

CHANGE NOTICE FOR MANUAL

DATE: February 16, 2024
MANUAL: Energy Programs Manual
TO: County Directors of Social Services
CHANGE NO: 01-2024
SUBJECT: Revised Policy Updates
EFFECTIVE: February 17, 2024

I. BACKGROUND

The purpose of this change notice is to update sections 300 and 400 of the Energy Programs Manual.

II. SPECIFIC CHANGES

Section 300.02- Application Requirement:

- Lumbee Tribe and EBCI applicants do not have to be enrolled members. Verbiage changed to, households with a Native American individual aged eighteen or older.

Section 300.04 Application Procedures:

- LIEAP application, date of application is the date the signed application is received in the agency.
- Applications received by mail, email, fax, dropped off in person and ePASS in the incorrect county, the application needs to be transferred within one business day.

Section 300.09- Income and Deductions:

- LIEAP's base period is the month prior and uses actual income received in the base period.
- LIEAP follows FNS income guidelines to include FNS 310 section for new, changed and terminated income.

Section 300.12- Benefit Determination and Method of Payment:

- LIEAP Supplement payments can be applied to new or old accounts that are active or closed. Regular LIEAP payments can only be applied to active accounts.
- The local county agency would return the funds for current and prior fiscal year in NC FAST, for returns outside of the specified period the county would return the funds to the controller's office via the DSS-1571 and notify DSS automation at 919-527-6270 to credit the county's funds in NC FAST.

Section 300.14- Return Payments:

- If a payment is returned from current or previous FY, enter into NC FAST. All other return payments from previous FYs will be completed on 1571. Partial return payments for regular LIEAP funds can be entered in NC FAST but partial return payments for supplemental funds can not be entered in the system, must be completed on 1571.

Section 300.15- Vendor Responsibility:

- The vendor delivering the fuel source for the customer is responsible for ensuring the heating source in the home meets all state and federal codes. If the vendor feels like the heating sources do not meet these requirements, they have the right to refuse to provide fuel to the home. The county can inquire if the home has another heating source to apply the benefit amount to.

Section 400.01-General Information:

- CIP definition updated- Households that are disconnected or in jeopardy of disconnection and meet CIP income requirements are eligible. Medical reasons are no longer a requirement.

Section 400.03- Application Requirement:

- Lumbee Tribe and EBCI applicants do not have to be enrolled members. Verbiage changed to, households with a Native American individual aged eighteen or older.
- ePASS applications received by the incorrect county, county needs to transfer to the correct county within one business day.
- The date of application is the date the signed application is received in the agency.
- The income section added the FNS 310 policy. Energy follows the same guidelines.
- Timeframes updated: households disconnected or have a medical reason needs to be processed within one business day. Households in jeopardy of disconnection need to be processed within two business days.
- Use of funds- clients can change their heating or cooling source if the source meets eligibility criteria.
- Example of anticipated income: Applicant applies for CIP on February 1 and has not received a pay stub yet in the month of application. She has a check stub for \$124.00 gross income from January 18, that she reports is representative of ongoing pay. She reports that she is paid weekly. She would receive five pay checks in the month of February. Anticipated income for February would be $\$124 \times 5 = \620 .

Section 400.06- Vulnerability:

- CIP Supplement payments can be applied to old or new accounts that are active or closed if the client has a balance on the account. CIP application payments can be applied to a closed account if the payment is needed to reestablish the service.

Section 400.07- Return Payments:

- CIP supplement payment returned are up to the provider.
- Regular partial payments can be entered into NC FAST but Supplemental partial payments need to be completed on 1571.
- Current or previous returns in the current or previous year is completed in the system but all other previous FYs are completed on 1571.


Section 400.08- Vendor Responsibility:

- The vendor delivering the fuel source for the customer is responsible for ensuring the heating source in the home meets all state and federal codes. If the vendor feels like the heating sources do not meet these requirements, they have the right to refuse to provide fuel to the home. The county can inquire if the home has another heating source to apply the benefit amount to.

III. IMPLEMENTATION INSTRUCTIONS

This new policy will be effective February 17, 2024. Submit any questions regarding this policy to DSS.Policy.Questions@dhhs.nc.gov

Sincerely,

A handwritten signature in blue ink that reads "Allison W. Smith". The signature is written in a cursive style and is placed on a light blue rectangular background.

Allison W. Smith
Deputy Director
Division of Social Services
Economic and Family Services
AWS/js

Attachments (2):
EP-.300 & 400