



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 16, 2020

**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, the Division is providing outreach information to assist with a successful implementation of the program. Outreach is one of the most important functions of work incorporated within the Energy Programs. It helps to maximize the success of the programs through community partnerships. Outreach efforts need to be continuous to help strengthen these partnerships.

This information includes a LIEAP poster and CIP poster in both English and Spanish. Counties can print, display and distribute this information within your agencies, communities and share with stakeholders to reach potentially eligible households. The Division will not be printing these materials for distribution.

The LIEAP poster includes information about the automated payment. The CIP poster includes information regarding online energy applications that will be available January 2, 2021 allowing households to apply for Energy Programs through the ePASS portal. A link to the energy applications is included on the home page of ePASS for applicants to print, complete, and mail, fax, or drop off at their County Department of Social Services. These posters also inform potential applicants that physically coming into the agency to apply for LIEAP or CIP is not necessary or mandatory.

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, 2020. 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: Annette Bagwell or David McPhun, Division of Aging and Adult Services at [annette.bagwell@dhhs.nc.gov](mailto:annette.bagwell@dhhs.nc.gov) or [David.McPhun@dhhs.nc.gov](mailto: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 username 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 Jasmyne Simmons at 919-527-7253 or [Jasmyne.Simmons@dhhs.nc.gov](mailto:Jasmyne.Simmons@dhhs.nc.gov)

Sincerely,

A handwritten signature in blue ink that reads "David Locklear". The signature is cursive and includes a small mark at the end.

David Locklear, Deputy Director

DL/js

**EFS-FNSEP-37-2020**

**Attachments (4)**

- LIEAP Poster English
- LIEAP Poster Spanish
- CIP Poster English
- CIP Poster Spanish