach activities
- Other - Describe:

11.2 What changes did you make to your LIHEAP plan as a result of this participation?
 Please see attached comment matrix.

Public Hearings, 2605(a)(2) - For States and the Commonwealth of Puerto Rico Only

11.3 List the date and location(s) that you held public hearing(s) on the proposed use and distribution of your LIHEAP funds?

	Date	Event Description
1	08/10/2023	Public Hearing conducted online

11.4. How many parties commented on your plan at the hearing(s)? 7

11.5 Summarize the comments you received at the hearing(s).
 Please see attached comment matrix.

11.6 What changes did you make to your LIHEAP plan as a result of the comments received at the public hearing(s)?
 Please see attached comment matrix.

If any of the above questions require further explanation or clarification that could not be made in the fields provided, attach a document with said explanation here.

Section 12 - Fair Hearings, 2605(b)(13) - Assurance 13

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Section 12: Fair Hearings, 2605(b)(13) - Assurance 13

12.1 How many fair hearings did the grantee have in the prior Federal fiscal year? 0

12.2 How many of those fair hearings resulted in the initial decision being reversed? N/A

12.3 Describe any policy and/or procedural changes made in the last Federal fiscal year as a result of fair hearings?

There were no changes.

12.4 Describe your fair hearing procedures for households whose applications are denied.

Pursuant to Title 22 of the California Code of Regulations, Section 100805, Local Service Providers are required to establish a written appeals process to enable applicants who are denied benefits or services, or who receive untimely response or unsatisfactory performance, the right to appeal the decision or performance to the Contractor. The process must include, at a minimum, all of the requirements of Section 100805 subdivision (b), plus:

1. Provisions that ensure that each applicant is notified in writing of the right to appeal a denial of or untimely response to an application, or to appeal unsatisfactory performance, and the process to request such an appeal, at the time that each applicant submits an application. Such notification shall include information about the right to appeal to both the Contractor and to CSD.
2. Provisions that ensure that Local Service Providers will make a good faith effort to resolve each appeal.
3. Provisions that ensure that Local Service Providers notify the applicant in writing of the Local Service Provider's final decision within 15 working days after the appeal is requested. If the appeal is denied, the written notification must include instructions on how to appeal the decision to CSD. Whenever Local Service Providers notify an applicant of a denial of an appeal, Local Service Providers simultaneously provide a copy of the final decision CSD.
4. Provisions to enable Local Service Providers to collect information on denials and appeals in its regular reporting to CSD.

12.5 When and how are applicants informed of these rights?

Applicants are informed, in writing, regarding the appeal process which is located on the CSD43 Energy Intake Form. Applicants sign and date acknowledgement that they have read and understand their rights to appeal. Additionally, applicants will be able to view their rights to appeal on CSD's public website.

12.6 Describe your fair hearing procedures for households whose applications are not acted on in a timely manner.

During intake, Local Service Providers inform applicants of their right to appeal all claims for assistance that are denied or are not acted upon with reasonable promptness.

1. Local Service Providers review all claims from applicants who are determined ineligible for benefits or who have submitted written notice that there has been an unreasonable delay in processing their application or receiving their benefits.
2. Local Service Providers conduct a fair, and impartial appeals and are required to make a good faith effort to resolve the applicant's complaint(s) at the local level. The Local Service Provider, as a contractor, makes a written finding which sets forth the case of both parties and the decision of the Local Service Provider.
3. If the appeal is not resolved at the local level, the Local Service Provider informs the applicant that an appeal to the State agency (CSD) may be requested as part of the Fair Hearing process and shall provide the applicant with the appropriate form.
4. If the applicant decides to appeal to CSD, the applicant submits a written appeal request to be received by CSD within 10 days from the date of the contracted Local Service Provider's final decision. Upon request from CSD, Local Service Providers provide all supportive documentation to be received by the State via email or postmarked within 5 working days.
5. Within 10 working days of receipt of the requested documentation from the contracted Local Service Provider, the CSD Fair Hearing Officer reviews the appeal and supportive documentation, confers with the appellant and the contracted Local Service Provider if necessary, and notifies parties of the hearing. Within 30 days from the date of the hearing, the parties are notified of the Fair Hearing Officer's decision in writing.

12.7 When and how are applicants informed of these rights?

Applicants are informed in writing regarding the appeals process which is located on the CSD43 Energy Intake Form. Applicants sign and date acknowledgement that they've read and understand their rights to appeal. Additionally, applicants will be able to view their rights to appeal

on CSD's public website.

If any of the above questions require further explanation or clarification that could not be made in the fields provided, attach a document with said explanation here.

Section 13 - Reduction of home energy needs,2605(b)(16) - Assurance 16

U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES
ADMINISTRATION FOR CHILDREN AND FAMILIES

August 1987, revised 05/92,02/95,03/96,12/98,11/01
OMB Clearance No.: 0970-0075
Expiration Date: 12/31/2024

**LOW INCOME HOME ENERGY ASSISTANCE PROGRAM(LIHEAP)
MODEL PLAN
SF - 424 - MANDATORY**

Section 13: Reduction of home energy needs, 2605(b)(16) - Assurance 16

13.1 Describe how you use LIHEAP funds to provide services that encourage and enable households to reduce their home energy needs and thereby the need for energy assistance?

Local Service Providers address the energy needs of low-income households by conducting a thorough energy needs assessment of each client, providing budget counseling, energy conservation education, and coordination with utility companies. Whenever possible, weatherization services are also provided to offer a preventive, holistic and long-term solution to energy needs.

Local Service Providers maintain a source document that substantiates that the client was provided these services. The document is kept on file by the contractor and is reviewed during routine program evaluation.

13.2 How do you ensure that you don't use more than 5% of your LIHEAP funds for these activities?

Contracts with Local Service Providers establish a budgetary cap on Assurance 16 expenditures and require the submission of monthly expenditure activity reports to CSD.

13.3 Describe the impact of such activities on the number of households served in the previous Federal fiscal year.

The impacts of the budget and energy education are that clients are more aware of their energy and household costs, which may result in overall household savings.

13.4 Describe the level of direct benefits provided to those households in the previous Federal fiscal year.

N/A

13.5 How many households applied for these services? N/A. CSD does not track the number of applications submitted for LIHEAP assistance.

13.6 How many households received these services? 185107

If any of the above questions require further explanation or clarification that could not be made in the fields provided, attach a document with said explanation here.

Section 14 - Leveraging Incentive Program ,2607A

U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES
ADMINISTRATION FOR CHILDREN AND FAMILIES

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**LOW INCOME HOME ENERGY ASSISTANCE PROGRAM(LIHEAP)
MODEL PLAN
SF - 424 - MANDATORY**

Section 14:Leveraging Incentive Program, 2607(A)

14.1 Do you plan to submit an application for the leveraging incentive program?

Yes No

14.2 Describe instructions to any third parties and/or local agencies for submitting LIHEAP leveraging resource information and retaining records.

Local Agencies participating in the Leveraging Incentive Program are required to submit a leveraging report to CSD. Agencies are required to retain all support documentation for period of three (3) years.

14.3 For each type of resource and/or benefit to be leveraged in the upcoming year that will meet the requirements of 45 C.F.R. § 96.87(d)(2)(iii), describe the following:

Resource	What is the type of resource or benefit ?	What is the source(s) of the resource ?	How will the resource be integrated and coordinated with LIHEAP?
1	Discount/waiver	Utility Companies	Local agencies and CSD coordinate the services provided under LIHEAP with existing reduced rate programs at California's larger investor-owned utilities, as well as many smaller municipal utilities. The coordination of these programs enables the agencies to expand services to families who otherwise would not receive assistance due to lack of information about the programs. This coordination occurs through prearranged agreements between the local CSD/LIHEAP contractors and the utility companies. The LIHEAP contractors work in direct conjunction with the utility companies by maintaining ongoing communication to screen and refer potential clients and coordinate benefits. In order to maximize the impact and effectiveness of both programs, applicants are screened to determine if the applicant from either source has already received any benefits. The applicant is provided assistance in completing an application for the reduced rate programs at the time the applicant is being assisted for HEAP.
2	Cash	Non-profits	This resource was integrated and coordinated with LIHEAP in two ways: a. Due to funds from both sources (LIHEAP and utility companies/third-party co-payments) being used in the same household, the low-income household benefited by receiving LIHEAP assistance in addition to assistance from either the utility company program or third-party co-payment once the LIHEAP programs maximum level of assistance was reached. b. To ensure that low-income households have year-around access to energy assistance and that the greatest number of low-income households receive assistance, local agencies have coordinated the services provided under LIHEAP with local private and public energy assistance programs. The coordination of these programs enables the agencies to expand emergency services to families who otherwise would not receive assistance through LIHEAP due to insufficient funds. The coordination occurs through prearranged agreements between the local LIHEAP contractors and the utility assistance providers. The LIHEAP contractors work in direct conjunction with the utility assistance providers by maintaining ongoing communication to screen potential clients and coordinate benefits. In order to maximize the impact and effectiveness of both programs, applicants are screened to determine if any benefits have already been received by the applicant from either source.
3	Cash	Utility companies	Utility companies provide funds to provider agencies, allowing agencies to install additional weatherization measures in qualifying low-income homes.
4	Cash	Utility companies	This resource was integrated and coordinated with LIHEAP due to funds from both sources (LIHEAP and utility companies) being used in the same household. The low-income household, therefore, was further weatherized to prevent the loss of heated and/or cooled air from the dwelling. As a result of the coordination of the weatherization contracts, additional LIHEAP-eligible households received weatherization measures, as appropriate as allowable within LIHEAP contract. The client files are documented and maintained at each respective agency.
5	Cash	Utility companies	This resource is coordinated with LIHEAP because LIHEAP eligible and other low-income households are identified as needing repair or replacement of appliances during the time the dwelling is being assessed for weatherization services. Additionally, the utility companies utilize a bid process to identify administering agencies. CSD-funded agencies are successful in the bid process in large part due to their experience in providing weatherization services under LIHEAP and because they are known entity in the low-income community.

6	In-Kind Contribution	Landlords	Coordination with landlords to provide additional LIHEAP eligible households weatherization and appliances as appropriate and allowable within the LIHEAP contract.
7	Discount/waiver	Local Suppliers	Direct negotiations with local suppliers of weatherization materials for the LIHEAP Program resulted in lower than market costs for materials purchased in bulk quantities. As a result of the resources generated from the discount received from these bulk purchases, additional LIHEAP eligible homes received weatherization measures as appropriate and allowable within the LIHEAP contract.
8	-	-	-

If any of the above questions require further explanation or clarification that could not be made in the fields provided, attach a document with said explanation here.

Section 15 - Training

U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES
ADMINISTRATION FOR CHILDREN AND FAMILIES

August 1987, revised 05/92,02/95,03/96,12/98,11/01
OMB Clearance No.: 0970-0075
Expiration Date: 12/31/2024

LOW INCOME HOME ENERGY ASSISTANCE PROGRAM(LIHEAP) MODEL PLAN SF - 424 - MANDATORY

Section 15: Training

15.1 Describe the training you provide for each of the following groups:

a. Grantee Staff:

Formal training on grantee policies and procedures

How often?

Annually

Bi-annually

As needed

Other - Describe:

Employees are provided with policy manual

Other-Describe:

b. Local Agencies:

Formal training conference

How often?

Annually

Bi-annually

As needed

Other - Describe: CSD provides LSP and subcontractor staff with comprehensive weatherization training year around based upon job duties. These trainings provide vital workforce development and skills building for agency field personnel, an integral component of the programs goals.

On-site training

How often?

Annually

Bi-annually

As needed

Other - Describe:

Employees are provided with policy manual

Other - Describe

c. Vendors

Formal training conference

How often?

Annually

Bi-annually

As needed

Other - Describe:

Policies communicated through vendor agreements

<input type="checkbox"/> Policies are outlined in a vendor manual
<input type="checkbox"/> Other - Describe:
15.2 Does your training program address fraud reporting and prevention? <input checked="" type="radio"/> Yes <input type="radio"/> No
If any of the above questions require further explanation or clarification that could not be made in the fields provided, attach a document with said explanation here.

Section 16 - Performance Goals and Measures, 2605(b)

U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES
ADMINISTRATION FOR CHILDREN AND FAMILIES

August 1987, revised 05/92,02/95,03/96,12/98,11/01
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LOW INCOME HOME ENERGY ASSISTANCE PROGRAM(LIHEAP) MODEL PLAN SF - 424 - MANDATORY

Section 16: Performance Goals and Measures, 2605(b) - Required for States Only

16.1 Describe your progress toward meeting the data collection and reporting requirements of the four required LIHEAP (Benefit Targeting Index, Burden Reduction Targeting Index, Restoration of Home Energy Service, and Prevention of Loss of Home Energy Service). Include timeframes and plans for meeting these requirements and what you believe will be accomplished in the coming federal fiscal year.

CSD has implemented changes to its intake form to meet the required LIHEAP performance measures reporting.

CSD has modified its internal and external reporting systems to facilitate the reporting of LIHEAP performance measure data elements from LSPs into CSD's internal reporting systems.

Over the next federal fiscal year, CSD will continue its partnership with Investor Owned Utilities to continue obtaining utility cost and local energy consumption data. CSD will also work with local government utilities and municipal utility companies to obtain data exchange agreement to obtain utility cost and energy consumption data.

If any of the above questions require further explanation or clarification that could not be made in the fields provided, attach a document with said explanation here.

Section 17 - Program Integrity, 2605(b)(10)

U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES
ADMINISTRATION FOR CHILDREN AND FAMILIES

August 1987, revised 05/92,02/95,03/96,12/98,11/01
OMB Clearance No.: 0970-0075
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**LOW INCOME HOME ENERGY ASSISTANCE PROGRAM(LIHEAP)
MODEL PLAN
SF - 424 - MANDATORY**

Section 17: Program Integrity, 2605(b)(10)

17.1 Fraud Reporting Mechanisms

a. Describe all mechanisms available to the public for reporting cases of suspected waste, fraud, and abuse. Select all that apply.

- Online Fraud Reporting
- Dedicated Fraud Reporting Hotline
- Report directly to local agency/district office or Grantee office
- Report to State Inspector General or Attorney General
- Forms and procedures in place for local agencies/district offices and vendors to report fraud, waste, and abuse
- Other - Describe:

CSD operates a toll free line that can be used by the public to report suspected fraud. The Bureau of State Audits has established a whistleblower hotline that is available to grantee staff to report information regarding possible fraud. The information is advertised via posters that are located throughout the department's office. Local administering agencies and vendors report fraud through various methods to the department via correspondence, telephone communication with grantee staff, and email to grantee staff. Upon notification of potential fraud, the department advises its legal office and an investigation commences.

b. Describe strategies in place for advertising the above-referenced resources. Select all that apply

- Printed outreach materials
- Addressed on LIHEAP application
- Website
- Other - Describe:

CSD operates a toll free line that can be used by the public to report suspected fraud. The Bureau of State Audits has established a whistleblower hotline that is available to grantee staff to report information regarding possible fraud. The information is advertised via posters that are located throughout the department's office. Local administering agencies and vendors report fraud through various methods to the department via correspondence, telephone communication with grantee staff, and email to grantee staff. Upon notification of potential fraud, the department advises its legal office and an investigation commences.

17.2. Identification Documentation Requirements

a. Indicate which of the following forms of identification are required or requested to be collected from LIHEAP applicants or their household members.

Type of Identification Collected	Collected from Whom?		
	Applicant Only	All Adults in Household	All Household Members
Social Security Card is photocopied and retained	<input type="checkbox"/> Required	<input type="checkbox"/> Required	<input type="checkbox"/> Required
	<input checked="" type="checkbox"/> Requested	<input type="checkbox"/> Requested	<input type="checkbox"/> Requested
Social Security Number (Without actual Card)	<input type="checkbox"/> Required	<input type="checkbox"/> Required	<input type="checkbox"/> Required
	<input checked="" type="checkbox"/> Requested	<input type="checkbox"/> Requested	<input type="checkbox"/> Requested

Government-issued identification card (i.e.: driver's license, state ID, Tribal ID, passport, etc.)	<input checked="" type="checkbox"/>	Required	<input type="checkbox"/>	Required	<input type="checkbox"/>	Required	
	<input type="checkbox"/>	Requested	<input type="checkbox"/>	Requested	<input type="checkbox"/>	Requested	
		Applicant Only Required	Applicant Only Requested	All Adults in Household Required	All Adults in Household Requested	All Household Members Required	All Household Members Requested
1		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

b. Describe any exceptions to the above policies.

17.3 Identification Verification

Describe what methods are used to verify the authenticity of identification documents provided by clients or household members. Select all that apply

Verify SSNs with Social Security Administration

Match SSNs with death records from Social Security Administration or state agency

Match SSNs with state eligibility/case management system (e.g., SNAP, TANF)

Match with state Department of Labor system

Match with state and/or federal corrections system

Match with state child support system

Verification using private software (e.g., The Work Number)

In-person certification by staff (for tribal grantees only)

Match SSN/Tribal ID number with tribal database or enrollment records (for tribal grantees only)

Other - Describe:

17.4. Citizenship/Legal Residency Verification

What are your procedures for ensuring that household members are U.S. citizens or aliens who are qualified to receive LIHEAP benefits? Select all that apply.

Clients sign an attestation of citizenship or legal residency

Client's submission of Social Security cards is accepted as proof of legal residency

Noncitizens must provide documentation of immigration status

Citizens must provide a copy of their birth certificate, naturalization papers, or passport

Noncitizens are verified through the SAVE system

Tribal members are verified through Tribal enrollment records/Tribal ID card

Other - Describe:
County Local Service Providers are required to verify citizenship and legal residency. Read IDs can be used to verify citizenship/legal residency.

17.5. Income Verification

What methods does your agency utilize to verify household income? Select all that apply.

Require documentation of income for all adult household members

Pay stubs

Social Security award letters

Bank statements

Tax statements

Zero-income statements

Unemployment Insurance letters

Other - Describe:

Computer data matches:

<input type="checkbox"/> Income information matched against state computer system (e.g., SNAP, TANF)
<input type="checkbox"/> Proof of unemployment benefits verified with state Department of Labor
<input type="checkbox"/> Social Security income verified with SSA
<input type="checkbox"/> Utilize state directory of new hires
<input type="checkbox"/> Other - Describe:
17.6. Protection of Privacy and Confidentiality
Describe the financial and operating controls in place to protect client information against improper use or disclosure. Select all that apply.
<input checked="" type="checkbox"/> Policy in place prohibiting release of information without written consent
<input checked="" type="checkbox"/> Grantee LIHEAP database includes privacy/confidentiality safeguards
<input checked="" type="checkbox"/> Employee training on confidentiality for:
<input checked="" type="checkbox"/> Grantee employees
<input type="checkbox"/> Local agencies/district offices
<input checked="" type="checkbox"/> Employees must sign confidentiality agreement
<input checked="" type="checkbox"/> Grantee employees
<input type="checkbox"/> Local agencies/district offices
<input checked="" type="checkbox"/> Physical files are stored in a secure location
<input checked="" type="checkbox"/> Other - Describe: Statewide Information Management Manual (SIMM) SIMM 5340-C: Requirements to respond to incidents involving breach or personal information State Administrative Manual (SAM) SAM 5305: Information asset management and all subsections SAM 5310: Privacy and all subsections SAM 5320: Training and awareness for information security and privacy and all subsections SAM 5350: Operational Security and all subsections
17.7. Verifying the Authenticity
What policies are in place for verifying vendor authenticity? Select all that apply.
<input type="checkbox"/> All vendors must register with the State/Tribe.
<input type="checkbox"/> All vendors must supply a valid SSN or TIN/W-9 form
<input checked="" type="checkbox"/> Vendors are verified through energy bills provided by the household
<input type="checkbox"/> Grantee and/or local agencies/district offices perform physical monitoring of vendors
<input checked="" type="checkbox"/> Other - Describe and note any exceptions to policies above: CSD Documents authenticity of regulated energy vendors by collecting the Federal Employer ID number for Gas and Electric Vendors. Vendors are required to submit a Standard 204 Payee Record Data or Government Agency Tax Identification (GATI) form.
17.8. Benefits Policy - Gas and Electric Utilities
What policies are in place to protect against fraud when making benefit payments to gas and electric utilities on behalf of clients? Select all that apply.
<input type="checkbox"/> Applicants required to submit proof of physical residency
<input checked="" type="checkbox"/> Applicants must submit current utility bill
<input checked="" type="checkbox"/> Data exchange with utilities that verifies:
<input type="checkbox"/> Account ownership
<input type="checkbox"/> Consumption
<input checked="" type="checkbox"/> Balances
<input type="checkbox"/> Payment history
<input checked="" type="checkbox"/> Account is properly credited with benefit
<input type="checkbox"/> Other - Describe:
<input checked="" type="checkbox"/> Centralized computer system/database tracks payments to all utilities

<input checked="" type="checkbox"/>	Centralized computer system automatically generates benefit level
<input type="checkbox"/>	Separation of duties between intake and payment approval
<input type="checkbox"/>	Payments coordinated among other energy assistance programs to avoid duplication of payments
<input type="checkbox"/>	Payments to utilities and invoices from utilities are reviewed for accuracy
<input type="checkbox"/>	Computer databases are periodically reviewed to verify accuracy and timeliness of payments made to utilities
<input checked="" type="checkbox"/>	Direct payment to households are made in limited cases only
<input checked="" type="checkbox"/>	Procedures are in place to require prompt refunds from utilities in cases of account closure
<input type="checkbox"/>	Vendor agreements specify requirements selected above, and provide enforcement mechanism
<input checked="" type="checkbox"/>	Other - Describe: Payments to utilities and direct pay letters are reviewed for accuracy.
17.9. Benefits Policy - Bulk Fuel Vendors	
What procedures are in place for averting fraud and improper payments when dealing with bulk fuel suppliers of heating oil, propane, wood, and other bulk fuel vendors? Select all that apply.	
<input type="checkbox"/>	Vendors are checked against an approved vendors list
<input type="checkbox"/>	Centralized computer system/database is used to track payments to all vendors
<input checked="" type="checkbox"/>	Clients are relied on for reports of non-delivery or partial delivery
<input checked="" type="checkbox"/>	Two-party checks are issued naming client and vendor
<input checked="" type="checkbox"/>	Direct payment to households are made in limited cases only
<input type="checkbox"/>	Vendors are only paid once they provide a delivery receipt signed by the client
<input type="checkbox"/>	Conduct monitoring of bulk fuel vendors
<input type="checkbox"/>	Bulk fuel vendors are required to submit reports to the Grantee
<input type="checkbox"/>	Vendor agreements specify requirements selected above, and provide enforcement mechanism
<input checked="" type="checkbox"/>	Other - Describe: Please see attachments.
17.10. Investigations and Prosecutions	
Describe the Grantee's procedures for investigating and prosecuting reports of fraud, and any sanctions placed on clients/staff/vendors found to have committed fraud. Select all that apply.	
<input checked="" type="checkbox"/>	Refer to state Inspector General
<input checked="" type="checkbox"/>	Refer to local prosecutor or state Attorney General
<input checked="" type="checkbox"/>	Refer to US DHHS Inspector General (including referral to OIG hotline)
<input checked="" type="checkbox"/>	Local agencies/district offices or Grantee conduct investigation of fraud complaints from public
<input type="checkbox"/>	Grantee attempts collection of improper payments. If so, describe the recoupment process
<input type="checkbox"/>	Clients found to have committed fraud are banned from LIHEAP assistance. For how long is a household banned?
<input type="checkbox"/>	Contracts with local agencies require that employees found to have committed fraud are reprimanded and/or terminated
<input type="checkbox"/>	Vendors found to have committed fraud may no longer participate in LIHEAP
<input type="checkbox"/>	Other - Describe:
If any of the above questions require further explanation or clarification that could not be made in the fields provided, attach a document with said explanation here.	

Section 18: Certification Regarding Debarment, Suspension, and Other Responsibility Matters

Certification Regarding Debarment, Suspension, and Other Responsibility Matters--Primary Covered Transactions

Instructions for Certification

1. By signing and submitting this proposal, the prospective primary participant is providing the certification set out below.

2. The inability of a person to provide the certification required below will not necessarily result in denial of participation in this covered transaction. The prospective participant shall submit an explanation of why it cannot provide the certification set out below. The certification or explanation will be considered in connection with the department or agency's determination whether to enter into this transaction. However, failure of the prospective primary participant to furnish a certification or an explanation shall disqualify such person from participation in this transaction.

3. The certification in this clause is a material representation of fact upon which reliance was placed when the department or agency determined to enter into this transaction. If it is later determined that the prospective primary participant knowingly rendered an erroneous certification, in addition to other remedies available to the Federal Government, the department or agency may terminate this transaction for cause or default.

4. The prospective primary participant shall provide immediate written notice to the department or agency to which this proposal is submitted if at any time the prospective primary participant learns that its certification was erroneous when submitted or has become erroneous by reason of changed circumstances.

5. The terms covered transaction, debarred, suspended, ineligible, lower tier covered transaction, participant, person, primary covered transaction, principal, proposal, and voluntarily excluded, as used in this clause, have the meanings set out in the Definitions and Coverage sections of the rules implementing Executive Order 12549. You may contact the department or agency to which this proposal is being submitted for assistance in obtaining a copy of those regulations.

6. The prospective primary participant agrees by submitting this proposal that, should the proposed covered transaction be entered into, it shall not knowingly enter into any lower tier covered transaction with a person who is proposed for debarment under 48 CFR part 9, subpart 9.4, debarred, suspended, declared ineligible, or voluntarily excluded from participation in this covered transaction, unless authorized by the department or agency entering into this transaction.

7. The prospective primary participant further agrees by submitting this proposal that it will include the clause titled "Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion-Lower Tier Covered Transaction," provided by the department or agency entering into this covered transaction, without modification, in all lower tier covered transactions and in all solicitations for lower tier covered transactions.

8. A participant in a covered transaction may rely upon a certification of a prospective participant in a lower tier covered transaction that it is not proposed for debarment under 48 CFR part 9, subpart 9.4, debarred, suspended, ineligible, or

voluntarily excluded from the covered transaction, unless it knows that the certification is erroneous. A participant may decide the method and frequency by which it determines the eligibility of its principals. Each participant may, but is not required to, check the List of Parties Excluded from Federal Procurement and Nonprocurement Programs.

9. Nothing contained in the foregoing shall be construed to require establishment of a system of records in order to render in good faith the certification required by this clause. The knowledge and information of a participant is not required to exceed that which is normally possessed by a prudent person in the ordinary course of business dealings.

10. Except for transactions authorized under paragraph 6 of these instructions, if a participant in a covered transaction knowingly enters into a lower tier covered transaction with a person who is proposed for debarment under 48 CFR part 9, subpart 9.4, suspended, debarred, ineligible, or voluntarily excluded from participation in this transaction, in addition to other remedies available to the Federal Government, the department or agency may terminate this transaction for cause or default.

Certification Regarding Debarment, Suspension, and Other Responsibility Matters--Primary Covered Transactions

(1) The prospective primary participant certifies to the best of its knowledge and belief, that it and its principals:

(a) Are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded by any Federal department or agency;

(b) Have not within a three-year period preceding this proposal been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (Federal, State or local) transaction or contract under a public transaction; violation of Federal or State antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;

(c) Are not presently indicted for or otherwise criminally or civilly charged by a governmental entity (Federal, State or local) with commission of any of the offenses enumerated in paragraph (1)(b) of this certification; and

(d) Have not within a three-year period preceding this application/proposal had one or more public transactions (Federal, State or local) terminated for cause or default.

(2) Where the prospective primary participant is unable to certify to any of the statements in this certification, such prospective participant shall attach an explanation to this proposal.

Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion--Lower Tier Covered Transactions

Instructions for Certification

1. By signing and submitting this proposal, the prospective lower tier participant is providing the certification set out below.

2. The certification in this clause is a material representation of fact upon which reliance was placed when this transaction was entered into. If it is later

determined that the prospective lower tier participant knowingly rendered an erroneous certification, in addition to other remedies available to the Federal Government the department or agency with which this transaction originated may pursue available remedies, including suspension and/or debarment.

3. The prospective lower tier participant shall provide immediate written notice to the person to which this proposal is submitted if at any time the prospective lower tier participant learns that its certification was erroneous when submitted or had become erroneous by reason of changed circumstances.

4. The terms covered transaction, debarred, suspended, ineligible, lower tier covered transaction, participant, person, primary covered transaction, principal, proposal, and voluntarily excluded, as used in this clause, have the meaning set out in the Definitions and Coverage sections of rules implementing Executive Order 12549. You may contact the person to which this proposal is submitted for assistance in obtaining a copy of those regulations.

5. The prospective lower tier participant agrees by submitting this proposal that, [[Page 33043]] should the proposed covered transaction be entered into, it shall not knowingly enter into any lower tier covered transaction with a person who is proposed for debarment under 48 CFR part 9, subpart 9.4, debarred, suspended, declared ineligible, or voluntarily excluded from participation in this covered transaction, unless authorized by the department or agency with which this transaction originated.

6. The prospective lower tier participant further agrees by submitting this proposal that it will include this clause titled "Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion-Lower Tier Covered Transaction," without modification, in all lower tier covered transactions and in all solicitations for lower tier covered transactions.

7. A participant in a covered transaction may rely upon a certification of a prospective participant in a lower tier covered transaction that it is not proposed for debarment under 48 CFR part 9, subpart 9.4, debarred, suspended, ineligible, or voluntarily excluded from covered transactions, unless it knows that the certification is erroneous. A participant may decide the method and frequency by which it determines the eligibility of its principals. Each participant may, but is not required to, check the List of Parties Excluded from Federal Procurement and Nonprocurement Programs.

8. Nothing contained in the foregoing shall be construed to require establishment of a system of records in order to render in good faith the certification required by this clause. The knowledge and information of a participant is not required to exceed that which is normally possessed by a prudent person in the ordinary course of business dealings.

9. Except for transactions authorized under paragraph 5 of these instructions, if a participant in a covered transaction knowingly enters into a lower tier covered transaction with a person who is proposed for debarment under 48 CFR part 9, subpart 9.4, suspended, debarred, ineligible, or voluntarily excluded from participation in this transaction, in addition to other remedies available to the Federal Government, the department or agency with which this transaction originated may pursue available remedies, including suspension and/or debarment.

Certification Regarding Debarment, Suspension, Ineligibility an Voluntary Exclusion--Lower Tier Covered Transactions

(1) The prospective lower tier participant certifies, by submission of this proposal, that neither it nor its principals is presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any Federal department or agency.

(2) Where the prospective lower tier participant is unable to certify to any of the statements in this certification, such prospective participant shall attach an explanation to this proposal.

By checking this box, the prospective primary participant is providing the certification set out above.

Section 19: Certification Regarding Drug-Free Workplace Requirements

Section 19: Certification Regarding Drug-Free Workplace Requirements

This certification is required by the regulations implementing the Drug-Free Workplace Act of 1988: 45 CFR Part 76, Subpart, F. Sections 76.630(c) and (d)(2) and 76.645(a)(1) and (b) provide that a Federal agency may designate a central receipt point for STATE-WIDE AND STATE AGENCY-WIDE certifications, and for notification of criminal drug convictions. For the Department of Health and Human Services, the central point is: Division of Grants Management and Oversight, Office of Management and Acquisition, Department of Health and Human Services, Room 517-D, 200 Independence Avenue, SW Washington, DC 20201.

Certification Regarding Drug-Free Workplace Requirements (Instructions for Certification)

1. By signing and/or submitting this application or grant agreement, the grantee is providing the certification set out below.
2. The certification set out below is a material representation of fact upon which reliance is placed when the agency awards the grant. If it is later determined that the grantee knowingly rendered a false certification, or otherwise violates the requirements of the Drug-Free Workplace Act, the agency, in addition to any other remedies available to the Federal Government, may take action authorized under the Drug-Free Workplace Act.
3. For grantees other than individuals, Alternate I applies.
4. For grantees who are individuals, Alternate II applies.
5. Workplaces under grants, for grantees other than individuals, need not be identified on the certification. If known, they may be identified in the grant application. If the grantee does not identify the workplaces at the time of application, or upon award, if there is no application, the grantee must keep the identity of the workplace(s) on file in its office and make the information available for Federal inspection. Failure to identify all known workplaces constitutes a violation of the grantee's drug-free workplace requirements.
6. Workplace identifications must include the actual address of buildings (or parts of buildings) or other sites where work under the grant takes place. Categorical descriptions may be used (e.g., all vehicles of a mass transit authority or State highway department while in operation, State employees in each local unemployment office, performers in concert halls or radio studios).
7. If the workplace identified to the agency changes during the performance of the grant, the grantee shall inform the agency of the change(s), if it previously identified the workplaces in question (see paragraph five).
8. Definitions of terms in the Nonprocurement Suspension and Debarment common rule and Drug-Free Workplace common rule apply to this certification. Grantees' attention is called, in particular, to the following definitions from these rules:

Controlled substance means a controlled substance in Schedules I through V of the Controlled Substances Act (21 U.S.C. 812) and as further defined by regulation (21 CFR 1308.11 through 1308.15);

Conviction means a finding of guilt (including a plea of nolo contendere) or imposition of sentence, or both, by any judicial body charged with the responsibility to determine violations of the Federal or State criminal drug statutes;

Criminal drug statute means a Federal or non-Federal criminal statute involving the manufacture, distribution, dispensing, use, or possession of any controlled substance;

Employee means the employee of a grantee directly engaged in the performance of work under a grant, including: (i) All direct charge employees; (ii) All indirect charge employees unless their impact or involvement is insignificant to the performance of the grant; and, (iii) Temporary personnel and consultants who are directly engaged in the performance of work under the grant and who are on the grantee's payroll. This definition does not include workers not on the payroll of the grantee (e.g., volunteers, even if used to meet a matching requirement; consultants or independent contractors not on the grantee's payroll; or employees of subrecipients or subcontractors in covered workplaces).

Certification Regarding Drug-Free Workplace Requirements

Alternate I. (Grantees Other Than Individuals)

The grantee certifies that it will or will continue to provide a drug-free workplace by:

- (a) Publishing a statement notifying employees that the unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance is prohibited in the grantee's workplace and specifying the actions that will be taken against employees for violation of such prohibition;
- (b) Establishing an ongoing drug-free awareness program to inform employees about --
 - (1) The dangers of drug abuse in the workplace;
 - (2) The grantee's policy of maintaining a drug-free workplace;
 - (3) Any available drug counseling, rehabilitation, and employee assistance programs; and
 - (4) The penalties that may be imposed upon employees for drug abuse violations occurring in the workplace;
- c) Making it a requirement that each employee to be engaged in the performance of the grant be given a copy of the statement required by paragraph (a);
- (d) Notifying the employee in the statement required by paragraph (a) that, as a condition of employment under the grant, the employee will --
 - (1) Abide by the terms of the statement; and
 - (2) Notify the employer in writing of his or her conviction for a violation of a criminal drug statute occurring in the workplace no later than five calendar days after such conviction;
- (e) Notifying the agency in writing, within ten calendar days after receiving notice under paragraph (d)(2) from an employee or otherwise receiving actual notice of such conviction. Employers of convicted employees must provide notice, including position title, to every grant officer or other designee on whose grant activity the convicted employee was working, unless the Federal agency has designated a central point for the receipt of such notices. Notice shall include the identification

number(s) of each affected grant;
 (f) Taking one of the following actions, within 30 calendar days of receiving notice under paragraph (d)(2), with respect to any employee who is so convicted -(1) Taking appropriate personnel action against such an employee, up to and including termination, consistent with the requirements of the Rehabilitation Act of 1973, as amended; or
 (2) Requiring such employee to participate satisfactorily in a drug abuse assistance or rehabilitation program approved for such purposes by a Federal, State, or local health, law enforcement, or other appropriate agency;
 (g) Making a good faith effort to continue to maintain a drug-free workplace through implementation of paragraphs (a), (b), (c), (d), (e) and (f).
 (B) The grantee may insert in the space provided below the site(s) for the performance of work done in connection with the specific grant:

Place of Performance (Street address, city, county, state, zip code)

2389 Gateway Oaks Drive #100 * Address Line 1		
Address Line 2		
Address Line 3		
Sacramento * City	CA * State	95833 * Zip Code

Check if there are workplaces on file that are not identified here.

