

CHANGE NOTICE FOR MANUAL

DATE: September 26, 2017

MANUAL: Energy Program Manual

TO: County Directors of Social Services

CHANGE NO: 01-2017

SUBJECT: Policy Updates

EFFECTIVE: October 1, 2017

I. BACKGROUND

The purpose of this change notice is to update the Federal Poverty Income Guidelines provided by the Administration of Children and Families (ACF) and policy clarifications for Crisis Intervention Program (CIP) and Low Income Energy Assistance Program (LIEAP) Sections of the Energy Programs Manual.

II. SPECIFIC CHANGES

A. Section 300

1. Changed vendor(s) or suppliers to energy provider(s) throughout the section.
2. Changed vendor agreement(s) to energy provider agreement(s) throughout the section.
3. **Added reference to the signature page from the application in NC FAST in section 300.02 C.**
4. Added the reference to searching the Energy Benefits Search in section 300.04 A. 2.
5. Added reference to NC FAST job aid: Energy-Initial/New LIEAP application in Section 300.04 A. 2
6. Changed Match Listing to Benefit Search and update process according to NC FAST in section 300.04 2. d.
7. Replaced EP 620 Low Income Energy Assistance Program System Instructions with Job Aid: Energy-Initial/New LIEAP Application to Case Job 300.06 A 1.
8. Updated the contact information for the Economic and Family Services Section in Section 300.08.
9. Update the maximum countable income per eligible household members in section 300.09
10. Updated the process for a refund received back from a vendor in section 300.12 A.
11. Updated the income ranges by family size in section 300.12 B

12. Updated the process for a refund received back from a vendor in section 300.13.

B. Section 400

1. Changed all references to a vendor(s) or suppliers to energy provider(s) throughout the section.
2. Changed all references to the automated system and system to NC FAST throughout the section.
3. Added the reference to the signature page of the application in NC FAST in section 400.03.
4. Updated the application procedure to completing an Energy Benefits Search 400.03 A. 4
5. Replaced EP 600, Crisis Intervention Program System Instructions with Job Aid, Energy – Initial/New CIP Application to Case 400.03 E. 1
6. Updated the Maximum Countable Income per eligible household members in section 400.03 F. 1.
7. Updated the process for how the DSS-8107 will generate in section 400.03 J.
8. Replaced EP 600, Crisis Intervention Program System Instructions with Job Aid, Energy – Initial/New CIP Application to Case in section 400.03 J.

III. IMPLEMENTATION INSTRUCTIONS

These changes are effective with all applications taken and processed on October 1, 2017. If you have any questions regarding this information, submit to dss.energy.pi.questions@dhhs.nc.gov

Sincerely,



David Locklear, Deputy Director
Economic and Family Services
Division of Social Services

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Attachments (2)

[EP 300](#)

[EP 400](#)

EP-CN1-2017