

**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](mailto:DSS.Policy.Questions@dhhs.nc.gov).

Sincerely,

A handwritten signature in blue ink that reads "David Locklear". The signature is written in a cursive style with a blue ink color.

David Locklear, Deputy Director  
Economic and Family Services

DL/js