



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**
Division of Social Services

ROY COOPER • Governor

MANDY COHEN, MD, MPH • Secretary

MICHAEL BECKETTS • Assistant Secretary for Human Services

DATE: October 29, 2018

TO: Dear County Directors of Social Services

ATTENTION: Energy Administrators, Managers & Supervisors

SUBJECT: Crisis Intervention Program Outreach Efforts

The North Carolina Department of Health and Human Services (DHHS), Division of Social Services is enhancing its efforts in outreach for the Crisis Intervention Program (CIP). CIP serves individuals and families experiencing or in danger of experiencing an energy crisis. Eligible households may receive up to \$600.00 per application per State Fiscal year to alleviate their heating crisis. Historically, at the end of the fiscal year, NC consistently reverts unspent dollars that could be used to assist our most vulnerable citizens. It is our goal to continue to expand our outreach efforts across the state to ensure all NC citizens are informed of the services offered under CIP. The Department will continue to explore the reallocation of CIP funds across counties as needed in early Spring 2019.

Our partnerships span across the State with organizations such as the Governor's Council on Aging, Community Action Agencies, Divisions of Mental Health, Public Health, Public Housing, Division of Aging and Adult Services, and various non-profit organizations. Counties are encouraged to partner with Community Action Agencies, United Way, rural health agencies, food banks, and other organizations within your communities to bring awareness to the CIP.

A press release will be issued statewide on October 30, 2018 by the DHHS Office of Communications. Communications will also push messages regarding CIP on social media, Facebook, and Twitter. We have attached a copy of a sample press release along with sample Facebook messages to assist in promoting the services available to potentially eligible households. We strongly encourage county departments of social services to make this information available to all citizens as well as partnering agencies.

If you have questions, please contact Arlisha Cooper by email or at Arlisha.Cooper@dhhs.nc.gov.

Sincerely,

David Locklear, Deputy Director

Attachments

EFS-FNSEP-25-2018

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

LOCATION: 820 S. Boylan Avenue, McBryde Building, Raleigh, NC 27603

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AN EQUAL OPPORTUNITY / AFFIRMATIVE ACTION EMPLOYER

Assistance Available for **INSERT COUNTY** Families Who Need Emergency Help Heating Their Homes

RALEIGH — **INSERT COUNTY DSS** is reminding **INSERT COUNTY** residents that funds are available for families who need emergency help heating their homes through the Crisis Intervention Program.

OPTIONAL: INSERT QUOTE FROM COUNTY OFFICIAL

The federally funded program helps households with low incomes who have a life-threatening or health-related emergency due to a lack of heating. Each household is individually evaluated, and if determined eligible for assistance, payments are made directly to the household's heating vendor.

To apply, individuals should contact their **INSERT CONTACT INFO**. Applications will be accepted until funds are exhausted.

To be eligible, a household must:

- Have at least one U.S. citizen or non-citizen who meets the eligibility criteria
- Have income equal to or less than 150 percent of the federal poverty limit; for example:
 - For a household of one, an income of \$18,210 or less
 - For a family of four, an income of \$47,070 or less
- Have a health-related issue that might be made worse without heat
- Have a utility bill that shows how much is owed to the utility company
- Be responsible for their heating cost

For more information on the program and eligibility, visit www.ncdhhs.gov/assistance/low-income-services/crisis-intervention-program.

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Possible social media posts

- Funds are available to qualifying households in **INSERT COUNTY** that may experience a health-related emergency due to lack of #heating or cooling. Learn more at www.ncdhhs.gov/assistance/low-income-services/crisis-intervention-program.
- As temperatures become colder, people become more susceptible to health-related issues. @NCDHHS has funds available to help eligible households in **INSERT COUNTY** experiencing life-threatening emergencies. Learn more at www.ncdhhs.gov/assistance/low-income-services/crisis-intervention-program
- As the temperature drops, some households may experience a life-threatening emergency due to lack of heating. Crisis funding is available to qualifying households in **INSERT COUNTY** to prevent this from happening. <https://www.ncdhhs.gov/assistance/low-income-services/crisis-intervention-program>.