



North Carolina Department of Health and Human Services  
Division of Social Services

325 North Salisbury Street  
2420 Mail Service Center • Raleigh, North Carolina 27699-2420  
Courier # 56-20-25

Beverly Eaves Perdue, Governor  
Lanier M. Cansler, Secretary

Sherry S. Bradsher, Director  
(919) 733-3055

November 22, 2011

**RE: Low Income Energy Assistance Program  
(LIEAP) Q & A Document**

Dear County Director of Social Services:

**Attention: Low Income Energy Assistance Program (LIEAP) and Crisis  
Intervention Program (CIP) Managers and Supervisors**

The Division has compiled a list of questions received from counties regarding the new Low Income Energy Assistance Program (LIEAP) policy. We condensed the questions into a Q & A document that counties may find useful as we approach the effective date of the new policy.

As policy is subject to ongoing changes, please note that the Q & A document should not be used in the place of your policy manual and some questions and answers may even become obsolete. Always refer to Administrative Letters and Change Notices for policy updates. If you have questions, please contact Erica Jennings at (919) 334-1145.

Sincerely,

A handwritten signature in cursive script that reads "Dean Simpson".

Dean Simpson, Chief  
Economic and Family Services Section

DS/ej

Attachment

**EFS-FNSEP-29-2011**