CALIHEAPAPPLY.COM
Online LIHEAP Application Entry Instructions
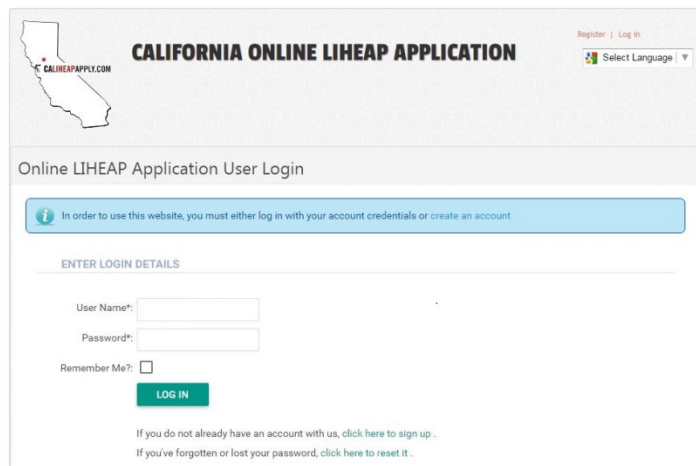
1. Go Online

To start an online application go to: www.CaliHEAPApply.com

2. Account Registration/Log In

Every applicant submitting an application for the first time, must register with a unique **user name** and **e-mail address**. If you are not registered, click **Register** located on the top right corner. If you are registered, enter your **user name**, **password** and click **Log In**.

In the *Registration Data* section, enter the information listed in the table below.

Field	Description
Name	Applicant first name and last name
Zip Code	Applicant (physical) address zip code
City	Select the city where applicant resides
County	Select the county where applicant resides

In the *Authorization Data* section, create a **user name** and **password**. Enter the "captcha" code and click **Submit**. Reference the table below for more information.

🛑 *Please see the terms of use prior to clicking submit.*

Field	Description
Username	The user name must be between 6 and 15 characters long. Only numbers, letters, underscores (_), and hyphens (-) are allowed.
Password	The password must contain at least: • 1 capital letter, 1 number and 1 punctuation mark Example: Pa$$w0rd

3. Submit an Application

Under **Manage User Profile** click **Start a New LIHEAP Application**

Step 1: Applicant Information

Enter applicant information listed in the table below and click **Next**.

Field	Description
Name*	The name defaults to the name in the user profile.
Social Security Number*	Enter applicant social security number (9 digit number).
Date of Birth*	Enter applicant date of birth in the following format: MM/DD/YY
Primary Language*	Select applicant primary language
Applicant's Ethnicity	Select applicant ethnicity
Home, Message, and Mobile Phone	Enter the applicant home, messaging, or mobile phone number(s)
Email Address	The email address will default to the email address used in registration
What is the Best Time to Call You?	Select the best time of the day to contact you if further questions are necessary.
Items marked with an asterisk are required fields.	

Step 2: Applicant Addresses

Enter applicant mailing address and physical address. Click **Next** when finished.

Field	Description
Address Line 1*	Enter applicant mailing address. The mailing address can be a PO Box, or a physical address.
Address Line 2	Line 2 provides additional space if the complete address does not fit in Address Line 1.
City/Zip Code	The city and zip code will default to the information entered upon registering. This information can be changed if necessary.
County/State	A different county and/or state can be selected from the corresponding drop down table.

Checkmark the box if:

- If the *Physical Address* is the same as the *Mailing Address*
- If the applicant has lived in the residence for the past 12months

Step 3: Household Information

Enter the household size, household demographics and click **Next**. The number of household members in each category will adjust automatically as manual changes are made to each category. For more information see the table below.

Field	Description
Household Size	The total household size (applicant included)
Demographics	Enter the Appropriate Values in the Demographics Options: • 2 Years and Younger • Ages 3 to 5 • Ages 6 to 18 • Ages 19-59 • 60 or Older • Disabled • Native American • Farmworker • Limited English

Step 3: Household Information

Under the Household Information section, select the **Family Type** and **Tenancy** from the drop down tables. Under the Household Members click **Add Household Member** to enter the personal information of each person living in the household. The first entry defaults to the Applicant.

