

CHANGE NOTICE FOR MANUAL

Date: December 3, 2021
Manual: Low Income Household Water Assistance Program (LIHWAP)
To: County Director of Social Services
Change No: 04-2021
Subject: Policy Updates
Effective: Upon Receipt

I. BACKGROUND

The purpose of this change notice is to clarify and update EP- 600 LIHWAP. The section is the policy section for the Low-Income Household Water Assistance Program providing guidance on all aspects of the program.

II. SPECIFIC CHANGES

A. Section 600.02 Priority Groups

Updated to reflect the need to key an application in NC FAST for auto and manual data match cases.

B. Section 600.03 Assistance Timeframes

Removed the requirement to manually send DSS-8105 as the system will send notice when approved.

C. Section 600.04 Optional Data Matching

This section has been updated to reflect the county has the option to data match households. If the county chooses not to complete the optional data matching process, recipients will be required to make an application for assistance.

D. Section 600.06 Application Process

Note added as a reminder that households that meet the definition of categorically eligible are not required to provide verifications or complete the application process. The county may document on the NC FAST application that the household is categorically eligible and process per instructions to submit payment to the vendor.

E. Section 600.07 Application and Pending Timeframes

Timeframe to process applications changed from 10 business days to 30 calendar days.

III. IMPLEMENTATION INSTRUCTIONS

The changes made to policy in the Energy manual are effective upon receipt.
Submit any questions regarding this policy to DSS.Policy.Questions@dhhs.nc.gov.

Sincerely,



Carla West,
Senior Director for Economic Security Division of Social Services,
Economic and Family Services
CW/rc

Attachments (1):
EP-600 LIHWAP