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Secretary

SUZANNE P. MERRILL
Director, Division of Aging and Adult Services

November 14, 2016

DEAR COUNTY DIRECTOR OF SOCIAL SERVICES

ATTENTION: ADULT SERVICES SUPERVISORS AND PROGRAM MANAGERS

SUBJECT: LIEAP PROGRAM

As you prepare for enrollment for the Low Income Energy Assistance Program (LIEAP) on December 1, 2016, we would like to remind you of the process for verifying individuals who receive NC Division of Aging and Adult Services (DAAS) programs.

The available DAAS client information is for individuals receiving Home and Community Block Grant (HCCBG) services. HCCBG services are reported and reimbursed through the Aging Resource Management System (ARMS). Information on other DAAS clients can be obtained through the Services Information System (SIS) and your own agency records.

County Departments of Social Services (DSS) will need to access ARMS to search for LIEAP applicants. A list of DSS agencies with ARMS access is provided below on page 3 of this letter. DAAS can quickly add other DSS agencies to ARMS as County Report Users.

How to Obtain Access to ARMS Reports via the WIRM Portal:

- Provide the full name(s), phone number(s) and email(s) of data entry user(s) to: Annette Bagwell, Division of Aging and Adult Services at Annette.Bagwell@dhhs.nc.gov. This is the person you will need to contact to gain access.

How to Access ARMS Client Master List of HCCBG Clients for LIEAP Households:

- Go into the WIRM portal at: <https://wirm.dhhs.state.nc.us/>
- Provide user name and password
- Select the following: ARMS Reports → Client/Waiting Lists → ZGA-101 Client Master List – Provider Clients Served (see screenshot on page 2)
(Report will display all clients served by service, county and agency)



- Report can be printed or downloaded by selecting the active buttons in the top, left corner under “reports.”
- For assistance downloading reports, contact Leigh Hayden at leigh.hayden@dhhs.nc.gov or 919-855-3439.

ARMS Report Client/ Waiting Lists Screenshot

Reports	
Client/Waiting Lists	
Name	Description
ZGA100	Client Master List- Active by County
ZGA101	Client Master List - Provider Clients Served
ZGA102	Client Master List- Inactive by Provider
ZGA103	Client Master List -Emergency Contact --Active by County
ZGA104	Client Master List -Emergency Contact --Active by Provider
ZGA105	Registered Client Master List by County
ZGA106	Client Master List - Provider Clients Service Status
ZGA110	Client Master List

ARMS data is “real time” so all DSS agencies will have the capability within ARMS of obtaining current and accurate information on HCCBG clients for LIEAP purposes.

We ask that you maintain confidentiality when using this list. Please share this information only with the appropriate staff in your agency. Please let Annette Bagwell know if you have questions. Her contact information is on page one of this letter.

Sincerely,

Suzanne P. Merrill
Director

SPM/lh

AFS-06-2016



Current DSS agencies with access to ARMS

ALEXANDER COUNTY DSS
ANSON COUNTY DSS
BEAUFORT COUNTY DSS
BERTIE COUNTY DSS
BLADEN COUNTY DSS
BURKE COUNTY DSS
CABARRUS COUNTY DSS
CARTERET COUNTY DSS
CATAWBA COUNTY DSS
CHEROKEE COUNTY DSS
CLAY COUNTY DSS
CLEVELAND COUNTY DSS
CRAVEN COUNTY DSS
CURRITUCK CO DSS
DARE COUNTY DSS
DURHAM COUNTY DSS
EDGECOMBE COUNTY DSS
FORSYTH COUNTY DSS
GRAHAM COUNTY DSS
GREENE COUNTY DSS
GUILFORD COUNTY DSS
HALIFAX COUNTY DSS
HARNETT COUNTY DSS
HENDERSON COUNTY DSS
HERTFORD COUNTY DSS
HYDE COUNTY DSS

JOHNSTON COUNTY DSS
IREDELL COUNTY DSS
LENOIR COUNTY DSS
LINCOLN COUNTY DSS
MARTIN COUNTY DSS
MCDOWELL COUNTY DSS
MECKLENBURG COUNTY DSS
NASH COUNTY DSS
NORTHAMPTON COUNTY DSS
ORANGE COUNTY DSS
PAMLICO COUNTY DSS
PENDER COUNTY DSS
PERQUIMANS COUNTY DSS
PERSON COUNTY DSS
PITT COUNTY DSS
POLK COUNTY DSS
ROCKINGHAM COUNTY DSS
ROWAN CO DSS
RUTHERFORD COUNTY DSS
SCOTLAND COUNTY DSS
STOKES COUNTY DSS
UNION COUNTY DSS
VANCE COUNTY DSS
WARREN COUNTY DSS
WILSON COUNTY DSS

Legislation on Low-Income Energy Assistance Program and Crisis Intervention Program

http://www.ncga.state.nc.us/enactedlegislation/statutes/pdf/bychapter/chapter_108a.pdf

§ 108A-25.4. Use of payments under the Low-Income Energy Assistance Program and Crisis Intervention Program. (a) The Low-Income Energy Assistance Program Plan developed by the Department of Health and Human Services (Department) and submitted to the U.S. Department of Health and Human Services shall focus the annual energy assistance payments on the elderly population age 60 and above with income up to one hundred thirty percent (130%) of the federal poverty level and disabled persons receiving services through the Division of Aging and Adult Services. The energy assistance payment shall be paid directly to the service provider by the county department of social services. The Plan for Crisis Intervention Program (CIP) shall provide assistance for vulnerable populations who meet income eligibility criteria established by the Department. The CIP payment shall be paid directly to the service provider by the county department of social services and shall not exceed six hundred dollars (\$600.00) per household in a fiscal year. NC General Statutes - Chapter 108A 12 (b) The Department shall submit the Plan for each program to the U.S. Department of Health and Human Services no later than September 1 of each year and implement the Plan no later than October 1 of each year. (2011-145, s. 10.56(a).)