

**DSS ADMINISTRATIVE LETTER ECONOMIC AND FAMILY SERVICES NO. 1-2014**  
**Low Income Energy Assistance Program (LIEAP) Telephone Interviews**  
**(January 10, 2014)**

TO: County Directors of Social Services

ATTENTION: LIEAP Managers and Supervisors

DATE: January 10, 2014

SUBJECT: LIEAP Telephone Interviews

EFFECTIVE DATE: Upon Receipt

**I. GENERAL INFORMATION**

Current LIEAP policy in Energy Manual 300.05, Special Provisions for Waiving the Office Interview, states:

Agencies may complete interviews by telephone in the following situations if no member of the household is able to come to the agency or if the household does not have someone who can serve as an authorized representative:

1. The household lives in a rural location and does not have transportation; or
2. The household member is unable to come to the agency for reasons such as, but not limited to, disability or incapacitated, illness, caring for a household member, prolonged severe weather, or employment hours or training schedule that conflicts with the agency hours.

**II. POLICY PROCEDURES**

Interviews may be completed by telephone for any household without meeting the requirements specified above. All applicants must be notified that approval is based on availability of funds at the time of application disposition.

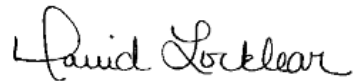
Continue to follow procedures outlined in the Energy Manual Section 400.03 regarding applications for Crisis Intervention Program (CIP).

**III. IMPLEMENTATION INSTRUCTIONS**

This policy is effective upon receipt.

If you have any questions, contact your Food and Nutrition Services and Energy Programs Regional Support Team directly via email.

Sincerely,

A handwritten signature in black ink that reads "David Locklear". The signature is written in a cursive style with a large initial "D".

David Locklear, Acting Section Chief  
Economic and Family Services Section

DL/bm