Field	Description

Family Type	Options Available in Drop Down Menu:
	    Single Parent/Female
	    Single Parent/Male
	    Single Person
	    Two Adults – No Children
	    Two Parent Household
	    Other

Add Household Member	Fill in the following Fields:
	    First and Last Name
	    Date of Birth
	    SSN
	    Gender
	    Race
	    Relation to Applicant
	    Education Level
	checkmark the following if it applies:
	    Hispanic
	    Health Insurance
	    Disabled
	    Limited English
	    Farmer
	    Migrant Farmworker
	    Seasonal Farmworker

Step 4: Income Information

Enter the total Gross Monthly Income for all persons living in the household. Copies will need to be uploaded of all income records for all adult household members.

Field	Description
CalFresh?	Indicate whether the household receives CalFresh (food stamps).
Household Members with Income	Enter the number of household members with income
Household Income Breakdown	Enter the total **gross** monthly household income as it applies to the following fields: • Wages • Pensions • TANF/Cal Works • SSI/SSP • SSA/SSDI • Interest • Other

Step 4: Income Information

In the *Household Income* section, you'll be required to identify if someone in the household receives and identify the number of household members (over 18) that receive income.

Enter the total Gross Monthly Income for all persons living in the household. Copies will need to be uploaded of all income records for all adult household members.

Please note you will be required to assign a household member to a specific income type by selecting a name from the drop down menu. Names in the drop down menu populate from your *Household Demographic Entries (Step 3)*. If you cannot find a name in the *Income Breakdown* menu, it is likely you didn't enter it in step 3.

Field	Description
CalFresh?	Indicate whether the household receives CalFresh

	(food stamps).
Household Members with Income	Enter the number of household members with income
Household Income Breakdown	Enter the total **gross** monthly household income as it applies to the following fields and associate a household member to the income type.
	Wages
	Pensions
	TANF/Cal Works
	SSI/SSP
	SSA/SSDI
	Interest
	Other

Step 5: Household Energy Information

In the *Household Energy* section, you'll need to answer questions in regards to your energy sources and current account status. See the table below for more information.

Field	Description
Energy Bill	Select the energy bill that you want to apply the LIHEAP benefit to. Natural Gas Electricity Wood Propane Fuel Oil Kerosene
Utility to Pay	Select the appropriate utility from the drop down menu. If the utilities are included in rent, select *"Included in Rent".* A statement signed by the landlord is required.
Account Number	Enter the utility account number. If the utilities are included in rent or sub-metered, leave the account number field blank and check the box below.
Main Fuel Source	Check mark the appropriate fuel option
Alternative Heating Sources	Check mark all that apply as secondary heating sources

Energy Account Status

In the *Household Energy Question* section, answer the questions that apply by placing a checkmark in the appropriate box. If the information is unknown leave the checkbox unmarked. Please see the table below for more information.

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Field/Question	Description
Are your utilities all electric?	Checkmark the appropriate box if applicant only uses electric
Is your electricity shut off?	Check mark the appropriate box if the electric services are **currently** shut off
Do you have a past due notice?	Checkmark the appropriate box if applicant has received a past due notice for their electric account in the last 30 days.
Is your natural gas company the same as your electric company?	Checkmark the appropriate box if applicant has one company for both electric and natural gas services.
Is Natural Gas shut off?	Checkmark the appropriate box if the gas service is **currently** disconnected.
Do you have a past due notice	Checkmark the appropriate box if applicant has received a past due notice for a natural gas account in the last 30 days.
Are you currently out of fuel?	Checkmark the appropriate box if applicant has WPO. Select N/A if applicant does not.
Days of fuel left	If wood/propane is the main heating fuel source, enter the approximate number of fuel days left.

Step 6: Upload Documents

The following documents are required for online application submission:

- Income documents for the last 30 days for all adults in the household
- Most recent energy bill
- Shut off notice(s)
- Identification for the name of the person on the application.

If any of the required documents are missing, the application will be sent back deficient to the applicant.