Alternate II. (Grantees Who Are Individuals)

(a) The grantee certifies that, as a condition of the grant, he or she will not engage in the unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance in conducting any activity with the grant;

(b) If convicted of a criminal drug offense resulting from a violation occurring during the conduct of any grant activity, he or she will report the conviction, in writing, within 10 calendar days of the conviction, to every grant officer or other designee, unless the Federal agency designates a central point for the receipt of such notices. When notice is made to such a central point, it shall include the identification number(s) of each affected grant.

[55 FR 21690, 21702, May 25, 1990]

By checking this box, the prospective primary participant is providing the certification set out above.

Section 20: Certification Regarding Lobbying

Section 20: Certification Regarding Lobbying

The submitter of this application certifies, to the best of his or her knowledge and belief, that:

(1) No Federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of an agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement.

(2) If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, grant, loan, or cooperative agreement, the undersigned shall complete and submit Standard Form-LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions

(3) The undersigned shall require that the language of this certification be included in the award documents for all subawards at all tiers (including subcontracts, subgrants, and contracts under grants, loans, and cooperative agreements) and that all subrecipients shall certify and disclose accordingly. This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by section 1352, title 31, U.S. Code. Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

Statement for Loan Guarantees and Loan Insurance

The undersigned states, to the best of his or her knowledge and belief, that:

If any funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this commitment providing for the United States to insure or guarantee a loan, the undersigned shall complete and submit Standard Form-LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions. Submission of this statement is a prerequisite for making or entering into this transaction imposed by section 1352, title 31, U.S. Code. Any person who fails to file the required statement shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

By checking this box, the prospective primary participant is providing the certification set out above.

Assurances

Assurances

(1) use the funds available under this title to--

(A) conduct outreach activities and provide assistance to low income households in meeting their home energy costs, particularly those with the lowest incomes that pay a high proportion of household income for home energy, consistent with paragraph (5);

(B) intervene in energy crisis situations;

(C) provide low-cost residential weatherization and other cost-effective energy-related home repair;and

(D)plan, develop, and administer the State's program under this title including leveraging programs, and the State agrees not to use such funds for any purposes other than those specified in this title;

(2) make payments under this title only with respect to--

(A) households in which one or more individuals are receiving--

(i)assistance under the State program funded under part A of title IV of the Social Security Act;

(ii) supplemental security income payments under title XVI of the Social Security Act;

(iii) food stamps under the Food Stamp Act of 1977; or

(iv) payments under section 415, 521, 541, or 542 of title 38, United States Code, or under section 306 of the Veterans' and Survivors' Pension Improvement Act of 1978; or

(B) households with incomes which do not exceed the greater of -

(i) an amount equal to 150 percent of the poverty level for such State; or

(ii) an amount equal to 60 percent of the State median income;

(except that a State may not exclude a household from eligibility in a fiscal year solely on the basis of household income if such income is less than 110 percent of the poverty level for such State, but the State may give priority to those households with the highest home energy costs or needs in relation to household income.

(3) 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, 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 Opportunity Act of 1964 before the date of the enactment of this Act;

(4) 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;

(5) provide, in a timely manner, that the highest level of assistance will be furnished to those households which have the lowest incomes and the highest energy costs or needs in relation to income, taking into account family size, except that the State may not differentiate in implementing this section between the households described in clauses 2(A) and 2(B) of this subsection;

(6) to the extent it is necessary to designate local administrative agencies in order to carry out the purposes of this title, to give special consideration, in the designation of such agencies, to any local public or private nonprofit agency which was receiving Federal funds under any low-income energy assistance program or weatherization program under the Economic Opportunity Act of 1964 or any other provision of law on the day before the date of the enactment of this Act, except that -

(A) the State shall, before giving such special consideration, determine that the agency involved meets program and fiscal requirements established by the State; and

(B) if there is no such agency because of any change in the assistance furnished to programs for economically disadvantaged persons, then the State shall give special consideration in the designation of local administrative agencies to any successor agency which is operated in substantially the same manner as the predecessor agency which did receive funds for the fiscal year preceding the fiscal year for which the determination is made;

(7) if the State chooses to pay home energy suppliers directly, establish procedures to --

(A) notify each participating household of the amount of assistance paid on its behalf;

(B) assure that the home energy supplier will charge the eligible household, in the normal billing process, the difference between the actual cost of the home energy and the amount of the payment made by the State under this title;

(C) assure that the home energy supplier will provide assurances that any agreement entered into with a home energy supplier under this paragraph will contain provisions to assure that no household receiving assistance under this title will be treated adversely because of such assistance under applicable provisions of State law or public regulatory requirements; and

(D) ensure that the provision of vendor payments remains at the option of the State in consultation with local grantees and may be contingent on unregulated vendors taking appropriate measures to alleviate the energy burdens of eligible households, including providing for agreements between suppliers and individuals eligible for benefits under this Act that seek to reduce home energy costs, minimize the risks of home energy crisis, and encourage regular payments by individuals receiving financial assistance for home energy costs;

(8) provide assurances that,

(A) the State will not exclude households described in clause (2)(B) of this subsection from receiving home energy assistance benefits under clause (2), and

(B) the State will treat owners and renters equitably under the program assisted under this title;

(9) provide that--

(A) the State may use for planning and administering the use of funds under this title an amount not to exceed 10 percent of the funds payable to such State under this title for a fiscal year; and

(B) the State will pay from non-Federal sources the remaining costs of planning and administering the program assisted under this title and will not use Federal funds for such remaining cost (except for the costs of the activities described in paragraph (16));

(10) provide that such fiscal control and fund accounting procedures will be established as may be necessary to assure the proper disbursement of and accounting for Federal funds paid to the State under this title, including procedures for monitoring the assistance provided under this title, and provide that the State will comply with the provisions of chapter 75 of title 31, United States Code (commonly known as the "Single Audit Act");

(11) permit and cooperate with Federal investigations undertaken in accordance with section 2608;

(12) provide for timely and meaningful public participation in the development of the plan described in subsection (c);

(13) provide an opportunity for a fair administrative hearing to individuals whose claims for assistance under the plan described in subsection (c) are denied or are not acted upon with reasonable promptness; and

(14) cooperate with the Secretary with respect to data collecting and reporting under section 2610.

(15) * beginning in fiscal year 1992, provide, in addition to such services as may be offered by State Departments of Public Welfare at the local level, outreach and intake functions for crisis situations and heating and cooling assistance that is administered by additional State and local governmental entities or community-based organizations (such as community action agencies, area agencies on aging and not-for-profit neighborhood-based organizations), and in States where such organizations do not administer functions as of September 30, 1991, preference in awarding grants or contracts for intake services shall be provided to those agencies that administer the low-income weatherization or energy crisis intervention programs.

*** This assurance is applicable only to States, and to territories whose annual regular LIHEAP allotments exceed \$200,000. Neither territories with annual allotments of \$200,000 or less nor Indian tribes/tribal organizations are subject to Assurance 15.**

(16) 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.

Plan Attachments

PLAN ATTACHMENTS
The following documents must be attached to this application
<ul style="list-style-type: none">• Delegation Letter is required if someone other than the Governor or Chairman Certified this Report.
<ul style="list-style-type: none">• Heating component benefit matrix, if applicable
<ul style="list-style-type: none">• Cooling component benefit matrix, if applicable
<ul style="list-style-type: none">• Minutes, notes, or transcripts of public hearing(s).

Attachment. Section 1 – Program Components

Section 1.2: Estimate what amount of available LIHEAP funds will be used for each component that you will operate: The total of all percentages must add up to 100%.

Re: Weatherization Assistance: 15%

CSD will submit a waiver request pursuant to Federal Regulation: 42 CFR Part 94 §8624(k), to increase the weatherization allocation from 15% to 25%.

Re: Cooling estimate: 5%

For reporting purposes, CSD's cooling season has been determined to be from July 1 through October 31.

Households to be reported under "Cooling" are tied specifically to applicants who have been assisted with their electricity bill under the non-crisis Home Energy Assistance Program (HEAP) component. However, even though the funding estimate for cooling is at 5%, there are additional households that receive assistance during the cooling season under the crisis component, Fast Track, which is reported under "Crisis Assistance". CSD estimates that 9% of the Fast Track funds will be used to help households with their cooling bill. Therefore, CSD estimates that 14% of the households will receive cooling assistance.

Please note: Because the use of non-electric fuels for cooling is rare in California, households assisted with natural gas, wood, propane or other non-electric fuels are not taken into consideration.

Section 5.11 - What LIHEAP weatherization measures do you provide ? (Check all categories that apply.)

Other - Describe:	Measure
SECTION: Assessments/Diagnostics	
1	Dwelling Assessment
2	REM/Design Energy Audit
3	Combustion Appliance Safety Test
4	Blower Door Test
5	Duct Leakage Test
6	Environmental Testing
7	HERS Rater
8	Permits
9	Contractor Post-Weatherization Inspection
SECTION: Health and Safety	
1	Carbon Monoxide Alarm
2	Smoke Alarm
3	Cooking Appliance Repair, Free Standing Range or Cook Top
4	Cooking Appliance Replacement, Free Standing Range or Cook Top
5	Cooking Appliance Repair, Built-In Single Wall Oven
6	Cooking Appliance Replacement, Built-In Single Wall Oven
7	Cooling Repair
8	Cooling Replacement
9	CVA Venting
10	Environmental Hazard Work
11	Heating Source Repair
12	Heating Source Replacement
13	Water Heater Repair
14	Water Heater Replacement
SECTION: Mandatory	
1	Attic Ventilation
2	Ceiling Insulation
3	Door, Exterior (All Other Types)
4	Door, Sliding Glass
5	Duct Insulation
6	Duct Repair, Sealing, and Replacement
7	Filter Replacement
8	Hot Water Flow Restrictor
9	HVAC Blower Upgrades
10	Infiltration Reduction (Excludes both repair and replacement of Doors and Windows)
11	Kitchen Exhaust Installation, Repair & Replacement
12	Kneewall Insulation
13	Lighting
14	Limited Home Repair
15	Low Flow Toilet
16	Mechanical Ventilation (if required by blower door diagnostics and MV calculations)
17	Microwave Oven
18	Refrigerator Replacement
19	Thermostat
20	Vacancy Sensor Switch
21	Water Heater Blanket
22	Water Heater Pipe Wrap
23	Whole House Fan
24	Window Repair and Replacement

Other - Describe:	Measure
SECTION: Optional	
1	Ceiling Fan
2	Clothes Washer Replacement
3	Clothes Dryer Replacement
4	Dishwasher Replacement
5	Exterior Water Pipe Wrap
6	Floor Foundation Venting
7	Floor Insulation
8	Hot Water Flow Restrictor
9	Mechanical Ventilation
10	Power Strips
11	Shade Screens
12	Storm Windows
13	Timer, Electric Water Heater
14	Tinted Window Film
15	Wall Insulation, Stucco and Wood
SECTION: Optional - Energy Audit Required	
1	Ceiling Insulation
2	Cooling Replacement (Energy Efficiency Upgrades)
3	Duct Repairs & Replacement
4	Floor Insulation
5	Heating Source Replacement (Energy Efficiency Upgrades)
6	Infiltration Reduction (Excludes both repair and replacement of Doors and Windows)
7	Kneewall Insulation
8	Limited Home Repair
9	Refrigerator Replacement
10	Thermostat
11	Wall Insulation, Stucco and Wood
12	Water Heater Installation (Energy Efficiency Upgrade)
13	Window Replacement

STATE OF CALIFORNIA
Department
of
Community Services and Development



**MONITORING SCOPE AND
OVERVIEW**

Energy & Environmental Services Division

Field Operations Unit

Rev. 1/2023

INTRODUCTION

The Department of Community Services & Development (CSD), as the recipient of the Federal funding, is responsible for oversight of the operations of the Low Income Home Energy Assistance Program (LIHEAP), the Department of Energy Weatherization Assistance Program (DOE WAP), LIHEAP American Rescue Plan Act (ARPA) and other programs as developed within CSD's Energy and Environmental Services Division (E&ESD). As such, CSD is required to monitor the activities of its Contractors (also referred to as 'agency', 'Local Service Provider' or 'subrecipient') and this is accomplished by conducting regular monitoring reviews. The purpose of the reviews is to ensure the Contractor meets the Administrative Requirements, Financial Requirements, Programmatic Requirements, Compliance Requirements, and other applicable requirements as prescribed in the contract and referenced therein (2 C.F.R. §200.328; 45 C.F.R. §75.342; 10 C.F.R. §440; DOE WAP, LIHEAP and ARPA Part II Subpart D Article 10.3 A-E).

Health and Human Services, as the federal administrator of LIHEAP and ARPA, requires regular oversight of subrecipients. Per 45 CFR §75.342, CSD "is responsible for the oversight of the operations of the Federal award supported activities. The non-Federal entity must monitor its activities under Federal awards to assure compliance with applicable Federal requirements and performance expectations are being achieved. Monitoring by the non-Federal entity must cover each program, function or activity." Additionally, 45 CFR §75.352 states that CSD must "monitor the activities of the subrecipient as necessary to ensure that the subaward is used for authorized purposes, in compliance with Federal statutes, regulations, and the terms and conditions of the subaward; and that subaward performance goals are achieved."

The Department of Energy, as the federal administrator of the Weatherization Assistance Program, requires a comprehensive monitoring review of all DOE agencies every program year. As stated in DOE's Weatherization Program Notices 16-4 & 20-4 and per 10 CFR 440.23, all Weatherization Grantees have the responsibility to perform annual monitoring and oversight of the program implementation and work performed by all of its Subgrantees.

MONITORING REVIEWS

The Energy Field Operations Unit will be conducting full monitoring reviews over a three year period, which began with calendar year 2022. Each agency will receive an On-site Visit (or a Virtual Visit if travel is restricted due to COVID provisions) a minimum of once every three years, to cover all open Energy contracts. At the end of the third year, all 41 agencies will have received a full review.

In order to meet DOE monitoring requirements, agencies with a DOE contract will receive a Desk Review in the year(s) they do not receive an On-site/Virtual Visit.

Quarterly Reviews will be conducted throughout the duration of the three-year period.

Types of Monitoring Reviews

On-site Visits are conducted at the Local Service Provider's location. Virtual Visits are conducted in-house at CSD (if travel is restricted due to COVID provisions). The visits predominantly consist of verification of processes and activities such as, but not limited to, administrative policy review, financial line item reconciliation, client file verification, etc. Specific documents will be requested in advance of the review with the Monitoring Questionnaire, in an effort to identify any deficiencies and in order to prepare for any Training and Technical Assistance (T&TA) that will be provided during the monitoring review. Agencies will have 30 days to complete and return the Questionnaire with all pertinent attachments. A documentation request consisting of the client files and line item documentation to be reviewed will be submitted to the agency and is due to Field Representative within five (5) business days. Depending on the outcome of the review, CSD Field Representatives may expand the sampling size to determine whether the issue is isolated or systemic. Lastly, CSD Field Representatives will also verify that all previous monitoring issues (including from desk reviews and/or quarterly reviews) have been resolved during the monitoring review.

Desk Reviews are conducted in-house at CSD, focus solely on the DOE program and will predominantly consist of verification of processes and activities such as, but not limited to, administrative policy review, client file verification, etc. Specific documents will be requested by the agency with the Monitoring Questionnaire. Agencies will have 30 days to complete and return the Questionnaire with all pertinent attachments. A documentation request consisting of the client files and line item documentation to be reviewed will be submitted to the agency and is due to Field Representative within five (5) business days. Depending on the outcome of the client file review, CSD Field Representatives may expand the sampling size to determine whether the issue is isolated or systemic. Lastly, CSD Field Representatives will also verify that all previous monitoring issues (including from on-site/virtual visits and/or quarterly reviews) have been resolved during the desk review.

Quarterly Reviews are conducted in-house at CSD on a quarterly basis and focus on items including but not limited to: expenditure status, contractor licensing, SWEATS expenditure review, follow up on CSD 558s, etc., and will be one of the tools used to assist in formulating the monitoring strategy for on-site or in-house desk reviews.

Additional Contracts Monitoring

The Low Income Household Water Assistance Program (LIHWAP) will be monitored utilizing a separate scope. Please see the LIHWAP Monitoring Scope for details on LIHWAP monitoring.

Recommendations, Observations, and Findings

CSD strives to maintain the highest levels of performance through a monitoring process that has the following goals:

- To ensure proper and timely use of funds and realization of expected benefits;
- To provide transparency and accountability;
- To provide quality control;
- To provide training and technical assistance; and
- To confirm corrective action implementation for prior Findings and Observations.

In an effort to provide transparency, the CSD Field Representatives will be identifying “POTENTIAL” Recommendations, Observations, and/or Findings throughout the on-site monitoring visit and during the on-site monitoring Exit Conference, as well as at the conclusion of the Desk Review. However, the ultimate determination will be made following the two-week review period of the draft monitoring report and will be reflected in the final monitoring report. Although the basic premise is to “standardize” the Monitoring process, the uniqueness of each agency and circumstances at the time of the visit will impact the ultimate outcome of the final Monitoring Review.

This section outlines the issues identified during the reviews. Those issues are categorized into three (3) categories: Recommendations, Observations, and Findings.

‘Recommendations’ are offered by CSD as a suggestion for potential improvement of current processes, systems, or general business practices. Please note that ‘Recommendations’ do not require a Corrective Action Plan response.

‘Observations’ are identified contractual noncompliance issues that are an identified ‘Significant Deficiency’ which is caused by a deficiency, or combination of deficiencies, in internal control that is less severe than a ‘Material Weakness,’ yet important enough to merit attention (*i.e. Missing or incomplete documents with no financial impact and is a federal and/or state requirement*). An Observation does not require a Corrective Action Plan response; however, the agency must immediately remedy the issue of noncompliance within 90 calendar days from the issuance of the final monitoring report. Thus, if the agency fails to document the remediation of and/or forsakes to remedy an ‘Observation’ by the specified timeframe, upon follow up the ‘Observation’ may then be elevated to a ‘Finding’ as it now carries material error.

‘Findings’ are identified contractual noncompliance issues that: (1) cause a financial impact (*i.e. Missing the required Post-Wx Inspection documentation to substantiate inspection was performed*); OR (2) was a previously identified Observation and/or Finding that was not found to be remedied; OR (3) is a Material Weakness caused by a deficiency or combination of deficiencies in internal control, such that there is a

reasonable possibility of a material misstatement that will not be prevented, or detected and corrected on a timely basis. Findings are considered material noncompliance of the contract, and any materials referenced therein. A material noncompliance is defined as any issue which carries substantial financial, personnel, public, and/or agency/CSD ramifications; a material noncompliance may or may not preclude the agency from further performance. Please note that 'Findings' require a Corrective Action Plan from the agency within 30 calendar days of the issue of the final report outlining how the issue of noncompliance will be remedied and other course of action as outlined in each topic. Findings will not be considered closed until the agency is able to demonstrate the issue has been completely resolved and has provided a sufficient response on how the issue will not reoccur.

Failure to submit the requested documentation, including but not limited to, Monitoring Questionnaire and attachments, client files, and financial supporting documentation, may be cause for automatic observations and/or findings and may result in questioned or disallowed costs.

MONITORING SCOPE

I. ADMINISTRATIVE REQUIREMENTS

A. ADMINISTRATIVE POLICIES AND PROCEDURES

1. Board Roster, Bylaws, Resolution, and Minutes
2. Internal Controls Requirements
3. Record Retention Requirements
4. Travel and per diem
5. Conflict of Interest
6. Procurement Standards
7. Use and Disposition of Vehicles and Equipment
8. Subcontracts
9. Complaint Management Policies and Procedures
10. Fair Hearing Process for Applications for Denial of Benefits by Contractor
11. Fraud, Waste and Abuse

II. FINANCIAL REQUIREMENTS

A. ADMINISTRATIVE AND PROGRAM EXPENDITURES REQUIREMENTS

1. Working Capital Advance and Major Purchase Advances
2. Wood, Propane and Oil Returned Payments
3. Allowable Costs
4. Service Area Expenditures Requirements
5. Reimbursement Guidelines

B. REPORTING POLICIES AND PROCEDURES

1. Reporting Requirements

III. PROGRAMMATIC REQUIREMENTS

A. PROGRAM POLICIES AND PROCEDURES

1. Program Standards and Regulatory Requirements
2. Prioritization of Services
3. Service Priority Guidelines
4. Outreach and Intake Activity Guidelines
5. Client Education and Counseling Activities
6. Assurance 16 Activity Guidelines
7. Leveraging Activities
8. Record-Keeping Responsibilities

B. PROGRAM IMPLEMENTATION

1. HEAP/WPO Activity Guidelines
2. Weatherization Activity Guidelines
3. Energy Crisis Intervention Program (ECIP) Services Activity Guidelines
4. ECIP Fast Track and HEAP Electric and Gas Pledge Guidelines
5. SWEATS Activity Guidelines
6. Quality Assurance

C. TRAINING, LICENSING AND CERTIFICATIONS

1. Training Requirements
2. Quality Control Inspectors Certification
3. Contractor Licensing
4. Special Licensing – Weatherization
5. Environmental Protection Agency (EPA) Certifications
6. Mandatory Training

IV. COMPLIANCE REQUIREMENTS

A. COMPLIANCE POLICIES AND PROCEDURES

1. Service Delivery and Expenditure Requirements

MONITORING SCOPE OVERVIEW

The general comprehensive scope for CSD's Energy & Environmental Services Division's monitoring includes, but is not limited to, the following areas:

I. ADMINISTRATIVE REQUIREMENTS

A. ADMINISTRATIVE POLICIES AND PROCEDURES

1. Board Roster, Bylaws, Resolution and Minutes

LIHEAP and DOE WAP Article 4.1

The purpose of this review is to ensure that the agencies are in compliance with their Bylaws and that the Board is regularly updated with any impactful Energy Program issues.

- i. CSD Field Representatives will review the Board Minutes to verify that Board Meetings are being held in accordance with the Board Bylaws, Board Meeting Minutes are being submitted to CSD, and whether Energy Programs are being discussed during meetings.

2. Internal Controls Requirements

2 CFR 200.303; 45 CFR 75.303; LIHEAP and DOE WAP Article 4.2

The purpose of this review is to ensure the agency regularly conducts internal reviews.

- i. CSD Field Representatives will review the agency's response(s) provided in the Monitoring Questionnaire and review agency policies and procedures.

3. Record Retention Requirements

2 CFR 200.334-338; 45 CFR 75.361-75.370; LIHEAP and DOE WAP Article 4.3

The purpose of this review is to ensure the agency retains records (financial, equipment, employee, and client) for at least three (3) years after the close-out of the contracts, or any audits or legal proceedings, and that those records are maintained in a secure and confidential manner.

- i. CSD Field Representatives will review the agency's response(s) provided in the Monitoring Questionnaire and its Record Retention policy to verify the agency is abiding by OMB requirements for retention.

4. Travel and Per Diem

2 CFR 200.475; 45 CFR 75.474; CCR 599.615-638; LIHEAP and DOE WAP Article 4.6

The purpose of this review is to ensure the agency follows its written travel policy or is abiding by the California Code of Regulations.

- i. CSD Field Representatives will review the agency's response(s) provided in the Monitoring Questionnaire and utilize the EARS database to verify if the agency has any out-of-state travel expenses budgeted, if any costs have been incurred, and will request to review the agency's CSD 536 forms (Out-of-State Travel), if applicable.

5. Conflict of Interest

2 CFR 200.112, 200.318; LIHEAP and DOE WAP Article 4.7

The purpose of this review is to ensure the agency has and follows a documented policy relating to standards of conduct; and if electing to provide CSD services to employees, officers, board members, and/or friends and family, has a process in place that prevents the appearance of preferential treatment, and is adhering to the notification procedure as prescribed in the contract.

- i. CSD Field Representatives will review the agency's response(s) to the Monitoring Questionnaire and its Conflict of Interest Policy and Procedure. If services were provided to agency employees, relatives of employees, board members and/or officers, CSD Field Representatives will request to review a sampling of those files to ensure preferential treatment was avoided.

6. Procurement Standards

2 CFR 200.317-326; 45 CFR 75.326-340; CPA-A-12-01; LIHEAP and DOE WAP Article 4.8

The purpose of this review is to ensure the agency's Procurement Policy and Procedures are in compliance with the OMB Uniform Guidance including, but not limited to, open and free competition including a cost analysis.

- i. CSD Field Representatives will review the agency's responses to the Monitoring Questionnaire, and its Procurement Policy and Procedure. On an on-going basis, CSD Field Representatives will review any CSD 558 Request for Pre-Approval of Purchase/Lease to follow-up on obtaining proof of purchase.
- ii. CSD Field Representatives will test the agency's procurement process via a review of the agency's subcontractor procurement or other item(s) procured with LIHEAP and/or DOE funds. If CSD Field Representatives have any questions on the procurement of materials, equipment, and/or subcontractors, supporting documentation may be requested, and agency staff may be interviewed for further clarification.

7. Use and Disposition of Vehicles and Equipment

2 CFR 200.311, 200.313, 200.436; 45 CFR 75.318, 45 CFR 75.320, 45 CFR 75.436; CPN-A 17-01; LIHEAP and DOE WAP Article 4.9

The purpose of this review is to ensure the agency's Use and Disposition Policy and Procedures are in compliance with the OMB Uniform Guidance

including, but not limited to, use of vehicles, user fees, property logs, and limitation on use of funds.

- i. CSD Field Representatives will review the agency's responses to the Monitoring Questionnaire, its property log and compliance with the use, maintenance and disposition of vehicles and equipment purchased with LIHEAP and/or DOE funds. On an on-going basis, CSD Field Representatives will review any disposition requests for compliance with the contract requirements.

8. Subcontracts

2 CFR 200.300-331; 45 CFR 75.300-351; LIHEAP and DOE WAP Article 4.10

The purpose of this review is to ensure the agency's Subcontractor Agreements are in compliance with all contract requirements, proper procurement was conducted, adequate oversight is in place, and that CSD was notified timely of any new agreements.

- i. CSD Field Representatives will review the agency's response(s) to the Questionnaire, its Subcontractor Oversight Policy, and all energy Subcontractor Agreements, including the original solicitation and procurement process.
- ii. CSD Field Representatives will review weatherization client files to verify proper subcontractor documentation is within the file, that reimbursement rates are being adhered to, and that there is proper oversight of the subcontractors.

9. Complaint Management Policies and Procedures

LIHEAP and DOE WAP Article 4.11

The purpose of this review is to ensure the agency has established policies and procedures for handling complaints, applicants are afforded an opportunity to register a complaint, the agency offers a reasonable remedy within the contract timeframes, and formal written complaints are documented.

- i. CSD Field Representatives will review the agency's response(s) to the Monitoring Questionnaire, its Complaint Management Policy and Procedure, 15-day notification letter, and formal complaint tracking log.

10. Fair Hearing Process for Applications for Denial of Benefits by Contractor

22 C.C.R. 100805; 22 C.C.R. 100904.5; 42 USC 8624(b)(13); LIHEAP and DOE WAP Article 4.12

The purpose of this section is to ensure the agency has a written appeals process in place providing applicants who are denied benefits or services, or

who receive an untimely response or unsatisfactory performance, the right to appeal.

- i. CSD Field Representatives will review the agency's response(s) to the Monitoring Questionnaire and its Appeals Process.

11. Fraud, Waste and Abuse

2 C.F.R. 200.113, 45 CFR 75.113; 41 U.S.C. 2313; LIHEAP and DOE WAP Article 4.13

The purpose of this review is to ensure the agency has a system in place to notify CSD of incidents and activities, including suspected incidents and activities, involving the fraud, waste and/or abuse of Energy Program funds.

- i. Annually, CSD Field Representatives will review the agency's procedures for ensuring the agency has provided necessary information to their employees, subcontractors, clients, and other parties regarding contact information to report actual or suspected fraud, waste, and/or abuse.

II. FINANCIAL REQUIREMENTS

A. ADMINISTRATIVE AND PROGRAM EXPENDITURES REQUIREMENTS

1. Working Capital Advance and Major Purchase Advances

2 C.F.R. 200.305(b)(8), 22 C.C.R. 100840(a), 100855; 45 CFR 75.305(b)(8); LIHEAP Article 5.3 and DOE WAP Article 5.2

The purpose of this review is to ensure the agencies requesting Working Capital Advances (WCA) and/or Major Purchase Advances (MPA) are placing the funds in an interest-bearing account.

- i. CSD Field Representatives will review the agency's response(s) to the Monitoring Questionnaire and will request a copy of the interest-bearing account bank statement, if applicable.

2. Wood, Propane and Oil Returned Payments

LIHEAP Article 5.5

The purpose of this review is to determine if the agency has a system in place for tracking Wood, Propane and Oil (WPO) payments in accordance with contract requirements.

- i. CSD Field Representatives will review the responses to the Monitoring Questionnaire and the submitted WPO Tracking Log.

3. Allowable Costs

DOE Weatherization Program Notice 20-4; LIHEAP Article 5.6 and DOE WAP Article 5.4

The purpose of this review is to determine whether the agency is claiming reimbursements for actual, allowable and allocable costs and if costs are billed to the appropriate line item.

- i. CSD Field Representatives will review the responses to the Monitoring Questionnaire.
- ii. CSD Field Representatives will perform a financial line item reconciliation of reported costs for selected line items and months for the LIHEAP and DOE WAP contracts.

4. Service Area Expenditures Requirements

LIHEAP Article 5.7

The purpose of this review is to ensure agencies are providing direct services in all target service areas the agency is the designated LSP for.

- i. CSD Field Representatives will review eCORE data during the quarterly assessment to identify if funds are being expended in all target service areas.

5. Reimbursement Guidelines

42 U.S.C. 8622(1), CPN 12-05; LIHEAP Article 5.8 and DOE WAP Article 5.5

The purpose of this review is to ensure the agency is reporting measures within the allowable maximums, is not reporting dwellings until after they have been fully inspected, the average cost per dwelling is within the contract limits, and the client file contains the required applicable documentation.

- i. CSD Field Representatives will review client files to ensure the dwelling was post inspected prior to billing, and the files contain the applicable required documentation. Field Representatives will also verify that the reimbursement amount is equal to the actual labor costs and actual cost of the materials, and that subcontracted services do not exceed the maximum reimbursement allowable.

B. REPORTING POLICIES AND PROCEDURES

1. Reporting Requirements

2 C.F.R. 200.305, 200.343, CPN-E 19-002; LIHEAP and DOE WAP Article 6.1

The purpose of this review is to ensure the agency is submitting expenditures regularly and that expenditures reported are accompanied by the measure information submitted to the Weatherization Database (eCORE).

- i. CSD Field Representatives will review CSD's EARS Receipt and Approval spreadsheet to verify expenditure submissions, and the Weatherization Database (eCORE) to verify measure submission.

III. PROGRAMMATIC REQUIREMENTS

A. PROGRAM POLICIES AND PROCEDURES

The purpose of this review is to ensure the agency is adhering to all appropriate program policies, procedures and standards, including those incorporated by reference in the contract. This includes a review of the following areas of the contract:

1. Program Standards and Regulatory Requirements

10 CFR 440; 40 CFR 745; LIHEAP Article 7.2 and DOE WAP Article 7.1

2. Prioritization of Services

LIHEAP Article 7.3

3. Service Priority Guidelines

LIHEAP Article 7.4 and DOE WAP Article 7.2

4. Outreach and Intake Activity Guidelines

LIHEAP Article 7.5 and DOE WAP Article 7.3

5. Client Education and Counseling Activities

DOE WAP Article 7.4

6. Assurance 16 Activity Guidelines

LIHEAP Article 7.6

7. Leveraging Activities

LIHEAP Article 7.7 and DOE WAP Article 7.5

8. Record-Keeping Responsibilities

LIHEAP Article 7.8 and DOE WAP Article 7.6

- i. CSD Field Representatives will review the agency's responses to the Monitoring Questionnaire regarding programmatic requirements, including reviewing the ECIP Home Energy Supplier Assurance forms for agencies who conduct WPO services.
- ii. CSD Field Representatives will request and review client files, utilizing the Client File Checklist to confirm that all files contain the applicable documentation and follow all policies and standards as stated within the contracts. Additionally, a comparison between the client files and the client data submitted to the Weatherization Database will be conducted.

B. PROGRAM IMPLEMENTATION

The purpose of this review is to confirm the agency's ECIP, HEAP, Weatherization and SWEATS activities are done in accordance with the contract terms and the agency's Local Plan and Priority Plan Narrative. This includes a review of the following areas of the contract:

1. HEAP/WPO Activity Guidelines

LIHEAP Article 8.1

2. Weatherization Activity Guidelines

LIHEAP Article 8.2 and DOE WAP Article 8.1; CPN-E-21-04 Previously Weatherized Dwelling Requirements

3. Energy Crisis Intervention Program (ECIP) Services Activity Guidelines

42 USC Section 8623; LIHEAP Article 8.3; ECIP Policies and Procedures

4. ECIP Fast Track and HEAP Electric and Gas Pledge Guidelines

LIHEAP Article 8.4

5. SWEATS Activity Guidelines

LIHEAP Article 8.5; CPN-E-20-01 SWEATS Policy

6. Quality Assurance

LIHEAP Article 8.6 and DOE WAP Article 8.2

- i. CSD Field Representatives will review client files, utilizing the Client File Checklist, to confirm that the agency is following the contract and Field Guide programmatic requirements, including conducting 100% post inspections. Additionally, a review will be conducted to ensure adequate separation of duties and that subcontracted DOE QCI services are not exceeding the maximum amount as specified in the contract.

C. TRAINING, LICENSING AND CERTIFICATIONS

The purpose of this review is to confirm if that the agency's staff, including subcontractors and/or subrecipients, has received the appropriate training for their job duties as outlined in the contract, and has the appropriate certifications such as Quality Control Inspector (QCI), Contractor Licensing and Environmental Protection Agency (EPA) Certifications. This includes a review of the following areas of the contract:

1. Training Requirements

LIHEAP and DOE WAP Article 9.1

2. Quality Control Inspectors Certification

DOE WAP Article 9.2

3. Contractor Licensing

LIHEAP Article 9.2 and DOE WAP Article 9.3

4. Special Licensing - Weatherization

LIHEAP Article 9.3 and DOE WAP Article 9.4

5. Environmental Protection Agency (EPA) Certifications

LIHEAP Article 9.4 and DOE WAP Article 9.5

6. Mandatory Training

LIHEAP Article 9.5 and DOE WAP Article 9.6

- i. CSD Field Representatives will review the completed matrices within the Monitoring Questionnaire to confirm the agency has staff trained for all weatherization job duties listed and has the appropriate licenses and certifications to perform weatherization work. Additionally, client files will be reviewed to confirm work is being performed by trained staff.

IV. COMPLIANCE REQUIREMENTS

A. COMPLIANCE POLICIES AND PROCEDURES

1. Service Delivery and Expenditure Requirements

LIHEAP and DOE WAP Article 10.5

The purpose of this review is to verify whether the agency is meeting their expenditure and unit production goals and that expenditures are in compliance with the contract requirements.

- i. CSD Field Representatives will review the agency's expenditure status and compare the results to the agency's submitted CSD 622 Performance and Expenditure Benchmark and Performance Plan.

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INFORMATION SECURITY PROGRAM MANAGEMENT
(Revised 8/2015)

5305.1

Policy: Each state entity must provide for the proper use and protection of its information assets. Accordingly each state entity shall:

1. Develop, implement, and maintain a state entity-wide Information Security Program Plan.
2. Ensure the plan documentation provides the following:
 - a. an overview of the requirements for the state entity's information security program;
 - b. a description of the state entity's strategy and prioritization approach to information security, privacy, and risk management;
 - c. a plan for integrating information security resource needs into the state entity's capital planning and funding request processes; and
 - d. a plan of action and milestones (POAM) process for addressing program deficiencies. State entities shall use the standardized POAM reporting instructions and tool ([SIMM 5305-B](#) and [SIMM 5305-C](#), respectively).
3. Ensure the plan is approved and disseminated by the state entity head responsible and accountable for risks incurred to the state entity's mission, functions, assets, image and reputation.
4. Identify roles and responsibilities, and assign management responsibilities for information security program management consistent with the roles and responsibilities described in the Information Security Program Management Standard ([SIMM 5305-A](#)).

