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To: Wx Subgrantees

**Program Guidance: WAP-2024-08**

From: Community Programs - Weatherization

Release Date: September 24th, 2024

Effective Date: October 1, 2024

**Subject: Application Intake and Applicant Prioritization**

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## **BACKGROUND**

Indiana has a single application that serves both the Low-Income Home Energy Program (EAP) and the Weatherization Program (Wx), with eligibility being determined primarily through EAP. This application is only open for clients during the EAP season, approximately October 1 through mid-April. However, the Wx program is not a seasonal program and must be made available to client households year-round.

## **NEW GUIDANCE**

Effective October 1, 2024, subrecipients will accept weatherization applications year-round and ensure they are entered into the Statewide Weatherization Database.

## **EAP Approved Applicants with Data pulled into the system**

- For applicants that are EAP approved and are in the Waitlist – no income verification or additional data is needed before proceeding.
- For applicants that are EAP approved but in the EAP Queue additional weatherization data is needed to establish their priority points before applicant can be moved to the Waitlist or moved to be scheduled.

## **Applicants who need to apply**

- For applicants that express interest that are not pulled over from the EAP Statewide Database, or are ineligible for EAP, subrecipients may either manually enter the information for an applicant or send the applicant an active link to complete an online weatherization application in the Statewide Database.
  - In these cases, subrecipients must review the applicant's information to determine if they are income eligible. In cases where income needs to be verified- subrecipients will utilize WAPLink's Income Calculator and determine income-eligibility.



## Client Priority

Once income eligibility has been determined, the sub-grantee must follow the client priority policy. Priority clients will appear in rank of points automatically calculated by the Statewide database based on the number of priority client demographics their application contains. Priority is given to households where one or more of the following exist:

Priority Client Demographic
High Energy Use
High Energy Burden
Elderly Household Members (60 years and older)
Disabled Household Members
Household Members Under the Age of 18

This guidance should be used to order the **outreach of priority clients** to schedule their service. Within the above listed priority, subrecipients should focus on households with the highest point value and contact those with the greatest points first when working through their waitlists. This should occur separately by each county in a subrecipient's service territory. Clients in each county should be contacted in order of highest to lowest number of points. For clients with the same number of points, those clients should be contacted in a first come first serve basis.

Households that do not meet at least one of the priority categories may only be served if all eligible priority households in the Service Provider's territory have been served.

For the remainder of PY24, if clients have been contacted utilizing the old prioritization process prior to the switch to the new database; subrecipients may choose to continue to keep moving those forward in the process.

## SUPPORTS

This guidance supports:

- [WX-2024-03 - EAP Categorical Eligibility and Income Verification Guidance](#)
- [WX-2024-04 - Non-EAP Categorical Eligibility and Income Verification Guidance](#)
- [WX-2024-05 - Income Verification Guidance for Applicants That Are Not Categorically Eligible](#)



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## **SUPERSEDES**

This guidance supplements the Weatherization P&P Manual sections(s):

- [2.1 Income Eligibility and Documentation](#)

This guidance supersedes the Weatherization P&P Manual section(s):

- [4.1 Client Priorities](#)

Please direct all questions regarding this guidance to [iwx@ihcda.in.gov](mailto:iwx@ihcda.in.gov).



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