To upload a document:

- Click **Browse**
- Select the document you wish to upload
- Click **Open**. Repeat the process if multiple document files will be uploaded.

a) Click **Upload.** Wait until the document(s) are uploaded and the status bar shows 100% complete.
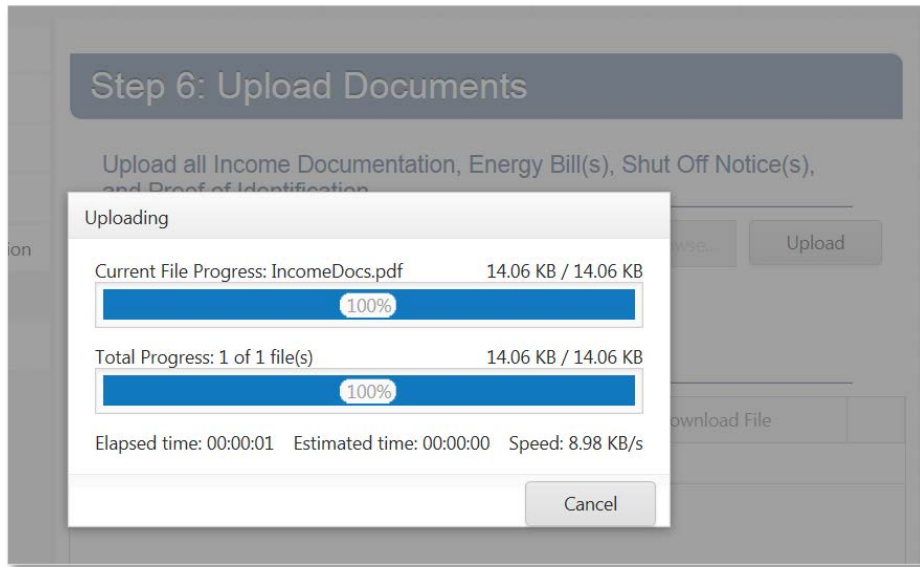
Once the document(s) file(s) are uploaded, click **Next**.
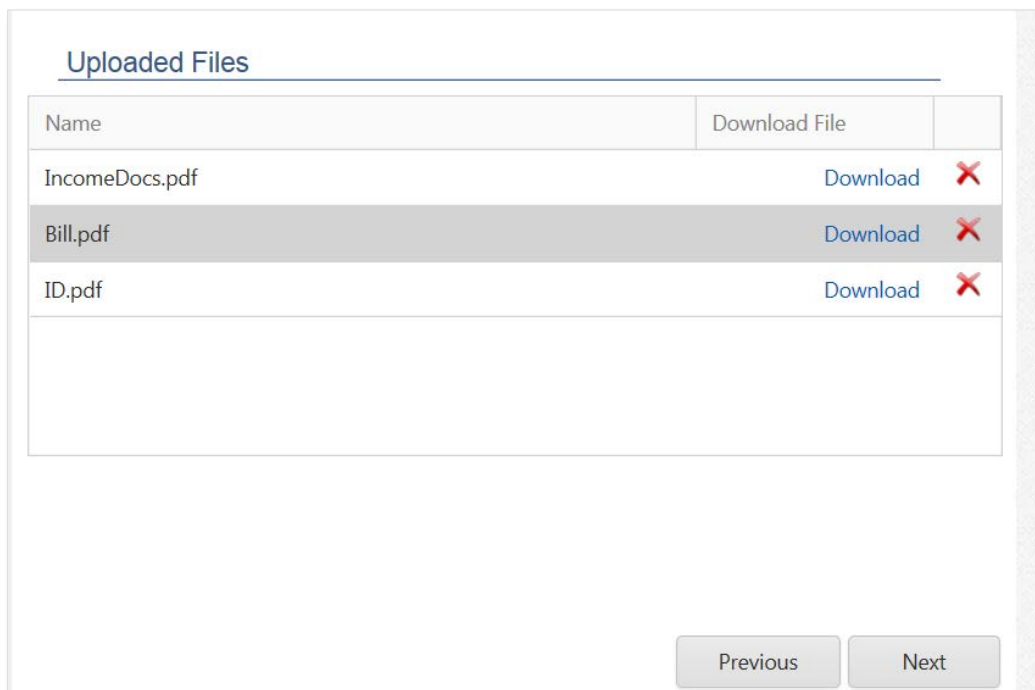
Step 7: Application Summary

Review the information before submitting the application. Once the application is submitted, no changes will be allowed. To make edits to any section, click the section **Edit** button.

To submit the application, checkmark the **I Agree box** to the terms of use box. Click **Finish** to submit the application. A message will appear informing you the application was submitted successfully.

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🛑 DO NOT LEAVE THE SCREEN 🛑

The system will automatically redirect you to the profile screen where information on the application submitted can be viewed. Once you are redirected to the profile page, click **Log Off** located in the top right corner.