



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

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

Michael F. Easley, Governor
Carmen Hooker Odom, Secretary

Pheon E. Beal, Director
(919) 733-3055

January 21, 2003

Dear County Director of Social Services:

**Attention: LIEAP Supervisors
CIP Supervisors
Services Supervisors**

Policy and Automation Staff of the Economic Independence Section, with input from a Crisis Intervention Workgroup comprised of State and county staff, have designed a web-based Crisis Intervention Program System to manage the Crisis Intervention Program (CIP) component of the Low Income Home Energy Assistance Program (LIHEAP). The goals of this project are to eliminate the DSS-4274, Crisis Intervention Program Report, track CIP funding at the State and individual county level, and allow counties to key applications on-line.

This system requires access through the Internet; therefore, it is important that counties prepare now to provide Internet access for supervisors and staff in order to operate this system. This new system must be used for all CIP applications taken beginning July 1, 2003. This eliminates the reporting burden for individual counties and will ensure that all data required for accounting and reporting is contained in the CIP System.

Non-profit agencies (such as crisis ministries, the Salvation Army, etc.), that contract with county departments of social services will also be able to access this web-based system. The CIP database will not be connected to the Energy System nor the Food Stamp Information System (FSIS); therefore, there will be no breach of confidentiality on client information.

We are preparing for the implementation phase for the CIP System on July 1, 2003. The following counties have been selected to participate in the pilot before State rollout: Clay, Haywood, Wake, and Guilford. The pilot period will run from March through April 2003.

Updates to the Energy Manual in EP-900, Crisis Intervention Program, will include policy on how to identify new households. This policy will be effective May 2003. User's instructions will be available June 1, 2003.

The State will provide training for the Program Integrity Representatives (PIRs) in February 2003. Your local PIR will contact you regarding training on the CIP System prior to July 2003.

If you have any questions regarding this letter, please contact Alice Smith or Sharon Barnes of my staff at (919) 733-7831.

Sincerely,

Wilbert R. Morris, Chief
Economic Independence Services

AMS/bh
EI-5-2003