

DSS ADMINISTRATIVE LETTER NO. ECONOMIC AND FAMILY SERVICES 2-2020
Low Income Heating Energy Assistance and Crisis Intervention Program
EFS_EA_AL-2-2020

Food and Nutrition Services

TO: County Directors of Social Services

ATTENTION: Energy Program Administrators, Managers and Supervisors

DATE: March 13, 2020

SUBJECT: Crisis Intervention Program (CIP) and Low Income Energy Assistance Program (LIEAP) Application and Interview Requirements

EFFECTIVE DATE: Upon receipt

I. GENERAL INFORMATION

The purpose of this letter is to provide clarification regarding the acceptance of CIP applications and continuing to accept LIEAP applications by mail, email, fax or drop off applications at county DSS agencies or other application sites. Applicants are not required to complete applications in the office nor have face-to-face interviews.

II. POLICY PROCEDURES AND REQUIREMENTS

Applications received in the agency by mail, email, fax or dropped off will require an interview, however, this interview can be conducted by telephone. If the applicant cannot be reached by phone, send a DSS-8185 including a date and time for an interview. Follow the current process for LIEAP applications. For CIP applications the date of the application is the date the interview is conducted. A CIP application is not considered a complete application until the client is interviewed.

Applicants who contact the agency by phone wanting to apply for CIP or LIEAP should be interviewed at that time then mailed the completed DSS-8178 for signature and a DSS-8185 requesting necessary verifications. The date of application is the date the DSS-8178 is received with the required signature.

Inform all applicants that approval is based upon availability of funds at the time of disposition.

III. IMPLEMENTATION INSTRUCTIONS

Document the telephone interview and information received in NC FAST.

IV. EFFECTIVE DATE

These changes are effective upon receipt with all Energy applications taken on or after March 13, 2020. Submit any questions regarding this policy to Operational Support Team (OST) at DSS.Policy.Questions@dhhs.nc.gov.

Sincerely,

A handwritten signature in blue ink, appearing to read "David Locklear".

David Locklear, Deputy Director
Economic and Family Services

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