Implementation Controls: [NIST SP 800-53: Planning \(PL\)](#); [Program Management \(PM\)](#); [Information Security Program Management Standard \(SIMM 5305-A\)](#); [Plan of Action and Milestones \(SIMM 5305-B and SIMM 5305-C\)](#)

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POLICY, PROCEDURE AND STANDARDS MANAGEMENT
(Revised 6/14)

5305.2

Policy: Each state entity must provide for the protection of its information assets by establishing appropriate administrative, operational and technical policies, standards, and procedures to ensure its operations conform with business requirements, laws, and administrative policies, and personnel maintain a standard of due care to prevent misuse, loss, disruption or compromise of state entity information assets. Each state entity shall adopt, maintain and enforce internal administrative, operational and technical policies, standards and procedures in accordance with [SIMM 5305-A](#) to support information security program plan goals and objectives.

Implementation Controls: [NIST SP 800-53: Planning \(PL\)](#); [Program Management \(PM\)](#); [SIMM 5305-A](#)

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INFORMATION SECURITY ROLES AND RESPONSIBILITIES

5305.3

(Revised 6/14)

Policy: Information security is a shared responsibility. All personnel have a role and responsibility in the proper use and protection of state information assets. Each state entity shall ensure information security program roles and responsibilities identified in [SIMM 5305-A](#) are acknowledged and understood by all state entity personnel.

Implementation Controls: [NIST SP 800-53: Planning \(PL\)](#); [Program Management \(PM\)](#); [SIMM 5305-A](#)

SAM – INFORMATION SECURITY
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PERSONNEL MANAGEMENT
(Revised 12/13)

5305.4

Policy: Each state entity must identify security and privacy roles and responsibilities for all personnel. This will ensure personnel are informed of their roles and responsibilities for using state entity information assets, to reduce the risk of inappropriate use, and a documented process to remove access when changes occur. Personnel practices related to security management must include:

1. Employment history, fingerprinting, and/or criminal background checks on personnel who work with or have access to confidential, personal, or sensitive information or critical applications may be necessary for a particular state entity. Each state entity should consult the California Human Resources Department and the Department of Justice for specific rules and regulations relative to employment history, fingerprinting, or criminal background checks.
2. Initial training of state entity personnel with respect to individual, state entity, and statewide security and privacy responsibilities and policies before being granted access to information assets, and annually thereafter.
3. Signing of acknowledgments of security and privacy responsibility by all personnel.
4. Transfer procedures that ensure access rights and permissions to state entity information assets are reviewed for appropriateness and reauthorized by program management when personnel is transferred within the state entity, so that access to information assets is limited to that which is needed by personnel in the performance of their job-related duties.
5. Termination procedures that ensure state entity information assets are not accessible to separated personnel.

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INFORMATION ASSET MANAGEMENT
(Revised 6/14)

5305.5

Introduction: In order to provide for the proper use and protection of information assets, the value and level of protection needed must be clearly specified and understood.

Policy: Each state entity must understand the value of its information assets and the level of protection those assets require. To this end, each state entity shall establish and maintain an inventory of all of its information assets, including information systems, information system components, and information repositories (both electronic and paper). The inventory shall contain a listing of all programs and information systems identified as collecting, using, maintaining, or sharing state entity information. The inventory must include categorization and classification of the information assets by program management, and based on the Information Security Program Management Standard ([SIMM 5305-A](#)), California Public Records Act (Government Code sections 6250-6265), Information Practices Act of 1977 (Civil Code Section [1798](#), et seq.), [FIPS Publication 199](#), and laws governing administration of the state entity's programs.

The categorization and classification of information assets shall be used in the determination of an asset's needed level of protection. If the information asset's level of protection is not clear, the state entity is to protect the asset to the categorization level of "Moderate" as defined by [FIPS Publication 199](#). Where the state entity is the custodian or user of the information asset, and not the owner, as in the case of Federal Tax Information, Criminal Justice Information Services information, and so forth the state entity shall ensure the data owner specifies the level of protection. The state entity shall adhere to the data owner's classification and level of protection requirements.

Each information asset for which the state entity has ownership responsibility shall be inventoried and identified to include the following:

1. Description and value of the information asset.
2. Owner of the information asset.
3. Custodians of the information asset.
4. Users of the information asset.
5. Classification of information.
6. [FIPS Publication 199](#) categorization and level of protection (Low, Moderate, or High).

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INFORMATION ASSET MANAGEMENT

5305.5 (Cont. 1)

(Revised 6/14)

7. Importance of information asset to the execution of the state entity's mission and program function.
8. Potential consequences and impacts if confidentiality, integrity and availability of the information asset were compromised.

Implementation Controls: NIST SP 800-53: [Planning \(PL\)](#); [Program Management \(PM\)](#); [Information Security Program Management Standard \(SIMM 5305-A\)](#); and [FIPS Publication 199](#).

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RISK MANAGEMENT
(Revised 6/14)

5305.6

Policy: Each state entity shall create a state entity-wide information security, privacy and risk management strategy which includes a clear expression of risk tolerance for the organization, acceptable risk assessment methodologies, risk mitigation strategies, and a process for consistently evaluating risk across the organization with respect to the state entity's risk tolerance, and approaches for monitoring risk over time.

The state entity's risk management strategy and methodologies shall be consistent with [NIST SP 800-30](#) and [NIST SP 800-39](#), and must include:

1. Risk assessments conducted at the three various levels of the risk management hierarchy, including:
 - a. Organizational level;
 - b. Mission/Business process level; and
 - c. Information asset level.
2. A risk assessment process to identify and assess risks associated with its information assets and define a cost-effective approach to managing such risks; including, but not limited to:
 - a. Risk associated with introducing new information processes, systems and technology into the state entity environment;
 - b. Accidental and deliberate acts on the part of state entity personnel and outsiders;
 - c. Fire, flooding, and electric disturbances; and,
 - d. Loss or disruption of data communications capabilities.

Implementation Controls: NIST SP 800-53: [Planning \(PL\)](#); [Program Management \(PM\)](#); and [SIMM 5305-A](#)

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RISK ASSESSMENT
(Revised 6/14)

5305.7

Policy: Each state entity shall conduct an assessment of risk, including the likelihood and magnitude of harm from the unauthorized access, use, disclosure, disruption, modification, or destruction of the information system/asset and the information it processes, stores, or transmits. Each state entity shall conduct a comprehensive risk assessment once every two years which assesses the state entity's risk management strategy for all three levels and documents the risk assessment results in a risk assessment report.

The risk assessment process must include the following:

1. Assignment of responsibilities for risk assessment, including appropriate participation of executive, technical, and program management.
2. Identification of the state entity information assets that are at risk, with particular emphasis on the applications of information technology that are critical to state entity program operations. Identification of the threats to which the information assets could be exposed.
3. Assessment of the vulnerabilities, e.g., the points where information assets lack sufficient protection from identified threats.
4. Determination of the probable loss or consequences, based upon quantitative and qualitative evaluation, of a realized threat for each vulnerability and estimation of the likelihood of such occurrence.
5. Identification and estimation of the cost of protective measures which would eliminate or reduce the vulnerabilities to an acceptable level.
6. Selection of cost-effective security management measures to be implemented.
7. Preparation of a report, to be submitted to the state entity head and to be kept on file within the state entity, documenting the risk assessment, the proposed security management measures, the resources necessary for security management, and the amount of residual risk to be accepted by the state entity.

Implementation Controls: NIST SP 800-53: [Risk Assessment \(RA\)](#)

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**PROVISIONS FOR AGREEMENTS WITH STATE
AND NON-STATE ENTITIES**

5305.8

(Revised 6/14)

Introduction: State entities are required to enter into written agreements with state and non-state entities when they engage such entities in the development, use, or maintenance of information systems, products, solutions, or services.

Policy: Each state entity shall ensure agreements with state and non-state entities include provisions which protect and minimize risk to the state. Agreements shall include, at a minimum, provisions which cover the following:

1. Appropriate levels of security (confidentiality, integrity and availability) for the data based on data categorization and classification and [FIPS Publication 199](#) protection levels.
2. Standards for transmission and storage of the data, including encryption and destruction, if applicable.
3. Agreements to comply with statewide policies and laws regarding the use and protection of information resources and data, including those set forth in this Chapter.
4. Signed confidentiality statements.
5. Agreements to apply security patches and upgrades, and keep virus software up-to-date on all systems on which data may be used.
6. Agreements to notify the state data owners promptly if a security incident involving the information system or data occurs.
7. Agreements that the data owner shall have the right to participate in the investigation of a security incident involving its data or conduct its own independent investigation, and that data custodian shall cooperate fully in such investigations.

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**PROVISIONS FOR AGREEMENTS WITH STATE
AND NON-STATE ENTITIES**

5305.8 (Cont. 1)

(Revised 6/14)

8. Agreements that the data custodian shall be responsible for all costs incurred by the data owner due to security incident resulting from the data custodian's failure to perform or negligent acts of its personnel, and resulting in an unauthorized disclosure, release, access, review, or destruction; or loss, theft or misuse of an information asset. If the contractor experiences a loss or breach of data, the contractor shall immediately report the loss or breach to the data owner. If the data owner determines that notice to the individuals whose data has been lost or breached is appropriate, the contractor will bear any and all costs associated with the notice or any mitigation selected by the data owner. These costs include, but are not limited to, staff time, material costs, postage, media announcements, and other identifiable costs associated with the breach or loss of data.
9. Agreements that the data custodian shall immediately notify and work cooperatively with the data owner to respond timely and correctly to public records act requests.
10. Agreements between the data custodian and data owner to address the appropriate disposition of records held by the data custodian during the term of its agreement with the data owner.

Implementation Controls: NIST SP 800-53, [System and Services Acquisition \(SA\)](#)

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INFORMATION SECURITY PROGRAM METRICS

5305.9

(Revised 6/14)

Introduction: Performance with respect to security controls must be measured to determine whether the needs of the state entity are being met. Security metrics assist with adjustments to security controls in order to improve effectiveness.

Policy: Each state entity shall establish outcome-based metrics to measure the effectiveness and efficiency of the state entity's information security program, and the security controls deployed.

Implementation Controls: NIST SP 800-53: [System and Services Acquisition \(SA\)](#); [Security Assessment and Authorization \(CA\)](#); [Contingency Planning \(CP\)](#)

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INFORMATION SECURITY PROGRAM
(Revised 6/14)

5305

Policy: Each state entity is responsible for establishing an information security program. The program shall include planning, oversight, and coordination of its information security program activities to effectively manage risk, provide for the protection of information assets, and prevent illegal activity, fraud, waste, and abuse in the use of information assets.

Each state entity shall:

1. Align the information security program, its activities, and staff with the requirements of this Chapter;
2. Establish a governance body to direct the development of state entity specific information security plans, policies, standards, and other authoritative documents;
3. Oversee the creation, maintenance, and enforcement of established information security policies, standards, procedures, and guidelines;
4. Ensure the state entity's security policies and procedures are fully documented and state entity staff is aware of, has agreed to comply with, and understands the consequences of failure to comply with policies and procedures;
5. Identify and integrate or align information security goals and objectives to the state entity's strategic and tactical plans;
6. Develop and track information security and privacy risk key performance indicators;
7. Develop and disseminate security and privacy metrics and risk information to state entity executives and other managers for decision making purposes; and
8. Coordinate state entity security efforts with local government entities and other branches of government as applicable.

Implementation Controls: [NIST SP 800-53: Planning \(PL\)](#); [Program Management \(PM\)](#)

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**STATE ENTITY PRIVACY STATEMENT
AND NOTICE ON COLLECTION**

5310.1

(Revised 6/14)

Policy: Information asset owners shall be open about state entity information handling practices, including the purposes for which the state entity collects, uses, and discloses personal information of individuals. Each state entity Privacy Program Coordinator shall prepare, publish, and maintain a General Privacy Policy Statement and a Privacy Notice on Collection for each personal information collection in accordance with the Privacy Statement and Notices Standard ([SIMM 5310-A](#)).

General Privacy Policy Statement

Each state entity's general privacy policy, as required by Government Code section [11019.9](#), shall apply to the entire state entity and its subdivisions.

Privacy Notice on Collection

When personal information is collected from an individual on or with any form, the information asset owner shall ensure that notice is provided to the individual at or before the time of collection. The content and presentation of the notice shall comply with requirements outlined in the Privacy Statement and Notices Standard ([SIMM 5310-A](#)).

Implementation Controls: NIST SP 800-53: [Appendix J-Privacy Control Catalog](#), and [SIMM 5310-A](#)

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LIMITING COLLECTION
(Revised 6/14)

5310.2

Policy: Information asset owners shall collect the least amount of personal information that is required to fulfill the purposes for which it is being collected. Information asset owners shall obtain personal information only through lawful means and shall collect personal information to the greatest extent practicable directly from the individual who is the subject of the information rather than from another source. Information asset owners shall endeavor to collect non-personal information, instead of personal information, if it is able to fulfill the same requirements.

Implementation Controls: NIST SP 800-53: [Appendix J-Privacy Control Catalog](#)

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LIMITING USE AND DISCLOSURE
(Revised 6/14)

5310.3

Policy: Information asset owners, custodians and users shall not disclose, use, or make available personal information collected from individuals for purposes other than those for which it was originally collected, except in the following situations:

1. The disclosure is made to the individual who is the subject of the information;
2. The nature of the disclosure is included in the Privacy Notice on Collection provided at or before the time of collection;
3. The individual who is the subject of the information, subsequent to collection, provides explicit consent to the disclosure or use; or
4. The use or disclosure is explicitly allowed under Civil Code section [1798.24](#).

Accounting of Disclosures

Information asset owners shall keep an accurate accounting of the date, nature, and purpose of each disclosure of a record made under exception number 4 above. The accounting shall include the date of the disclosure, and the name, title, and business address of the individual or state entity to which the disclosure was made.

Information asset owners shall retain the above referenced accounting for at least three years after the disclosure for which the accounting is made, or until the record is destroyed in accordance with the state entity record retention policy, whichever is shorter.

Information asset owners shall inform any individual or state entity to whom a record containing personal information has been disclosed during the preceding three years of any correction of an error in the record or notation of a dispute about its accuracy.

Use of Information by Third Parties

Information asset owners and users shall apply the requirements of this policy to any third party who handles personal information collected by the state entity, in order to accomplish a state entity function that is consistent with the original purposes for which it was collected. Any such third party and its personnel or agent with access to the personal information shall formally agree to be subject to the state entity's privacy policies and practices in the same manner as an employee of the state entity.

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(Continued)

LIMITING USE AND DISCLOSURE

(Revised 6/14)

5310.3 (Cont. 1)

Social Security Numbers

Information asset owners shall minimize the collection and use of Social Security numbers. Information asset owners shall not publicly post or publicly display in any manner an individual's Social Security number or otherwise permit handling of Social Security numbers in any manner inconsistent with the Privacy Individual Access Standard ([SIMM 5310-B](#)).

Information asset owners shall not permit Social Security numbers to be either entered into systems as authentication credentials or used as user unique identifiers within systems. This requirement shall apply to all new systems, and major changes or upgrades to existing systems.

Implementation Controls: NIST SP 800-53: [Appendix J-Privacy Control Catalog](#), and [SIMM 5310-B](#)

**SAM – INFORMATION SECURITY
(Office of Information Security)**

INDIVIDUAL ACCESS TO PERSONAL INFORMATION
(Revised 6/14)

5310.4

Policy: Each state entity shall ensure individuals are provided with information about their access rights and the procedures for exercising those rights.

Individuals Right to Access

Each state entity Privacy Program Coordinator shall publish procedures for individuals to follow in exercising their rights to access records held by the state entity which contain their personal information. Such rights include the right to inquire and be informed as to whether the state entity maintains a record about the individual and the right to request a correction of or an amendment to their personal information. Such procedures shall be made available online if the state entity has a website, and shall otherwise comply with the Privacy Individual Access Standard ([SIMM 5310-B](#)).

Personal Information in Public Records

Each state entity head shall include in the state entity's procedures for access to public records, a provision requiring the redaction of personal information prior to allowing inspection or releasing records in response to a California Public Records Act request.

Mailing Lists

Upon written request of an individual, an information asset owner maintaining a mailing list shall remove the individual's name and contact information from such list, unless such name and contact information is exclusively used by the state entity to directly contact the individual. Information asset owners shall inform individuals, in the requisite Privacy Notice on Collection forms used to collect personal information, of their right to have their information removed from such mailing lists.

Implementation Controls: NIST SP 800-53: [Appendix J-Privacy Control Catalog](#) , and [SIMM 5310-B](#)

SAM – INFORMATION SECURITY
(Office of Information Security)

INFORMATION INTEGRITY
(Revised 6/14)

5310.5

Policy: Information asset owners shall maintain all records with accuracy, relevance, timeliness, and completeness.

Maintaining Record Integrity

When an information asset owner uses a record to make a determination about an individual or transfers a record to another state or non-state entity, the owner shall correct, update, withhold, or delete any portion of the record that it knows or has reason to believe is inaccurate or out of date.

Maintaining Information Sources

Whenever an information asset owner collects personal information, the owner shall either ensure that the individual is provided a copy of the source document or shall record and maintain the source of the information, unless the source is the individual record subject.

Ownership of Stored Records and State Archived Records

1. **Stored Records:** When records that contain personal information are transferred to the Department of General Services (DGS) for storage, information asset owners for the state entity transferring the records shall retain all owner responsibilities for the protection of the record as provided in this Chapter. The DGS shall not disclose the record except to the information asset owner or his designee, or in accordance with their instructions which must be in accordance with this policy and relevant laws.
2. **State Archives:** Information asset owners shall transfer a record pertaining to an identifiable individual to the State Archives only after determining, with concurrence by the state entity head, that the record has sufficient historical or other value to warrant its continued preservation by the California state government. In the event of this transfer, information asset ownership shall be formally transferred to an information asset owner in the State Archives, who shall accept all owner responsibilities contained in the enterprise information security and privacy policies and standards.

Implementation Controls: [NIST SP 800-53: Appendix J-Privacy Control Catalog](#)

**SAM – INFORMATION SECURITY
(Office of Information Security)**

DATA RETENTION AND DESTRUCTION
(Revised 6/14)

5310.6

Policy: Information asset owners shall retain and/or destroy records of personal information in accordance with the state entity's record retention and destruction policy and the [Privacy Individual Access Standard \(SIMM 5310-B\)](#). Information asset owners shall take reasonable steps to keep personal information only as long as is necessary to carry out the purposes for which the information was collected.

However, no record of personal information shall be destroyed or otherwise disposed of by any state entity unless:

- a. It is determined by the state entity head that the record has no further administrative, legal, or fiscal value;
- b. The state entity head has determined that an audit has been performed for any record subject to audit; and
- c. The Secretary of State has determined that the record is inappropriate for preservation in the State Archives.

Destruction of Electronically Collected Personal Information

An information asset owner shall, upon request by the record subject, securely discard without reuse or distribution, any personal information collected through a state entity's website.

Implementation Controls: [NIST SP 800-53: Appendix J-Privacy Control Catalog](#), and [SIMM 5310-B](#)

SAM – INFORMATION SECURITY
(Office of Information Security)

SECURITY SAFEGUARDS

5310.7

(Revised 6/14)

Policy: Information asset owners shall apply all applicable statewide and state entity information security laws, policies, standards, and procedures in order to protect personal information under the information asset owner's responsibility.

Implementation Controls: [NIST SP 800-53: Appendix J-Privacy Control Catalog](#)

SAM – INFORMATION SECURITY
(Office of Information Security)

PRIVACY
(Revised 6/14)

5310

Introduction: Privacy can be understood as the rights of individuals, as defined by law, to control the collection and use of their personal information. This privacy policy is based generally on the Information Practices Act of 1977 (Civil Code section [1798](#), et seq.). In addition to its general application, the Information Practices Act of 1977 is broad in scope, drawing from the [Fair Information Practice Principles \(FIPPs\)](#), which form the basis for most privacy laws in the United States and around the world. The [FIPPs](#) help entities attain public trust and mitigate loss and risk stemming from privacy incidents.

Included among the principles are transparency, notice, and choice. Some state entities are also subject to additional state and federal privacy laws related to particular types of personal information.

Governing Authority: The following overarching privacy laws are applicable to state entities:

1. [Article 1, Section 1](#), of the Constitution of the State of California defines pursuing and obtaining privacy as an inalienable right.
2. The Information Practices Act of 1977 (Civil Code section [1798](#), et seq.) places specific requirements on each state entity in the collection, use, maintenance, and dissemination of information relating to individuals.
3. Government Code Section [11019.9](#) requires state agencies to enact and to maintain a privacy policy and to designate an employee to be responsible for the policy. The policy must describe the agency's practices for handling personal information, as further required in the Information Practices Act.

Policy: State entity heads shall direct the establishment of an entity-specific Privacy Program. The Privacy Program shall ensure, and privacy coordinators shall confirm, that the requirements contained in the California Information Practices Act, this policy and the associated standards are adhered to by the state entity and its personnel.

Implementation Controls: NIST SP 800-53: [Appendix J-Privacy Control Catalog](#)

**SAM – INFORMATION SECURITY
(Office of Information Security)**

SECURITY AND PRIVACY AWARENESS
(Revised 12/13)

5320.1

Policy: Each state entity shall provide basic security and privacy awareness training to all information asset users (all personnel, including managers and senior executives) as part of initial training for new users and annually thereafter.

Each state entity shall determine the appropriate content of security awareness training based on statewide requirements, specific state entity requirements, and the information processes and assets to which personnel have access.

**SAM – INFORMATION SECURITY
(Office of Information Security)**

SECURITY AND PRIVACY TRAINING

5320.2

(Revised 6/14)

Policy: Each state entity shall determine the appropriate content of security and privacy training based on the assigned roles and responsibilities of individuals and the specific security requirements of the state entity and the information assets to which personnel have access. Privacy training content will ensure personnel understand their responsibility for compliance with the Information Practices Act of 1977 and the penalties for non-compliance.

Governing Provisions: Civil Code section [1798](#)

Implementation Controls: NIST SP 800-53: [Awareness and Training \(AT\)](#)

**SAM – INFORMATION SECURITY
(Office of Information Security)**

SECURITY AND PRIVACY TRAINING RECORDS

5320.3

(Revised 6/14)

Policy: Each state entity shall document and monitor individual information security and privacy training activities including basic security and privacy awareness training and specific information system security training; and retain individual training records to support corrective action, audit and assessment processes. The ISO will be responsible for ensuring that training content is maintained and updated as necessary to address the latest security challenges that may impact users.

Implementation Controls: NIST SP 800-53: [Awareness and Training \(AT\)](#)

SAM – INFORMATION SECURITY
(Office of Information Security)

PERSONNEL SECURITY
(Revised 6/14)

5320.4

Policy: Each state entity shall establish processes and procedures to ensure that individual access to information assets is commensurate with job-related responsibilities, and individuals requiring access to information assets sign appropriate user agreements prior to being granted access.

Access agreements shall include acceptable use provisions, and may also include nondisclosure agreements and conflict-of-interest agreements. If required by law, regulation or policy, each state entity must ensure individuals obtain applicable security clearances.

Personnel transfers or reassignments to other positions within the state entity must be reviewed to prevent accumulation of access and support least access privilege. Returning and issuing keys, identification cards, and building passes; closing information system accounts and establishing new accounts; and changing information system access authorizations are all examples of personnel security practices related to staff transfer or reassignment.

Implementation Controls: NIST SP 800-53: [Personnel Security \(PS\)](#)

SAM – INFORMATION SECURITY
(Office of Information Security)

**TRAINING AND AWARENESS FOR INFORMATION SECURITY
AND PRIVACY**

5320

(Revised 10/20)

Policy: Each state entity must establish and maintain an information security and privacy training and awareness program. State entity personnel must possess the knowledge and skills necessary to use information technology to the best advantage for the state. Each state entity must regularly assess the skills and knowledge of its personnel in relation to job requirements, identify and document training and professional development needs, and provide suitable training within the limits of available resources.

The training and awareness program shall ensure:

1. All personnel receive general security and privacy awareness training so that they understand the state entity information security policies, standards, procedures, and practices; and are knowledgeable about the various management, operational, and technical controls required to protect the information assets for which they are responsible.
2. Groups of personnel with special security training needs, such as application developers receive the necessary training.
3. Assessments of personnel awareness, knowledge and skills shall include simulated phishing exercises in compliance with the SIMM 5320-A, Phishing Exercise Standard.
4. Training records are maintained to support corrective action, audit and assessment processes.
5. The program content is maintained and evaluated for effectiveness on an ongoing basis.

State entity heads, Chief Information Officers (CIOs), Information Security Officers (ISOs), management, and information asset owners have key roles in information security training and awareness. The state entity head is responsible for ensuring an effective program is implemented state entity-wide. The scope and content of the awareness program must align with statewide policy, and with any state entity specific security needs and requirements.

Implementation Controls: NIST SP 800-53: [Awareness and Training \(AT\)](#), SIMM 5320-A

SAM – INFORMATION SECURITY
(Office of Information Security)

ENCRYPTION
(Revised 6/14)

5350.1

Policy: End-to-end encryption or approved compensating security control(s) shall be used to protect confidential, sensitive, or personal information that is transmitted or accessed outside the secure internal network (e.g., email, remote access, file transfer, Internet/website communication tools) of the state entity, or stored on portable electronic storage media (e.g., USB flash drives, tapes, CDs, DVDs, disks, SD cards, portable hard drives), mobile computing devices (e.g., laptops, netbooks, tablets, and smartphones), and other mobile electronic devices. In rare instances where encryption cannot be implemented, compensating control(s) or alternatives to encryption must be in place. Compensating controls and alternatives to encryption must be reviewed on a case-by-case basis and approved in writing by the state entity ISO, after a thorough risk analysis.

Implementation Controls: FIPS 140-2, FIPS 197, NIST SP 800-53: [Access Control \(AC\)](#), and [System and Communications Protection Controls \(SC\)](#)

SAM – INFORMATION SECURITY
(Office of Information Security)

OPERATIONAL SECURITY
(Revised 6/14)

5350

Introduction: In order to mitigate against successful attacks, each state entity is responsible for separating and controlling access to various systems and networks with different threat levels and sets of users which may operate or interface within their technology environment.

Policy: Each state entity shall develop, implement, and document, disseminate, and maintain operational security practices which include, but are not limited to:

1. A network security architecture that:
 - a. includes distinct zones to separate internal, external, and DMZ traffic; and
 - b. segments internal networks to limit damage, should a security incident occur.
2. Firewall, router, and other perimeter security tools which enforce network security architecture decisions.
3. Periodic review of perimeter security access control rules to identify those that are no longer needed or provide overly broad access.

Each state entity's security architecture shall align with the following security controls and best practices:

1. Application partitioning;
2. Denial of service protection;
3. Boundary protection;
4. Confidentiality of transmitted information or appropriate compensating security controls if protection assurances cannot be guaranteed; and
5. Cryptographic protections using modules that comply with FIPS-validated cryptography.

Implementation Controls: NIST SP 800-53: [System and Information Integrity \(SI\)](#); [System and Communications Protection \(SC\)](#)

State of California

California Department of Technology

Office of Information Security

**Requirements to Respond to Incidents
Involving a Breach of Personal
Information**

SIMM 5340-C

June 2022

REVISION HISTORY

Revision	Date of Release	Owner	Summary of Changes
Initial Release		California Office of Information Security (CISO)	
Minor Update	May 2012	CISO	Added Attorney General requirements pursuant to Civil Code Section 1798.29 , effective 1/2012.
Minor Update	December 2012	CISO	Name change to shortened document title, added additional examples under the section <i>A. Whether Breach Notification Is Required by Law</i> , and replaced reference to contacting California Office of Privacy Protection for assistance with use of Credit Monitoring Services with reference to published guidance.
Minor Update	September 2013	CISO	SIMM number change, replaced reference to California Office of Privacy Protection in the Sample Breach Notices.
Minor Update	January 2014	CISO	Added new notice triggering data elements and notification requirements to coincide with enacted Legislation.
Update	January 2016	CISO	Added new notice triggering data elements and notification requirements to coincide with enacted Legislation (Civil Code Sections 1798.29 , 1798.82).
Minor Update	April 2016	CISO	Non-substantial change to breach notification templates clarifying signature requirements per SAM 5300.3 and adding hyperlink to Breach Help pages.
Minor Update	June 2016	CISO	Update incident reporting instructions for the SIMM 5340-B: eliminating incident reporting through ENTAC; directing all incident reports to be made through the Cal-CSIRS system.
Update	March 2017	CISO	Added reporting/notification requirements to include breach of encrypted personal information to coincide with enacted Legislation (Civil Code Section 1798.29).
Minor Update	January 2018	Office of Information Security (OIS)	Office name change
Update	February 2020	Office of Information Security (OIS)	Added new notice triggering data elements and notification requirements to coincide with enacted Legislation (Civil Code Sections 1798.29 and 1798.82).

Revision	Date of Release	Owner	Summary of Changes
Update	June 2022	Office of Information Security (OIS)	Add new notice triggering data elements and notification requirements to coincide with enacted Legislation (Civil Code Sections 1798.29, 1798.81.5 and 1798.82).

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I. EXECUTIVE SUMMARY

Agencies/state entities are required to operate in accordance with a myriad of laws and state policies related to the protection of information assets, and the timely and efficient management of security incidents. California's breach notification law ([Civil Code Section 1798.29](#)), enacted in 2002, is one such law, intended to give individuals early warning when their personal information has fallen into the hands of an unauthorized person, so they could take steps to protect themselves against identity theft or to otherwise mitigate the crime's impact and other possible harms associated with a breach of personal information.

While the law originally focused on breaches involving the kind of information used in financial identity theft, growing concern about medical identity theft led to the addition of medical and health insurance information as "notice-triggering" in 2008. In 2015 the addition of a user name or e-mail address, in combination with a password or security question that would permit access to an online account, was added to the list. In 2016, encrypted personal information acquired by an unauthorized person with access to the encryption key or security credential and the Automated License Plate Recognition System were added as "notice-triggering" elements. In 2020, unique biometric data and tax identification numbers, passport numbers, military identification numbers, and any other unique identification numbers issued on a government document were added as "notice-triggering" elements, and in 2021 legislation added genetic data.

Safeguarding against and preventing security breaches involving personal information entrusted to government is essential to establishing and maintaining public trust. Equally important is the ability to provide accurate and timely information about a breach to affected individuals when a breach occurs because failure to do so can exacerbate the problem and increase the risk of harm to individuals.

To ensure that agencies/state entities understand the responsibilities for making timely and accurate notification to individuals affected by a breach, this SIMM 5340-C document identifies the existing personal information breach notification requirements, and sets out specific instructions and guidance for agencies/state entities to follow when responding to a security incident that involves a breach of personal information. This document also provides a checklist and a set of breach notification templates as tools to assist agencies/state entities with fulfilling the notification requirements.

II. INTRODUCTION

To ensure compliance and consistency across state government, this document identifies the current breach notification requirements for breaches involving personal information, accompanied by questions and factors agencies/state entities should consider in determining whether and when a breach notification should be made, and a specification of the means for fulfilling notification requirements. This document does not attempt to establish an absolute standard for breach notification, since decisions are dependent upon the specific facts surrounding the breach and the applicable law. In some cases, notification is clearly required by law, and in others it may be unclear whether notification is required. In some instances, where notification is, by law, clearly not required, notification may nonetheless, serve the best interests of those affected.

The procedures discussed in this document will assist agencies/state entities in confronting the problems associated with a breach involving personal information, by providing instruction and guidance regarding developing an appropriate response, understanding notification requirements, and making decisions in cases where the obligation to notify may be uncertain.

The term "agency" refers to any office, department, board, bureau, commission or other organizational entity within state government. Within this document, "agency" and "department" are used interchangeably.

III. INFORMATION PRACTICES ACT REQUIREMENTS

A. Background

The California Information Practices Act (IPA) of 1977 ([Civil Code Sections 1798](#) et seq.) is the primary authority that governs state agencies' collection, use, maintenance, and dissemination of individuals' personal information. The IPA also specifies the circumstances that compel breach notification.

For the general purposes of the IPA, [Civil Code Section 1798.3](#) defines personal information very broadly as "any information that is maintained by an agency that identifies or describes an individual, including, but not limited to, his or her name, Social Security number, physical description, home address, home telephone number, education, financial matters, and medical or employment history. It includes statements made by, or attributed to, the individual."

B. Breach Notification Requirement

Subdivision (a) of [Civil Code Section 1798.29](#), requires "Any agency that owns or licenses computerized data that includes personal information shall disclose any breach of the security of the system following discovery or notification of the breach in security of the data to any resident of California (1) whose unencrypted personal information was, or is reasonably believed to have been, acquired by an unauthorized person, or, (2) whose encrypted personal information was, or is reasonably believed to have been, acquired by an unauthorized person and the encryption key or security credential was, or is reasonably believed to have been, acquired by an unauthorized person and the agency that owns or licenses the encrypted information has a reasonable belief that the encryption key or security credential could render that personal information readable or usable". For purposes of this section, encrypted has been defined as "rendered unusable, unreadable, or indecipherable to an unauthorized person through a security technology or methodology generally accepted in the field of information security". For purposes of this section, "encryption key" and "security credential" mean the confidential key or process designed to render the data usable, readable, and decipherable.

The breach notification section of the IPA, subdivision (g) of [Civil Code Section 1798.29](#), more narrowly defines, "personal information" as the following:

1. An individual's first name or first initial and the individual's last name in combination with any one or more of the following data elements, when either the name or the data elements are not encrypted:
 - a. Social Security number.
 - b. Driver's License number, California Identification Card number, tax identification number, passport number, military identification number, or other unique identification number issued on a government document commonly used to verify the identity of a specific individual.
 - c. Account number or credit or debit card number, in combination with any required security code, access code, or password that would permit access to an individual's financial account.
 - d. Medical information (as defined in [Civil Code Section 1798.29](#)).
 - e. Health insurance information (as defined in [Civil Code Section 1798.29](#)).
 - f. Unique biometric data generated from measurements or technical analysis of human body characteristics, such as fingerprint, retina, or iris image, used to authenticate a specific individual. Unique biometric data does not include a physical or digital photograph, unless

- used or stored for facial recognition purposes.
 - g. Automated License Plate Recognition (ALPR) System Information (as defined in [Civil Code Section 1798.90.5](#)).
 - h. Genetic data
2. A user name or e-mail address, in combination with a password or security question and answer that would permit access to an online account.

Subdivisions (h) (1) through (3) of [Civil Code Section 1798.29](#) specifically define personal information, medical information, and health information for purposes of this section as follows:

1. For purposes of this section, "personal information" does not include publicly available information that is lawfully made available to the general public from federal, state, or local government records. (Note; however, personal information held in public records, or portions thereof, may need to be redacted prior to disclosure to comply with [Civil Code Section 1798.24](#)).
2. For purposes of this section, "medical information" means any information regarding an individual's medical history, mental or physical condition, or medical treatment or diagnosis by a health care professional.
3. For purposes of this section, "health insurance information" means an individual's health insurance policy number or subscriber identification number, any unique identifier used by a health insurer to identify the individual, or any information in an individual's application and claims history, including any appeals records.
4. For purposes of this section, "encrypted" means rendered unusable, unreadable, or indecipherable to an unauthorized person through a security technology or methodology generally accepted in the field of information security.
5. For purposes of this section, "genetic data" means any data, regardless of its format, that results from the analysis of a biological sample of an individual, or from another source enabling equivalent information to be obtained, and concerns genetic material. Genetic material includes, but is not limited to, deoxyribonucleic acids (DNA), ribonucleic acids (RNA), genes, chromosomes, alleles, genomes, alterations or modifications to DNA or RNA, single nucleotide polymorphisms (SNPs), uninterpreted data that results from analysis of the biological sample or other source, and any information extrapolated, derived, or inferred therefrom.

Subdivisions (b) and (d) of [Civil Code Section 1798.90.5](#) specifically defines the ALPR System and the information received through the use of the ALPR Systems as follows:

1. ALPR system means a searchable computerized database resulting from the operation of one or more mobile or fixed cameras combined with computer algorithms to read and convert images of registration plates and the characters they contain into computer-readable data.
2. ALPR information means information or data collected through the use of an ALPR system.

For purposes of this document the elements of personal information described in subdivisions (e) and (f) of [Civil Code Section 1798.29](#) are hereinafter referred to as "notice-triggering" data elements.

