



CT WAP Weatherization Guidance No. 30

Effective Date: October 18, 2016

Updated: April 1, 2022

Client Intake for the Connecticut Weatherization Assistance Program

The purpose of this guidance is to provide a checklist for intake into the Connecticut Weatherization Assistance Program. This guidance applies to all Connecticut Weatherization Assistance Program (CT WAP) and Connecticut Energy Assistance Program (CEAP) intake points effective immediately.

Connecticut Weatherization Assistance Program Client Intake Policies

Right to Apply

A household cannot be denied the opportunity to make a formal application for weatherization services. An application appointment process may be used, but no one may be deterred or unnecessarily delayed in applying for weatherization benefits. Applications for weatherization shall be made available by Sub-Grantees to any potential clients at any time during the contract period. Households may apply directly for weatherization benefits without participating in receiving CEAP benefits. And income is to be verified using the WAP guidelines in those instances. Households may apply for CEAP/CTWAP utilizing a joint process. In those instances, income is verified utilizing the CEAP Asset Test. Any applicant/household member who is of 18 years of age or older may sign the application. Low-Income households who are members of an Indian tribe are to receive the same benefits and assistance provided to other low-income persons within the State of Connecticut.

Waitlist/Prioritization

If at any time demand for weatherization services creates a waitlist it is the responsibility of the weatherization sub-grantee to maintain a list of eligible clients for their designated Region(s). This tracking system must be reviewed and approved by the state grantee. The waitlist must not only account for the length of time a client/household has been on the list but also prioritize clients/households according to program goals and the following Priority Groups:

- **Vulnerable:** This is a household that has members who are at risk if services are not provided
- **Elderly:** A household with a member who is 60 years of age or older
- **Disabled:** A household with a member who has a disability as is established by a member's receipt of Medicaid, Social Security Disability, Connecticut State Supplement to the aged, Blind and disabled, or Supplemental Security Income. Other medically based documentation from a qualified physician, establishing a disabling medical condition may be used
- **Young Children:** A household member who is of 5 years of age or younger

- **Large Households:** A household with 8 members or more
- **High Energy Use:** A household with an annual heating cost of \$2500 or more
- **High Energy Burden :** A household who's annual heating cost is 20% or more of the households income
- **Large Household:** A household who's size meets or exceeds 8 persons

Note: Please see (Form # 39 "Weatherization Client Intake Form") which is to be used during the Client Intake Process