



DEPARTMENT OF HEALTH AND HUMAN SERVICES
DIVISION OF AGING AND ADULT SERVICES

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November 27, 2017

DEAR COUNTY DIRECTOR OF SOCIAL SERVICES

ATTENTION: ADULT SERVICES SUPERVISORS AND PROGRAM MANAGERS

SUBJECT: LIEAP PROGRAM

As you prepare for enrollment for the Low Energy Assistance Program (LIEAP) on December 1, 2017, we would like to remind you of the process for verifying individuals who receive services through NC Division of Aging and Adult Services (DAAS) programs.

DAAS maintains information regarding individuals receiving services provided under the Home and Community Care Block Grant (HCCBG). 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 Department of Social Services (DSS) staff will need to access ARMS to search for LIEAP applicants to verify receipt of HCCBG-funded services. A list of DSS agencies with access to ARMS accompanies this letter. DAAS can quickly add other DSS agencies to ARMS as County Report Users.

How to obtain access to ARMS via the WIRM Portal:


- Provide the full name(s), phone number(s) and email(s) of data entry user(s) to:
David McPhun, Division of Aging and Adult Services at david.mcphun@dhhs.nc.gov.
David will assist you in gaining the access needed.

How to access ARMS Client Master List of HCCBG clients for LIEAP households:

- Access 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 attached screenshot.) This report will display all clients served by service, county and agency.
- The report can be printed or downloaded by selecting the active buttons in the top, left corner under “reports.”
- For assistance downloading reports, contact Linda Owens at linda.owens@dhhs.nc.gov or (919) 855-3449.

ARMS Report Client/Waiting List Screenshot:

Client/Waiting Lists

Name	Description
ZGA100	Client Master List- Active by County
 ZGA101	Client Master List - Provider Clients Served

Report - ZGA101

Client Master List - Provider Clients Served

Fiscal Year: ▼

Region: ▼

County: ▼

Provider: ▼

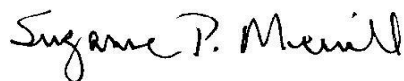
Service: ▼

REMEMBER

ARMS data is “real time” data therefore, all DSS agencies will have the capability within ARMS to obtain current and accurate information on HCCBG clients for LIEAP purposes.

Client information in ARMS is confidential; statewide Privacy and Security policies must be observed. Please share this information with only those of your staff that require it. Please contact Linda Owens if you have any questions.

Sincerely,



Suzanne P. Merrill
Director

SPM/jb/pg

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