

## Frequently Asked Questions:

**Q: What type of work does weatherization include?**

A: Habitat for Humanity of Omaha's Weatherization Program performs various home repair services, including air sealing, insulation, appliance upgrades, and HVAC system upgrades. (Other energy efficiency repairs may qualify.)

**Q: Who is eligible for the Weatherization Program?**

A: Households with combined gross income below 200% of federal poverty level are eligible. These amounts change over time but are currently:

Number of Members in Household	Maximum Gross Annual Income
1	\$25,520
2	\$34,480
3	\$43,440
Add \$8,960 for each additional household member.	

**Q: How does Weatherization define a “household?”**

A: For the purposes of weatherization eligibility, a household includes all persons living under one roof. This includes but is not limited to family members living with you, roommates, adult children, persons renting space/rooms, etc. It is understood that households change from time to time. Please complete the application listing all people living with you at the time you fill out the application. If your household changes, or you're anticipating a change in the near future, please contact us.

**Q: I am automatically qualified because a member of my household receives Supplemental Security Income, Aid to Dependent Children, or Heating Assistance. Do I need to send in income verification?**

A: Yes. We are still required to verify income and eligibility through these programs.

**Q: What is considered income?**

A: Any money you receive is considered income. This includes but isn't limited to wages/salaries, net receipts from self-employment, retirement, alimony, veteran's payments, Social Security, pension, dividends, interest, lottery/gambling winnings, receipts from estates or trusts.

**Q: What documents do you need to verify income?**

A: For wages/salaries we need your previous year's W-2s and/or paystubs from the previous three months. For all other income our required documents are similar to the IRS. For structured payments (Social Security, Alimony, Railroad Retirement, etc.) we need the award letter for this year stating your weekly/monthly/quarterly payment amount. Don't hesitate to call us if you're unsure what to send. Please remember, we won't be returning the documents so do not send us originals.

**Q: What do I do if one of the adults in my household has no income?**

A: There is a form that you will need to fill out and sign. The form must be notarized so we request that you come into our office during normal business hours to complete this form.

**Q: Why are there multiple Citizenship Forms included?**

A: All adults in the household must fill out this form individually. If we didn't provide enough forms, you're welcome to come to the office during normal business hours to pick up more copies or contact us and we'll send more to you.

**Q: How does Habitat Omaha decide who receives services first?**

A: We are required to follow the Department of Energy's priority list which is provided below:

1. People over 60 years of age	4. High residential energy users
2. People with disabilities	5. Households with high energy burden
3. Families with children under 6	6. All others income-eligible

High residential energy user means a household whose residential energy expenditures exceed the medial level of residential expenditures for all low-income households in the state. The median level for the State of Nebraska is currently \$1,864 per year.

Household with a high energy burden means a household whose residential energy burden (residential expenditures divided by the annual income of that household) exceeds the median level of energy burden for all low-income households in the state. The median energy burden for the State of Nebraska is 18.36% of household income.

**Q: Who is considered to be disabled?**

A: The term *disabled person* has been defined by the Nebraska Energy Office as "any individual who: has a physical or mental disability which constitutes or results in a substantial handicap to the individual's employment; or has had a record of having, or is regarded as having a physical or mental impairment which substantially limits one or more of the individual's major life activities; or has a disability which would make the individual eligible to receive disability insurance benefits or Supplemental Security Income from the Social Security Administration or developmentally disabled assistance from the Department of Health and Human Services; or is a veteran or surviving spouse, child, or dependent parent of a veteran receiving compensation from the Veteran's Administration for a service connected disability or death; or is a veteran or surviving spouse or child of a veteran receiving a pension from the Veteran's Administration because of a non-service connected disability; or is a veteran receiving a pension from the Veteran's Administration because of being on a Medal of Honor Roll of one of the military services."

**Q: When will I be served?**

A: Habitat Omaha must comply with state and federal regulations in determining priority of clients. Your household information is used to determine what priority level you will be given (see question: "How does Habitat Omaha decide who receives services first"). Wait times can vary widely based on the number of clients awaiting services, staffing levels, and funding the agency receives.

**Q: What goes into the Weatherization process?**

A: The process has five major steps: application, health and safety inspection, energy audit, weatherization work, and quality control inspection. If you are approved for the program, a Health and Safety Inspector will visit your home to determine if it can support weatherization services and if staff and contractors can safely operate in the house. Once your house has passed the inspection, an Energy Auditor will do a whole house assessment to determine where energy efficiency measures can be taken. The Auditor will then determine the scope of work that will go out to Weatherization, HVAC, or plumbing contractors. After all work is completed, a Quality Control Inspector will assess the house to ensure the work is sufficient and you are satisfied.