



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

ROY COOPER • Governor

MANDY COHEN, MD, MPH • Secretary

SUSAN OSBORNE • Assistant Secretary for County Operations for
Human Services

January 13, 2021

Dear County Directors of Social Services

Attention: Energy Program Administrators, Managers and Supervisors

Subject: Low Income Energy Assistance Program (LIEAP) Processing Timeframe

Priority: Information and Action

I. General Information

As we continue to find ways to make programs more accessible to North Carolinians during Covid-19 and with the implementation of online Energy applications, we are extending processing time frames for LIEAP due to the increased volume of applications.

II. Policy Procedures and Requirements

LIEAP processing time frames are being changed from two business days to 10 business days. This will allow adequate time to process applications. Households will continue to have 10 business days to submit requested verifications and complete interviews. This update will apply to all LIEAP applications received via mail, fax, drop off, in person, and online.

Example: Applicant applies on 1/19/2021 for LIEAP and an interview is conducted. Caseworker pends application for proof of income. The applicant has until 2/2/2021 to provide verification. Verification is returned on 1/21/2021. Caseworker has until 2/4/2021 to process the application.

III. Implementation Instruction

An enhancement request has been submitted to NC FAST to update the processing time frames in the system. Until this change is complete, the Energy Pending Apps by Worker Detail Report in NC FAST will display LIEAP applications as overdue. LIEAP applications must be tracked manually to ensure LIEAP timeliness is met. Date stamp and document thoroughly in NC FAST the date verification is received. Monitors who conduct Management Evaluations will use this date to determine if LIEAP applications were pended correctly and processed timely.

NC DEPARTMENT OF HEALTH AND HUMAN SERVICES • DIVISION OF SOCIAL SERVICES • ECONOMIC AND FAMILY SERVICES

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IV. Effective Date

These policy changes are effective upon receipt with all LIEAP applications taken on or after 01/13/2021. Submit any questions regarding this policy to Operational Support Team (OST) at DSS.Policy.Questions@dhhs.nc.gov.

Sincerely,

A handwritten signature in blue ink that reads "David Locklear". The signature is cursive and somewhat stylized.

David Locklear, Deputy Director
Economic and Family Services Section

DL/js

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