Effective January 1, 2016, [Civil Code Section 1798.29](#) subsections (1) (A through E), specified formatting requirements for the breach notification letters and subsections (2) (A through F) specified content requirements.

Further, effective January 1, 2012, [Civil Code Section 1798.29 \(e\)](#), requires any agency that is required to issue a security breach notification to more than 500 California residents as a result of a single breach to electronically submit a sample copy of the breach notification, excluding any personally identifiable information, to the Attorney General. The Attorney General's procedures for sample submission are available on its website at: <http://oag.ca.gov/ecrime/databreach/reporting>

IV. STATE POLICY REQUIREMENTS

A. Information Processing Standards

State policy, in accordance with [State Administrative Manual \(SAM\) Section 5100](#), requires agencies/state entities to use the [American National Standards Institute \(ANSI\)](#) management information standards and the [Federal Information Processing Standards \(FIPS\)](#) in their information management planning and operations. The [ANSI](#) standards are national consensus standards that provide guidance on a variety of issues central to the public and industrial sectors. Under the Information Technology Management Reform Act (Public Law 104-106). The Secretary of Commerce approves standards and guidelines that are developed by the National Institute of Standards and Technology ([NIST](#)) as [FIPS](#) for use government-wide. [NIST](#) develops [FIPS](#) when there are compelling Federal government requirements such as for security and interoperability and there are no acceptable industry standards or solutions.

In relation to [Civil Code Section 1798.29's](#) exemption from the breach notification requirement for a breaches involving encrypted notice-triggering information, this requirement, includes without limitation, those [NIST](#) standards related to the validation of cryptographic modules found in **encryption products used in the protection of confidential, personal, or sensitive information**. The exemption is only applicable to those incidents involving data encrypted with products validated by [NIST](#) as [FIPS 140-2](#) compliant.

B. Incident Management

State policy ([SAM Section 5340](#)) requires agency management to promptly investigate incidents involving loss, damage, misuse of information assets, unauthorized access, or improper dissemination of information, and immediately report the occurrence of such incidents to the Office of Information Security (OIS) and the California Highway Patrol (CHP), through the California Compliance and Security Incidents Reporting System (Cal-CSIRS). Detailed incident reporting procedures can be found in the Incident Reporting and Response Instructions (SIMM 5340-A).

Proper incident management includes the formulation and adoption of an incident management plan that provides for the timely assembly of appropriate staff that are capable of developing a response to, appropriate reporting about, and successful recovery from a variety of incidents. In addition, incident management includes the application of lessons learned from incidents, together with the development and implementation of appropriate corrective actions directed to preventing or mitigating the risk of similar occurrences.

In conjunction with the aforementioned requirements, [SIMM 5340-A](#) requires every state

agency that collects, uses, or maintains personal information to include in their incident management plan, procedures for responding to a security breach involving personal information **regardless of the medium in which the breached information is held** (e.g., paper, electronic, oral, or the combination of data elements involved including non-notice-triggering personal information). These procedures must be documented and must address, at a minimum, the following:

1. Agency Incident Response Team. An agency's procedures shall identify the positions responsible for responding to a security breach involving personal information. An agency's response team must include, at a minimum, the following:
 - an escalation manager,
 - the Program Manager of the program or office experiencing the breach,
 - the Information Security Officer (ISO),
 - the Chief Privacy Officer/Coordinator (CPO) or Senior Official for Privacy,
 - the Public Information or Communications Officer,
 - Legal Counsel, and
 - others as directed by OIS.

The escalation manager, often the ISO or CPO, is responsible for ensuring appropriate representatives from across the organization are involved, and are driving the process to completion. Some incidents will require the involvement of other persons not mentioned above. For example, if the source of the compromised information was a computer system or database, the Chief Information Officer should also be involved in the response activity. As another example, if the incident involves unauthorized access, misuse, or other inappropriate behavior by a state employee, or the security breach involves a compromise of state employee's personal information, the Personnel Officer or Human Resources Manager should also be involved in the response activity.

Further, if the incident involves multiple agencies/state entities, the response team from each agency/state entity may be involved.

2. Protocol for Escalation, Internal Reporting, and Response. An agency's procedures shall outline the method, manner, and progression of internal reporting, so as to ensure that the agency's executive management is informed about the breach of personal information, the Agency Incident Response Team is assembled, and the incident is addressed in the most expeditious and efficient manner.

An initial impact assessment and response coordination meeting, attended by all response team personnel, is highly recommended when a security incident involves notifying a large number of individuals, involves multiple agencies/state agencies, or is likely to garner media attention. This meeting clarifies roles, responsibilities, and timelines for incident reporting and response activities.

When multiple agency personnel are involved; attendee and sign-in rosters are used to track participant involvement. Non-disclosure agreements may also be used to ensure confidential information remains confidential and communications do not compromise or complicate an active investigation.

3. Protocol for Security Incident Reporting. Any actual or suspected incident meeting the criteria described earlier or breach of personal information (notice-triggering and non-notice-triggering data elements) in any type of media (e.g., electronic, paper) is to be reported immediately to OIS and CHP through Cal- CSIRS. Representatives from

the OIS and/or CHP's Computer Crime Investigation Unit (CCIU) will contact the state entity as soon as possible following their receipt of the Cal-CSIRS notification.

IMPORTANT: A report made to CHP, other law enforcement agencies, or the OIS outside of the Cal-CSIRS notification process by email or other means is NOT an acceptable substitute for the required report through Cal- CSIRS.

In the case that the Cal-CSIRS system is offline during normal business hours, contact OIS directly by phone at (916) 445-5239 or by e-mail at security@state.ca.gov for assistance. If the Cal-CSIRS system is offline outside of normal business hours and you require immediate law enforcement assistance, contact CHP's Emergency Notification and Tactical Alert Center (ENTAC) at (916) 843-4199. This telephone number is staffed 24-hours a day, seven days a week. The officers at ENTAC will forward that information to CCIU for immediate assistance. In the situation that notification is made outside of normal business hours through CHP, it is the state entity's responsibility to notify OIS of incident the next business day.

A state entity report must outline the details of the incident and corrective actions taken, or to be taken, to address the root cause of the incident. The report must be completed through Cal-CSIRS within 10 business days following creation of the incident. If corrective actions cannot be completed immediately, follow the instructions outlined in Plan of Action and Milestones Instructions (SIMM 5305-B) to submit a Plan of Actions and Milestones (SIMM 5305-C) that identifies all corrective actions along with timelines indicating when these corrective actions will be completed. If the state entity currently has a POAM on file, you will need to update the existing POAM and resubmit.

4. Decision-Making Criteria and Protocol for Notifying Individuals.

Both the decision to provide external notification on the occasion of a breach and the nature of the notification will require agencies/state entities to resolve a number of questions. An agency's procedures shall include documentation of the methods and manner for determining when and how notification is to be made.

To assist agencies with navigating the decision-making process, a checklist is provided as Appendix A, Breach Response and Notification Assessment Checklist. The procedures shall, at a minimum, address the following elements:

- a. Whether the notification is required by law.
- b. Whether the notification is required by state policy.
- c. Timeliness of notification.
- d. Source of notice.
- e. Content of notice.
- f. Approval of notice prior to release.
- g. Method(s) of notification.
- h. Preparation for follow-on inquiries.
- i. Other actions that agencies/state entities can take to mitigate harm to individuals.
- j. Other situations when notification should be considered.

A more detailed description of these elements is set forth in the following section.

V. ESSENTIAL ELEMENTS TO CONSIDER

A. Whether Breach Notification Is Required by Law

California's Breach Notification Law ([Civil Code Section 1798.29](#)) requires "Any agency that owns or licenses computerized data that includes personal information shall disclose any breach of the security of the system following discovery or notification of the breach in the security of the data to any resident of California (1) whose unencrypted personal information was, or is reasonably believed to have been, acquired by an unauthorized person, or, (2) whose encrypted personal information was, or is reasonably believed to have been, acquired by an unauthorized person and the encryption key or security credential was, or is reasonably believed to have been, acquired by an unauthorized person and the agency that owns or licenses the encrypted information has a reasonable belief that the encryption key or security credential could render that personal information readable or usable".

The law is intended to give individuals early warning when their personal information is reasonably believed to have been acquired by an unauthorized person, so that those individuals can take steps to protect themselves against identity theft or to otherwise mitigate the crime's impact. While the law originally focused on breaches involving the kind of information used in financial identity theft, growing concern about medical identity theft led, in 2008, to the addition of medical and health insurance information as notice-triggering information. In 2015 the addition of a user name or e-mail address, in combination with a password or security question that would permit access to an online account, was also added to the list. In 2016, the Automated License Plate Recognition (ALPR) System was determined to have the ability to store personal identifiable information and was added as a "notice-triggering" element. Most recently, unique biometric data and tax identification numbers, passport numbers, military identification numbers, and any other unique identification numbers issued on a government document were added as "notice-triggering" elements.

To determine whether notification of a breach is required by law, the agency should consult with their legal counsel. Note, other sector specific laws and regulations may also require notification, such as laws governing Federal Tax Information (FTI), and the Health Information Portability and Accountability Act (HIPAA). Answering the following questions should assist the agency and its legal counsel in making the determination as it relates to [Civil Code Section 1798.29](#):

1. Was computerized data owned or licensed by the state agency involved?

When determining whether or not the incident involved computerized data, the agency is to consider, at a minimum, whether the data involved was processed or stored with or in a computer or computer system. This includes, but is not limited to, copier, facsimile and business hub machines, mobile telephone and portable digital assistant (PDA) devices, data processed or stored with or in electronic mail systems, online accounts, and data collected through an ALPR system.

2. Was a computer system, or computer peripheral, or storage device with the capability of storing computerized data owned or licensed by the state agency involved?

When determining whether or not the incident involved a computer system, or computer peripheral, or storage device with capability of storing computerized data the agency is to consider the wide array of data storage devices available today.

This includes, but is not limited to, those mentioned above, as well as USB flash, jump or pen drives, CDs and DVDs, external and removable hard drives, and magnetic and optical backup tapes/disks.

3. Were notice-triggering data elements involved?
 - a. In accordance with [Civil Code Section 1798.29](#), notice triggering data elements include an individual's first name or first initial and the individual's last name in combination with any one or more of the following:
 - i. Social Security number.
 - ii. Driver's License number, California Identification Card number, tax identification number, passport number, military identification number, or other unique identification number issued on a government document commonly used to verify the identity of a specific individual.
 - iii. Account number or credit or debit card number, in combination with any required security code, access code, or password that would permit access to an individual's financial account.
 - iv. Medical information (as defined in [Civil Code Section 1798.29](#)).
 - v. Health insurance information (as defined in [Civil Code Section 1798.29](#)).
 - vi. Unique biometric data generated from measurements or technical analysis of human body characteristics, such as fingerprint, retina, or iris image, used to authenticate a specific individual. Unique biometric data does not include a physical or digital photograph, unless used or stored for facial recognition purposes.
 - vii. ALPR System information (as defined in Civil Code Section 1798.90.5).
 - viii. Genetic data.
 - b. A user name or e-mail address, in combination with a password or security question and answer that would permit access to an online account.
4. Were the notice-triggering data elements encrypted using [FIPS 140-2](#) validated or [NIST](#) certified cryptographic modules?

The [NIST Cryptographic Module Validation Program](#) (CMVP) validates cryptographic modules to Federal Information Processing Standards ([FIPS 140-2](#) and others). An alphabetical list of vendors who have implemented [NIST](#) validated cryptographic modules list is available on [NIST's](#) CMVP website at <http://csrc.nist.gov/groups/STM/cmvp/validation.html>

[FIPS 140-2](#) precludes the use of invalidated cryptography **for the cryptographic protection** of sensitive or valuable data. Invalidated cryptography is viewed by [NIST](#) as providing **no protection** to the information or data - in effect the data would be considered unprotected plaintext.

5. Were the notice-triggering data elements acquired, or reasonably believed to have been acquired by an unauthorized person?

When determining whether or not acquisition has actually or is reasonably believed to have occurred, an agency is to consider, at a minimum, the following indicators:

- a. The information is in the physical possession and control of an unauthorized

person, such as a lost or stolen computer or other devices that have the capability of containing information, or such as a misdirected electronic mail transmission received and opened by an unauthorized person containing notice-triggering information.

- b. The information has been downloaded or copied (e.g., any evidence that download or copy activity has occurred which may require forensic analysis);
- c. The attacker deleted security logs or otherwise "covered their tracks";
- d. The duration of exposure in relation to maintenance of system logs or in cases of an inadvertent or unauthorized Web site posting;
- e. The attack vector is known for seeking and collecting personal information;
- f. The information was used by an unauthorized person, such as instances of identity theft reported or fraudulent accounts opened.

B. Whether Breach Notification Is Required by State Policy

The compromise of notice-triggering data elements found in physical information systems poses the same level of risk to individuals as a compromise of notice-triggering data elements found in computerized systems; thus, state policy requires notification be made to individuals in these cases, as well. To determine whether notification is **required** by state policy, the agency should still consult with its legal counsel. However, answering the following questions, which are a slight variation to those above, should assist the agency and its legal counsel in making this determination:

1. Was data, on **any other media type or format** (e.g., paper, cassette tape), owned or licensed by the state agency involved?
2. Were notice-triggering data elements involved?
 - a. In accordance with [Civil Code Section 1798.29](#), notice triggering data elements include an individual's first name or first initial and the individual's last name in combination with any one or more of the following:
 - i. Social Security number.
 - ii. Driver's License number, California Identification Card number, tax identification number, passport number, military identification number, or other unique identification number issued on a government document commonly used to verify the identity of a specific individual.
 - iii. Account number or credit or debit card number, in combination with any required security code, access code, or password that would permit access to an individual's financial account.
 - iv. Medical information (as defined in [Civil Code Section 1798.29](#)).
 - v. Health insurance information (as defined in [Civil Code Section 1798.29](#)).
 - vi. Unique biometric data generated from measurements or technical analysis of human body characteristics, such as fingerprint, retina, or iris image, used to authenticate a specific individual. Unique biometric data does not include a physical or digital photograph, unless used or stored for facial recognition purposes.
 - vii. (ALPR System information (as defined in [Civil Code Section 1798.90.5](#)).
 - viii. Genetic data.
 - b. A user name or e-mail address, in combination with a password or security question and answer that would permit access to an online account.
3. Were the notice-triggering data elements acquired, or reasonably believed to have

been acquired by an unauthorized person?

When determining whether or not acquisition has actually or is reasonably believed to have occurred, an agency is to consider the following indicators:

- a. The information is in the physical possession and control of an unauthorized person, such as a misdirected, lost, or stolen hardcopy document, or file containing notice-triggering information. This includes, but is not limited to, documents containing notice-triggering data elements which have been
- b. addressed and mailed to an unauthorized person, transmitted by facsimile to an unauthorized person, or information containing notice-triggering data elements which is otherwise conveyed, such as by word-of-mouth, to unauthorized persons.
- c. The information has been viewed, acquired, or copied by an unauthorized person, or a person exceeding the limits of their authorized access.
- d. The information has been shared by an unauthorized person or was used by an unauthorized person, such as instances of sharing the personal information with the media or tabloids, or identity theft reported, or fraudulent accounts opened.

C. Timeliness of the Notification

Following the discovery of a breach that involves personal information which meets the statutory or policy criteria for notification, agencies/state entities should provide notification to affected individuals in a timely manner and without unreasonable delay.

To the extent possible, notification should be made within ten (10) business days from the date the agency has determined that the information was, or is reasonably believed to have been, acquired by an unauthorized person. The following are examples of circumstances which may warrant the delay of notification beyond the 10 days following discovery:

- Legitimate needs of law enforcement, when notification would impede or compromise a criminal investigation, or pose other security concerns [\[Civil Code Section 1798.29 \(c\)\]](#).
- Taking necessary measures to determine the scope of the breach and restore reasonable integrity to the system, so that the harm of the initial incident is not compounded by premature announcement. For example, if a data breach resulted from a failure in a security or information system, that system should be repaired and tested before disclosing details related to the incident. [\[Civil Code Section 1798.29 \(a\)\]](#).

Any decision to delay notification should be made by the agency head, or the senior-level individual designated in writing by the agency head as having authority to act on his/her behalf, and any delay should not exacerbate the risk of harm to any affected individual(s).

D. Source of the Notification

Given the serious security and privacy concerns raised by breaches involving personal information, the notice to individuals affected by the loss should be issued and signed by a responsible official of the agency. In those instances in which the breach involves a widely known component of an agency, notification should be given by a responsible official of the component. In general, notification to individuals affected by the breach should be issued by the agency head, or by the senior-level individual designated in writing by the agency head as having authority to act on his/her

behalf. Such action, demonstrates that the incident has the attention of the chief executive of the organization.

There may be some instances in which notice of a breach may appropriately come from an entity other than the actual agency that suffered the loss. For example, when the breach involves a contractor operating a system of records on behalf of the agency or a public-private partnership. The roles, responsibilities, and relationships with contractors or partners for complying with notification procedures should be established in writing with the contractor or partner prior to entering the business relationship, and must be reflected in the agency's breach response plan and in the contractual agreements with those entities.

Whenever practical, to avoid creating confusion and anxiety for recipients of the notice, the notice should come from the entity that the affected individuals are more likely to perceive as the entity with which they have a relationship. In all instances, when the breach involves a contractor or a public-private partnership operating a system on behalf of the agency, the agency is responsible for providing any required or necessary notification, and for taking appropriate corrective actions.

E. Format of the Notification

The breach notification shall be designed to call attention to the nature and significance of the information it contains, and shall be formatted on official letterhead to include:

1. No smaller than 10-point Ariel font type;
2. A title "Notice of Data Breach"; and
3. Contain at a minimum the following headings:
 - a. "What Happened"
 - b. "What Information Was Involved"
 - c. "What We Are Doing"
 - d. "What You Can Do"
 - e. "Other Important Information"
 - f. "For More Information"

F. Content of the Notification

The substance of the notice should be written in clear, concise, and easy-to-understand language. The notice should avoid the use of technical jargon and shall include, at a minimum, the following elements:

1. A general description of what happened; including the date of breach if known; if not known, the estimated date or date range within which the breach occurred. Agencies/state entities should be mindful of the impact of disclosing either an insufficient amount of detail or too much detail in the general description of what happened. For example, in cases where an investigation is ongoing, disclosing certain details may impede or compromise the investigation, or cause other security concerns. On the other hand, failure to disclose a sufficient amount of detail may not provide the recipient with enough information to fully understand and mitigate their own risk. An agency must work with law enforcement authorities to ensure the content strikes the necessary balance.

2. A description of the type of personal information involved in the breach (e.g., full name, Social Security number, Driver's License number or California Identification Card number, date of birth, home address, account number, disability code, medical or health information (as defined), etc.). The specific type of notice-triggering data elements are to be provided in the notice. This is extremely important in order to help the recipient of the notice to fully understand how to mitigate their risk.
3. All of the steps that the individual could take to protect themselves from potential harm, if any.
4. An apology and a description of the steps the agency is taking, has taken, or will take, to investigate the breach, mitigate any losses, and protect against any further breaches.
5. The name and contact information of the individual contact(s) at the agency with the ability to provide more information about the breach to the affected individuals.
6. A toll-free telephone number for the agency contact, physical address, e-mail address, and postal address if available. If the agency does not have a toll-free telephone number a local telephone number may be provided.

When the agency has knowledge that the affected individuals are not English speaking, to the extent practical, the notice should also be provided in the appropriate language(s). Given the amount of information required above, in cases where it is only the name and Social Security number that has been breached, agencies/state entities may want to consider using the one-page *Breach Help –Consumer Tips from the California Attorney General* document as an enclosure with the notice letter. It is available in English and in Spanish and can be downloaded at: <https://www.oag.ca.gov/privacy/business-privacy>.

The *Breach Help –Consumer Tips from the California Attorney General* document, as well as standardized breach notification templates for breaches involving other notice-triggering information, is provided as appendices (B through K) in this document. In some cases it may be necessary to combine the language from multiple templates, such as in the hybrid template provided.

Consistent with Section 504 of the Rehabilitation Act of 1973, the agency should also give special consideration in providing notice to individuals who are visually or hearing impaired. Accommodations may include establishing a Telecommunications Device for the Deaf (TDD) or posting a large-type notice on the agency's Website.

G. Approval of the Notification

SIMM 5340-A requires agencies/state entities to submit draft breach notices to OIS for review and approval **prior to their release**. The intent is to ensure the consistency and clarity of notices, as well as the accuracy of privacy protection steps and instructions provided in notices. The procedures for submitting a request for review and approval of a draft breach notice to the OIS are as follows:

1. **Communicate with OIS security representative by telephone at (916) 445-5239 immediately prior to submission of any document, in order to alert the Office that a document requiring review will soon arrive.**
2. Upload breach notification, with corresponding incident report (SIMM 5340-B), into Cal-CSIRS.

Cal-CSIRS procedures can be found in the SIMM 5340-A.

3. Indicate the target date of release. Allow at least one full business day for OIS's review and approval of the initial and any subsequent submittals that are necessary due to changes not previously reviewed and approved by OIS.

Depending on the circumstances, the agency may also need to contact other public and private sector agencies, particularly those that may be affected by the breach or may play a role in mitigating the potential harms stemming from the breach. For example, an agency may need to seek confirmation from law enforcement that notification will not compromise the investigation. Or, when as a result of a large breach in individual names and Driver's License numbers, the agency intends to reference the Department of Motor Vehicle (DMV) Fraud Hotline in the notice; the agency should seek DMV's approval and provide DMV with advanced warning that DMV may experience a surge of inquiries.

Note: This Fraud Hotline is only used when an individual has evidence to suggest their Driver's License number has been misused.

H. Method(s) of Notification

The best means for providing notification will depend on the nature and availability of contact information of the affected individuals, as well as the number of individuals affected. Notice provided to individuals affected by a breach should be commensurate with the number of people affected and the urgency with which they need to receive notice. The following are examples of the types of notification which may be considered.

1. First-Class Mail. Written notice to the named individual, whenever possible by first-class mail to the last known address in the agency's records, should be the primary means of notification. For example, the notice should be addressed to "Jane Doe", and in cases of minor children the notice should be addressed "To the Parent of: Jane Doe". Where there is reason to believe the address is no longer current, an agency should take reasonable steps to update the address by consulting with other agencies, such as the U.S. Postal Service (USPS). The USPS will forward mail to a new address, or will provide an updated address via established processes. The notice should also be sent separately from any other mailing so that it stands out to the recipient, and it should be labeled to alert the recipient to the importance of its contents, (e.g., "Important Information Enclosed"), and as to reduce the possibility that it may be mistaken as advertising mail.

Notification should include sender or return address information unless there are special circumstances which necessitate not doing so. For example, the inclusion of the healthcare office or clinic name or return address may be more harmful than helpful, and further reveal personal information.

2. Telephone. Notification by telephone may be appropriate as a supplement to written notice in those cases where urgency may dictate immediate and personalized notification and/or when a limited number of individuals are affected. Persons making the notification by telephone should only do so by personal contact with the affected individual, never through a message on answering machine or other parties. In all cases, written notice by first-class mail must be made concurrently. E-Mail. E-mail may only be used to make notification if the notice triggering data elements involved are **limited** to an individual's user name or e-mail address in combination with a password or security question and answer that would permit access to the online account and as consistent with the Federal Electronic Signatures Act (15 U.S. Code

7001). The Federal Electronic Signatures Act requires, among other things, that an agency must have received express consent from the individual to use e-mail as the primary means of communication before making the breach notification. In such cases the agency may provide the security breach notification by e-mail or other form that directs the person whose personal information has been breached to promptly change his or her password and security question or answer, as applicable, or to take other steps appropriate to protect the online account and all other online accounts for which the person uses the same user name or e-mail address and password or security question or answer. Agencies/state entities must keep in mind that notification by e-mail may be problematic because individuals change their e-mail address and often do not notify all parties of the change, and it may be difficult for individuals to distinguish the agency's e-mail notice from a "phishing" e-mail.

3. Substitute Notification. Subdivision (j), (3) of [Civil Code Section 1798.29](#), provides for substitute notification when an agency can demonstrate that more than 500,000 individuals were affected, or the cost of providing notification would exceed \$250,000, or the agency does not have adequate contact information on those affected. In accordance with that provision of law, substitute notification consists of **all of the following methods**:
 - a. Conspicuous posting, for a minimum of 30 days, of the notice on the agency's internet website, if the agency maintains one. This includes providing a link to the notice on the home page, or first significant page after entering the internet website. This link shall be displayed in a larger or contrasting text than the surrounding text in order to call attention to the link.
 - b. Notification to major statewide media and to the California Office of Information Security within the Department of Technology; and
 - c. E-mail notification when the agency has an e-mail address for the individuals. Here, because an agency is also doing a. and b., the e-mail notice **does not** need to meet the requirements of the Federal Electronic Signature Act.

The posting should also include a link to Frequently Asked Questions (FAQs) and other talking points to assist the public's understanding of the breach and notification process. See the Security Breach FAQ's provided on the [Office of the Attorney General's website](#).

Further, when making a substitute notification, the public media should be notified as soon as possible after the discovery of the breach because delayed notification may erode public trust. However, an agency's decision to notify the public media in conjunction with substitute notification, or in other situations, will require careful planning and execution so that the agency is adequately prepared to handle follow-on inquiries.

I. Preparation for Follow-on Inquiries from Noticed Individuals

Those affected by the breach can experience considerable frustration if, in the wake of the individual notification or the initial public announcement, they are unable to find sources of additional accurate information. This applies to both follow-on inquiries made to the agency that experienced the breach, as well as to counterpart entities that may be affected by the breach or may play a role in mitigating the potential harms stemming from the breach. For example, depending upon the nature of the incident and the information involved, certain entities, such as the credit-reporting agencies, may also need to prepare for a surge in

inquiries that might far exceed normal workloads (e.g., requests for copies of credit reports and posting of fraud alerts).

Consequently, and as appropriate, agencies/state entities must adequately prepare for follow-on inquiries and must address inquiries in the most efficient and accurate manner possible. In doing so, an agency should consider provisioning for the following:

1. Instructions to each of its public inquiry intake units about where they should direct both telephone and in-person inquiries about the breach from affected individuals, the media, and the public.
2. A toll-free phone line, answered by personnel specifically trained to handle inquiries from affected individuals and the public, especially when the breach has affected a large number of individuals.
3. A complaint resolution and/or escalation process. For example, individuals may be directed to the agency's Office of Civil Rights, if one is available.
4. Early warning and information about the timing of notification to all counterpart entities, so that they may adequately prepare for any potential surge in inquiries.
5. The timing for delivery of the notice to noticed individuals in conjunction with the availability of staff to respond to follow-on inquiries must also be considered. For example, an agency should not release a notification so that it is likely to be received on the last work day before major holiday weekend or the day of an observed holiday.

The OIS can assist agencies/state entities with the development of scripts, FAQs, staff training and other related notification activities.

J. Other Situations When Breach Notification Should Be Considered

Neither state law nor state policy requires notification in the case of breaches involving non-notice-triggering personal information. Nevertheless, breaches involving certain types of non-notice triggering personal information can also implicate a broad range of harms to individuals. The other types of harm that an agency should consider, depending upon the nature of the personal information involved, and the circumstances of the loss or theft, include but are not limited to, the following:

- Harm to reputation.
- Potential for harassment.
- Potential for prejudice, particularly when health or financial benefits information is involved.
- Other types of financial loss, such as an increase or denial of insurance premiums which may be associated with the latter.
- Embarrassment.
- Legal problems.

In situations where other (non-notice-triggering) personal information is involved, an agency should, in consultation with its legal counsel and the OIS, consider the following factors when making an assessment of the likely risks of harm and the decision to notify:

1. Nature of the Data Elements Breached. The nature of the compromised data elements

is a key factor to consider in determining if notification should be provided to affected individuals. It is difficult to characterize data elements as creating a low, moderate, or high risk simply based on the type of data because the sensitivity of the data element is contextual. A name in one context may be less sensitive in another context. For example, the breach of a list containing the names and home addresses of undercover peace officers or domestic violence victims, poses a higher risk of harm than a list containing the names of individuals that subscribe to an agency's monthly newsletter on general family issues. Yet in the context of this subscriber list, if the newsletter were specific to a certain profession or clientele it could pose a higher level of risk, such as a newsletter that is specific to a support group for battered persons. It is also important to note that a Social Security number alone is useful in committing identity theft. In assessing the levels of risk and harm, consider the data element(s) in light of their context and the broad range of possible harms that could result from their acquisition by or disclosure to unauthorized individuals.

2. Likelihood the Information Is Accessible and Usable. Upon learning of a breach, agencies/state entities should assess the likelihood that personal information will be or has been acquired and misused by unauthorized individuals. An increased risk that the information will be misused by unauthorized individuals should influence the agency's decision to provide notification.

The fact the information has been lost or stolen does not necessarily mean it has been or can be accessed by unauthorized individuals; however, depending upon any number of physical, technological, and procedural safeguards employed by the agency, the risk of compromise may be low to non-existent. For example, exposure on a public website for many weeks or months would increase the likelihood that it was acquired by an unauthorized individual. Also, if the information was properly protected by encryption then the likelihood the information is accessible and usable is non-existent; whereas, "paper copies" of printed personal information are essentially unprotected and would be considered a much higher risk of compromise depending upon the type of information involved.

In this context, the encryption product and algorithm used has been validated by the [National Institute of Standards and Technology \(NIST\)](#) to the [American National Standards Institute \(ANSI\)](#) management information standards and the Federal Information Processing Standards ([FIPS](#)), as state agencies are required to use the [ANSI](#) and [FIPS](#) standards in their information management planning and operations ([SAM section 5100](#)).

3. Likelihood the Breach May Lead to Harm. The IPA ([Civil Code Section 1798.21](#)) requires agencies to protect against anticipated threats or hazards to the security or integrity of records containing personal information which could result in any injury to individuals. When considering injury to individuals, agencies should consider the broad reach of potential harm and the likelihood harm will occur.
 - a. *Broad Reach of Potential Harm.* The number of possible harms associated with the loss or compromise of information may include, but are not necessarily limited to, the following:
 - i. the effect of a breach of confidentiality or fiduciary responsibility;
 - ii. The disclosure of address information for victims of stalking or abuse, or persons in certain high-risk professions (e.g., law enforcement officers, reproductive health care clinic workers, etc.);

- iii. legal problems (e.g., an individual uses another individual's name and Driver's License number when arrested, or a pregnant woman uses the medical identity of a mother and delivers a baby who tested positive for illegal drugs. Consequently, Social Services takes her children from her and she must hire an attorney to prove that she is the victim of medical identity theft);
 - iv. harm to reputation;
 - v. financial loss;
 - vi. the disclosure of private facts and unwarranted exposure leading to embarrassment, humiliation, mental pain, emotional distress, or loss of self-esteem; the potential for secondary uses of the information which could result in fear or uncertainty; or
 - vii. the potential for harassment, blackmail, or prejudice, particularly when health or financial benefits information is involved.
- b. *Likelihood Harm Will Occur.* The likelihood that a breach of non-notice triggering personal information may result in harm will depend on the manner of the actual or suspected breach and the type(s) of data involved in the incident. While not considered notice-triggering under the law, a Social Security number alone is useful in committing identity theft, and if there is evidence that this information was the specific target of attack by a known identity theft fraud ring, the likelihood of harm would be considered greater than if this same information had been inadvertently exposed or acquired.
4. Ability of the Agency to Mitigate the Risk of Harm to Individuals. Within an information system, the risk of harm will depend on how the agency is able to mitigate further compromise of the system(s) and/or information affected by a breach. In addition to containing the breach, appropriate countermeasures, such as monitoring system(s) for misuse of the personal information and patterns of suspicious behavior, should be taken. For example, if the information relates to disability beneficiaries, monitoring a beneficiary database for requests for change of address may signal fraudulent activity.

The ability of an agency or other affected entities to monitor for and prevent attempts to misuse the compromised information is a factor in determining the risk of harm, particularly the harms associated with identity theft. Such mitigation may not prevent the use of personal information for identity theft, but it can limit the associated harm. Some harm may be more difficult to mitigate than others, particularly where the potential injury is more individualized and may be difficult to determine.

Where practical, the agency should exhaust its ability to mitigate any risk of harm, and provide timely instruction and guidance in the notice to affected individuals about steps they can take to protect themselves.

5. Ability of the Notified Individuals to Mitigate the Risk of Harm to Themselves. Notification should be designed to afford affected individuals an opportunity to mitigate their risk. For example, in the case where the name and home address of a victim of abuse has been compromised, the individual may, in order to mitigate their risk, choose to move or to affect a greater situational awareness.

In some cases, the apology and assurance of corrective action, addressed through notification, may serve as a satisfactory remedy for those individuals who have been impacted, or potentially impacted, by the breach.

On the other hand, agencies/state entities should bear in mind that notification, when there is little or no risk of harm might create unnecessary concern and confusion.

Additionally, under circumstances where notification could increase the risk of harm, the prudent course of action is not to notify.

K. Other Actions That Agencies/State Entities Can Take to Mitigate Harm to Individuals

In addition to notifying affected individuals, it may be necessary for an agency to take other actions to mitigate the risk of harm. For example, if the breach involves government credit cards, the agency should notify the issuing bank promptly; or, if the breach is likely to lead to benefit fraud (e.g., Medi-Cal, Unemployment Insurance, etc.), the agency should notify the benefit agency, so that they can take appropriate actions, such as flagging accounts associated with the affected individuals.

VI. OTHER CONSIDERATIONS

Outside of the legal and policy requirements discussed earlier there are two other steps an agency may consider to mitigate the effects of a breach on the agency and the individuals. The first is advanced notification to the media and the second is credit monitoring services. These are discussed in more detail below.

A. Advance Notification to the Media

Though not required, in breaches likely to receive greater attention, an agency may consider providing advance notification to the media as notifications are mailed to individuals. This allows the agency to present the facts of the story first, rather than trying to correct inaccurate or incomplete news stories after they are published. Advance notification to the media also demonstrates openness and can promote good ongoing communications with reporters. In addition, providing accurate information through the news media is another way to reach those affected and to explain what steps they can take to protect themselves.

As mentioned above, the timing of any notification to media or individuals is critical. The agency must ensure it is prepared to handle follow-on inquiries and is appropriate given the circumstances. In some cases, it may be more prudent not to notify news media at the same time notification is made to affected individuals. For example, an individual who has stolen a password-protected laptop in order to resell it may be completely unaware of the nature and value of the information the laptop contains, and may wipe the laptop clean before selling it. In such a case, public announcement may actually alert a thief to what he possesses, increasing the risk that the information will be misused, and it would be wise to delay media notification at least until affected individuals have received notice and had time to take defensive action.

B. Credit Monitoring Services

The offer of credit monitoring services can provide an additional measure of protection for individuals affected by a breach - especially where the compromised information presents a risk of new accounts being opened. However, this involves agency expense and the services are only useful in cases where there has been a breach of Social Security number, California Driver's License, or California Identification Card number.

Credit monitoring is not helpful for breaches of account numbers only. When a "free" mitigation product is offered, be sure that the individuals are not automatically enrolled for a renewal at their own cost.

Credit monitoring is a commercial service that cannot prevent or guarantee that identity theft will not occur; however, it can assist individuals in early detection of instances of new-account identity theft, thereby allowing them to take steps to minimize the harm. Typically, the service notifies individuals of activities on their credit files, such as creation of a new account or inquiries to the file. Consult the [Consumer Federation of America](#) consumer resource publications “Best Practices for Identity Theft Services” and “Best Practices for Identity Theft Services: How Are Services Measuring Up?”.

VII. NOTIFYING OTHERS WHEN REQUIRED

A. Notifying the Attorney General

California law requires a business or state agency to notify any California resident whose unencrypted personal information, as defined, was acquired, or reasonably believed to have been acquired, by an unauthorized person. [Civil Code section 1798.29 (a) and [Civil Code Section 1798.82 \(a\)](#)].

Any person or business that is required to issue a security breach notification to more than 500 California residents as a result of a single breach of the security system shall electronically submit a single sample copy of that security breach notification, excluding any personally identifiable information, to the Attorney General. [[Civil Code Section 1798.29\(e\)](#) and [Civil Code section 1798.82\(f\)](#)]

Use the Attorney General’s online form to submit a sample of the security breach notification at: <http://oag.ca.gov/ecrime/databreach/reporting>.

