

Patient Services Department

Morongo 800-732-8805

ext 1301/1302

Soboba 800-851-5816

ext 4242/4243

San Manuel 888-268-0008

ext 4773/4774

RSBCIHI Mission Statement

The mission of RSBCIHI is to provide culturally sensitive healthcare, respect and abide by the traditional customs of our Indian communities, and promote wellness and provide early intervention to achieve healthy lifestyles. The Board of Directors and Staff are working hand-in-hand with the Indian communities to create an environment that will achieve our vision.

Our Vision

We will share the values and traditions, strengthen the body, promote peace of mind, and empower dreams to all those who come through our doors. Together, we can build a healthier way of life for a better tomorrow.



Riverside San Bernardino
County Indian Health Inc.

11980 Mount Vernon Ave
Grande Terrace, CA 92313

Phone: (888) 268-0008

**Riverside-
San Bernardino
County Indian
Health Inc.**

LIHEAP



Low Income Home Energy Assistance Program

What is LIHEAP

The Low-Income Home Energy Assistance Program (LIHEAP) is a federally-funded program that helps low-income households pay their home heating and cooling bills.

Who is eligible for Utility Assistance:

Consortium tribes who participate in the LIHEAP grant along with their descendants who live in Riverside or San Bernardino County and meet the income guidelines.

What type of utility assistance is provided

- Regular Heating and Cooling Assistance
- Crisis Assistance—Shut off Notices.

(Eligible households may receive crisis assistance in the amount to resolve the crisis up to \$500)

- Weatherization Assistance (if funding is available)

What type of bills are paid through the LIHEAP grant?

Gas, Electric, Propane and Wood (two estimates needed for wood).

Eligibility is determined by The Patient Services Department.

Heating Assistance:

October—April 30th

Cooling Assistance

May 1st—September 30th

Application Process

- Complete LIHEAP application
- Proof of monthly income (for all adults on the application if applicable)
- Tribal Card or Certificate Degree of Indian Blood
- Pictured ID (needed if picture is not on tribal card)
- Social Security cards for all family members being claimed in the household

Documents must be all originals.

When a LIHEAP application is approved, the Patient Services Clerk will contact the utility company and make a pledge for the dollar amount the LIHEAP applicant qualifies for. Pledges are made between the hours of 8am and 3pm, many utility companies do not take pledges after 3pm.

Incomplete applications will be denied 24 hours after submission if required documents are not provided.

It is the responsibility of the LIHEAP applicant to contact Patient Services to check on the status of their application.



Denial or Fraud should be reported to the LIHEAP Coordinator at (909) 849-1097 Ext 4840. Denials for utility payment can be appealed within 24 hours after the LIHEAP applicant received a denial letter from the Patient Services office. Riverside-San Bernardino County Indian Health Inc. has complaint forms located in all reception areas or a form can be obtained from the Quality Management Department.

Review of Grievances

If a LIHEAP applicant receives a denial letter and believes he or she is eligible for LIHEAP services they can request a meeting with the LIHEAP Coordinator. If the applicant still doesn't agree with the denial they can request a meeting with the LIHEAP coordinator and CEO, this needs to be done within five (5) working days following the meeting within the LIHEAP Coordinator and CEO.

If a LIHEAP denial is still valid after this meeting and the LIHEAP applicant is still not satisfied they may request a meeting with the Grievance Committee made up of elected board members.

LIHEAP FFY 2021 Monthly Scale

1 person	\$2,431
2 Persons	\$3,179
3 Persons	\$3,927
4 Persons	\$4,675
5 Persons	\$5,423
6 Persons	\$6,171
7 Persons	\$6,312