



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

April 23, 2020

Dear County Directors of Social Services

Attention: Energy Administrators, Managers & Supervisors

Subject: Low Income Energy Assistance Program (LIEAP) One-time Supplement

Priority: Information & Action

The North Carolina Department of Health and Human Services is dedicated to assisting citizens in need and are exploring ways to maximize the Energy program funds. In this continued effort to help households across the state, the LIEAP program will be issuing a one-time supplement payment for all households that were approved for LIEAP benefits during the 2019-2020 application period. The one-time supplements are a result of excess LIEAP funds that were not utilized during the LIEAP season. Supplements will be paid directly to the household's primary heating vendor. The supplement amounts will be based on household size and approved LIEAP benefit amounts.

To ensure households receive their supplement payments, all LIEAP applications must be keyed and processed by April 30, 2020. A listserv was sent on April 1, 2020 regarding the keying deadline for LIEAP applications. The one-time supplements are scheduled to be issued by NC FAST on the night of May 11, 2020. A notice will be mailed to households informing them of the supplement payments. A report listing all households being issued the one-time supplement and the amount of the supplement can be found on a new report in FAST Help titled **NFOMD023P – Energy One Time Supplement Report**. This report will display the payment request reference numbers for payment request that were created for NC FAST. The payment request will need to be printed and given to the county finance office for payment processing, following the regular request for payment process procedures. Job aid-Energy-Payment Requests and Check Recording Process is available in Fast Help to assist with this process. **All payments must be processed on or before May 29, 2020 or payments will be deducted from 2020-2021 calendar year benefit amount.**

If you have any questions, please contact Operational Support Team (OST) at DSS.Policy.Questions@dhhs.nc.gov

Sincerely,

David Locklear, Deputy Director

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

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