B. Notifying Credit Reporting Agencies

Sending breach notification letters involving a breach of Social Security numbers or Driver’s License/California ID numbers can result in a large volume of calls to consumer credit reporting agencies, affecting their ability to respond efficiently. Be sure to contact these agencies before you send out notices in cases involving a large number of individuals - 10,000 or more. Note that this step is not relevant for breaches of a single account number or of medical or health insurance information alone. Make arrangements with the credit reporting agencies during your preparations for giving notice, without delaying the notice for this reason. You may contact the credit reporting agencies as follows:

- Experian: Send an e-mail to BusinessRecordsVictimAssistance@Experian.com.
- Equifax: Send an e-mail to businessrecordsecurity@equifax.com.
- TransUnion: Send an e-mail to fvad@transunion.com, with “Database Compromise” as the subject.

VIII. QUESTIONS

Questions regarding this requirement may be sent to:

California Department of Technology
Office of Information Security
Security@state.ca.gov

IX. APPENDICES

To assist the agency with responding to a breach and drafting a breach notice the following breach response checklist, and the sample breach notices and the corresponding document enclosure has been provided as appendices herein.

Note: If a breach involves more than one type of notice-triggering information, the notice should use language from all the relevant sample notices. Further, when deceased person's or minor children's personal information is involved, special content and recommended actions are necessary for inclusion in the notification. Consult OIS in these cases.

Appendix A: Breach Response and Notification Assessment Checklist

Appendix B: Sample Breach Notice - Social Security Number

Appendix C: Sample Breach Notice - Driver's License Number, or California

Identification Card Number, Tax Identification Number, Passport Number, Military Identification Number, or other unique identification number issued on a government document commonly used to verify the identity of a specific individual.

Appendix D: Sample Breach Notice – Debit or Credit Card or Financial Account Number

Appendix E: Sample Breach Notice - Medical Information

Appendix F: Sample Breach Notice - Health Insurance Information

Appendix G: Sample Breach Notice – Unique Biometric Data

Appendix H: Sample Breach Notice – Hybrid (SSN and Health Information)

Appendix I: Sample Breach Notice – Automated License Plate Recognition System

Appendix J: Sample Breach Notice – Genetic Data

Appendix K: Sample Breach Notice – User Name or E-mail Address

Appendix L: [Breach Help –Consumer Tips Enclosure \(English\)](#)

Appendix M: [Breach Help –Consumer Tips Enclosure \(Spanish\)](#)

Appendix A - Breach Response and Notification Assessment Checklist

Breach Response Requirement or Element	SIMM 5340-C Reference	Yes	No	Notes/Comments
1. Assemble State Entity Response Team	p. 5			
1.1. Escalation Manager/Team Lead	p. 5			
1.2. Program Manager (office experiencing the breach)	p. 5			
1.3. Information Security Officer	p. 5			
1.4. Chief Privacy Officer or Coordinator	p. 5			
1.5. Public Information Officer or Communications Officer	p. 5			
1.6. Legal Counsel	p. 5			
1.7. Other	p. 5			
1.8. Chief Information Officer or Technology Specialist	p. 5			
1.9. Personnel Office or Human Resources Manager	p. 5			
2. Escalation/Internal Reporting	p. 5			
2.1. Deputy Director	p. 5			
2.2. Director	p. 5			
2.3. Agency Secretary	p. 5			
2.4. Governor's Office	p. 5			
3. Is an impact assessment/coordination meeting necessary?	p. 5			
3.1. Agency Response Team Members to Attend	p. 5			
3.2. OIS Response Team Member to Attend	p. 5			
3.3. CCIU Response Team Members to Attend	p. 5			
3.4. Sign in Sheet / Attendee roster needed	p. 5			
3.5. Non-disclosure agreement forms needed	p. 5			
4. Security Incident Reporting	p. 5			
4.1. Reported through Cal-CSIRS	p. 5			
4.2. Respond to CHP CCIU response inquiry	p. 5			
4.3. Respond to OIS response inquiry	p. 5			
4.4. Update follow-up report (SIMM 5340-B) through Cal-CSIRS	p.6			
5. Is breach notification required by law (Civil Code Section 1798.29)?	p. 7			
5.1. Was computerized data owned or licensed by the agency involved?	p. 7			

Appendix A - Breach Response and Notification Assessment Checklist

Breach Response Requirement or Element	SIMM 5340-C Reference	Yes	No	Notes/Comments
5.2. Was a computer system, equipment, or peripheral storage device (capable of containing computer data) involved?	p. 7			
5.3. Were notice-triggering data elements involved?				
5.3.1. First name or first initial and the individual's last name, and one or more of the following:	p. 7			
5.3.2. Social Security number.	p. 7			
5.3.3. Driver's License number or California Identification Card number, tax identification number, passport number, military identification number, or other unique identification number issued on a government document commonly used to verify the identity of a specific individual.	p. 7			
5.3.4. Account number or credit or debit card number, in combination with any required security code, access code, or password that would permit access to an individual's financial account.	p. 7			
5.3.5. Medical information (as defined in Civil Code Section 1798.29).	p. 7			
5.3.6. Health insurance information (as defined in Civil Code Section 1798.29).	p. 7			
5.3.7 Unique biometric data generated from measurements or technical analysis of human body characteristics, such as fingerprint, retina, or iris image, used to authenticate a specific individual. Unique biometric data does not include a physical or digital photograph, unless used or stored for facial recognition purposes (as defined in Civil Code Section 1798.29).	p. 7			
5.3.8 Automated License Plate Recognition (ALPR) System information (as defined in Civil Code Section 1798.90.5).	p. 7			
5.3.9 Genetic data (as defined in Civil Code Section 1798.29)	p. 7			
5.3.10 A user name or e-mail address, in combination with a password or security question and answer that would permit access to an online account.	p. 8			
5.4. Were the notice-triggering data elements encrypted?	p. 8			
5.4.1. Was the encryption product used, a FIPS -140 validated or NIST certified cryptographic module?	p. 8			

5.5. Were notice triggering data elements acquired, or reasonably believed to have been acquired by an unauthorized person? (<i>Examples only-list is not limited to these</i>):	p. 8			
Breach Response Requirement or Element	SIMM 5340-C Reference	Yes	No	Notes/Comments
5.5.1. The system, equipment, or information is in the physical possession and control of an unauthorized person, such as a lost or stolen computer or other devices that have the capability of containing information.	p. 8			
5.5.2. The information has been downloaded or copied (e.g., any evidence that download or copy activity has occurred).	p. 8			
5.5.3. The attacker deleted security logs or otherwise "covered their tracks".	p. 8			
5.5.4. The duration of exposure in relation to maintenance of system logs or in cases of an inadvertent or unauthorized Web site posting.	p. 8			
5.5.5. The attack vector used is known to seek and collect personal information.	p. 8			
5.5.6. The information was used by an unauthorized person, such as instances of identity theft reported or fraudulent accounts opened.	p. 8			
6. Is breach notification required by Information Technology policy	p. 9			
6.1. Was data, of any media type or format (e.g., paper, cassette tape), owned or licensed by the agency involved?	p. 9			
6.2. Were notice-triggering data elements involved?	p. 9			
6.2.1. First name or first initial and the individual's last name, and one or more of the following:	p. 9			
6.2.2. Social Security number.	p. 9			
6.2.3. Driver's License number or California Identification Card number, tax identification number, passport number, military identification number, or other unique identification number issued on a government document commonly used to verify the identity of a specific individual.	p. 9			
6.2.4. Account number or credit or debit card number, in combination with any required security code, access code, or password that would permit access to an individual's financial account.	p. 9			
6.2.5. Medical information (as defined in Civil Code Section 1798.29)	p. 9			

6.2.6. Health insurance information (as defined in Civil Code Section 1798.29)	p. 9			
6.2.7 Unique biometric data generated from measurements or technical analysis of human body characteristics, such as fingerprint, retina, or iris image, used to authenticate a specific individual. Unique biometric data does not include a physical or digital photograph, unless used or stored for facial recognition purposes.	p. 9			
6.2.8 Automated License Plate Recognition (ALPR) System information (as defined in Civil Code Section 1798.90.5).	p. 9			
6.2.9 Genetic Data (as defined in Civil Code Section 1798.29)	p. 9			
6.2.10 A user name or e-mail address, in combination with a password or security question and answer that would permit access to an online account.	p. 9			
6.3. Were the notice-triggering data elements acquired, or reasonably believed to have been acquired? (Examples only-list is not limited to these):	p.9			
6.3.1. The information is in the physical possession and control of an unauthorized person, such as a misdirected, lost, or stolen hardcopy document, or file containing notice-triggering information.	p.9			
6.3.2. The information has been viewed, acquired, or copied by an unauthorized person, or a person exceeding the limits of their authorized access.	p.10			
6.3.3. The information has been shared by an unauthorized person or was used by an unauthorized person, such as instances of sharing the personal information with the media or tabloids, or identity theft reported or fraudulent accounts opened.	p.10			
7. Timeliness of Notification	p.10			
7.1. Notification can be sent within ten (10) days from the date data acquisition has been determined.	p.10			
7.2. Notification may be delayed due to legitimate needs of law enforcement.	p.10			
7.3. Notification may be delayed to determine scope of breach.	p.10			
7.4. Notification may be delayed to restore system to reasonable integrity.	p.10			
7.5. Delay will or may exacerbate the risk of harm to individuals.	p.10			

7.6. Agency head (or the senior-level individual designated in writing by the agency head as having authority to act on his/her behalf) has authorized the delay of notification.	p.10			
8. Source of Notification	p. 10			
Breach Response Requirement or Element	SIMM 5340-C Reference	Yes	No	Notes/Comments
8.1. Agency head (or the senior-level individual designated in writing by the agency head as having authority to act on his/her behalf) will sign the notice.	p. 10			
8.2. The notice is addressed by the entity in which the recipient has a relationship.	p. 10			
8.3. The notice is addressed by an entity in which the recipient has no direct relationship, but the relationship is explained sufficiently in the notice.	p. 10			
9. Format of Notice	p. 11			
9.1. The notice shall be designed to call attention to the nature and significance of the information it contains, and shall be formatted on official letterhead to include:	p. 11			
9.1.1. No smaller than 10-point Ariel font type;	p. 11			
9.1.2. A title "Notice of Data Breach"; and	p. 11			
9.1.3. Contain at a minimum the following headings: <ul style="list-style-type: none"> • "What Happened"; • What Information Was Involved"; • "What We Are Doing"; • "What You Can Do"; • "Other Important Information"; and • "For More Information ". 	p. 11			
10. Content of Notice	p. 11			
10.1. The notice leverages the sample notifications provided by OIS.	Appendices B-I			
10.2. The notice is clear and concise.	p. 11			
10.3. The notice uses easy-to-understand language and does not include technical jargon.	p. 11			
10.4. The notice includes a general description of what happened; including the date of breach if known, or estimated date or date range within which the breach occurred.	p. 11			
10.5. The notice specifically identifies the data elements involved.	p. 11			
10.6. The notice includes the steps the individual can/should take to protect themselves from harm (if any).	p. 12			
10.7. The notice includes an apology.	p. 12			

10.8. The notice includes information about what the agency has done or is doing to investigate the breach, mitigate the losses, and protect against any further breaches.	p. 12			
Breach Response Requirement or Element	SIMM 5340-C Reference	Yes	No	Notes/Comments
10.9. The notice includes the name and contact information of an individual contact(s) at the agency with the ability to provide more information about the breach to the affected individuals.	p. 12			
10.10. The notice provides a toll-free number for the agency contact, physical address, e-mail address, and postal address if available. If the agency does not have a toll-free number a local number for the contact is provided.	p. 12			
10.11. The agency has knowledge that affected individuals are not English speaking and has prepared notices in the appropriate languages.	p. 12			
10.12. The agency has given consideration in providing the notification to individuals who are visually or hearing impaired (e.g., establishing a TDD or posting a large-type notice).	p. 12			
11. Approval of the Notice	p. 12			
11.1. Draft notice submitted to OIS for review and approval prior to their release:	p. 12			
11.1.1. Communicated with an OIS security representative by telephone contact, prior to submission.	p. 12			
11.1.2. Submitted breach notification into Cal-CSIRS, selecting "Breach Notification for Review" as the type.	p. 12			
11.1.3. Have allowed at least one full business day for OIS review.	p. 12			
11.2. Final notice submitted to OIS and includes required information.	p. 13			
11.3. The agency has notified and/or sought prior approval for release of notice or the use of reference from other public and private sector agencies that may be impacted by the breach or play a role in mitigating the potential harms (e.g., credit reporting agencies, etc.).	p. 13			
12. Method of Notification	p. 13			
12.1. First-class mail notification will be made.	p. 13			
12.1.1. Addressed to the named individual.	p. 13			
12.1.2. Mailed to the last known address.	p. 13			
12.1.3. Mailed separately from other letters and notices.	p. 13			

12.1.4. Labeled on the outside of the envelope to alert recipient to the importance of its contents (e.g., "Important Information Enclosed"), and as to reduce the possibility that it may be mistaken for advertising mail.	p. 13			
Breach Response Requirement or Element	SIMM 5340-C Reference	Yes	No	Notes/Comments
12.1.5. Includes sender or return address information. Special caveats noted here.	p. 13			
12.2. Telephone notification will be made with a concurrent follow-up written by first-class mail.	p. 14			
12.3. E-mail notification will be made as the following criteria are met:	p.14			
12.3.1. Individual has provided agency with an e-mail address.	p.14			
12.3.2. Individual has provided written consent to use e-mail as the primary means of communication.	p.14			
12.3.4. E-mail notification is consistent with the provisions regarding electronic records and signatures set forth in the Federal Electronics Signatures Act (15 U.S. Code 7001).	p.14			
12.4. Substitute notification will be made as the following criteria are met:	p. 14			
12.4.1. Agency has demonstrated that more than 500,000 individuals were affected; or the cost of providing notification would exceed \$250,000; or the agency does not have adequate contact information on those affected (no known mailing address is available).	p. 14			
12.4.2. Substitute notification, as required, will include the following collectively: 1) Conspicuous posting on the agency website; 2) Notification to statewide media; and 3) E-mail notification when the agency has an e-mail address to individuals. Here, the requirements of the Federal Electronics Signatures Act do not need to be met.	p 14			
12.4.3. Web posting will be made on homepage or a conspicuous link from the homepage.	p.14			
12.4.4. Web posting will also include a link to FAQs.	p.14			
12.4.5. Information in press release will not impede or compromise the investigation or pose other security risks.	p.15			
12.5. Agency has elected to issue press release, as well as first-class notification due to the number of individuals affected.	p.15			

12.5.1. Information in press release will not impede or compromise the investigation or pose other security risks.	p.15			
13. Preparation for Follow-on Inquiries from Noticed Individuals	p.15			
Breach Response Requirement or Element	SIMM 5340-C Reference	Yes	No	Notes/Comments
13.1. The agency's public intake areas have been alerted and trained as appropriate to properly direct telephone and in-person inquiries about the breach.	p.15			
13.1.1. Inquiries from the press are to be directed to:	p. 15			
13.1.2. Inquiries from individuals receiving the notice and needing more information are directed to:	p. 15			
13.2. The agency has provisioned for a toll-free call center, staffed with trained personnel.	p. 15			
13.3. The agency has provisioned for documented scripts, and answers to anticipated and frequently asked questions.	p. 15			
13.4. The agency has provisioned for a complaint resolution and/or escalation process.	p. 15			
13.5. The agency has provided early warning and information about the timing of notification to all counterparts, so that they are prepared for the potential surge in inquiries (e.g., credit reporting agencies, etc.).	p. 15			
14. Other Situations When Breach Notification Should be Considered	p. 16			
14.1. The agency has considered the nature of any non-notice triggering personal information involved in this breach and the potential harms it poses or may pose to affected individuals.	p. 16			
14.1.1 The agency has determined the nature of the information does potentially pose one or more of the following potential harms (Examples only-list is not limited to these):	p. 16			
14.1.1.1. Harm to reputation.	p. 16			
14.1.1.2. Potential for harassment.	p. 16			
14.1.1.3. Potential for prejudice, particularly when health or financial benefits information is involved.	p. 16			
14.1.1.4. Financial loss.	p. 16			
14.1.1.5. Embarrassment.	p. 16			
14.1.1.6 Legal problems.	p. 16-18			
14.2. The agency has considered the likelihood that the information has been acquired, or is accessible and usable.	p. 16			

14.2.1. The agency has determined it is known or highly likely the information has been acquired and has the potential for misuse by unauthorized persons due to the following (<i>examples only-list is not limited to these</i>):	p. 16			
14.2.1.1. The information was not encrypted.	p. 16			
Breach Response Requirement or Element	SIMM 5340-C Reference	Yes	No	Notes/Comments
14.3.1.2. The list was posted on the Internet for an extended period of time.	p. 16			
14.2.1.3. The encryption product used was not a NIST certified cryptographic module or FIPS-142 validated product.	p. 17			
14.3. The agency determined there is a likelihood that the breach may lead to harm due to the following (<i>examples only-list is not limited to these</i>):	p. 17			
14.3.1. breach of confidentiality or fiduciary responsibility;	p. 17			
14.3.2. disclosure of address for victims of stalking or abuse; or persons in high risk professions;	p. 17			
14.3.3. legal problems;	p. 17			
14.3.4. harm to reputation;	p. 17			
14.3.5. financial loss;	p. 17			
14.3.6. disclosure of private facts and unwanted exposure; potential for secondary uses of the information which could result in fear or uncertainty;	p. 17			
14.3.7. potential for harassment, blackmail, or prejudice;	p. 17			
14.3.8. the social security number alone can lead to identity theft.	p. 17			
14.4. The ability of the agency to mitigate the risk of harm to individuals.	p.17			
14.4.1. The agency can mitigate further compromise of the system.	p.17			
14.4.2. The agency can monitor systems for misuse of the personal information and patterns of suspicious behavior.	p.17			
14.4.3. The agency has exhausted its ability to mitigate any further risk of harm.	p.18			
14.4.4. The apology and assurance of corrective action may serve as a satisfactory remedy those impacted.	p.18			
14.5. The ability of the noticed individual to mitigate the risk to themselves following notification.	p.18			
15. Other Actions Agencies Can Take to Mitigate Harm	p.18			
15.1. The agency has notified financial institutions if state payroll or bank account information was involved.	p.18			

15.2. The agency has notified other agencies about the potential for benefit fraud as applicable (e.g., disability, unemployment, Medi-Cal)	p.18			
16. Other Considerations When State Employee Data Is Involved				
Breach Response Requirement or Element	SIMM 5340-C Reference	Yes	No	Notes/Comments
16.1. Agency has treated affected employees with the same care and concern as any other individual affected by breach.	p.18			
16.2. Agency has considered other early warning and notification methods to augment the first-class mail notification (e.g., such as e-mail, Intranet posting, town hall meetings).	p.18			
16.3. Agency has notified managers and supervisors of the affected employees and adequately prepared them to answer questions from employees.	p.18			
16.4. Agency has considered notifying represented employee organizations as may be appropriate.	p.18			
16.5. Agency has considered the use of town hall meetings to respond to employee questions and concerns following notification.	p.18			
17. Other Considerations From a Public Relations Perspective	p.18			
17.1. The agency has considered advanced notification to the media.	p. 18			
17.2. The agency has considered acquiring credit monitoring services for the affected individuals. Note: This should only be considered when the incident involves Social Security number.	p. 19			
18. Notifying Others When Required	p. 19			
18.1. Notifying the California Attorney General and uploading a redacted copy of the notification to their website when the incident requires notification to 500 or more individuals.	p. 19			
18.2. Notifying the Credit Reporting Agencies when notification is made to 10,000 or more individuals.	p. 20			

APPENDIX B: Sample Breach Notice: Social Security Number

[Agency Letterhead]

[Date]

[Addressee]

[Mailing Address]

[City] [State] [Zip Code]

[Salutation]

Subject: NOTICE OF DATA BREACH

What Happened?	<p>[Describe what happened in general terms, see example below]</p> <p>We are writing to you because of a recent security incident that occurred on [date of incident] at [name of organization]. An employee inadvertently e-mailed a document containing your personal information to the wrong person.</p>
What Information Was Involved?	<p>[Describe what specific notice-triggering data element(s) were involved, see example below]</p> <p>The document contained your first and last name, along with your social security number.</p>
What We Are Doing:	<p>[Note apology and describe what steps your agency is taking, has taken, or will take, to investigate the breach, mitigate any losses, and protect against any further breaches, see example below]</p> <p>We regret that this incident occurred and want to assure you that we are reviewing and revising our procedures and practices to minimize the risk of recurrence.</p>
What You Can Do:	<p>To protect yourself from the possibility of identity theft, we recommend that you place a fraud alert on your credit files by following the recommended privacy protection steps outlined in the enclosure “Breach Help –Consumer Tips from the California Attorney General”.</p>
Other Important Information:	<p>Enclosure “Breach Help –Consumer Tips from the California Attorney General”</p>
For More Information:	<p>For more information on identity theft, you may visit the Web site of the California Department of Justice, Privacy Enforcement and Protection at www.oag.ca.gov/privacy</p>
Agency Contact:	<p>Should you need any further information about this incident, please contact [name of the designated agency official or agency unit handling inquiries] at [toll-free phone number].</p>

[Signature of State Entity Head or Delegate]

[Title]

APPENDIX C: Sample Breach Notice: Driver’s License Number or California Identification Card Number, tax identification number, passport number, military identification number, or other unique identification number issued on a government document commonly used to verify the identity of a specific individual.

[Agency Letterhead]

[Date]

[Addressee]

[Mailing Address]

[City] [State] [Zip Code]

[Salutation]

Subject: NOTICE OF DATA BREACH

What Happened?	<i>[Describe what happened in general terms, see example below]</i> We are writing to you because of a recent security incident that occurred on [date of incident] at [name of organization]. An employee inadvertently e-mailed a document containing your personal information to the wrong person.
What Information Was Involved?	<i>[Describe what specific notice-triggering data element(s) were involved, see example below]</i> The document contained your first and last name, along with your driver’s license number.
What We Are Doing:	<i>[Note apology and describe what steps your agency is taking, has taken, or will take, to investigate the breach, mitigate any losses, and protect against any further breaches, see example below]</i> We regret that this incident occurred and want to assure you that we are reviewing and revising our procedures and practices to minimize the risk of recurrence.
What You Can Do:	To protect yourself from the possibility of identity theft, we recommend that you place a fraud alert on your credit files by following the recommended privacy protection steps outlined in the enclosure “Breach Help –Consumer Tips from the California Attorney General”.
Other Important Information:	Enclosure “Breach Help –Consumer Tips from the California Attorney General”
For More Information:	For more information on identity theft, you may visit the Web site of the California Department of Justice, Privacy Enforcement and Protection at www.oag.ca.gov/privacy .
Agency Contact:	Should you need any further information about this incident, please contact [name of the designated agency official or agency unit handling inquiries] at [toll-free phone number].

[Signature of State Entity Head or Delegate]

[Title]

APPENDIX D: Sample Breach Notice: Debit or Credit Card or Financial Account Number

[Agency Letterhead]

[Date]

[Addressee]
[Mailing Address]
[City] [State] [Zip Code]

[Salutation]

Subject: NOTICE OF DATA BREACH

What Happened?	<p>[Describe what happened in general terms, see example below]</p> <p>We are writing to you because of a recent security incident that occurred on [date of incident] at [name of organization]. An employee inadvertently e-mailed a document containing your personal information to the wrong person.</p>
What Information Was Involved?	<p>[Describe what specific notice-triggering data element(s) were involved, see example below]</p> <p>The document contained your first and last name, along with your bank account number.</p>
What We Are Doing:	<p>[Note apology and describe what steps your agency is taking, has taken, or will take, to investigate the breach, mitigate any losses, and protect against any further breaches, see example below]</p> <p>We regret that this incident occurred and want to assure you that we are reviewing and revising our procedures and practices to minimize the risk of recurrence.</p>
What You Can Do:	<p>To help prevent unauthorized access and fraudulent activity on this account, we recommend that you immediately contact [the credit card or financial account issuer] and close your account. Tell them that your account may have been compromised, and ask that they report it as "closed at customer request."</p> <p>If you want to open a new account, ask your account issuer to give you a PIN or password associated with the new account. This will help control access to the account.</p>
Other Important Information:	Enclosure "Breach Help –Consumer Tips from the California Attorney General"
For More Information:	For more information on identity theft, you may visit the Web site of the California Department of Justice, Privacy Enforcement and Protection at www.oag.ca.gov/privacy .
Agency Contact:	Should you need any further information about this incident, please contact [name of the designated agency official or agency unit handling inquiries] at [toll-free phone number].

[Signature of State Entity Head or Delegate]

[Title]

APPENDIX E: Sample Breach Notice: Medical Information Only

[Agency Letterhead]

[Date]

[Addressee]

[Mailing Address]

[City] [State] [Zip Code]

[Salutation]

Subject: NOTICE OF DATA BREACH

What Happened?	<p>[Describe what happened in general terms, see example below]</p> <p>We are writing to you because of a recent security incident that occurred on [date of incident] at [name of organization]. An employee inadvertently e-mailed a document containing your personal information to the wrong person.</p>
What Information Was Involved?	<p>[Describe what specific notice-triggering data element(s) were involved, see example below]¹</p> <p>Please note, the information was limited to [specify, (e.g., your name and medical treatment)] and did not contain any other information, such as Social Security number, Driver's License number, or financial account numbers which could expose you to identity theft. Nonetheless, we felt it necessary to inform you since your medical information [or medical history, medical condition, or medical treatment or diagnosis] was involved.</p>
What We Are Doing:	<p>[Note apology and describe what steps your agency is taking, has taken, or will take, to investigate the breach, mitigate any losses, and protect against any further breaches, see example below]</p> <p>We regret that this incident occurred and want to assure you that we are reviewing and revising our procedures and practices to minimize the risk of recurrence.</p>
What You Can Do:	<p>Keep a copy of this notice for your records in case of future problems with your medical records. You may also want to request a copy of your medical records from your [provider or plan], to serve as a baseline.</p>
Other Important Information:	<p>Enclosure "Breach Help –Consumer Tips from the California Attorney General"</p>
For More Information:	<p>For information about your medical privacy rights, you may visit the website of the California Department of Justice, Privacy Enforcement and Protection at www.oag.ca.gov/privacy.</p>
Agency Contact:	<p>Should you need any further information about this incident, please contact [name of the designated agency official or agency unit handling inquiries] at [toll-free phone number].</p>

[Signature of State Entity Head or Delegate]

[Title]

¹ Additional language will be necessary if other notice triggering information was involved. If the breach does not involve Social Security number, driver's license/California Identification Card, or financial account numbers, say so and refer to the following language.

APPENDIX F: Sample Breach Notice: Health Insurance Information Only

[Agency Letterhead]

[Date]

[Addressee]
 [Mailing Address]
 [City] [State] [Zip Code]

[Salutation]

Subject: NOTICE OF DATA BREACH

What Happened?	<p>[Describe what happened in general terms, see example below]</p> <p>We are writing to you because of a recent security incident that occurred on [date of incident] at [name of organization]. An employee inadvertently e-mailed a document containing your personal information to the wrong person.</p>
What Information Was Involved?	<p>[Describe what specific notice-triggering data element(s) were involved, see example below]¹</p> <p>Please note, the information was limited to [specify, (e.g., your name and health plan number)] and did not contain any other information, such as Social Security number, Driver's License number, or financial account numbers which could expose you to identity theft. Nonetheless, we felt it necessary to inform you since your health insurance information [or policy, plan number, or subscriber identification number] was involved.</p>
What We Are Doing:	<p>[Note apology and describe what steps your agency is taking, has taken, or will take, to investigate the breach, mitigate any losses, and protect against any further breaches, see example below]</p> <p>We regret that this incident occurred and want to assure you that we are reviewing and revising our procedures and practices to minimize the risk of recurrence.</p>
What You Can Do:	<p>Keep a copy of this notice for your records in case of future problems with your medical records. We also recommend that you regularly review the explanation of benefits statement that you receive from [us, your health insurance plan, or your health insurer]. If you see any service that you believe you did not receive, please contact [us, your health insurance plan, your health insurer] at the number on the statement [or provide a number here]. If you do not receive regular explanation of benefits statements, contact your provider or plan and ask them to send such statements following the provision of services provided in your name or under your plan number.</p>
Other Important Information:	<p>Enclosure “ Breach Help –Consumer Tips from the California Attorney General ”</p>
For More Information:	<p>For information about your medical privacy rights, you may visit the website of the California Department of Justice, Privacy Enforcement and Protection at www.oag.ca.gov/privacy.</p>
Agency Contact:	<p>Should you need any further information about this incident, please contact [name of the designated agency official or agency unit handling inquiries] at [toll-free phone number].</p>

[Signature of State Entity Head or Delegate]

[Title]

¹ Additional language will be necessary if other notice triggering information was involved. If the breach does not involve Social Security number, driver's license/California Identification Card, or financial account numbers, say so and refer to the following language.

APPENDIX G: Sample Breach Notice: Unique Biometric Data

[Agency Letterhead]

[Date]

[Addressee] [Mailing Address]

[City] [State] [Zip Code]

[Salutation]

Subject: NOTICE OF DATA BREACH

<p>What Happened?</p>	<p><i>[Describe what happened in general terms, see example below]</i></p> <p>We are writing to you because of a recent security incident that occurred on <i>[date of incident]</i> at <i>[name of organization]</i>. ABC Solutions, Inc. is contracted with the Department of Emergency Management to support use of biometric data for customer access to its online Emergency Management systems. Unique biometric data is defined as generated from measurements or technical analysis of human body characteristics, such as fingerprint, retina, or iris image, used to authenticate a specific individual. Unique biometric data does not include a physical or digital photograph, unless used or stored for facial recognition purposes</p> <p>On October 12, 2019 an inadvertent system configuration error lead to a five-hour exposure of the biometric data maintained by ABC Solutions. The error was immediately corrected upon discovery.</p>
<p>What Information Was Involved?</p>	<p><i>[Describe what specific notice-triggering data element(s) were involved, see example below]</i>¹</p> <p>Please note, the information was limited to <i>your account name and fingerprints</i> and did not contain any other information, such as Social Security number, Driver's License number, California Identification Card Number, tax identification number, passport number, military identification number, or other unique identification number issued on a government document, or financial account numbers which could expose you to identity theft. Nonetheless, we felt it necessary to inform you since your personal biometric data was involved.</p>
<p>What We Are Doing:</p>	<p><i>[Note apology and describe what steps your agency is taking, has taken, or will take, to investigate the breach, mitigate any losses, and protect against any further breaches, see example below]</i></p> <p>We regret that this incident occurred and want to assure you that we are reviewing and revising our procedures and practices to minimize the risk of recurrence.</p>
<p>What You Can Do:</p>	<p>If you use biometric data to access any accounts, we recommend you choose another form of authentication to protect against unauthorized access</p>
<p>Other Important Information:</p>	<p>Enclosure " Breach Help –Consumer Tips from the California Attorney General "</p>
<p>For More Information:</p>	<p>For information about your privacy rights, you may visit the website of the California Department of Justice, Privacy Enforcement and Protection at www.oag.ca.gov/policy</p>
<p>Agency Contact:</p>	<p>Should you need any further information about this incident, please contact <i>[name of the designated agency official or agency unit handling inquiries]</i> at <i>[toll-free phone number]</i>.</p>

[Signature of State Entity Head or Delegate] [Title]

APPENDIX H: Sample Breach Notice: Hybrid (SSN and Health Information)

[Agency Letterhead]

[Date]

[Addressee]

[Mailing Address]

[City] [State] [Zip Code]

[Salutation]

Subject: NOTICE OF DATA BREACH

What Happened?	<p>[Describe what happened in general terms, see example below]</p> <p>We are writing to you because of a recent security incident that occurred on [date of incident] at [name of organization]. An employee inadvertently e-mailed a document containing your personal information to the wrong person.</p>
What Information Was Involved?	<p>[Describe what specific notice-triggering data element(s) were involved, see example below]</p> <p>The document contained your [specify, (e.g., your name and health plan number)] along with your social security number.</p>
What We Are Doing:	<p>[Note apology and describe what steps your agency is taking, has taken, or will take, to investigate the breach, mitigate any losses, and protect against any further breaches, see example below]</p> <p>We regret that this incident occurred and want to assure you that we are reviewing and revising our procedures and practices to minimize the risk of recurrence.</p>
What You Can Do:	<p>Keep a copy of this notice for your records in case of future problems with your medical records. You may also want to request a copy of your medical records from your [provider or plan], to serve as a baseline.</p> <p>Because your Social Security number was involved, in order to protect yourself from the possibility of identity theft, we recommend that you place a fraud alert on your credit files and order copies of your credit reports by following the recommended privacy protection steps outlined in the enclosure. Check your credit reports for any accounts or medical bills that you do not recognize. If you find anything suspicious, follow the instructions found in step four of the enclosure.</p> <p>Since your health insurance information was also involved, we recommend that you regularly review the explanation of benefits statement that you receive from [name of health insurance provider]. If you see any service that you believe you did not receive, please contact us at the number on the statement [or provide a number here]. If you do not receive regular explanation of benefits statements, contact your provider or plan and ask them to send such statements following the provision of services provided in your name or under your plan number.</p>
Other Important Information:	Enclosure "Breach Help –Consumer Tips from the California Attorney General"
For More Information:	For more information about privacy protection steps and your medical privacy rights, you may visit the website of the California Department of Justice, Privacy Enforcement and Protection at www.oag.ca.gov/privacy .
Agency Contact:	Should you need any further information about this incident, please contact [name of the designated agency official or agency unit handling inquiries] at [toll-free phone number].

