

NOVEMBER 19TH & 22ND , 2021

CIP/LIEAP WEBINAR

Q&A

1. If someone is deemed disabled by SSA does that qualify as a CRISIS without additional medical verifications.

i No, being deemed disabled by SSA does not automatically qualify as a crisis. Energy workers need to evaluate the applicant's disability and if they are in a life threatening or health related crisis in relation to their heating/cooling source. Each case needs to be evaluated on a case by case basis.

2. During the Economic Program Committee Meeting it was mentioned that there would be a new priority group included in the 12-1-2021 applicants for LIEAP which would be households with a child or children age 0-5. Is this still a possibility or not?

i Households with children aged 0-5 is not a priority group for LIEAP this year. Due to the delay in the ability to spend ARPA dollars, this decision has been changed for the initial LIEAP automatically authorized payments.

3. Will the LIEAP Application be updated excluding the questions regarding resources?

i No, since this is just a temporary change the LIEAP application will remain the same. Resources must be removed from auto lieap apps.

4. For the automatic payments- if a household has moved to another county, do we withdraw the application or deny the application?

i The revised Auto LIEAP job aid is located in FAST Help named The Energy- Automated Payment for Low Income Energy Assistance Program LIEAP for a Specific Group. New guidance is listed below, please see job aid for further instructions. Any issues please submit a Help Desk ticket for NC FAST.

- If the LIEAP recipient reports the household has moved to another county, then the old county should not deny the application. Instead, have the recipient reach out to the new county to edit the application with their new address and provider details. Then, resubmit the application by confirming the changes. The application will then have to be authorized manually and added to a separate payment request.

5. Since the governor signed the budget, are we getting additional funding for LIEAP or are we still using the allotment sent to each county?

i The initial LIEAP payments will use the regular LIEAP funding allotments. Now that the budget is passed, counties will receive an additional allotment for regular funds. Notice of additional funding will be disbursed at a later date.

6. In a previous Dear County Director letter it mentioned possible pandemic LIEAP payments in 1/2022, is that still being considered?

i Yes, pandemic LIEAP payments is still being considered using ARPA funds. More information is forthcoming.

7. If application date is date of the interview, what do we do with epass applications? Especially if we cannot complete an interview?

i If an interview can not be completed, the application needs to be denied.

8. Without a DMA 5001 on file, how can we run their SS numbers?

i A DMA 5001 is only needed if OVS or OLV will be ran without the applicants signature. When an application is received through ePASS or by mail or fax, the application is already signed. When a household wants to apply via phone, a telephonic signature will be accepted. Therefore, the DMA 5001 is not needed.

9. What do we do if we cannot reach the CIP client for an interview?

i Send an DSS-8185 either asking them to contact you for an interview within the 2 business day deadline date or provide a date & time for an interview. If they do not respond within the 2 business days, deny the application. When they do contact you, re-open the application, change the verification date to reset timer, and process case.

10. What forms are required to be completed for a CIP application when using a telephonic signature?

i No forms are required for a telephonic signature. Documentation is required under the income support application, contact tab under notes. Documentation should include clients name, date, time of interview and client's response to indicating agreement with this telephonic signature.

11. For the automatically authorized LIEAP payments, what date will NCFASST authorize the applications?

i The authorization for the automatically authorized LIEAP applications will occur in NC FAST on 12/19/2021 (Sunday).

12. For CIP applications, the date of application is changed to the date the interview is completed. If this is a dual CIP/LIEAP app, do you have to separate the apps out since the application date can't be changed for LIEAP?

i The application date can be changed and will not have an impact on the LIEAP side of the dual application because the LIEAP timer counts from the application submission date. NC FAST is working to improve the dual application functionality in the near future.

13. Since we are not counting resources this year, do we still need to complete the DSS-8116-I eligibility worksheet?

i Yes. Refer to Energy Programs policy section 300.04,B.

14. When looking at our report for automatically authorized LIEAP Payment we see a duplicate client with 2 different vendors. Do we need to call this into HELP desk?

i Please reach out to your OST Representative and provide the application reference number(s) for this client. This information will be shared with the HSBIA Energy Business team for further analysis. A call to the help desk is not needed at this time.

15. Will automated payment approval notices be sent by central print or will we need to print and mail them out?

i The DSS-8107C approval notice will be sent via central print the same as they were done last year.

16. What is the last day to edit the LIEAP automatically authorized cases?

i 12/14/2021 is the last day county workers can make edits to the automatically authorized LIEAP applications in NC FAST.

17. Can Online Verification System (OVS) be used to verify wages for CIP and LIEAP?

i Online Verification System (OVS) can also be run in NC FAST and be used if income is current and representative. Representative means taking the OVS income and calculating the monthly amount. If this amount is comparable to the amount the client states, they received in the last 30 days then consider it representative and use this income as verification. If OVS does not return expected data, then the use of Online Verification (OLV) is allowed. If income is shown on OLV is not representative, use other forms of verification to verify the household's income.

18. Does income need to be converted for CIP and LIEAP?

i Yes, income must be converted for LIEAP to determine gross amounts. Actual income is used for CIP and does not require a conversion.

19. Is it required to run OLV/OVS on all auto lieap apps and update SSI/SSA on all auto lieap cases?

i No, just like last year's process only make income changes if the client reports them, including SSI/SSA Cola increases. Remove all resources from auto apps since this is not counted this year. Save changes and leave in submitted status for NC FAST to authorize.