



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

• 325 North Salisbury Street •

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Courier # 56-20-25 Fax 919-733-0645

Michael F. Easley, Governor
Carmen Hooker Odom, Secretary

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

December 5, 2006

RE: Crisis Intervention Program Requirements

Dear County Director of Social Services:

ATTENTION: Energy Program Supervisors

The winter months bring additional challenges to all county departments of social services as you assist citizens with a variety of services. The Crisis Intervention Program (CIP) is among those for which there is high demand for heating assistance. The purpose of this letter is to serve as a reminder of some of the basic procedural requirements for the CIP program. Current policy in Section 900 of the Low Income Energy Assistance Manual requires the following:

- **Application taking must begin on the first working day of July and continue until the CIP allocation is exhausted or until the end of the state fiscal year, whichever comes first. Everyone who wishes to apply must be given the opportunity to apply without delay.** If weather conditions or other circumstances demonstrate there is no crisis, deny the application. Do not delay application taking until a specific month and day. Scheduling appointments for CIP applications is not appropriate.
- **The applicant must be allowed to sign an application on the day he appears at the county department of social services or other agency responsible for taking applications.** There is no provision for taking only a certain number of applications per day or starting/stopping applications at a certain time of day. There is no requirement for applicants to have certain pieces of information with them in order to apply such as a doctor's note or current prescription bottle. Non-life threatening crisis applications can be held for up to 48 hours in order to allow time for the applicant to provide needed verifications. For life threatening crisis applications, the processing time frame is 18 hours.
- **When a request for assistance is received by mail or telephone from an individual who would have difficulty coming to the agency and a crisis is indicated, obtain the information for the application by telephone. Mail the application for a signature.** Count the processing time frame from the date the signed application is received in the agency.
- **If your CIP Program is contracted to another agency, you are responsible for ensuring that all procedural requirements are followed.**

Please contact your Food Assistance and Energy Programs Representative if you have questions.

Sincerely,

A handwritten signature in cursive script that reads "Jane Schwartz".

Jane Schwartz, Chief
Economic Services Section

cc: JoAnn Lamm
FAEP-15-2006