[Signature of State Entity Head or Delegate]

[Title]

APPENDIX I: Sample Breach Notice: Automated License Plate Recognition System

[Agency Letterhead]

[Date]

[Addressee]

[Mailing Address]

[City] [State] [Zip Code]

[Salutation]

Subject: NOTICE OF DATA BREACH

What Happened?	<p>[Describe what happened in general terms, see example below]</p> <p>We are writing to you because of a recent security incident that occurred on [date of incident] at [XYZ Solutions, Inc.]. XYZ Solutions, Inc. is an Automated License Plate Recognition (ALPR) system operator and maintains an ALPR system database used by many state and local law enforcement entities, including ours, to administer public safety and crime protection programs. We received notification on [date notification received] that an XYZ Solutions ALPR system database has been compromised.</p>
What Information Was Involved?	<p>[Describe what specific notice-triggering data element(s) were involved, see example below]</p> <p>Please note, the information involved was limited to your name, address, vehicle license plate number, and the vehicle's location and patterns of movement, if any, between [month day, year and month day, year]. This incident did not involve any other information, such as Social Security number, Driver's License number, or financial account numbers which could expose you to identity theft.</p>
What We Are Doing:	<p>[Note apology and describe what steps your agency is taking, has taken, or will take, to investigate the breach, mitigate any losses, and protect against any further breaches, see example below]</p> <p>We regret that this incident occurred and want to assure you that the incident is being investigated to determine and correct the cause, and to minimize the risk of recurrence.</p>
What You Can Do:	<p>Your privacy is of utmost concern to us. For more information about your privacy rights, you may visit the Web site of the California Department of Justice, Privacy Enforcement and Protection at www.oag.ca.gov/privacy</p>
Agency Contact:	<p>Should you need any further information about this incident, please contact [name of the designated agency official or agency unit handling inquiries] at [toll-free phone number].</p>

[Signature of State Entity Head or Delegate]

[Title]

APPENDIX J: Sample Breach Notice: Genetic Data

[Agency Letterhead]

[Date]

[Addressee]

[Mailing Address]

[City] [State] [Zip Code]

[Salutation]

Subject: NOTICE OF DATA BREACH

What Happened?	<p><i>[Describe what happened in general terms, see example below]</i></p> <p>We are writing to you because of a recent security incident that occurred on <i>[date of incident]</i> at <i>[name of organization]</i>. An employee inadvertently e-mailed a document containing your genetic data information to the wrong person. “Genetic data” means any data, regardless of its format, that results from the analysis of a biological sample of an individual, or from another source enabling equivalent information to be obtained, and concerns genetic material. Genetic material includes, but is not limited to, deoxyribonucleic acids (DNA), ribonucleic acids (RNA), genes, chromosomes, alleles, genomes, alterations or modifications to DNA or RNA, single nucleotide polymorphisms (SNPs), uninterpreted data that results from analysis of the biological sample or other source, and any information extrapolated, derived, or inferred therefrom.</p>
What Information Was Involved?	<p><i>[Describe what specific notice-triggering data element(s) were involved, see example below].</i></p> <p>Please note, the information was limited to genetic data only. This incident did not involve the compromise or access to any other information, such as Social Security number, Driver's License number, or financial account numbers which could expose you to identity theft.</p>
What We Are Doing:	<p><i>[Note apology and describe what steps your agency is taking, has taken, or will take, to investigate the breach, mitigate any losses, and protect against any further breaches, see example below]</i></p> <p>We regret that this incident occurred and want to assure you that the incident is being investigated to determine and correct the cause, and to minimize the risk of recurrence.</p>
What You Can Do:	<p>Your privacy is of utmost concern to us. For more information about your privacy rights, you may visit the Web site of the California Department of Justice, Privacy Enforcement and Protection at www.oag.ca.gov/privacy</p>
Other Important Information:	<p>Enclosure “Breach Help –Consumer Tips from the California Attorney General”.</p>
For More Information:	<p>For more information about online protections, you may visit the Web site of the California Department of Justice, Privacy Enforcement and Protection at www.oag.ca.gov/privacy</p>
Agency Contact:	<p>Should you need any further information about this incident, please contact <i>[name of the designated agency official or agency unit handling inquiries]</i> at <i>[toll-free phone number]</i>.</p>

[Signature of State Entity Head or Delegate]

[Title]

APPENDIX K: Sample Breach Notice: User Name or E-Mail Address

[Agency Letterhead]

[Date]

[Addressee]

[Mailing Address]

[City] [State] [Zip Code]

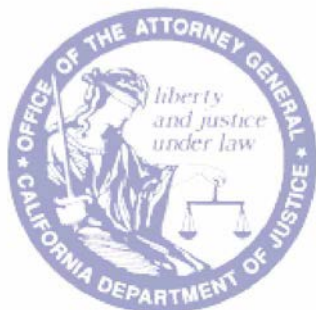
[Salutation]

Subject: NOTICE OF DATA BREACH

What Happened?	<p>[Describe what happened in general terms, see example below]</p> <p>We are writing to you because of a recent security incident that occurred on [date of incident] at [name of organization] involving the Online Information Sharing Portal (OISP). Our security systems detected an abnormally large number of attempts to access OISP user accounts. The computer generated password guessing activity was designed to randomly guess user password combinations until account access is ultimately achieved. Further investigation revealed that some user account passwords were successfully guessed before the activity was detected and blocked.</p>
What Information Was Involved?	<p>[Describe what specific notice-triggering data element(s) were involved, see example below].</p> <p>Please note, the information was limited to your user identification (email address), password and security questions for your OISP online account. This incident did not involve the compromise or access to any other information, such as Social Security number, Driver's License number, or financial account numbers which could expose you to identity theft. However, if you use the same user identification, password and or security question for any other online accounts those may be at risk.</p>
What We Are Doing:	<p>[Note apology and describe what steps your agency is taking, has taken, or will take, to investigate the breach, mitigate any losses, and protect against any further breaches, see example below]</p> <p>We regret that this incident occurred and want to assure you that we have implemented additional security controls to minimize the risk associated with this occurrence and the risk of recurrence. These include prompting all system users to update their profile and reset their passwords and security questions, and implementing automated validation at password creation to ensure the use of unique, hard-to-guess passwords, and established limits on the number of failed attempts to access your account.</p>
What You Can Do:	<p>To protect against unauthorized access and use of your online account(s), we recommend, if you haven't already done so, that you immediately change your password and security questions. Choose a unique, hard-to-guess password for each of your online accounts and always look for and report unusual activity in your accounts. A hard-to-guess password contains at least eight characters and is a combination of upper and lower case letters, numbers and special characters.</p>
Other Important Information:	<p>Enclosure "Breach Help –Consumer Tips from the California Attorney General".</p>
For More Information:	<p>For more information about online protections, you may visit the Web site of the California Department of Justice, Privacy Enforcement and Protection at www.oag.ca.gov/privacy</p>
Agency Contact:	<p>Should you need any further information about this incident, please contact [name of the designated agency official or agency unit handling inquiries] at [toll-free phone number].</p>

[Signature of State Entity Head or Delegate]

[Title]



Breach Help

Consumer Tips from the California Attorney General

Consumer Information Sheet 17 • October 2014

You get a letter from a company, a government agency, a university, a hospital or other organization. The letter says your personal information may have been involved in a data breach. Or maybe you learn about a breach from a news report or company web site. Either way, a breach notice does not mean that you are a victim of identity theft or other harm, but you could be at risk.

The breach notice should tell you what specific types of personal information were involved. It may also tell you what the organization is doing in response. There are steps you can take to protect yourself. What to do depends on the type of personal information involved in the breach.

Note that credit monitoring, which is often offered by breached companies, alerts you *after* someone has applied for or opened new credit in your name. Credit monitoring can be helpful in the case of a Social Security number breach. It does not alert you to fraudulent activity on your existing credit or debit card account.

Credit or Debit Card Number

The breach notice should tell you when and where the breach occurred. If you used your credit or debit card at the location during the given time, you can take steps to protect yourself.

Credit Card

1. Monitor your credit card account for suspicious transactions and report any to the card-issuing bank (or American Express or Discover). Ask the bank for online monitoring and alerts on the card account. This will give you early warning of any fraudulent transactions.
2. Consider cancelling your credit card if you see fraudulent transactions on it following the breach. You can dispute fraudulent

transactions on your credit card statement, and deduct them from the total due. Your liability for fraudulent transactions is limited to \$50 when you report them, and most banks have a zero-liability policy.¹

3. If you do cancel your credit card, remember to contact any companies to which you make automatic payments on the card. Give them your new account number if you wish to transfer the payments.

Debit Card

1. Monitor your debit card account for suspicious transactions and report any to the card issuer. Ask the bank for online monitoring and alerts on the card account. This will give you early warning of any fraudulent transactions.

1

APPENDIX L: Breach Help – Consumer Tips Enclosure (English), Cont.

2. Report any unauthorized transactions to your bank immediately to avoid liability. Your liability for fraudulent transactions is limited to \$50 if you report them within two days. Your bank may have a zero liability policy. But as time passes, your liability increases, up to the full amount of the transaction if you fail to report it within 60 days of its appearance on your bank statement.²
3. Consider cancelling your debit card. The card is connected to your bank account. Cancelling it is the safest way to protect yourself from the possibility of a stolen account number being used to withdraw money from your bank account. Even though it would likely be restored, you would not have access to the stolen money until after your bank has completed an investigation.

Social Security Number

Here's what to do if the breach notice letter says your Social Security number was involved.

1. Contact the three credit bureaus. You can report the potential identity theft to all three of the major credit bureaus by calling any one of the toll-free fraud numbers below. You will reach an automated telephone system that allows you to flag your file with a fraud alert at all three bureaus. You will also be sent instructions on how to get a free copy of your report from each of the credit bureaus.

Experian	1-888-397-3742
Equifax	1-800-525-6285
TransUnion	1-800-680-7289

2. What it means to put a fraud alert on your credit file. A fraud alert helps protect you against the possibility of an identity thief opening new credit accounts in your name. When a merchant checks the credit history of someone applying for credit, the merchant gets a notice that there may be fraud on the account. This

alerts the merchant to take steps to verify the identity of the applicant. A fraud alert lasts 90 days and can be renewed. For information on a stronger protection, a security freeze, see *How to Freeze Your Credit Files* at www.oag.ca.gov/privacy/info-sheets.

3. Review your credit reports. Look through each one carefully. Look for accounts you don't recognize, especially accounts opened recently. Look in the inquiries section for names of creditors from whom you haven't requested credit. Some companies bill under names other than their store names. The credit bureau will be able to tell you when that is the case. You may find some inquiries identified as "promotional." These occur when a company has obtained your name and address from a credit bureau to send you an offer of credit. Promotional inquiries are not signs of fraud. (You are automatically removed from lists to receive unsolicited offers of this kind when you place a fraud alert.) Also, as a general precaution, look in the personal information section for any address listed for you where you've never lived.
4. If you find items you don't understand on your report, call the credit bureau at the number on the report. Credit bureau staff will review your report with you. If the information can't be explained, then you will need to contact the creditors involved and report the crime to your local police or sheriff's office.

Password and User ID

In the case of an online account password breach, you may receive a notice by email or when you go to the log-on page for your account. Here are steps to take if you learn that your password and user ID or email address, or perhaps your security question and answer, were compromised.

2

APPENDIX L: Breach Help – Consumer Tips Enclosure (English), Cont.

1. Change your password for the affected account. If you find that you are locked out of your account, contact the company's customer service or security department.
 2. If you use the same password for other accounts, change them too.
 3. If a security question and answer was involved, change it. Don't use questions based on information that is publicly available, such as your mother's maiden name, your pet's name or the name of your high school.
 4. Use different passwords for your online accounts. This is especially important for accounts that contain sensitive information, such as your medical or financial information. Consider accounts at online merchants where you may have your credit card number stored in the account.
 5. Create strong passwords. Longer is better—at least ten characters long and a mix of uppercase and lowercase letters, numerals, punctuation marks, and symbols. Don't use words found in a dictionary. You can base passwords on a phrase, song or book title.
Example: "I love tropical sunsets" becomes 1luvtr0p1calSuns3ts!
 6. A password manager or password "safe" can help you create and manage many strong passwords. These software programs can run on your computer, your phone and other portable devices. You only have to remember one password (or passphrase) to open the safe. The Electronic Frontier Foundation (www.eff.org) lists some free versions and computer magazines offer product reviews.
1. Call the bank, tell them about the breach and tell them you want to close your account. Find out what checks are outstanding. You may want to wait until they have cleared before closing the account. (Or you could write to each recipient, tell them about the breach, ask them not to process the old check and enclose a new check on your new account.)
 2. Open a new bank account. Tell the bank you want to use a new password for access to your new account. Do not use your mother's maiden name or the last four digits of your Social Security number. Ask your bank to notify the check verification company it uses that the old account was closed.

Driver's License Number

If the breach notice says your driver's license or California identification card number was involved, and you suspect that you are a victim of identity theft, contact DMV's Driver License Fraud and Analysis Unit (DLFAU) by telephone at 1 866-658-5758 or by email at dlfraud@dmv.ca.gov. Do not include personal information on your e-mail.

Medical or Health Insurance Information

If the breach notice says your health insurance or health plan number was involved, here's what you can do to protect yourself against possible medical identity theft. A breach that involves other medical information, but not your insurance or plan number, does not generally pose a risk of medical identity theft.

1. If the letter says your Social Security number was involved, see section on Social Security number breaches. Also contact your insurer or health plan, as in number 2 below.
2. If the letter says your health insurance or health plan number was involved, contact

Bank Information

If the breach notice says your checking account number, on a check for example, was breached, here's what to do.

3

APPENDIX L: Breach Help – Consumer Tips Enclosure (English), Cont.

your insurer or plan. Tell them about the breach and ask them to note the breach in their records and to flag your account number.

3. Closely watch the Explanation of Benefits statements for any questionable items. An Explanation of Benefits statement comes in the mail, often marked "This is not a bill." It lists the medical services received by you or anyone covered by your plan. If you see a service that you did not receive, follow

up on it with your insurer or plan. For more on medical identity theft, see *First Aid for Medical Identity Theft: Tips for Consumers*, at www.oag.ca.gov/privacy/info-sheets.

For more details on what to do if you suspect that your information is being used to commit identity theft, see the *Identity Theft Victim Checklist* at www.oag.ca.gov/idtheft/information-sheets.

This fact sheet is for informational purposes and should not be construed as legal advice or as policy of the State of California. If you want advice on a particular case, you should consult an attorney or other expert. The fact sheet may be copied, if (1) the meaning of the copied text is not changed or misrepresented, (2) credit is given to the California Department of Justice, and (3) all copies are distributed free of charge.

NOTES

¹ Truth in Lending Act, 14 U.S. Code sec. 1601 and following.

² Electronic Funds Transfer Act, 15 U.S. Code sec. 1693 and following.



Ayuda en caso de robo de datos confidenciales

Consejos para el consumidor del Procurador General de California

Hoja 17 de información al consumidor • Octubre de 2014

Suponga que recibe una carta de una compañía, agencia del gobierno, una universidad, un hospital u otra organización. La carta dice que su información personal puede haber formado parte de un robo de datos confidenciales. O quizás se entere del episodio por un boletín de noticias o sitio web de la empresa. Cualquiera sea la manera en que reciba la información, el hecho de que se haya violado la seguridad de los datos de una compañía no quiere decir que usted haya caído víctima de robo de identidad o sufrido un daño, pero existe el riesgo de que así sea.

El aviso de violación de datos confidenciales debería indicar los tipos específicos de información personal involucrados. También le puede decir lo que la organización está haciendo para contrarrestar el problema. Para protegerse a sí mismo, puede tomar los pasos que se indican a continuación. Todo dependerá del tipo de información personal afectada en el robo de los datos confidenciales.

Algunas compañías afectadas le ofrecerán sin cargo una alerta de crédito, lo cual le alerta después de que alguien solicitó u obtuvo un crédito nuevo en su nombre. La alerta de crédito puede ser útil cuando le roban su número del Seguro Social. Pero no le avisa cuando se produce actividad fraudulenta en su cuenta existente de tarjeta de crédito o débito.

Número de tarjeta de crédito o débito

El aviso de robo de datos confidenciales quizás le informe cuándo y dónde se produjo dicha violación. Si usó su tarjeta de crédito o débito en ese lugar en el periodo indicado, puede tomar pasos para protegerse.

Tarjeta de crédito

1. Vigile su cuenta de tarjeta de crédito para ver si hay transacciones sospechosas, y denúncielas al banco que emitió la misma (o a American Express o Discover). Pídale al banco que habilite la vigilancia y alertas en línea para esa cuenta. De esa manera podrá

recibir un aviso anticipado de cualquier transacción fraudulenta.

2. Si observa transacciones fraudulentas en su tarjeta de crédito después de haberse anunciado el robo de datos confidenciales, considere la posibilidad de cancelar su tarjeta de crédito. Puede disputar las transacciones fraudulentas que aparezcan en su estado de cuenta, y deducirlas del monto adeudado. Su responsabilidad por transacciones fraudulentas se limita a \$50 cuando las denuncia, y la mayoría de los bancos tienen políticas que lo eximen a usted de toda responsabilidad.¹

1

APPENDIX M: Breach Help – Consumer Tips Enclosure (Spanish), Cont.

3. Si cancela su tarjeta de crédito, no se olvide de comunicarse con todas las compañías que deducen sus pagos de la tarjeta en forma automática. Si quiere seguir haciendo pagos en forma automática, deles su nuevo número de cuenta.

Tarjeta de débito

1. Vigile su cuenta de tarjeta de débito para ver si hay transacciones sospechosas, y denúncielas a su banco. Pídale al banco que habilite la vigilancia y alertas en línea para esa cuenta. De esa manera podrá recibir un aviso anticipado de cualquier transacción fraudulenta.
2. Denuncie toda transacción no autorizada a su banco inmediatamente para evitar responsabilidad. Su responsabilidad por transacciones fraudulentas se limita a \$50 si las reporta en un plazo de dos días. Su banco puede tener llegar a eximirlo de toda responsabilidad. Pero si deja pasar el tiempo, su responsabilidad aumentará, hasta llegar al monto total de la transacción si no la reporta en un plazo de 60 días de su aparición en su estado de cuenta.²
3. Considere la posibilidad de cancelar su tarjeta de débito. Esta tarjeta está conectada con su cuenta bancaria. La manera más segura de protegerse contra la posibilidad de que le saquen dinero de su cuenta bancaria con un número robado es cancelar la tarjeta. Si bien es probable que le devuelvan el dinero robado, es posible que esto no ocurra hasta que su banco haya completado su investigación.

Número del Seguro Social

Si el aviso le dice que quizás le han robado su número del Seguro Social, tiene que hacer lo siguiente.

1. Comuníquese con las tres agencias de información de crédito. Puede denunciar un robo potencial de identidad a las tres agencias principales de información de crédito llamando a cualquiera de los números gratis para denunciar fraude que aparecen a continuación. Lo atenderá un sistema telefónico automatizado que le permitirá marcar su expediente con un alerta de fraude en las tres agencias de información de crédito. También le enviarán instrucciones sobre cómo obtener una copia de su informe de cada una de las agencias de información de crédito.

Experian	1-888-397-3742
Equifax	1-800-525-6285
TransUnion	1-800-680-7289

2. Qué significa poner una alerta de fraude en su expediente de crédito. Una alerta de fraude ayuda a protegerlo contra la posibilidad de que un ladrón de identidad abra una cuenta de crédito en su nombre. Cuando un comerciante verifica el historial de crédito de alguien que está solicitando una cuenta de crédito, recibirá un aviso de que puede haber fraude en la cuenta. Esto alertará al comerciante para que tome los pasos necesarios para verificar la identidad del solicitante. Un alerta de fraude dura 90 días y se puede renovar. Para obtener información sobre un nivel de protección aún mayor, lea **How to Freeze Your Credit Files** (Cómo congelar sus datos de crédito) en www.oag.ca.gov/privacy/info-sheets.
3. Revise sus informes de crédito. Examine cada uno de ellos cuidadosamente. Fijese si hay alguna cuenta que no reconoce, sobre todo cuentas abiertas recientemente. Fijese en la sección de consultas (*inquiries*) para ver si hay nombres de acreedores a quienes usted no les solicitó crédito. Algunas compañías facturan con nombres distintos

2

APPENDIX M: Breach Help – Consumer Tips Enclosure (Spanish), Cont.

que el de su tienda. La agencia de información de crédito le podrá decir cuando éste sea el caso. Algunas consultas pueden ser identificadas como "promocionales". Estas son cuando una empresa le ha pedido a una agencia de información de crédito su nombre y dirección para enviarle una oferta de crédito. Las consultas promocionales no son señales de fraude. (Cuando coloque una alerta de fraude, lo borrarán automáticamente de las listas para recibir ofertas de este tipo que usted no solicitó.) Además, como precaución general, fijese en la sección sobre información personal para ver si hay alguna dirección donde usted nunca vivió.

4. Si encuentra algo que no comprende en su informe de crédito, llame a la agencia, al número que aparece en el informe. El personal de la agencia de información de crédito repasará el informe con usted. Si la información no se puede explicar, tendrá que llamar a los acreedores correspondientes y denunciar el delito en su comisaría local u oficina del alguacil.

Nombre de usuario y contraseña

En el caso de que la violación de seguridad de los datos involucre la contraseña de su cuenta en línea, quizás reciba un mensaje por correo electrónico o cuando inicie una sesión en la página web de su cuenta. Si se entera que quizás le han robado su nombre de usuario y contraseña, o su dirección de correo electrónico o la respuesta a sus preguntas de seguridad, puede tomar los siguientes pasos.

1. Cambie la contraseña de la cuenta afectada. Si no puede ingresar en su cuenta, comuníquese con el servicio al cliente o departamento de seguridad de la compañía.
2. Si usa la misma contraseña en otras cuentas, cámbielas también.

3. Si le robaron su respuesta a la pregunta de seguridad, cámbiela. No use preguntas de seguridad cuya respuesta se puede obtener por un medio público, como el nombre de soltera de su madre, el nombre de su mascota o el nombre de su escuela.
4. Use contraseñas distintas para cada una de sus cuentas en línea. Esto es particularmente importante para cuentas que tienen información sensible, como sus datos médicos o financieros. Tenga en cuenta, por ejemplo, que algunas de sus cuentas en línea pueden tener almacenado el número de su tarjeta de crédito.
5. Genere contraseñas robustas. Cuanto más largas, mejor. Deberían tener por lo menos diez caracteres, con una mezcla de mayúsculas, minúsculas, números, signos de puntuación y símbolos. No use palabras que se pueden encontrar en el diccionario. Puede basar sus contraseñas en una frase, canción o título de un libro.

Ejemplo: "Viaje al centro de la Tierra" se puede convertir en V1aj3.
al.c3ntr0.d3.la.T3rra

6. Un programa de administración de contraseñas o "caja fuerte" de contraseñas puede ayudarle a crear y administrar muchas contraseñas robustas. Estos programas pueden funcionar en su computadora, teléfono u otros dispositivos portátiles. Solo tiene que recordar una contraseña (o frase) para abrir la caja fuerte. La organización Electronic Frontier Foundation (www.eff.org) lista algunas versiones gratis, y puede ver análisis de estos productos en las revistas de informática.

APPENDIX M: Breach Help – Consumer Tips Enclosure (Spanish), Cont.

Información bancaria

Si el aviso sobre la violación de seguridad de datos le informa que quizás le robaron su número de cuenta bancaria, por ejemplo de una copia de su cheque, tome los siguientes pasos.

1. Llame al banco e infórmeles sobre la violación. Dígalos que quiere cerrar su cuenta. Averigüe si hay cheques suyos que todavía no se cobraron. Quizás le convenga esperar hasta que se hayan cobrado antes de cerrar la cuenta. (O puede escribirle a cada uno de sus acreedores, informarles sobre la violación de datos, incluir un cheque de su cuenta nueva y pedirles que no cobren el cheque que les envió anteriormente.)
2. Abra una nueva cuenta bancaria. Dígale al banco que quiere usar una nueva contraseña para acceder a su nueva cuenta. No use el nombre de soltera de su madre o las últimas cuatro cifras de su número del Seguro Social. Pídale a su banco que notifique a su compañía de verificación de cheques que la cuenta anterior se ha cerrado.

Número de licencia de manejar

Si el aviso de violación de la seguridad de datos le informa que quizás le hayan robado su número de licencia para manejar o tarjeta de identificación de California, y sospecha que puede haber sido víctima de un robo de identidad, comuníquese con la Unidad de Análisis y Fraude de Licencias de Manejar (DL-FAU, por sus siglas en inglés) del DMV llamando al 1 866-658-5758 o escribiendo a dlfraud@dmv.ca.gov. No incluya ninguna información personal si escribe por correo electrónico.

Información de su seguro médico o de salud

Si el aviso le indica que quizás le robaron su número de seguro de salud o plan de salud,

tome los siguientes pasos para protegerse contra un posible robo de identidad médica. Una violación de su información médica que no incluya su número del seguro o plan de salud en general no presenta un riesgo de robo de identidad médica.

1. Si la carta dice que quizás le robaron su número del Seguro Social, vea la sección precedente sobre el robo de números de Seguro Social. Comuníquese también con su compañía de seguros o plan de salud, como se indica en el punto 2 a continuación.
2. Si la carta dice que su número de seguro de salud o de plan de salud quedó expuesto, comuníquese con su aseguradora o plan. Cuénteles sobre la violación y pídeles que pongan una nota sobre la misma en sus registros y que marquen su número de cuenta.
3. Inspeccione de cerca sus cartas de Explicación de beneficios para ver si hay algún elemento cuestionable. La carta de Explicación de beneficios viene por correo, en general con un aviso que dice "This is not a bill (Esta no es una factura)". Enumera los servicios médicos recibidos por usted y los demás miembros cubiertos por su plan. Si ve un servicio que no recibió, infórmele a su compañía o plan de seguro. Para obtener más información sobre el robo de identidad médica, lea **First Aid for Medical Identity Theft: Tips for Consumers** (Primeros auxilios para el robo de identidad médica: Consejos para consumidores) en www.oag.ca.gov/privacy/info-sheets.

Para obtener más detalles sobre lo que tiene que hacer si sospecha que se está usando su información para cometer robo de identidad, lea **Identity Theft Victim Checklist** (Lo que

APPENDIX M: Breach Help – Consumer Tips Enclosure (Spanish), Cont.

deben hacer las víctimas de robo de identidad
en www.oag.ca.gov/idtheft/information-sheets.

Esta hoja se proporciona con fines informativos y no debe interpretarse como asesoramiento legal ni como la política del estado de California. Si desea obtener asesoramiento sobre un caso en particular, debe consultar con un abogado

u otro experto. Esta hoja de información se puede copiar, siempre y cuando (1) no se cambie ni se desvirtúe el significado del texto copiado, (2) se dé crédito al Departamento de Justicia de California y (3) todas las copias se distribuyan sin cargo.

Esta hoja se proporciona con fines informativos y no debe interpretarse como asesoramiento legal ni como la política del Estado de California. Si desea obtener asesoramiento sobre un caso en particular, debe consultar con un abogado u otro experto. Esta hoja de información se puede copiar, siempre y cuando (1) no se cambie ni se desvirtúe el significado del texto copiado, (2) se dé crédito al Departamento de Justicia de California y (3) todas las copias se distribuyan sin cargo.

NOTAS

- ¹ Truth in Lending Act (Ley de Veracidad en los Prestamos), Código de los Estados Unidos, título 14, sección 1601 y subsiguientes.
- ² Electronic Funds Transfer Act (Ley de Transferencia Electrónica de Fondos), Código de los Estados Unidos, título 15, sección 1693 y subsiguientes.

**ECIP/HEAP PAYMENT REQUEST AND CONFIRMATION
 (NON-REGULATED UTILITY COMPANIES ONLY)**

To:	Utility Company's Name:	Attention:		
From:	Agency's Name:			Date of Request:
	Mailing Address:	City:	State:	Zip:
	Agency Contact Person:			Phone:

Instructions to non-regulated utility companies:

1. Once a client's account has been credited, enter the date in the "DATE CREDITED" column.
2. After all accounts have been credited, sign and date the form in the space provided below.
3. Return this form to the agency's contact person at the address identified above.

The following utility payments are being made on behalf of these clients:

	Name and Address of Client	Utility Account #	Payment Amount	Date Credited
1.			\$	
2.			\$	
3.			\$	
4.			\$	
5.			\$	
6.			\$	
7.			\$	
8.			\$	

UTILITY COMPANY CERTIFICATION

I hereby certify that the referenced accounts were credited in the amounts shown.

Name/Title	Signature of Approval	Date
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AGENCY USE ONLY

Total Payments	\$	Check Number	#
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**ECIP/HEAP HOME ENERGY SUPPLIER ASSURANCE
(NON-REGULATED UTILITY COMPANIES ONLY)**

The undersigned home energy supplier hereby agrees and assures to

Agency's Name

that it will comply with the following provisions as federally-mandated under the Low-Income Home Energy Assistance Program in regard to energy fuels and related services provided to eligible households:

1. No household receiving assistance under this program will be treated adversely because of such assistance under applicable provisions of State law or public regulatory requirements;
2. Not to discriminate, either in the cost of the goods supplied or in the services provided, against the eligible household on whose behalf payments are made; and
3. To allow representatives of the agency referenced above, and/or the State, access to records relating to payments to households for the purpose of verification of compliance with these assurances.

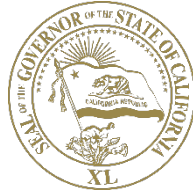
Utility Company

Name and Title (Please Print)

Telephone Number

Authorized Signature

Date



OFFICE OF THE GOVERNOR

April 3, 2023

Dr. Lanikque Howard
Director
Office of Community Services
Administration for Children and Families
U.S. Department of Health and Human Services
330 C Street, S.W.
Washington, D.C. 20201

Dear Dr. Howard:

Pursuant to 42 U.S.C. 9908(a)(1) and Title 45, Part 96.10(b) of the Code of Federal Regulations, I hereby delegate signature authority to David Scribner, Director of the State of California's Department of Community Services and Development, and his successor, for the purposes of submitting the application and certifying compliance with federal assurances relating to the Community Services Block Grant and Low Income Home Energy Assistance Program.

Sincerely,

Gavin Newsom
Governor of California

2024 LIHEAP County Base Benefit Amounts (BBA)
Benefit Amounts Listed Apply to Household Size 1 ONLY

Agency Name	Service Area	Poverty Group I Benefit	Poverty Group II Benefit	Poverty Group III Benefit	Poverty Group IV Benefit
Spectrum Community Services	ALAMEDA	\$452	\$379	\$335	\$291
El Dorado County, Health and Human Services	ALPINE	\$536	\$445	\$390	\$336
	EL DORADO	\$679	\$559	\$486	\$414
Amador-Tuolumne CAA	AMADOR	\$659	\$543	\$473	\$403
	CALAVERAS	\$644	\$531	\$463	\$395
	TUOLUMNE	\$650	\$535	\$467	\$398
Butte County CAA	BUTTE	\$623	\$514	\$448	\$383
Glenn County Human Resource	COLUSA	\$643	\$530	\$462	\$394
	GLENN	\$617	\$509	\$445	\$380
	TRINITY	\$625	\$516	\$450	\$385
Contra Costa	CONTRA COSTA	\$571	\$473	\$414	\$355
Del Norte Senior Center	DEL NORTE	\$618	\$510	\$445	\$381
Fresno County EOC	FRESNO	\$651	\$536	\$467	\$398
Redwood CAA	HUMBOLDT	\$525	\$436	\$383	\$330
Campesinos Unidos, Inc.	IMPERIAL	\$895	\$730	\$630	\$531
	SAN DIEGO	\$537	\$446	\$391	\$337
IMACA	INYO	\$537	\$446	\$391	\$337
	MONO	\$611	\$504	\$440	\$377
CAP of Kern County	KERN	\$612	\$505	\$441	\$377
Kings CAO, Inc.	KINGS	\$620	\$512	\$447	\$382
North Coast Energy Services	LAKE	\$731	\$600	\$521	\$442
	MENDOCINO	\$575	\$476	\$417	\$357
	NAPA	\$565	\$468	\$410	\$352
	SOLANO	\$534	\$444	\$390	\$335
	SONOMA	\$519	\$431	\$379	\$327
	YOLO	\$509	\$423	\$372	\$321
Lassen Economic Development Corp.	LASSEN	\$626	\$516	\$451	\$385
Maravilla Foundation	LOS ANGELES	\$496	\$414	\$364	\$315
PACE	LOS ANGELES	\$496	\$414	\$364	\$315
Long Beach CSDC	LOS ANGELES	\$496	\$414	\$364	\$315
CAP of Madera County	MADERA	\$643	\$530	\$462	\$394
Community Action Marin	MARIN	\$600	\$496	\$433	\$371

Mariposa County Human Services Dept	MARIPOSA	\$646	\$532	\$464	\$396
Merced County CAA	MERCED	\$614	\$507	\$443	\$379
T.E.A.C.H.	MODOC	\$544	\$451	\$396	\$340
Central Coast Energy Services	MONTEREY	\$457	\$383	\$338	\$293
	SAN FRANCISCO	\$438	\$368	\$325	\$283
	SAN MATEO	\$534	\$444	\$390	\$335
	SANTA CRUZ	\$494	\$412	\$363	\$314
Project GO, Inc.	NEVADA	\$751	\$615	\$534	\$453
	PLACER	\$604	\$499	\$436	\$373
CAP of Orange County	ORANGE	\$556	\$461	\$404	\$347
Plumas County. CDC	PLUMAS	\$542	\$450	\$395	\$340
	SIERRA	\$555	\$460	\$403	\$346
CAP of Riverside County	RIVERSIDE	\$655	\$539	\$470	\$401
Community Resource Project	SACRAMENTO	\$563	\$466	\$409	\$351
	SUTTER	\$642	\$529	\$461	\$394
	YUBA	\$643	\$530	\$462	\$394
San Benito County Dept. of CSWD	SAN BENITO	\$497	\$414	\$365	\$315
CAP of San Bernardino County	SAN BERNARDINO	\$636	\$524	\$457	\$390
MAAC	SAN DIEGO	\$537	\$446	\$391	\$337
San Joaquin County Dept. of ACS	SAN JOAQUIN	\$631	\$521	\$454	\$388
CAP of San Luis Obispo County	SAN LUIS OBISPO	\$483	\$403	\$355	\$307
CAC of Santa Barbara County	SANTA BARBARA	\$435	\$366	\$324	\$282
Sacred Heart Community Service	SANTA CLARA	\$501	\$418	\$367	\$317
SHHIP	SHASTA	\$678	\$558	\$485	\$413
	TEHAMA	\$672	\$553	\$481	\$410
Great Northern Corporation	SISKIYOU	\$599	\$495	\$433	\$370
CVOC	STANISLAUS	\$643	\$530	\$462	\$394
C-SET	TULARE	\$623	\$514	\$449	\$384
Community Action of Ventura County	VENTURA	\$466	\$390	\$344	\$298

2024 HEAP and FAST TRACK Base Benefit Amount (BBA)

SAMPLE COUNTY

Household's Monthly Income Guidelines & Poverty Group

Household Size	Poverty Group 1 Income	Poverty Group 1 Payment	Poverty Group 2 Income	Poverty Group 2 Payment	Poverty Group 3 Income	Poverty Group 3 Payment	Poverty Group 4 Income	Poverty Group 4 Payment	Categorical Eligibility - Over Income	Categorical Eligibility - Over Income Payment
1	\$0 - \$1,215.00	\$895	\$1,215.01 - \$1,518.75	\$730	\$1,518.76 - \$1,822.50	\$630	\$1,822.51 - \$2,882.83	\$531	\$2,882.84 AND ABOVE	\$531
2	\$0 - \$1,643.33	\$914	\$1,643.34 - \$2,054.17	\$749	\$2,054.18 - \$2,465.00	\$649	\$2,465.01 - \$3,769.83	\$550	\$3,769.84 AND ABOVE	\$550
3	\$0 - \$2,071.67	\$933	\$2,071.68 - \$2,589.58	\$768	\$2,589.59 - \$3,107.50	\$668	\$3,107.51 - \$4,656.83	\$569	\$4,656.84 AND ABOVE	\$569
4	\$0 - \$2,500.00	\$952	\$2,500.01 - \$3,125.00	\$787	\$3,125.01 - \$3,750.00	\$687	\$3,750.01 - \$5,543.92	\$588	\$5,543.93 AND ABOVE	\$588
5	\$0 - \$2,928.33	\$971	\$2,928.34 - \$3,660.42	\$806	\$3,660.43 - \$4,392.50	\$706	\$4,392.51 - \$6,430.92	\$607	\$6,430.93 AND ABOVE	\$607
6	\$0 - \$3,356.67	\$990	\$3,356.68 - \$4,195.83	\$825	\$4,195.84 - \$5,035.00	\$725	\$5,035.01 - \$7,317.92	\$626	\$7,317.93 AND ABOVE	\$626
7	\$0 - \$3,785.00	\$990	\$3,785.01 - \$4,731.25	\$825	\$4,731.26 - \$5,677.50	\$725	\$5,677.51 - \$7,484.25	\$626	\$7,484.26 AND ABOVE	\$626
8	\$0 - \$4,213.33	\$990	\$4,213.34 - \$5,266.67	\$825	\$5,266.68 - \$6,320.00	\$725	\$6,320.01 - \$7,650.58	\$626	\$7,650.59 AND ABOVE	\$626
9	\$0 - \$4,641.67	\$990	\$4,641.68 - \$5,802.08	\$825	\$5,802.09 - \$6,962.50	\$725	\$6,962.51 - \$7,816.92	\$626	\$7,816.93 AND ABOVE	\$626
10	\$0 - \$5,070.00	\$990	\$5,070.01 - \$6,337.50	\$825	\$6,337.51 - \$7,605.00	\$725	\$7,605.01 - \$7,983.17	\$626	\$7,983.18 AND ABOVE	\$626
11	\$0 - \$5,498.33	\$990	\$5,498.34 - \$6,872.92	\$825	\$6,872.93 - \$8,149.50	\$725	N/A	N/A	\$8,149.51 AND ABOVE	\$626
12	\$0 - \$5,926.67	\$990	\$5,926.68 - \$7,408.33	\$825	\$7,408.34 - \$8,315.83	\$725	N/A	N/A	\$8,315.84 AND ABOVE	\$626
13	\$0 - \$6,355.00	\$990	\$6,355.01 - \$7,943.75	\$825	\$7,943.76 - \$8,482.19	\$725	N/A	N/A	\$8,482.20 AND ABOVE	\$626
14	\$0 - \$6,783.33	\$990	\$6,783.34 - \$8,479.17	\$825	\$8,479.18 - \$8,648.51	\$725	N/A	N/A	\$8,648.52 AND ABOVE	\$626
15	\$0 - \$7,211.67	\$990	\$7,211.68 - \$8,814.83	\$825	N/A	N/A	N/A	N/A	\$8,814.84 AND ABOVE	\$626
16	\$0 - \$7,640.00	\$990	\$7,640.01 - \$8,981.15	\$825	N/A	N/A	N/A	N/A	\$8,981.16 AND ABOVE	\$626
17	\$0 - \$8,068.33	\$990	\$8,068.34 - \$9,147.46	\$825	N/A	N/A	N/A	N/A	\$9,147.47 AND ABOVE	\$626
18	\$0 - \$8,496.67	\$990	\$8,496.68 - \$9,313.78	\$825	N/A	N/A	N/A	N/A	\$9,313.79 AND ABOVE	\$626
19	\$0 - \$8,925.00	\$990	\$8,925.01 - \$9,480.10	\$825	N/A	N/A	N/A	N/A	\$9,480.11 AND ABOVE	\$626
20	\$0 - \$9,353.33	\$990	\$9,353.34 - \$9,646.42	\$825	N/A	N/A	N/A	N/A	\$9,646.43 AND ABOVE	\$626
21	\$0 - \$9,781.67	\$990	\$9,781.68 - \$9,812.73	\$825	N/A	N/A	N/A	N/A	\$9,812.74 AND ABOVE	\$626
22	\$0 - \$9,979.05	\$990	N/A	N/A	N/A	N/A	N/A	N/A	\$9,979.06 AND ABOVE	\$626
23	\$0 - \$10,145.37	\$990	N/A	N/A	N/A	N/A	N/A	N/A	\$10,145.38 AND ABOVE	\$626
24	\$0 - \$10,311.69	\$990	N/A	N/A	N/A	N/A	N/A	N/A	\$10,311.70 AND ABOVE	\$626
25	\$0 - \$10,478.00	\$990	N/A	N/A	N/A	N/A	N/A	N/A	\$10,478.01 AND ABOVE	\$626

1. The payment amounts for each county from Benefit Matrix 1 are applied to household size 1 on the payment table

2. Household sizes 2 through 6 each receive an additional \$19.

3. Household sizes 6 and higher receive the same payment amounts

Sample Scenario: If County ABC's payment amounts from Benefit Matrix 1 are \$895, \$730, \$630 and \$531, this payment table shows those payment amounts being applied to household size 1. Additionally, the payment amounts for household sizes 2 and higher are illustrated. This follows Program Year 2024's utility assistance payment determinations. Household sizes 2 through 6 each receiving an additional \$19. Household sizes 6 and higher receive the same payment amount.

