



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

November 15, 2019

Dear County Directors of Social Services

Attention: Energy Administrators, Managers & Supervisors

Subject: Low Income Energy Assistance Program (LIEAP) **Outreach Materials**

Priority: For Information and Action Needed

As we prepare for the LIEAP season to start on December 2, 2019, the Division is providing outreach information to assist with a successful implementation of the program. This information includes posters for LIEAP and CIP in both English and Spanish, Energy brochure and social media templates. Counties can print and distribute this information within your agencies and communities. The Division will not be printing these materials for distribution.

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. 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. A press release will be issued prior to December 2, 2019.

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 2 - 31, 2019. 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.

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

• 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:

• 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 or David McPhun, Division of Aging and Adult Services at linda.owens@dhhs.nc.gov, or david.mcphun@dhhs.nc.gov. They 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:



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 Robin Greenwald at 919-527-6322 or Robin.Greenwald@dhhs.nc.gov

Sincerely,

A handwritten signature in blue ink that reads "David Locklear". The signature is cursive and somewhat stylized.

David Locklear, Deputy Director

DL/rg

EFS-FNSEP-36-2019

Attachments (8)

DSS-8178L LIEAP Application English

DSS-8178L LIEAP Application Spanish

Sample Social Media

LIEAP Energy Brochure English

LIEAP Energy Brochure Spanish

LIEAP, CIP Posters English (3)

LIEAP, CIP Posters Spanish (3)

Arms County Report Users