



## **Redding Rancheria Community Services Low-Income Home Energy Assistance Program**

Redding Rancheria Community Services LIHEAP Program provides energy assistance to qualified Native American/Native American Households. Assistance is based upon LIHEAP program guidelines. The intent of this program is to intervene in crisis situations and to provide energy assistance to households in which one or more individuals are receiving assistance under state program funds Part A: SSI payments, Food Stamps, Veteran's and Survivor's pensions, or households with income which do not exceed 100% of the state median income level. Energy assistance is provided in the following areas:

- Heating/cooling
- Propane/gas
- Wood/pellets

### ***Report Violations of Laws and Regulations Relating to LIHEAP***

LIHEAP Criminal Activity: such as: Bribery, Theft, Fraud, Mismanagement or Waste of Funds, LIHEAP Employee Misconduct, or LIHEAP Conflict of Interest

### ***Confidentiality Information***

The complainant may remain confidential (i.e., known only to Redding Rancheria) or you can allow your name to be used (i.e., included in any investigation that may take place). The reason we require a name and some contact information as it allows further communication between the Redding Rancheria and the complainant after the original allegation is received.

### ***If you suspect fraud of LIHEAP fund's contact:***

**Call:** Redding Rancheria Community Services Department at 1-800-479-8979 or 530-225-8979, ext. 1138. Please leave your name and a phone number or an e-mail address and the nature of the complaint. Leave as much detail as possible. Someone will get back to you within 3 business days. Or you may contact the Health & Human Services (HHS) at (800) HHS-TIPS (800-447-8477).

### **Or, you can write a letter addressed to:**

Redding Rancheria, Community Services Director  
2000 Redding Rancheria Road  
Redding, CA 96001

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### ***Penalty provision for providing false information***

By signing the LIHEAP application, you are agreeing that all information given is true and accurate. Giving false information is subject to penalties of denial of the LIHEAP application, and/or denial of access to the LIHEAP Program and other Community Services Programs for up to three years.

### ***Fair Hearings and Appeal Process***

Each LIHEAP applicant has an opportunity to have a fair administrative hearing if he/she is denied assistance or if his/her application is not acted upon within ten working days from receiving all required documentation.

Applicants must first meet with the Community Services Manager, to try to resolve any problems or issues. If a resolution is not reached after meeting with the Community Services Manager, an appointment must be made with the Senior Director of Program Services.

As a final attempt to resolve any problems or issues if unable to resolve with the Senior Director of Program Services, applicants will be required to make an appointment with the Chief Operating Officer and after that decisions are final.

**For more information regarding the aforementioned, please phone the Redding Rancheria LIHEAP Office directly at 530-242-4532 for questions and/or to make an appointment.**