

**DSS ADMINISTRATIVE LETTER ECONOMIC AND FAMILY SERVICES NO. 1-2015**  
**Low Income Energy Assistance Program (LIEAP) and Crisis Intervention Program (CIP)**  
**Performance Measures Data Collection**  
**(June 30, 2015)**

TO: County Directors of Social Services

ATTENTION: LIEAP and CIP Administrators and Managers

DATE: June 30, 2015

SUBJECT: Performance Measures Data Collection

EFFECTIVE DATE: Upon Receipt

**I. GENERAL INFORMATION**

The federal Office of Management and Budget (OMB) requires the state Low Income Home Energy Assistance Program (LIHEAP) grantees to collect and report on four new performance measures related to home energy burden and continuity of home energy service. The data will be needed for FFY 2016.

In an effort to comply with these requirements, the Energy Application will be updated in order to capture data needed for the Performance Measures beginning October 1, 2015 through September 30, 2016. The Division is only required to collect from the top five natural gas and electric providers as well as the top 10 fuel oil/kerosene, propane and other fuel sources such as coal and/or wood. (See attached list of Identified Top Vendors.)

**II. POLICY PROCEDURES**

In order to collect the necessary data for the Performance Measures, follow the procedures below:

1. When negotiating the new vendor agreement with vendors indicated on the attached list, inform them that at the end of the federal fiscal year, an excel spreadsheet will be sent from the Division requesting the household's annual utility usage and annual utility cost for the period of October 1, 2015 through September 30, 2016. (See attached Sample Vendor Letter.)
2. At all Energy applications, request the applicant's vendor name for heating and electric, and account numbers. A drop down box will be provided with vendor's name by county. In the event that the household does not have their vendor's information, assist the household in obtaining the information by contacting the vendor(s) or exploring old case files. Do not deny the application if information is not provided.

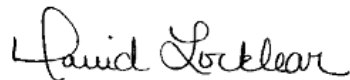
3. The attached NC Energy Vendors spreadsheet requesting vendor information is to be completed and submitted to Tiffany Robinson with all vendors by August 1, 2015. Vendors not listed on the spreadsheet will not be included in the drop down box on the Energy Programs Application; therefore, it is important to provide the Division with updated information on new vendors as soon as possible.
4. The Signature Page along with the Rights and Responsibilities on the DSS-8178 must be signed and placed in each case file. A new wavier statement will be added to ensure that data exchanges can occur once vendor agreements are in place. This statement protects the household, vendors, and state/local agencies.

### **III. IMPLEMENTATION INSTRUCTIONS**

This policy is effective upon receipt.

If you have any questions, contact Tiffany Robinson at [tiffany.robinson@dhhs.nc.gov](mailto:tiffany.robinson@dhhs.nc.gov) or 919-527-6309.

Sincerely,



David Locklear, Chief  
Economic and Family Services Section

DL/bm

Attachments:

[Identified Top Vendors](#)  
[Sample Vendor Letter](#)  
[NC Energy Vendors](#)