

CHANGE NOTICE FOR MANUAL

DATE: November 30, 2023
MANUAL: Energy Programs Manual
TO: County Directors of Social Services
CHANGE NO: 07-2023
SUBJECT: Policy Updates
EFFECTIVE: December 1, 2023

I. BACKGROUND

The purpose of this change notice is to update sections 110, 300, and 400 of the Energy Programs Manual.

II. SPECIFIC CHANGES

Section 110 Definitions: Adds a definition for Obligation and Source of Heat.

Section 300.08 Vulnerability: Updates vulnerability for living arrangements where utilities for heat are included in the rent, and the household has paid excess in utilities for heat in the last 12 months at the current address. Updates policy to include clarification regarding supplemental payments being applied to new or old accounts that are active or closed.

Section 300.12 Benefit Determination and Method of Payment: Updates policy to include clarification regarding the changing of heating and cooling sources for payment. Updates the benefit matrix to include fuel type.

Section 300.14 Return Payments: Adds this section to policy providing return policy procedures for LIEAP payments.

Section 400.03 F3: Adds reference to FNS 350 Whose Income is Counted.

Section 400.04: Corrects the number of benefits levels.

Section 400.06 Vulnerability: Adds vulnerability policy for Crisis Intervention Program.

III. IMPLEMENTATION INSTRUCTIONS

This new policy will be effective December 1, 2023. Submit any questions regarding this policy to DSS.Policy.Questions@dhhs.nc.gov

Sincerely,



Allison W. Smith,
Deputy Director, Economic and Family Services
AWS/js

Attachments (3):

EP- 300