2024 LIHEAP WPO County Base Benefit Amounts (BBA)
Benefit Amounts Listed Apply to Household Size 1 ONLY

Agency Name	Service Area	Poverty Group I Benefit	Poverty Group II Benefit	Poverty Group III Benefit	Poverty Group IV Benefit
Spectrum Community Services	ALAMEDA	\$381	\$346	\$311	\$263
El Dorado County, Health and Human Services	ALPINE	\$875	\$796	\$716	\$605
	EL DORADO	\$819	\$745	\$670	\$566
Amador-Tuolumne CAA	AMADOR	\$517	\$470	\$423	\$357
	CALAVERAS	\$548	\$498	\$448	\$379
	TUOLUMNE	\$595	\$541	\$487	\$411
Butte County CAA	BUTTE	\$492	\$447	\$402	\$340
Glenn County Human Resource	COLUSA	\$427	\$388	\$349	\$295
	GLENN	\$406	\$369	\$332	\$280
	TRINITY	\$615	\$559	\$503	\$425
Contra Costa	CONTRA COSTA	\$396	\$360	\$324	\$273
Del Norte Senior Center	DEL NORTE	\$691	\$628	\$566	\$478
Fresno County EOC	FRESNO	\$384	\$349	\$314	\$265
Redwood CAA	HUMBOLDT	\$561	\$510	\$459	\$387
Campesinos Unidos, Inc.	IMPERIAL	\$136	\$124	\$111	\$94
	SAN DIEGO	\$234	\$213	\$191	\$162
IMACA	INYO	\$587	\$534	\$481	\$406
	MONO	\$1,000	\$1,000	\$928	\$783
CAP of Kern County	KERN	\$385	\$350	\$315	\$266
Kings CAO, Inc.	KINGS	\$391	\$355	\$320	\$270
North Coast Energy Services	LAKE	\$511	\$465	\$418	\$353
	MENDOCINO	\$566	\$515	\$463	\$391
	NAPA	\$384	\$349	\$314	\$266
	SOLANO	\$385	\$350	\$315	\$266
	SONOMA	\$427	\$388	\$349	\$295
	YOLO	\$383	\$348	\$313	\$264
Lassen Economic Development Corp.	LASSEN	\$915	\$832	\$749	\$633
Maravilla Foundation	LOS ANGELES	\$211	\$192	\$172	\$146
PACE	LOS ANGELES	\$211	\$192	\$172	\$146
Long Beach CSDC	LOS ANGELES	\$211	\$192	\$172	\$146
CAP of Madera County	MADERA	\$411	\$374	\$336	\$284
Community Action Marin	MARIN	\$418	\$380	\$342	\$289

Mariposa County Human Services Dept	MARIPOSA	\$769	\$699	\$629	\$531
Merced County CAA	MERCED	\$388	\$353	\$318	\$268
T.E.A.C.H.	MODOC	\$996	\$905	\$815	\$688
Central Coast Energy Services	MONTEREY	\$451	\$410	\$369	\$312
	SAN FRANCISCO	\$422	\$383	\$345	\$291
	SAN MATEO	\$397	\$360	\$324	\$274
	SANTA CRUZ	\$406	\$369	\$332	\$281
Project GO, Inc.	NEVADA	\$753	\$685	\$616	\$520
	PLACER	\$481	\$437	\$394	\$332
CAP of Orange County	ORANGE	\$182	\$166	\$149	\$126
Plumas County. CDC	PLUMAS	\$935	\$850	\$765	\$646
	SIERRA	\$927	\$842	\$758	\$640
CAP of Riverside County	RIVERSIDE	\$225	\$204	\$184	\$155
Community Resource Project	SACRAMENTO	\$384	\$349	\$314	\$265
	SUTTER	\$370	\$337	\$303	\$256
	YUBA	\$448	\$407	\$366	\$309
San Benito County Dept. of CSWD	SAN BENITO	\$465	\$423	\$380	\$321
CAP of San Bernardino County	SAN BERNARDINO	\$249	\$227	\$204	\$172
MAAC	SAN DIEGO	\$234	\$213	\$191	\$162
San Joaquin County Dept. of ACS	SAN JOAQUIN	\$379	\$345	\$310	\$262
CAP of San Luis Obispo County	SAN LUIS OBISPO	\$409	\$372	\$335	\$283
CAC of Santa Barbara County	SANTA BARBARA	\$365	\$332	\$299	\$252
Sacred Heart Community Service	SANTA CLARA	\$356	\$323	\$291	\$246
SHHIP	SHASTA	\$496	\$451	\$406	\$342
	TEHAMA	\$519	\$472	\$424	\$358
Great Northern Corporation	SISKIYOU	\$805	\$732	\$658	\$556
CVOC	STANISLAUS	\$351	\$319	\$287	\$242
C-SET	TULARE	\$389	\$353	\$318	\$269
Community Action of Ventura County	VENTURA	\$285	\$259	\$233	\$197

2024 WPO PAYMENT TABLES

Sample County

LIQUID FUELS

Household's Monthly Income Guidelines and Poverty Group; Local Service Provider's Energy Burden

POVERTY GROUP 1

HH Size	Energy Burden 1	Energy Burden 1 +VP	Energy Burden 2	Energy Burden 2 +VP	Energy Burden 3	Energy Burden 3 +VP	Energy Burden 4	Energy Burden 4 +VP
1	\$ 1,000	\$ 1,000	\$ 1,000	\$ 1,000	\$ 1,000	\$ 1,000	\$ 1,000	\$ 1,000
2	\$ 1,000	\$ 1,000	\$ 1,000	\$ 1,000	\$ 1,000	\$ 1,000	\$ 1,000	\$ 1,000
3	\$ 1,000	\$ 1,000	\$ 1,000	\$ 1,000	\$ 1,000	\$ 1,000	\$ 1,000	\$ 1,000
4	\$ 1,000	\$ 1,000	\$ 1,000	\$ 1,000	\$ 1,000	\$ 1,000	\$ 1,000	\$ 1,000
5	\$ 1,000	\$ 1,000	\$ 1,000	\$ 1,000	\$ 1,000	\$ 1,000	\$ 1,000	\$ 1,000
6+	\$ 1,000	\$ 1,000	\$ 1,000	\$ 1,000	\$ 1,000	\$ 1,000	\$ 1,000	\$ 1,000

POVERTY GROUP 2

HH Size	Energy Burden 1	Energy Burden 1 +VP	Energy Burden 2	Energy Burden 2 +VP	Energy Burden 3	Energy Burden 3 +VP	Energy Burden 4	Energy Burden 4 +VP
1	\$ 1,000	\$ 1,000	\$ 1,000	\$ 1,000	\$ 1,000	\$ 1,000	\$ 1,000	\$ 1,000
2	\$ 1,000	\$ 1,000	\$ 1,000	\$ 1,000	\$ 1,000	\$ 1,000	\$ 1,000	\$ 1,000
3	\$ 1,000	\$ 1,000	\$ 1,000	\$ 1,000	\$ 1,000	\$ 1,000	\$ 1,000	\$ 1,000
4	\$ 1,000	\$ 1,000	\$ 1,000	\$ 1,000	\$ 1,000	\$ 1,000	\$ 1,000	\$ 1,000
5	\$ 1,000	\$ 1,000	\$ 1,000	\$ 1,000	\$ 1,000	\$ 1,000	\$ 1,000	\$ 1,000
6+	\$ 1,000	\$ 1,000	\$ 1,000	\$ 1,000	\$ 1,000	\$ 1,000	\$ 1,000	\$ 1,000

POVERTY GROUP 3

HH Size	Energy Burden 1	Energy Burden 1 +VP	Energy Burden 2	Energy Burden 2 +VP	Energy Burden 3	Energy Burden 3 +VP	Energy Burden 4	Energy Burden 4 +VP
1	\$ 928	\$ 1,000	\$ 963	\$ 1,000	\$ 998	\$ 1,000	\$ 1,000	\$ 1,000
2	\$ 947	\$ 1,000	\$ 982	\$ 1,000	\$ 1,000	\$ 1,000	\$ 1,000	\$ 1,000
3	\$ 966	\$ 1,000	\$ 1,000	\$ 1,000	\$ 1,000	\$ 1,000	\$ 1,000	\$ 1,000
4	\$ 985	\$ 1,000	\$ 1,000	\$ 1,000	\$ 1,000	\$ 1,000	\$ 1,000	\$ 1,000
5	\$ 1,000	\$ 1,000	\$ 1,000	\$ 1,000	\$ 1,000	\$ 1,000	\$ 1,000	\$ 1,000
6+	\$ 1,000	\$ 1,000	\$ 1,000	\$ 1,000	\$ 1,000	\$ 1,000	\$ 1,000	\$ 1,000

POVERTY GROUP 4

HH Size	Energy Burden 1	Energy Burden 1 +VP	Energy Burden 2	Energy Burden 2 +VP	Energy Burden 3	Energy Burden 3 +VP	Energy Burden 4	Energy Burden 4 +VP
1	\$ 783	\$ 888	\$ 818	\$ 923	\$ 853	\$ 958	\$ 888	\$ 993
2	\$ 802	\$ 907	\$ 837	\$ 942	\$ 872	\$ 977	\$ 907	\$ 1,000
3	\$ 821	\$ 926	\$ 856	\$ 961	\$ 891	\$ 996	\$ 926	\$ 1,000
4	\$ 840	\$ 945	\$ 875	\$ 980	\$ 910	\$ 1,000	\$ 945	\$ 1,000
5	\$ 859	\$ 964	\$ 894	\$ 999	\$ 929	\$ 1,000	\$ 964	\$ 1,000
6+	\$ 878	\$ 983	\$ 913	\$ 1,000	\$ 948	\$ 1,000	\$ 983	\$ 1,000

1. The payment amounts for each county from Benefit Matrix 2 are applied to household size 1 on the payment table

2. Household sizes 2 through 6 each receive an additional \$19.

3. Household sizes 6 and higher received the same payment amounts

4. Energy Burden 2 households each receive an additional \$35. Energy Burden 3 households each receive an additional \$70. Energy Burden 4 households each receive an additional \$105.

5. Households with at least one member of the vulnerable populations each receive an additional \$105.

Sample Scenario: If County ABS's payment amounts from Benefit Matrix 2 are \$1,000, \$1,000, \$928 and \$783, this payment table shows those payment amounts being applied to household size 1.

Additionally, the payment amounts for household sizes 2 and higher, Energy Burdens 2 and higher, and households with members of the Vulnerable Populations are illustrated. This follows Program Year 2023's WPO payment determinations.

Household sizes 2 through 6 each receive an additional \$19. Household sizes 6 and higher receive the same payment amount.

Energy Burden 2 households each receive an additional \$35. Energy Burden 3 households each receive an additional \$70. Energy Burden 4 households each receive an additional \$105.

Households with at least one member of the vulnerable populations each receive an additional \$105.

2024 WPO PAYMENT TABLES

WOOD, WOOD PELLETS, LOGS

POVERTY GROUPS 1 - 4

Base Benefit Amount	One or More VPs--or in Your Agency's Two Highest Energy Burden Groups	In counties with 6,000 or more HDD. Less than 3 Cords or pellet equivalent may be provided if the cost exceeds \$1,000 or customer does not have storage capability
1 cord (or cord	2 cords (or cord equivalent)	3 cords (or cord equivalent)

based on local pricing

2024 Low-Income Home Energy Assistance Program (LIHEAP) State Plan Changes

Section	Question	2023 State Plan	2024 State Plan																														
Section 1 Program Components																																	
1.1	Check which components you will operate under the LIHEAP program. (Note: You must provide information for each component designated here as requested elsewhere in this plan.)	Heating: Start Date: 10/01/22 End Date: 9/30/23 Cooling: Start Date: 10/01/22 End Date: 9/30/23 Crisis: Start Date: 10/01/22 End Date: 9/30/23 Weatherization: Start Date: 10/01/22 End Date: 9/30/23	Start Date: 10/01/23 End Date: 9/30/24 Start Date: 10/01/23 End Date: 9/30/24 Start Date: 10/01/23 End Date: 9/30/24 Start Date: 10/01/23 End Date: 9/30/24																														
	Provide further explanation for the dates of operation, if necessary	The 2023 Contract Term runs from November 1st, 2022 through June 30th, 2024. The program's dates of operation are October 1st, 2022 to September 30th, 2023. These dates were chosen because the U.S. Department of Health and Human Services required CSD to align the dates of operation with the federal fiscal year for reporting purposes. However, 2023 funds will be available through June 30, 2024. Local Service Providers are expected to expend funds by December 2023.	The 2024 Contract Term runs from October 1st, 2023 through June 30th, 2025. The program's dates of operation are October 1st, 2023 to September 30th, 2024. These dates were chosen because the U.S. Department of Health and Human Services required CSD to align the dates of operation with the federal fiscal year for reporting purposes. However, 2024 funds will be available through June 30, 2025. Local Service Providers are expected to expend funds by December 2024.																														
1.2	Estimate what amount of available LIHEAP funds will be used for each component that you will operate: The total of all percentages must add up to 100%	Heating assistance 20% Cooling assistance 6% Crisis assistance 34% Weatherization assistance 15% Carryover to the following federal fiscal year 10% Administrative and planning costs 10% Services to reduce home energy needs including needs assessment (Assurance 16) 5% Used to develop and implement leveraging activities 0% TOTAL 100%	Heating assistance 18% Cooling assistance 5% Crisis assistance 37% Weatherization assistance 15% Carryover to the following federal fiscal year 10% Administrative and planning costs 10% Services to reduce home energy needs including needs assessment (Assurance 16) 5% Used to develop and implement leveraging activities 0% TOTAL 100%																														
1.4	Do you consider households categorically eligible if one household member receives one of the following categories of benefits in the left column below? If you answered "Yes" to question 1.4, you must complete the table below and answer questions 1.5 and 1.6.	No <table style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th></th> <th style="text-align: center;">Heating</th> <th style="text-align: center;">Cooling</th> <th style="text-align: center;">Crisis</th> <th style="text-align: center;">Weatherization</th> </tr> </thead> <tbody> <tr> <td>TANF</td> <td style="text-align: center;">N/A</td> <td style="text-align: center;">N/A</td> <td style="text-align: center;">N/A</td> <td style="text-align: center;">N/A</td> </tr> <tr> <td>SNAP</td> <td style="text-align: center;">N/A</td> <td style="text-align: center;">N/A</td> <td style="text-align: center;">N/A</td> <td style="text-align: center;">N/A</td> </tr> </tbody> </table>		Heating	Cooling	Crisis	Weatherization	TANF	N/A	N/A	N/A	N/A	SNAP	N/A	N/A	N/A	N/A	Yes <table style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th></th> <th style="text-align: center;">Heating</th> <th style="text-align: center;">Cooling</th> <th style="text-align: center;">Crisis</th> <th style="text-align: center;">Weatherization</th> </tr> </thead> <tbody> <tr> <td>TANF</td> <td style="text-align: center;">Yes</td> <td style="text-align: center;">Yes</td> <td style="text-align: center;">Yes</td> <td style="text-align: center;">Yes</td> </tr> <tr> <td>SNAP</td> <td style="text-align: center;">Yes</td> <td style="text-align: center;">Yes</td> <td style="text-align: center;">Yes</td> <td style="text-align: center;">Yes</td> </tr> </tbody> </table>		Heating	Cooling	Crisis	Weatherization	TANF	Yes	Yes	Yes	Yes	SNAP	Yes	Yes	Yes	Yes
	Heating	Cooling	Crisis	Weatherization																													
TANF	N/A	N/A	N/A	N/A																													
SNAP	N/A	N/A	N/A	N/A																													
	Heating	Cooling	Crisis	Weatherization																													
TANF	Yes	Yes	Yes	Yes																													
SNAP	Yes	Yes	Yes	Yes																													
1.5	Do you automatically enroll households without a direct annual application?	No	No																														
1.6	How do you ensure there is no difference in the treatment of categorically eligible households from those not receiving other public assistance when determining eligibility and benefit amounts?	N/A	In determining benefits for every LIHEAP component, there is no differentiation between non-categorically and categorically eligible households. The benefit amount received by an eligible household is based on income, household size, and home energy cost or need. Benefit amounts in the weatherization program are determined based on dwelling needs.																														

Section 3		Cooling Assistance	
3.6	Describe estimated benefit levels for FY2024	2023: Minimum \$268 Maximum \$781	2024: Minimum \$282 Maximum \$990
Section 4		Crisis Assistance	
4.13	Do you provide in-kind (e.g. blankets, space heaters, fans) and/or other forms of benefits? If yes, Describe	Space heaters are allowable under the Emergency Heating and Cooling Program (EHCS). Evaporative coolers, heaters, fans, battery power backup devices, and generators are allowable under the Severe Weather Energy Assistance and Transportation Program (SWEATS).	Space heaters are allowable under the Emergency Heating and Cooling Program (EHCS). Evaporative coolers, heaters, fans, loaned portable air conditioners, battery power backup devices, and generators are allowable under the Severe Weather Energy Assistance and Transportation Program (SWEATS).
Section 5		Weatherization	
5.5	Under what rules do you administer LIHEAP weatherization? (Check only one.)	Mostly under LIHEAP rules with the following DOE WAP rule(s) where LIHEAP and WAP rules differ (Check all that apply): - Weatherization of entire multi-family housing structure is permitted if at least 66% of units (50% in 2- & 4-unit buildings) are eligible units or will become eligible within 180 days	Mostly under LIHEAP rules with the following DOE WAP rule(s) where LIHEAP and WAP rules differ (Check all that apply): - Weatherization of entire multi-family housing structure is permitted if at least 66% of units (50% in 2- & 4-unit buildings) are eligible units or will become eligible within 180 days - Weatherize shelters temporarily housing primarily low income persons (excluding nursing homes, prisons, and similar institutional care facilities).
5.8	Do you give priority in eligibility to: Elderly? Disabled? Young Children? Households with high energy burdens? Explanation	CSD will implement the new Priority Plan for 2023 that prioritizes applicants based on income, energy burden, and vulnerable population (elderly, disabled, and families with young children).	CSD will implement the new Priority Plan for 2024 that prioritizes applicants based on income, energy burden, and vulnerable population (elderly, disabled, and families with young children).
5.11	What LIHEAP weatherization measures do you provide? (Check all categories that apply.) Other - Describe:	Added Attachment Added: Clothes Washer Replacement Clothes Dryer Replacement Cooking Appliance Replacement, Single Wall Oven Dishwasher Replacement Changed: Mandatory Measure - Low Flow Toilet	Added Attachment Added: Cooking Appliance Repair, Built-In Single Wall Oven Changed: Mandatory Measure - Low Flow Toilet - only required as a condition of permit
Section 10		Program, Fiscal Monitoring, and Audit - Assurance 10	
10.6	Explain, or attach a copy of your local agency monitoring schedule and protocol.	Updated monitoring scope (attached)	Updated monitoring scope (attached)
Section 11		Timely and Meaningful Public Participation - Assurance 12	
11.3	List the date and location(s) that you held public hearing(s) on the proposed use and distribution of your LIHEAP funds?	8/11/22 - Online	8/10/23 - Online
11.4	How many parties commented on your plan at the hearing(s)?	5	7
11.5	Summarize the comments you received at the hearing(s).	Please see the attached Comment Matrix.	Please see the attached Comment Matrix.
11.6	What changes did you make to your LIHEAP plan as a result of the comments received at the public hearing(s)?	Please see the attached Comment Matrix.	Please see the attached Comment Matrix.
Section 12		Fair Hearings - Assurance 13	
12.1	How many fair hearings did the grantee have in the prior Federal fiscal year?	1	0

12.2	How many of those fair hearings resulted in the initial decision being reversed?	0	N/A
Section 13 Reduction of home energy needs - Assurance 16			
13.6	How many households received these services?	168,527	185,107
Section 15 Training			
15.1	Describe the training you provide for each of the following groups: b. Local agencies: Formal training conference. How often? Other - Describe:		CSD provides LSP and subcontractor staff with comprehensive weatherization training year around based upon job duties. These trainings provide vital workforce development and skills building for agency field personnel, an integral component of the programs goals.
Section 17 Program Integrity			
17.4	Citizenship/Legal Residency Verification What are your procedures for ensuring that household members are U.S. citizens or aliens who are qualified to receive LIHEAP benefits? Select all that apply. Other - Describe:	County Local Service Providers are required to verify citizenship and legal residency.	County Local Service Providers are required to verify citizenship and legal residency. Read IDs can be used to verify citizenship/legal residency.
Plan Attachments			
	Delegation Letter	Included	Included
	Heating Benefit Matrix	Included	Included
	Cooling Benefit Matrix	Included	Included
	Minutes, notes or transcripts of public hearing(s).	Included	Included

STATE OF CALIFORNIA
DEPARTMENT OF
COMMUNITY SERVICES AND DEVELOPMENT

LOW-INCOME HOME ENERGY ASSISTANCE PROGRAM
(LIHEAP)

DRAFT ANNUAL LIHEAP STATE PLAN APPLICATION
FOR FEDERAL FISCAL YEAR 2024

REMOTE ONLINE MEETING

THURSDAY, AUGUST 10, 2023

1:30 P.M.

Reported by:
Chris Caplan

APPEARANCESHEARING OFFICER

Monica Popescu, Program Analyst

STAFF

Lovdeep Mander

Kristen Hart

Kathy Andry

Candy Chung

PUBLIC COMMENT

Harriet Bilford

Tulia Vasquez, LADWP

1 take feedback and comments on the development of the
2 program.

3 The California Department of Community Services and
4 Development, or CSD, is responsible for the effective
5 administration and allocation of LIHEAP funding to enhance
6 energy and promote community service programs that result
7 in an improved quality of life and greater self-sufficiency
8 for low-income Californians.

9 As a department under the California Health and
10 Human Services Agency, CSD partners with a network of
11 private, nonprofit, and public community-based
12 organizations commonly referred to as community action
13 agencies or local service providers, that cover all 58
14 counties of the state and who are dedicated to helping low-
15 income families and individuals achieve and maintain self-
16 sufficiency, as well as manage their home energy needs.

17 In addition to LIHEAP, CSD also administers several
18 federal and state programs at the Department. Under HHS
19 funding, we administer the Community Services Block Grant
20 along with LIHEAP. CSD also implemented the Low-Income
21 Household Water Assistance Program, also known as LIHWAP,
22 which is intended to help people mitigate the effects of
23 the COVID-19 pandemic. We are also wrapping up the ARPA
24 Program. And we are also implementing the 2023 Emergency
25 Supplemental Low-Income Home Energy Assistance Program and

1 the Annual Supplemental Low-Income Home Energy Assistance
2 Program. Under DOE, we administer the Weatherization
3 Assistance Program. And under state funding, we administer
4 various low-income weatherization programs.

5 Let's take a look at what the State Plan is.

6 The LIHEAP State Plan is an application for LIHEAP
7 funding that is submitted annually to the U.S. Department
8 of Health and Human Services, also referred to as HHS, who
9 is our federal funder for LIHEAP. The State Plan is used
10 to explain how LIHEAP funds are allocated, services are
11 administered and delivered, and how the program oversight
12 will be conducted in California. This is an important
13 document to HHS so they can better understand how the
14 different states are administering the program. The State
15 Plan is due to HHS by September 1st.

16 This slide identifies the various sections of the
17 plan. The plan is basically our application to HHS for the
18 LIHEAP Fund, and the plan goes section by section to
19 explain how CSD will administer the program. It explains
20 the various program components, estimated funding
21 allocations, eligibility, priority of services, and the
22 development of the benefit amounts. It also goes over how
23 the local service providers will provide weatherization and
24 emergency heating and cooling services, and outreach in
25 their service territories. The State Plan also explains

1 how the local service providers are designated and how the
2 energy suppliers get paid.

3 CSD is able to explain the oversight process to
4 ensure proper accounting principles and internal controls
5 are in place, both at the state and local level, and it
6 explains the fiscal and program monitoring of our local
7 service providers.

8 In the final State Plan, CSD will report on the
9 public participation obtained in the development of the
10 State Plan and advise HHS of all the information about this
11 hearing, including all the comments received.

12 LIHEAP is available to eligible low-income
13 Californians with the help of their -- to help with their
14 home energy bills through the utility assistance component
15 of the program, which provides a one-time financial subsidy
16 to offset utility bills.

17 LIHEAP also helps to resolve energy crisis by
18 preventing disconnection, restoring services, and repairing
19 or replacing heating and cooling appliances. LIHEAP
20 weatherization services are provided to help make homes
21 more energy efficient and resolve health and safety issues,
22 such as carbon monoxide or CO leaks from gas appliances.

23 So high level, there are four main program
24 components offered under LIHEAP, those are utility
25 assistance, and then there's a wood, propane, and oil

1 payment assistance. These two components provide a person
2 with assistance paying the utility bills, and both have a
3 crisis and non-crisis component. And there is emergency
4 heating and cooling, and water heater repair and
5 replacement. This is used to provide emergency heating,
6 cooling, or water heating repair or replacement services to
7 a person experiencing issues with any of these systems.
8 This is administered as a crisis program.

9 And finally, we have weatherization. This
10 component is administered as a non-crisis program, and
11 often goes hand in hand with utility assistance when a
12 customer comes in. Services under this program run the
13 gamut from weatherstripping and caulking to refrigerators
14 and windows.

15 In the State Plan, CSD is required to estimate the
16 percentage of funds that will be allocated to each
17 component. If we first look at the weatherization,
18 carryover, administrative and planning costs, and services
19 to reduce home energy needs, also known as Assurance 16,
20 the maximum allowable percentages are entered into these
21 components. This allows for spending up to the maximum if
22 needed and that accounts for about 40 percent of our
23 funding for these components. With 60 percent of the funds
24 remaining, heating, cooling, and crisis assistance are
25 calculated based on prior year's actual expenditures.

1 Weatherization is currently at 15 percent.
2 However, as mandated by state law, CSD applies annually for
3 a weatherization waiver to increase the weatherization
4 allocation from 15 to 25 percent.

5 The 2024 LIHEAP Program dates of operation are
6 October 1st, 2023 to September 30th, 2024. These dates are
7 provided in the plan because the U.S. Department of Health
8 and Human Services require CSD to align the dates of
9 operation with the federal fiscal year for reporting
10 purposes. However, the 2024 contract term will be November
11 1st, 2023 through June 30th, 2025. CSD has 41 local
12 service providers that will provide the LIHEAP services
13 locally throughout the state.

14 CSD uses gross income when determining a
15 household's eligibility for LIHEAP. Using gross income
16 helps evaluate potentially eligible households in the
17 fairest way possible. Eligible households can receive one
18 fuel assistance benefit per program year, and their income
19 eligibility is established at 60 percent state median
20 income.

21 With program year 2024, households that are current
22 recipients of CalWORKs and CalFresh benefits will be
23 categorically eligible for LIHEAP assistance. For this
24 category of applicants, the household income needs to be
25 documented on the application, but they can receive

1 assistance even when the household income exceeds a LIHEAP
2 income guideline.

3 In determining benefits for every LIHEAP component
4 there is no difference between non-categorically and
5 categorically eligible households. The benefit amounts
6 received by an eligible household is based on income,
7 household size, the home energy cost, or need. Benefit
8 amounts in the weatherization program are determined based
9 on dwelling needs.

10 As stated above, applicants who qualify can receive
11 one benefit per program year. The customer decides which
12 fuel supplier or utility company will receive the benefit.
13 The benefits can vary by fuel type and county. For gas and
14 electric fuel assistance, the benefit levels are based on
15 an annual utility rate survey conducted by CSD with the
16 utility companies each year. Poverty group and household
17 size helps CSD establish the benefit amounts at the local
18 level. The maximum benefit under 2024 LIHEAP is the actual
19 amount owed up to \$3,000 if the applicant is in crisis.

20 CSD also is implementing benefit matrices for
21 liquid fuels and wood. For liquid fuels, the benefit
22 levels are capped at \$1,000 with a supplemental allowance
23 of up to \$500, if needed, so the total would be the actual
24 amount up to \$1,500. For wood, it is a much simpler
25 matrix. You get one, two, or three cords of wood based on

1 various factors.

2 To wrap it up, you can find the draft State Plan,
3 along with all the proposed changes, at our website,
4 www.csd.ca.gov/newsroom under Public Notices.

5 The draft plan was posted on July 26th and today is
6 the final day to submit comments and feedback. CSD will
7 take all the comments and suggestions that have been
8 provided under advisement as we finalize the 2024 State
9 Plan. We will submit the State Plan on September 1st with
10 all comments and questions received attached. Once CSD
11 gets our plan approved from HHS, it will be posted in its
12 entirety on our website as well.

13 I will now turn it back over to Monica.

14 MS. POPESCU: Before we begin our comments section,
15 I would like to go over a few housekeeping items.

16 If you are attending live, you may give testimony
17 in two ways, by typing it in or by raising your hand. To
18 give testimony in writing, click on the "chat" button to
19 open the box, type in your comment and hit "enter" to send.

20 Raising your hand lets the organizer know you have
21 a comment. Once the organizer calls on you, they will
22 unmute your phone and allow you to give testimony verbally.
23 Click on the "reactions" button, click on the "raise hand"
24 button, and when the organizer is ready, they will unmute
25 your phone and call on you. Please make sure your audio is

1 not muted on your end.

2 This concludes the rules for interacting with the
3 online meeting.

4 All speakers are limited to three minutes to allow
5 everyone an opportunity to speak. Please be prepared to
6 state and spell your first and last name.

7 As a reminder, CSD will only be addressing comments
8 on the 2024 LIHEAP State Plan. CSD collects all of the
9 comments and input received and takes it into consideration
10 while finalizing the State Plan. You may also submit
11 comments until 5pm today by emailing
12 monica.popescu@csd.ca.gov, that is spelled m-o-n-i-c-a dot
13 p-o-p-e-s-c-u at csd dot c-a dot g-o-v.

14 Is there anyone that has testimony at this time?

15 (Pause)

16 MS. CHUNG: Monica, it looks like there is a
17 question that popped up in the chat. It's from Leslie.
18 The question is: "Is there any chance they will be opening
19 this up to more than one-time assistance?"

20 MS. POPESCU: Well, that's how the program is set
21 up, it's a one-time per program year.

22 MS. ANDRY: And I'll add to that, to Leslie.
23 Because LIHEAP funds are limited and we're only able to
24 serve about five percent of the eligible population in the
25 state, we do limit it to one-time assistance for utility

1 assistance because we want to ensure that we're serving as
2 many customers as possible.

3 MS. CHUNG: Leslie commented, "I thought you were
4 having trouble dispersing all the funds."

5 MS. ANDRY: Sorry, I was muted. We currently are
6 not having trouble dispersing all the funds.

7 I will comment that we did receive quite a bit more
8 funding for LIHEAP over the last couple of years to respond
9 to the COVID pandemic. Those funds are now being
10 exhausted, and so now we will be having less funds going
11 forward on an annual basis. We do receive LIHEAP dollars
12 on an annual basis, and so for 2024, we do -- we have one
13 particular grant in place. We do still have additional
14 LIHEAP funds from prior program years, but those funds are
15 dwindling down.

16 (Pause)

17 MS. CHUNG: We have another question coming in from
18 Rebecca. "Any plans on adding water services in the near
19 future?"

20 MS. ANDRY: Currently there is no federal
21 appropriations for continuing the water program at this
22 point in time.

23 Is there someone that had their hand up or they
24 took that down? There's Harriet, if you want to --

25 MR. BILFORD: Yeah, that was me. I'm sorry.

1 First, I want to thank you all so much for having
2 this. Last year, I received almost the whole bill, and it
3 was outrageously expensive. It was like \$1,300 for one
4 bill. And I live alone, and I'm 70 years old and disabled,
5 and I haven't been using my A/C and all of this stuff. But
6 I was very grateful. And then, I mean, it was like \$200
7 left over for that.

8 And then this year, I received so little, it was
9 like 20 percent of the bill, which was less than last year.
10 And I was told it was because you already exhausted all of
11 the COVID funds, and now you're back to the regular program
12 that you had before.

13 I don't know, so it didn't seem that much worth it
14 this year to go to the trouble to have to fill out
15 everything again, because it was so minimal. But I still
16 appreciated it, so thank you.

17 MS. ANDRY: I appreciate your feedback, Harriet,
18 and I'm glad that we were able to help you offset your
19 bill.

20 To your comment, we are now going into having less
21 LIHEAP funds, because we did receive an influx of LIHEAP
22 funds over the last year. And the funding is -- now we're
23 probably back to just the annual grant funds that we get on
24 an annual basis.

25 MR. BILFORD: Right, that's what I was told, that

1 that was -- I applied this year right at the beginning of
2 the year.

3 And the other thing that's helpful for those that
4 are listening is that the LADWP is very good about allowing
5 you to have a payment plan. And so whenever -- I mean, you
6 still have to pay each additional bill, but the one big
7 bill, I'm able to offset over a 12-month period, so that
8 helps as well.

9 MS. ANDRY: Appreciate that feedback, Harriet.

10 MR. BILFORD: Okay. Thank you.

11 MS. ANDRY: Thank you.

12 MS. CHUNG: We have a question from Tulia. Tulia,
13 you may unmute.

14 MS. VASQUEZ: Hi. I have just a quick question,
15 and maybe it's just I don't know where to look, but if I --
16 and this goes back to Harriet's comment. Thank you for
17 that, Harriet. Tulia Vasquez from LADWP. I'm glad that
18 the Level Pay Program is working for you. Glad to hear
19 that.

20 But for CSD, a quick question. If we wanted to
21 know how much money is remaining in the pot for our service
22 territory, how can we easily find that out?

23 MS. ANDRY: Yeah, you can definitely reach out to
24 CSD to receive that information.

25 MS. VASQUEZ: Okay. Thank you, Kathy.

1 MS. ANDRY: Thanks.

2 (Pause)

3 MS. POPESCU: Any other comments at this time? We
4 are going to give it a couple of more minutes just for any
5 late arrivals to be able to provide their feedback.

6 (Pause)

7 MS. CHUNG: There's a question coming into the chat
8 from Sandra. "What are the services one can apply for
9 during the application time?"

