



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: November 21, 2018

TO: Dear County Directors of Social Services

ATTENTION: Energy Administrators, Managers & Supervisors

SUBJECT: Low Income Energy Assistance Program (LIEAP)

PRIORITY: For Information and Action Needed

As we prepare for the LIEAP to start on December 1, 2018, the Division is providing the following information, processes, and changes to assist with a successful implementation of the Program.

Outreach is one of the most essential functions of the work that we do with Energy Programs. All county outreach plans that were submitted have been approved. To assist with local outreach efforts the Division sent out communications to strengthen our partnerships across the state. Outreach efforts need to be continuous to strengthen partnerships with stakeholders who can assist with reaching households who are potentially eligible. The DHHS Office of Communications has developed a press release packet to assist with outreach, the press packet is attached to this letter. These tools will be beneficial to display in your agencies and share with stakeholders. A link to the LIEAP application will be included on the home page of ePASS for applicants to print, complete, and mail, fax, or take to their county departments of social services for processing.

The Division of Aging and Adult Services (DAAS) will verify individuals who receive services through their program. Reviewing this information is necessary to ensure that individuals that are receiving services through DAAS can apply during the priority period of December 1-31, 2018. Below are instructions to assist with accessing DAAS information.

DAAS link:

- DAAS – Maintains information regarding individuals receiving services provided under the Home and Community Care Block Grant (HCCBG). HCCBG services are reported and reimbursed through the Aging Resources Management System (ARMS). Information on other DAAS clients can be obtained through the Services Information System (SIS) and your own agency records.
- County Departments of Social Services (DSS) staff will need to access ARMS to search for LIEAP applicants to verify receipt of HCCBG-funded services. A list of DSS agencies with access to ARMS accompanies this letter. DAAS can quickly add other DSS agencies to ARMS as County Report Users.

How to obtain access to ARMS via the WIRM Portal:

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

MAILING ADDRESS: 2420 Mail Service Center, Raleigh, NC 27699-2420

www.ncdhhs.gov • TEL: 919-527-6300 • FAX: 919-334-1265

AN EQUAL OPPORTUNITY / AFFIRMATIVE ACTION EMPLOYER

- Provide the county, first, middle initial and last name(s), phone number(s), agency name, address and email and work title of data entry user(s) to: Linda Owens, Division of Aging and Adult Services at linda.owens@dhhs.nc.gov. Ms. Owens will assist you in gaining access to ARMS.

How to access ARMS Client Master List of HCCBG clients for LIEAP households:

- Access the WIRM portal at <https://wirm.dhhs.state.nc.us/>
- Provide user name and password
- Select the following: ARMS reports – Client/Waiting Lists – ZGA-101 Client Master List
 - Provider Clients Served. This report will display all clients served by DAAS services, county and agency.
- The report can be printed or downloaded by selecting print and/or buttons in the top, left corner under “Reports.”

ARMS Report Client/Waiting List Screenshot:

Client/Waiting Lists

Name	Description
ZGA100	Client Master List- Active by County
 ZGA101	Client Master List - Provider Clients Served

Report - ZGA101

Client Master List - Provider Clients Served

Fiscal Year: ▼

Region: ▼

County: ▼

Provider: ▼

Service: ▼

ARMS data is “real time” data therefore, all DSS agencies will have the capability within ARMS to obtain current and accurate information on HCCBG clients for LIEAP purposes. Client information in ARMS is confidential; statewide Privacy and Security policies must be observed. Please share this information with only those of your staff that require it.

If you have questions, contact Arlisha Cooper at 919-527-6309 or Arlisha.Cooper@dhhs.nc.gov

Sincerely,



David Locklear, Deputy Director

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Attachments (10)

DSS-8178L LIEAP Application English

DSS-8178L LIEAP Application Spanish

Sample Press Release (2)

Sample Social Media

Posters (4)

ARMS County Report Users

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