



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

February 22, 2021

**Dear County Directors of Social Services**

**Attention:** County Directors of Social Services, Energy Administrators, Managers & Supervisors

**Subject:** Energy Programs Outreach Plan Follow-ups

**Priority:** Information & Action

The Energy Outreach Plans outline the measures each county committed to follow. These measures are to guarantee that eligible households are aware of the available assistance through the Energy programs. These outreach plans are targeted towards households with children under the age of five in the home, seniors aged 60 or older, and disabled individuals. Due to Covid-19, plans submitted for this year were focused around social distancing and contactless measures to ensure safety to these high-risk populations.

The Division is implementing a new quarterly follow up plan to help better monitor these outreach plans. This will help bring awareness to areas that need improvement and overall accountability to help maximize spending within the Energy programs.

The quarterly follow ups will be conducted in the upcoming months of March and June. A listserv will be sent the first business day of the month, instructing counties to fill out the Energy Outreach follow up form and submit by the 15<sup>th</sup> of the month. This short follow up form will reflect the progress of the outreach plans, pros and cons, and any recommendations or new ideas that can be implemented. The Energy Outreach follow up form is attached.

If you have any questions, please contact Jasmyne Simmons at [Jasmyne.Simmons@dhhs.nc.gov](mailto:Jasmyne.Simmons@dhhs.nc.gov).

Sincerely,

Carla West, Senior Director for Economic Security  
Division of Social Services, Economic and Family Services Section

CLW/js

**Attachments (1)**

Energy Outreach Plan Follow-up form

**EFS-FNSEP-21-2021**

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

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