10 MS. ANDRY: So, applicants can apply for utility
11 assistance to offset their energy or gas bill, or they can
12 also apply for, if their primary fuel is wood, they can
13 receive wood assistance, or if they have propane as their
14 primary fuel, they can receive assistance for propane. And
15 just to be really clear, you can come in one time to
16 receive assistance for any one of your energy or WPO bills.

17 Also, you potentially can receive services for
18 weatherization, where we can go into your home and make it
19 more energy efficient, and also provide services if your
20 heating or cooling system is not working, we can go in and
21 support a repair or replacement if you meet the eligibility
22 requirements for those services.

23 MS. CHUNG: There's a follow-up question from
24 Sandra. "What does that weatherization -- where is that
25 weatherization question on the application?"

1 MS. ANDRY: I would have to look at the
2 application. I know that weatherization services -- I'm
3 not sure if it's specifically on the application, but when
4 you apply for services, the local service provider will
5 look to see, for example, if you have a high energy burden,
6 they may screen you for additional questions to see if you
7 would be eligible for a good candidate to receive
8 weatherization.

9 MS. CHUNG: Another question from Jeannie from CAP-
10 MC. "And we have a separate page where we ask the customer
11 if they want weatherization as it is not on the
12 application."

13 MS. ANDRY: Okay. Yeah, that response was from one
14 of our local service providers, and so that's how they
15 gather the information locally to determine if the customer
16 wants to receive weatherization.

17 MS. POPESCU: I also added a link in the chat where
18 you can go directly if you specifically want to apply for
19 weatherization services, and it's on csd.ca.gov. You would
20 select assistance, home energy efficiency, and you would
21 find your local service provider.

22 MS. ANDRY: Thank you, Monica.

23 MS. CHUNG: Thank you, Monica.

24 Sandra has a question.

25 "My patio doors have a very big draft. It's always too

1 cold or too hot. Can the sliding windows be repaired or
2 replaced?"

3 MS. ANDRY: That is something that's potentially
4 eligible for weatherization services, and I just caveat
5 that because it just determines -- weatherization requires
6 an assessment of your home to see what type of assistance
7 they can provide in your home, and they will evaluate your
8 windows and sliding glass doors. It may or may not be
9 something that they can repair or replace, depending on our
10 program criteria.

11 MS. HART: Just to add on to that, Kathy, it's just
12 always best if you go through your local service provider
13 so that they can be really clear about documentation that
14 you need to bring in for eligibility, make sure that you
15 get the right forms and, you know, what they provide, and
16 if there's a waiting list and things like that. So it's
17 always best to go directly to your local service provider
18 so that they're able to provide you with their requirements
19 locally.

20 MS. CHUNG: Harriet, go ahead and unmute.

21 MR. BILFORD: I latched on that too. I took
22 advantage of the weatherization the first year and it was
23 wonderful. They actually, if you qualify, they can provide
24 you with a new microwave, a new refrigerator. They change
25 all of your light bulbs to be energy efficient. They give

1 you, if you have ones that are not energy efficient,
2 they'll replace lamps, and they did seal up all my windows,
3 and very friendly, and I can't say enough good things.

4 The other thing that LADWP does that I recently
5 took advantage of is they give you rebates now. There's
6 something called Flume and that's a device you put in your
7 water meter, which mine is outside of my house. And it's
8 regularly \$250, and with the rebate it came to only \$24.00
9 after. And I was able -- I mean, again, I'm 70 years old
10 and have neurological issues and I was able to hook it up
11 myself and download that.

12 MS. ANDRY: Thank you so much for sharing your
13 experience with the weatherization. I'm really glad that
14 you received those services and you found that it's been
15 really beneficial for you and making you more comfortable
16 in your home.

17 MR. BILFORD: Three different kinds of windows and
18 in the walls, and also affordable.

19 MS. ANDRY: Um-hmm.

20 MR. BILFORD: That helps anybody.

21 MS. ANDRY: Yeah. Thank you.

22 MR. BILFORD: Thank you.

23 MS. ANDRY: Thank you, Harriet.

24 MR. BILFORD: Sure. You just have to go to the
25 LADWP website and it's called Cool L.A. Marketplace.

1 MS. CHUNG: Thank you, Harriet.

2 Sandra, you asked about your local service provider
3 in your area, and I have typed in, into the chat, the link
4 to Maravilla Foundation.

5 You also have another follow-up question regarding
6 water meter.

7 MS. ANDRY: I think she was wanting to get
8 clarification from Harriet on the services that she
9 received.

10 And thank you, Harriet, you just responded to her
11 question.

12 MS. HART: And just also as a reminder, Monica did
13 put the link to our website where you can check for your
14 local service provider, as well on our website, so that
15 link is in there as well.

16 MS. POPESCU: And I was just going to read the
17 comments for the record into the record.

18 So Sandra asked, "What did she hook up to the water
19 meter?"

20 And Harriet responded, "Sandra, it's called flume,"
21 that's for our record.

22 And Harriet also posted a link for Sandra, if that
23 helps.

24 (Pause)

25 MS. CHUNG: Eugenia asks, "Where do you find the

1 requirements?"

2 Eugenia, can you clarify your question, please?

3 MS. POPESCU: Well, the first step to apply, like
4 others have said, is to contact your local service
5 provider. And depending on the assistance you need, they
6 will guide you and let you know if you qualify for the
7 services.

8 MS. CHUNG: Eugenia commented, "I've inputted my
9 zip on the site but cannot find local service provider for
10 90043."

11 Eugenia, I think it might help if you actually type
12 in the name of the city and it should show up on the map,
13 what local service provider that's within your area.

14 (Pause)

15 MS. CHUNG: I don't see any other questions or
16 raised hand at this time.

17 (Pause)

18 MS. CHUNG: And Tulia helped refer to the zip code
19 90043, it belongs to PACE. Thank you for that link, Tulia.

20 (Pause)

21 MS. CHUNG: Eugenia asks, "Is there another agency
22 for the L.A. County? I'll call PACE, There's was times,
23 no answer, and left messages."

24 There are different agencies, I believe, that
25 service the greater Los Angeles area, so it really depends

1 on your zip code, I believe.

2 MS. HART: Yeah, it does. Thanks, Candy.

3 There's three that service Los Angeles area but
4 they are all broken up by zip code. So the zip code 90043
5 falls under PACE, and that's who you would need to work
6 with in order to apply for services.

7 MS. POPESCU: We can connect you, Eugenia, to PACE
8 directly. We can get your email from the registration and
9 you will receive an email from us and we will connect you
10 to PACE.

11 MS. HART: I was just going to say, too, that you
12 can also reach out if you're having issues getting
13 connected. You can reach out to our call center toll-free
14 line 1-866-675-6623, and I'll put that in the chat as well.

15 (Pause)

16 MS. CHUNG: Eugenia commented,
17 "PACE, I have not been able to reach them. Would you
18 please assist? I will also call the number posted.
19 Thank you. I've been trying to reach them for the past
20 few weeks. Thank you."

21 Yes, thank you for your comment, Eugenia. The
22 number is posted in the chat as well.

23 MS. HART: And as Monica said, we'll use your email
24 that you registered with and reach out to you directly.

25 (Pause)

1 MS. POPESCU: Any other comments anyone?

2 (Pause)

3 MS. POPESCU: There are two thank you messages that
4 I'm going to read for the record. Sandra thanks Harriet,
5 "Thank you kindly for the links and resources."

6 And then Eugenia said, "Thank you very much for
7 this meeting, very valuable information."

8 Thank you, everyone, for participating and giving
9 us your feedback.

10 MS. ANDRY: Thank you.

11 (Pause)

12 MS. POPESCU: It appears that there are no further
13 comments. One last call out, after which we will be
14 closing the meeting.

15 (Pause)

16 MS. POPESCU: Since there are no further comments,
17 this public hearing is considered closed, CSD will receive
18 written testimony until 5:00 p.m. today, August 10th, 2023.
19 The time is now 2:14 p.m., and thank you for participating.
20 Goodbye.

21 (Whereupon, the Public Hearing adjourned
22 at 2:14 p.m.)

23

24

25

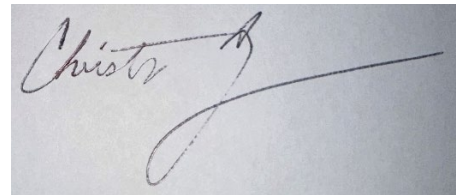
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I do hereby certify that the testimony in the foregoing hearing was taken at the time and place therein stated; that the testimony of said witnesses were reported by me, a notary public and certified electronic court reporter and a disinterested person, and was under my supervision thereafter transcribed into typewriting.

And I further certify that I am not of counsel or attorney for either or any of the parties to said hearing nor in any way interested in the outcome of the cause named in said caption.

IN WITNESS WHEREOF,

I have hereunto set my hand this 22nd day of August, 2023.

A photograph of a handwritten signature in cursive, which appears to read "Chris Caplan". The signature is written in dark ink on a light-colored background.

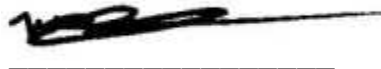
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I do hereby certify that the testimony in the foregoing hearing was taken at the time and place therein stated; that the testimony of said witnesses were transcribed by me, a certified transcriber and a disinterested person, and was under my supervision thereafter transcribed into typewriting.

And I further certify that I am not of counsel or attorney for either or any of the parties to said hearing nor in any way interested in the outcome of the cause named in said caption.

IN WITNESS WHEREOF, I have hereunto set my hand this 22nd day of August, 2023.



Myra Severtson
Certified Transcriber
AAERT No. CET**D-852

**2024 Low Income Home Energy Assistance Program (LIHEAP) State Plan Advisory Committee Meeting and
Public Hearing Feedback
Thursday, August 10, 2023**

Section	Subsection	Speaker & Agency/ Company	Comment	CSD Response
Comment Summary - Full Recording of the meeting is available on the CSD Public Website				
1. Program Components				
<u>Dates of Operation</u>	1.1	Laura Glass Contra Costa	<p>1. The cooling season needs to be changed. It should start in May for most of the state.</p> <p>The State Plan page lists Cooling in Section 1.1 as 10/1/2023 to 09/30/2024.</p> <p>It seemed a little incongruent to me that at the very beginning it says the cooling season is from 10/1/2023 to 9/30/2024, and then later it limits the cooling season.</p> <p>Does that preclude us from doing emergency services or AC outside of the cooling season?</p> <p>Thank you.</p>	<p>The cooling program in California is year-round, which means applicants may be assisted with cooling services at any time during the year.</p> <p>California’s LIHEAP assistance does not make any seasonal distinction for need or the availability for assistance and provides year-round assistance to lower the financial burden of home energy for eligible low-income households.</p> <p>The defined cooling season is used solely for federal reporting and for purposes of discerning whether non-emergency bill assistance assisted with cooling season energy needs or burden.</p> <p>Households assisted with non-emergency electricity bill assistance benefits from July 1 through October 31 are reported as assisted with cooling services. The reporting timeframe was based on data analysis</p>

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				that evaluated the average monthly electric bill costs and energy burden over a 3 year period. CSD will evaluate the need to modify the cooling season timeframe in the next state plan cycle.
		Daniela Suarez CCES	2. CSD should update the Cooling Assistance start date in Section 1. Program Components to May 1, 2023.	See response in question 1 above.
<u>Categorical Eligibility</u>	1.4	Francisco Talamantes PACE	3. How would we enter the income for categorical applicants on our back-end systems, if they are over our income guidelines?	It is important to note that collection of income for categorical-eligible applicants is solely for federal reporting and has no bearing on the household’s qualification for LIHEAP assistance. The use of categorical eligibility under LIHEAP is similar to the way this category of applicants is treated under the Low Income Household Water Assistance Program (LIHWAP). CSD is working with the Front-End Vendors to establish requirements and system implementation strategies to ensure the successful collection of household income for households enrolled via categorical eligibility.
		Dennis Osmer CCES	4. Doesn’t Categorical Eligibility apply only when the guidelines match? Over income is a basis for denial. How will the LIHWAP Categorical Eligibility (CPN-E-23-02) be applied to LIHEAP? Note: The CPN refers to Cat. Elig. using the LIHEAP program only. It does not mention any other	Categorical Eligibility still applies when guidelines do not match: Section 2605 (b)(2) of the federal LIHEAP Act of 1981 allows two routes for income eligibility: 1) households where one or

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			programs because the data from the LIHEAP application is needed to provide LIHEAP benefits and report to HHS.	<p>more individuals receive certain assistance, including TANF (CalWORKs in California) and SNAP (CalFresh in California), OR 2) households with incomes not exceeding set poverty level or state median income guidelines.</p> <p>The stipulations of CPN-E-23-02 do not apply to categorical eligibility for LIHEAP. Receiving CalFresh and CalWORKs will be the only basis for categorical eligibility under LIHEAP. A prior year LIHEAP application will not automatically qualify applicants for LIHEAP services.</p>
		Kris Ankney PACE	5. So, just CalWORKs and CalFresh, and not Medi-Cal?	Yes, that is correct.
<u>Countable Income</u>	1.9	Laura Glass Contra Costa	6. SNAP is not checked, but TANF is checked. Are both of them Countable or not, since there is categorical eligibility? If one is checked, then the other one should be checked; or both of them should not be checked.	Categorical eligibility – automatic income eligibility qualification for LIHEAP based on participation in certain other means-tested public assistance programs – is separate from what sources of income are countable for income determination purposes. As with previous State Plans, CalFresh (SNAP) is not countable, while CalWORKs (TANF) is countable for income determination purposes.

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4. Crisis Assistance				
<u>In-kind Benefits</u>	4.13	Laura Glass Contra Costa	7. What about loaner portable air conditioners?	CSD will add “loaned portable air conditioners” to the in-kind benefits provided under SWEATS services.
5. Weatherization				
<u>Administration Rules</u>	5.5	Lynda Timbers Project GO, Inc.	8. I noticed that the weatherization of shelters is allowed, but CSD has made the choice NOT to allow. Why is this? I recommend that CSD allow for Wx of Shelters under LIHEAP as well as under DOE. Especially the smaller shelters - such as individual homes that are being utilized as shelters.	CSD will change the State Plan to incorporate reference to pertinent DOE WAP rules allowing weatherization of shelters housing primarily low-income persons (excluding nursing homes, prisons, and similar institutional care facilities).
		Daniela Suarez CCES	9. CSD should allow for the Weatherization of shelters, especially smaller shelters such as individual homes that are being utilized as shelters, under LIHEAP as well as under DOE.	See response in question 8 above.
		Lynda Timbers Project GO, Inc.	10. Thanx for your positive response on the Shelter question.	Noted.
		Lynda Timbers Project GO, Inc.	11. I see that CSD has checked the “Mostly LIHEAP” option and request a response as to how the Build American Buy American (BABA) requirement is impacted by selecting “Mostly LIHEAP”. We got a notification this week, which I can forward to you. It was kind of a caution on whether or not BABA is going to be triggered under LIHEAP, if you check the “Mostly LIHEAP” box.	The LIHEAP contract section 11.7.2, “American-Made Equipment/ Products,” is a long-standing provision which specifies that “Contractor shall assure, pursuant to the Buy American Act of 1933 (41 USC § 8301 et seq.), to the extent practicable, that all equipment and products purchased

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				<p>with funds made available under this Contract shall be American made.” Selecting that CSD administers LIHEAP weatherization “Mostly under LIHEAP rules” will not impact the Build America, Buy America Act requirements. Out of caution, we will reach out to the U.S. Health and Human Services Agency (HHS) to get clarification.</p>
<u>Priority</u>	5.8	Laura Glass Contra Costa	<p>12. Are we able to limit the length of time between receiving weatherization services no matter the priority points? We are going to have to reserve the majority of our LIHEAP funding to supplement the DOE BIL. We have people who try to apply for weatherization every year and they are not going to be eligible for DOE BIL because they received services in the past 15 years. Can we limit the length of time between when we give them weatherization services? For example, if somebody just received weatherization services last year, do we have to serve them again this year?</p>	<p>Yes. In accordance with the LIHEAP contract, Section 7.4 Service Priority Guidelines, due to limited LIHEAP funding Local Service Providers are discouraged from providing weatherization services to dwellings previously weatherized within the past four years. LSPs shall prioritize services to weatherized dwellings in accordance with LIHEAP contract and Agency Local Plan requirements.</p>
<u>Weatherization Measures</u>	5.11	Laura Glass Contra Costa	<p>13. Mandatory lists - Low Flow toilets: please make this Optional. There probably needs to be some clarification on that. Is that handled in the TRM? I would think it should probably be under “Optional” with a footnote.</p>	<p>Installation of Low Flow Toilets is only allowed when required by permit. CSD will add a note to this measure – “Low Flow Toilet” – to indicate: “only required as a condition of permit.”</p>

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6. Outreach				
<u>Outreach Activities</u>	6.1	Laura Glass Contra Costa	14. Will CSD be doing the “broadcast media announcements?”	CSD is not planning to do broadcast media announcements to promote awareness of LIHEAP services. LSPs shall perform appropriate outreach activities to ensure that households in the service area(s) are informed about all LIHEAP services and have an opportunity to apply for such services.
10. Program, Fiscal Monitoring, and Audit				
<u>Compliance Monitoring</u>	10.6	Laura Glass Contra Costa	15. Attachment - Monitoring Scope and Review. Quarterly Reviews. Is CSD still doing this and providing the information to the LSPs?	Yes. CSD will ensure agencies are notified of any issues identified during quarterly reviews.
17. Program Integrity				
<u>Citizenship/ Legal Residency Verification</u>	17.4	Laura Glass Contra Costa	16. Need to add Real ID. Can be added to Other. Our regular Driver’s License will not suffice as legal residency. We are a county [agency] and we have to document it. I am asking that in the State plan under “Other” you add Real ID as a citizenship/legal residency verification to make it clear to the intake people that, if the bear has a star on its hindquarters, then we don’t need a birth certificate or other documentation.	CSD will modify program eligibility and verification requirements to add “Real IDs can be used to verify citizenship/legal residency” under “Other.”

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		Daniela Suarez CCES	17. CSD should add the option of “Real ID” to Section 17: Program Integrity – 17.4 Citizenship/Legal Residency Verification under Other - Describe.	See response in question 16 above.
Other - Nonspecific Section		Lorraine A Koebel	18. I am disabled low low income that relies on HEAP to get through the year with electric or propane! Ferrellgas in 2022 took \$300 off the top of my HEAP award and then, after reporting it to Ferrellgas, they keep the whole amount and didn’t return the whole amount I was awarded; they kept \$609.09 in the end, ruining my ability to have hot water, heat, or cooking during the entire winter of 2022! Now I’m with AmeriGas and they gouged me for a \$254.00 convenience fee. In every month’s bill they charge more convenience fees?? It’s not convenient for me, this is fleecing the customer! AmeriGas has an ad out right now, as they did when I signed up, stating free installation, lower price on propane first fill-up, senior discounts, all of which I had to fight for and I got charged the \$254.00 anyway! Don’t these companies have to be federally regulated? Apparently, they are free to steal federal money and leave disabled poor people like myself out in the cold without any protection by federal law or the local heap departments sending out this federal funding!! I think Ferrellgas and AmeriGas and all propane companies should be criminally charged if they extort my award money for themselves! But they can easily extort heap funds, and nothing happened to them to date! I suffered the whole winter of 2022 without hot water, heat, and cooking gas!! That is still to this date unresolved!	Noted. CSD will review the application and ensure that the proper amount of assistance was issued.

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			<p>I hope that these true and provable facts can be addressed in this meeting and hopefully the fleecing of single disabled poor human beings in California or in any state is never fleeced by these billion dollar profiting propane companies stealing federal money from me and getting away with it boldly. To date Ferrellgas and AmeriGas are extorting money and price gouging to enrich themselves only not the customer, period! I want the \$600.00 Ferrellgas stole put back in my books or put back in HEAP account, but there are no regulations over the HEAP money!! I find that totally unsure and wrong to lose money like that!! And these big profiting lawyered up companies know it and boldly Amtrak HEAP funds freely. Something must BE done ABOUT this YESTERDAY!</p> <p>All words are true!!</p> <p>Respectfully, Miss Lorraine A Koebel, disabled senior in San Joaquin County living barely on low low income, 809% below the federal poverty line</p> <p>Thank you. I'm looking forward to hearing what one or more agencies will do about the extortion of federal tax funds stolen from HEAP BY FERRELGAS AND AMERIGAS. Propane is unregulated! I think it's time they should be regulated and regulated where they can't steal a half dime ever again! For convenience fees or whatever their excuse is to fleece customers who need propane or electricity or water. It's the basic needs these filthy rich companies are taking from folks like me! And my American government!!</p>	

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			<p>Imagine how many are getting robbed and they are too afraid to speak up! I was blackballed for the entire 2022 winter season, through the storms and cold and not one other propane company would service my propane needs because they all fell behind Ferrellgas and AmeriGas's con game to enrich themselves and not the public they serve. Ferrellgas still hasn't paid me or HEAP for the money they stole, \$600.00 plus the reimbursement for the propane in the tank that Ferrellgas took off my property! They took the tank in March of 2023 with propane in the tank and Ferrellgas refuses to pay me back! Another unregulated move these scoundrels get away with. James Ferrell and the owner of Ferrellgas and the owner of AmeriGas have some serious problems that they are above the law to face. If it were you or me, we would be sitting in jail until someone figured this scam out! And we would still be in trouble over it for years to come. These two filthy rich companies just ignore my pleadings over taking money for nothing, money from the federal government. Now HEAP is punishing me by giving me less this year. What's that about?</p>	
		Shawn Regan	19. I would like an easier way to reapply.	Noted.
		Jennifer Leal	20. I think they should keep the LIHEAP program and also documents should be kept in the system up to 4 years. No one should send in any documents until the 4 years are up, because they can get lost in the mail. Everyone can get their information, like their social security numbers and other information, or even keep the documents longer in	Noted.

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			the system as they can until needed to be updated later in time.	
		Maria Alcaraz	21. I hope there is help for low income, because it is a recession. The money is not enough to pay the electric bill, and rent; that is the reason why there are many people living on the streets. The income is not enough to eat, or go to a ride, either to go to the movie theater. I hope the congressmen can be in our shoes for them to understand the poor people that just wait for their leftovers.	An email was sent to the customer offering assistance.
		Dennis Osmer CCES	22. CSD plans to shift LIHEAP funds to DOE in counties where the LSP does not hold both the LIHEAP and DOE contracts. Shouldn't this be mentioned in the State Plan? Or at least provide details on how this will be done within the law and applicable regulations?	See response to Question 24 below.
		David Knight CalCAPA	23. Will the LIHEAP State Plan include specific requirements (min and max) on percentage of LIHEAP Weatherization dollars that must be used by LSPs to leverage with DOE Weatherization services in their service area?	No, there are no specific requirements for minimum and maximum percentages of LIHEAP funds leveraged with DOE.
		Daniela Suarez CCES	24. Background CSD is considering using LIHEAP Weatherization funds from designated LIHEAP Service Providers' county allocations to administer the Department of Energy (DOE) Bipartisan Infrastructure Law (BIL) Weatherization Assistance Program (WAP). In an email sent on July 19, 2023, CSD acknowledged that "the local administration of DOE WAP grant funds is so heavily reliant on the leveraged use of LIHEAP Wx funds," and sought to "identify excess 2023 LIHEAP Wx funds to be	CSD's intent is to use funds for their intended purpose: in this case, to provide weatherization services to low-income Californians. The department sought and received waiver approval from federal HHS to increase the 2023 grant weatherization allocation from 15% to 25% to provide weatherization services improving the energy

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			<p>used for sole purpose of allocating the balance of DOE BIL local assistance funds.”</p> <p>We understand that DOE WAP is best administered in LSPs that have access to both DOE and LIHEAP weatherization funding contracts in the same area, but it is fiscally and morally irresponsible to divert LIHEAP funds to areas where both contracts are not held by the same LSP.</p> <p>Issues</p> <p>1. Unreasonable – LIHEAP Intent is Health and Safety LIHEAP is the largest source of utility assistance funding in California. The state’s average energy burden is 12% among low-income households, almost double the national average. It is both outrageous and unreasonable to suggest subsidizing DOE BIL with LIHEAP dollars. Any excess LIHEAP weatherization funds should be transferred to utility assistance rather than the DOE BIL program to address the immense need across the state. Data as of July 07, 2023, from the CSD agency portal, show two out of the three active LIHEAP contracts more than 92% expended. Only LIHEAP FY23 remains with 45% of the overall contract allocation expended. As energy costs and inflation rates continue to rise, thousands of our states’ most vulnerable and disadvantaged people stand to benefit from excess LIHEAP dollars.</p> <p>2. Unallowable Provisions of the Office of Federal and Financial Management (OMB) prohibit the shift of allocated program funds to other programs unspecified in a contract. Circular A-122 Section A4, states: “Any cost allocable to a particular award or other cost objective under these principles may not</p>	<p>efficiency and safety of low-income housing for a greater number of low-income Californians. In keeping with the waiver granted by federal HHS, CSD has elected to use voluntarily recaptured 2023 LIHEAP grant funds (secured from other LSPs) consistent with the original intended purpose of providing weatherization services, thus ensuring the 2023 LIHEAP grant funding level for weatherization is consistent with the waiver request approved by federal HHS.</p> <p>The characterization that CSD’s approach uses 2023 LIHEAP grant funds to administer another federal grant program, BIL DOE WAP, is inaccurate and appears to reflect a misunderstanding. To the contrary, CSD’s approach is not to shift costs from one program to another (i.e., LIHEAP to BIL DOE WAP) but to extend the opportunity for an eligible dwelling to receive services funded by both DOE BIL and LIHEAP grants, which are to be billed to the corresponding program.</p>

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			<p><i>be shifted to other Federal awards to overcome funding deficiencies, or to avoid restrictions imposed by law or by the terms of the award.”</i> This provision specifically prohibits any entity receiving federal funds from billing expenses for DOE WAP activities for LIHEAP, and vice versa. This plan would put LSPs at legal and financial risk. CSD would not openly shift LIHEAP funds to DOE and should not promote the same by implementing a less obvious violation through LSPs that may not have both LIHEAP and DOE funding for a particular county.</p> <p>If it is not already known to CSD, an agency cannot bill any DOE expense to LIHEAP unless they have a LIHEAP contract for the specified county of service. Under DOE BIL, agencies would be held responsible for fulfilling expenses in counties that may not be in their designated areas of service, in which they do not have LIHEAP funding. This creates a paradoxical situation where the DOE BIL agency is obligated to perform DOE weatherization services but does not have funding support through LIHEAP for program expenses.</p> <p>Conclusion</p> <p>CSD should not encourage local agencies to redirect their LIHEAP weatherization funding to balance DOE BIL funds. All excess 2023 LIHEAP weatherization funding should be transferred to utility assistance to serve low-income people in our communities. It is worth noting that CSD would never consider subsidizing LIHEAP with DOE, and therefore is shocking that CSD would find it acceptable to subsidize DOE with LIHEAP. It is both illogical and illegal to divert the very minimal remaining LIHEAP weatherization funding to subsidize DOE weatherization services. We hope CSD will</p>	<p>Neither federal law nor the terms of the LIHEAP or DOE WAP award prohibit reallocating unused grant funds from one subgrantee to another subgrantee for use in the same program. Accordingly, CSD is extending one-time flexibility to allow a LSP unable to expend its 2023 LIHEAP weatherization allocation timely to voluntarily return the portion it is unable to expend for reallocation to another agency for the purposes of administering LIHEAP weatherization services.</p> <p>Furthermore, circular No. A-122, cited in these comments, applies to non-profit organizations; states are covered by OMB Circular A-87 which is codified at 2 CFR Part 200 (2 CFR § 200.405), HHS adoption at 45 CFR Part 75 (45 CFR § 75.405). Note subdivision (c):</p> <p>“Any cost allocable to a particular Federal award under the principles provided for in this part may not be charged to other Federal awards to overcome fund deficiencies, to</p>

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			take these comments and recommendations into consideration.	<p align="center">avoid restrictions imposed by Federal statutes, regulations, or terms and conditions of the Federal awards, or for other reasons. <i>However, this prohibition would not preclude the non-Federal entity from shifting costs that are allowable under two or more Federal awards in accordance with existing Federal statutes, regulations, or the terms and conditions of the Federal awards.</i> (emphasis added)</p> <p>In this instance, funds are not shifted, but remain in the same grant program. Therefore, it is inaccurate to suggest LIHEAP services are billed to BIL DOE WAP, or vice versa. CSD’s contracting mechanisms for reallocating voluntarily returned 2023 LIHEAP weatherization funds will not permit an agency to “bill any DOE expense to LIHEAP” regardless of service territory.</p>
		Armando Ayala	25. Twice I sent copies of the social security numbers of those of us who live here in my house. But in total there were three times the last time I took the insurances to the office, and they made copies, and I handed in the stubs where my daughter works. This was on July 13. I gave them	An email was sent to the customer offering assistance.

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			<p>to a young man who works there. The matter that I have just discussed about my application as the case is going, and it turns out that the girl who answered me said that they have not received anything the first two times I sent them by mail. And the third time, for this reason, I personally went to deliver these documents and it came out the same as they have with the new copies of the insurance. Now they ask me to fill out another application when I already sent three applications on June 28. The lady who answered my call said that they received my application along with the Full PG&E receipt as requested by 4 or 5 sheets. And now she tells me to fill out the application again and bring another receipt from PG&E when they had already received it on June 28th. And what is going to happen that if I put in another application? They will ask me for other stubs with more recent dates and that is how they will take it as I have applied three times. I have carried all my information from copies of secure stubs, section 8 stamps too, a letter from the insurance since my wife is disabled by social security. All this I have delivered. I was just told to fill out the application again, as well as the PG&E receipt and insurance copies for the fourth time. I really think they already exaggerated. Now I asked the boy who works there where the insurances and the checks were. This is really very stressful; a lot of the stress that I have accumulated in my head is too much, I would say. Thank you and I hope you take this email into account. Thanks again.</p>	
		<p>Leslie Strohm Soquel Creek Water District</p>	<p>26. Is there any chance they will be opening this up to more than one-time assistance?</p>	<p>Since LIHEAP funds are limited, CSD limits energy utility assistance to an eligible household to once, per</p>

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			I thought you were having trouble dispersing all the funds?	<p>program year, to ensure LIHEAP utility assistance serves as many customers as possible.</p> <p>CSD received increased LIHEAP funding over the last couple of years to alleviate the impact of the COVID-19 pandemic on low-income households. CSD anticipates LIHEAP funding to return to pre-pandemic levels.</p>
		Rebeca Mejia City of Camarillo	27. Any plans on adding water services in the near future?	Currently, there is no federal appropriation for continuing the water assistance program.
		Harriet Bilford	<p>28. First, I want to thank you all so much for having this. Last year I received almost a whole bill, and it was outrageously expensive. It was like \$1,300 for my bill, and I live alone. And I am 70 years old and disabled, and I haven't been using the AC and all of this stuff. But I was very grateful. And then it was like \$200 left over for that. And then this year I received so little. It was like 20% of the bill, which was less than last year. And I was told it was because you already exhausted all of the COVID funds, and now you're back to the regular program that you had before. I don't know. So, it didn't seem that much worth it this year to go to the trouble to have to fill out everything again, because it was so minimal. But I still appreciated it, so thank you.</p> <p>Right, that's what I was told, that that was. I applied this year right at the beginning of the year.</p> <p>And the other thing that's helpful for those that are listening is that the LADWP is very good about allowing you to have a</p>	Noted. We appreciate the feedback. See response in question 26 above.

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			<p>payment plan. And so whenever -- I mean, you still have to pay each additional bill, but the one big bill I'm able to offset over a 12-month period, so that helps as well.</p> <p>Thank you.</p>	
		<p>Tulia Montes LADWP</p>	<p>29. I have just a quick question, and maybe it's just I don't know where to look, but if I -- and this goes back to Harriet's comment. Thank you for that, Harriet. Tulia Vasquez from LADWP. I'm glad that the Level Pay Program is working for you. Glad to hear that.</p> <p>But for CSD, a quick question. If we wanted to know how much money is remaining in the pot for our service territory, how can we easily find that out?</p> <p>Thank you!</p>	<p>CSD provides that information upon request.</p>
		<p>Sandra Gomez</p>	<p>30. What are the services one can apply for during the application time?</p> <p>Where is that weatherization question on the application, please?</p> <p>What page is that on? Sorry</p>	<p>A client can submit an application to request any of the following services available under LIHEAP: Utility Assistance, Weatherization, Fuel Assistance WPO, and emergency heating and cooling services. The availability of certain services may be limited within specific service areas and/or may require additional documentation or information to confirm eligibility and complete enrollment. Applicants should contact their local LSP to confirm the availability of these services and receive instruction how to apply.</p>

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		Jeannie Stapleton CAP of Madera	31. Hi, Jeannie from CAPMC and we have a separate page where we ask the customer if they want WX, as it is not on the application.	Noted.
		Sandra Gomez	32. My patio doors have a very big draft. It's always too cold or too hot. Can the sliding windows be repaired? Replaced?	While those are measures that customers can be assisted with under our weatherization program, CSD encourages applicants to contact their LSP to obtain accurate information about their local eligibility and documentation requirements. Weatherization requires an assessment of your home, during which the sliding glass doors are evaluated, and there will be a determination whether they can be repaired or replaced, depending on our program criteria.
		Harriet Bilford	33. I latched on that too. I took advantage of the weatherization the first year and it was wonderful. If you qualify, they can actually provide you with a new microwave, a new refrigerator. They change all of your light bulbs to be energy efficient. They give you, if you have ones that are not energy efficient, they'll replace lamps, and they did seal up all my windows, and very friendly, and I can't say enough good things. The other thing that LADWP does that I recently took advantage of is they give you rebates now. There's something called Flume and that's a device you put in your water meter, which mine is outside of my house. And it's	We appreciate the feedback.

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			<p>regularly \$250, and with the rebate it came to only \$24.00 after. And I was able -- I mean, again, I'm 70 years old and have neurological issues, and I was able to hook it up myself and download that.</p> <p>Three different kinds of windows and in the walls, and also affordable.</p> <p>That helps anybody.</p> <p>You just have to go to the LADWP website, and it's called Cool L.A. Marketplace.</p>	
		Sandra Gomez	34. Who is my local service provider in my area? 91402	<p>Your LSP is Maravilla Foundation. More information on their weatherization services can be found at this link:</p> <p>https://www.maravilla.org/ourservices/weatherization.</p>
		Sandra Gomez	<p>35. What did she hook up to the water meter?</p> <p>Thank you</p> <p>Thank you, kindly for the links, and resources.</p>	Noted.
		Harriet Bilford	<p>36. Sandra, it's called "Flume."</p> <p>https://flumewater.com/partners/ladwp/?gad=1&gclid=Cj0KCQjwldKmBhCCARIsAP-0rfyBA_V3QNWldH6zEBeE-U2XHMqJDJSusZ-K4kpsJ2cfm2Obzi1Ik_EaAjXwEALw_wcB</p>	Noted.
		Eugenia Wilson	37. Where do you find the requirements?	To apply, customers will first contact their LSP. According to the assistance they need, they will be guided through the application and qualification process.
		Eugenia Wilson	<p>38. I've inputted my zip on the site, but can't find local service provider for 90043.</p> <p>Says "no local servicer."</p>	To search for your local service provider on CSD's website, you would first input your location. Information is

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			GREAT. THANKS	provided by zip code for the Los Angeles and San Diego areas, where there are multiple service providers. The local service provider for the 90043 zip code is PACE. More information on their energy assistance services can be found at this link: https://pacela.org/our-work/energy/ .
		Tulia Montes LADWP	39. ZIP Code 90043 = PACE https://pacela.org/our-work/energy/	Noted.
		Eugenia Wilson	40. Is there another agency for the LA County. I've called PACE numerous times - NO Answer - and left messages. PACE. I have not been able to reach them. Would you please assist? I will also call the number posted. Thank you. I've been trying to reach them for the past few weeks. Thank you	Assistance is provided in the Los Angeles County area by zip code. PACE serves customers in the 90043 zip code. If customers need assistance connecting with their local service providers, they can reach out to our call center toll-free line, 1-866-675-6623. An email was sent to the customer offering assistance.
		Eugenia Wilson	41. Thank you very much for this Zoom meeting. Very valuable information.	Noted.