

**DSS ADMINISTRATIVE LETTER ECONOMIC AND FAMILY SERVICES**  
**Crisis Intervention Program EFS\_EA\_AL-1-2020**

**TO:** County Directors of Social Services

**ATTENTION:** Energy Program Administrators, Managers and Supervisors

**DATE:** January 08, 2020

**SUBJECT:** Crisis Intervention Program (CIP) Income Requirements & Pending Verification

**EFFECTIVE DATE:** Upon Receipt

**I. GENERAL INFORMATION**

The purpose of this letter is to provide policy clarification concerning CIP income verification requirements that were effective October 1, 2019 and to change the timeframes for pending CIP applications when verification is needed.

**II. POLICY PROCEDURES AND REQUIREMENTS**

- A. The Administration of Children and Families (ACF) provided clarification that CIP income must be verified to determine if a household is at or below the 150% federal poverty level. Income verification obtained from other sources such as Food and Nutrition Services (FNS), Medicaid (MA) or Work First Family Assistance (WFFA) can be used to verify income if it is current, representative and from the applicant's current employer. If the income is not current and representative, the income becomes questionable and verification is required. Client's statement can be used as a last resort. An example of use of client's statement would be if the applicant's employer went out of business or moved out of town and the applicant is not able to provide wage verification. Documentation of efforts should be included to support accepting client's statement as the last resort.

Online Verification System (OVS) can also be run in NC FAST and be used if income is current and representative. Representative means taking the OVS income and calculating the monthly amount. If this amount is comparable to the amount the client states, they received in the last 30 days then consider it representative and use this as income verification. If OVS does not return expected data, then the use of Online Verification (OLV) is allowed.

- B. CIP applications that require verification will pend for two business days. CIP applications must be processed within two business days from the date verification is received for applications that have a disconnect notice or by the disconnect date whichever is sooner. If the household's services are disconnected, the application must be processed within one day from the date verification is received. If the verification is not provided within two business days, the application must be denied, and the household will need to reapply.

### III. IMPLEMENTATION INSTRUCTION

- A. Document the verification source used to complete the CIP application such as income verification and any other documents used to verify eligibility in NC FAST. This information should be uploaded in NC FAST.
- B. If an applicant's heating or cooling source is disconnected, and no verification is needed the processing time is 18 hours. If verification is needed to process the application, a manual DSS-8185 (Low Income Energy Assistance Program Crisis Intervention Program Information Needed) must be completed and tracked by the caseworker. The applicant has two business days to return requested information. Once requested information is received, the 18-hour processing time begins.

If an applicant's heating or cooling source has a disconnect notice, and no verification is needed the processing time is two business days. If verification is needed to process the application, a manual DSS-8185 (Low Income Energy Assistance Program Crisis Intervention Program Information Needed) must be completed and tracked by the caseworker. The applicant has two business days to return requested information. Once information is received, the two-business day processing time begins or process the case prior to the disconnect, whichever is sooner.

The Energy Pending Apps by Worker Detail Report does not currently show applications that must be processed within 18 hours. An enhancement request has been submitted to NC FAST to add applications with 18 hours processing due dates to the report. In addition, a field will be added to NC FAST to list the date pending verifications is received. This field will then be used to monitor pending Energy applications timeliness.

Date stamp or document in NC FAST the date the verification is received. Monitors who conduct Management Evaluations will use this date to determine if CIP application is pending correctly and processed timely.

### IV. EFFECTIVE DATE

These changes are effective upon receipt with all CIP applications taken on or after 01/08/20. Submit any questions regarding this policy to Operational Support Team (OST) at [DSS.Policy.Questions@dhhs.nc.gov](mailto:DSS.Policy.Questions@dhhs.nc.gov) .

Sincerely,



David Locklear, Deputy Director  
Economic and Family Services

DL/rg