

**NOVEMBER 24, 2020  
ENERGY TRAINING 2020 WEBINAR  
Q&A**

**1. When a change notice is returned and it shows that a client has moved into another county and no longer has a local heating provider, what is done with those cases?**

**i** If a LIEAP applicant has moved to a new county, the old county should not deny the application. Instead, have the applicant reach out to their new county to edit the application with the new address and provider details. Then, the new county will resubmit the application by confirming the changes.

**2. If a client has a moratorium and comes in for CIP for their heating source, can we do an app since they have the moratorium which prevents them from being disconnected until after March 31, 2020.**

**i** If this client has a moratorium they are not in a crisis situation because services will not be disconnected while under a moratorium. Once the moratorium ends, the client can apply for CIP if they are experiencing a crisis situation.

**3. For LIEAP automated payment, do we need to change verification date in NC FAST to the date the info is updated.**

**i** Yes, change the verification date to the date the information is updated.

**4. If the county authorized a Pandemic LIEAP application by mistake, will the county need to process this for payment in December?**

**i** If an application has been manually authorized it will not be picked up in the automation batch on December 11<sup>th</sup>. For manual authorized applications, counties will need to create a payment request because manually authorizing the application cancels the automated payment request to be generated by NC FAST.

**5. If a CIP application is submitted on the weekend, what will be the date of application?**

**i** The date of application will be the next business day.

**6. Will there be a way to edit the CIP application date on ePASS since the CIP application date is the date of the interview?**

**i** Yes, workers will be able to edit the application date.

**7. Why do we have to send a manual DSS 8185, when NC FAST has one in the system that works correctly.**

**i** The DSS-8185 in NC FAST has not been updated and does not match the one on the website. Also, there is no CIP DSS-8185 or a Spanish version in NC FAST. Counties can use the DSS-8185 in NC FAST for LIEAP; however, for CIP, they will need to use the one located on the forms website.

**8. Can the utility bill be in someone else's name?**

**i** Yes. If the person's name on the utility bill is not in the household, the household will need to provide a written statement from the person whose name is on the bill stating that this household/household member is responsible for the utility bill.

**9. Can you have a CIP application pending and then add a LIEAP application?**

**i** No, the CIP application must be disposed first before adding an LIEAP application.

**10. With Energy ePASS; will applications be added to the existing energy income support?**

**i** Energy ePASS applications will not be added to existing energy income support. ePASS applications will generate a new energy income support. Workers will need to complete an energy benefit search to make sure they are adding the application to the new income support and not the existing one.

**11. Do we still have to conduct an interview with ePASS applications?**

**i** Yes, workers will still need to conduct an interview for both CIP and LIEAP ePASS applications.

**12. Is there anyway to get energy notices to print central print instead of having to print and mail ourselves?**

**i** Procedure will remain the same until further notice. This process takes time for NC FAST to develop; however, this may be a possibility in the future.

**13. If a client has a medical condition but can not alleviate crisis, can the application still be approved?**

**i** No, this application cannot be approved if CIP funding will not alleviate the crisis. Try to help the client find other resources to assist with heating or cooling costs.

#### 14. How do we handle a Pandemic LIEAP application with a deceased HOH and other household members are eligible? How can you remove the deceased HOH?

- i** Deny the application and complete an energy benefit search on the other eligible household member. Go to the household member's person page and key a new application. By doing this, it will create a new energy income support for the household without the deceased person. If the household is eligible, then you will need to manually authorize it. This is the only time workers should manually authorize a Pandemic LIEAP application. Since a worker is authorizing the application, this will be a separate payment request.

#### 15. How do we dispose of a Pandemic LIEAP application where one client has moved in with another client?

- i** Add either client to the other client's application. Once you add the client to the application of the household they have moved into, you must deny their original application. To add a new household member, edit application and re-submit changes. Leave application in pending status.

#### 16. Do we deny the Pandemic LIEAP application if there is only one person on the app and that person is deceased?

- i** Yes, if the only person on the case is deceased. Deny application.

#### 17. How do we handle applications that will not allow the workers to edit and gives an error message?

- i** Counties should submit a help desk ticket to get assistance with resolving issues with applications.

#### 18. Will there be an Energy ePASS training before January?

- i** Yes, NC FAST will conduct an Energy ePASS demo for the counties showing the client perspective and the worker perspective. This demo date will be forthcoming.

#### 19. If client has already received the Pandemic LIEAP and come in to apply for regular LIEAP how do we handle this situation?

- i** Workers need to explain to the client that they have already received their LIEAP payment for this year. If the client still submits an application, then deny application. The automated payment notice will inform households the automated payment will serve as their LIEAP payment this year and not to apply.

#### 20. Will workers be able to edit application date or just supervisors?

- i** Workers or supervisors should be able to edit the application date depending on the status of the application. If workers are unable to edit the application date, a supervisor should be able to.

#### 21. Why are the allotment amounts different between Pandemic LIEAP and regular LIEAP?

- i** Pandemic LIEAP and regular LIEAP are different funding types and follow different guidelines. Both funding allotment amounts are the same; \$300, \$400 and \$500 just the criteria is different. Pandemic LIEAP

allotment amounts are based on heating source type and regular LIEAP is based on household size and income.

## **22. How do we handle the updates of the Pandemic LIEAP applications?**

- i** When a client reports a change, edit the Pandemic LIEAP application. Re-submit with changes and leave application in submitted status.

## **23. Will approval letters be automatically generated and sent to clients for Pandemic LIEAP?**

- i** Yes, NC FAST will generate approval notices and send to clients automatically.

## **24. Will NC FAST automatically deny apps or will workers need to do automatically?**

- i** Workers need to deny any ineligible applications before December 4, 2020. Denial notices will need to be printed and mailed by workers.

## **25. Some counties never stopped receiving LIEAP applications from last fiscal year? How do you suggest they handle those situations?**

- i** Any application dated after March 31, 2021 will be denied. Counties should not be accepting applications outside of the LIEAP season from December 1<sup>st</sup>- March 31<sup>st</sup>.

## **26. What if we receive a notice back with no address. What should the county do?**

- i** NC FAST will process the application based on last year's information.

## **27. What is the procedure for Pandemic LIEAP applicants that have moved to a different county and vendors are not in our county?**

- i** If client has moved to another county, the new county should make the updates to the Pandemic LIEAP application and change the provider to the new one. The old county will not be able to submit these updates because the new provider will not show up for their county. Payment should be sent to the new provider.

## **28. What factors are considered for CIP when determining a crisis?**

- i** When determining a crisis, look at if the household will experience a life threatening or health related emergency related to a potential past due or disconnect notice. Consider factors like the outside temperature, household members ages, and medical conditions.

**29. Currently energy workers can not edit application dates, how will this be handled for ePASS?**

- i** If energy workers cannot edit application dates, the system allows energy supervisors to edit the date for Energy applications in NC FAST.

**30. How will the pending app report appear in regards to the ePASS CIP applications? Based on interview date, will these show as pending 1 or 2 days already?**

- i** The Energy Pending Apps report will display dates based on the application date/interview date, the last verification date, if the household is in a crisis, and the status of the energy source.

**31. CIP ePASS applications; if client does not complete an interview are workers suppose to deny or withdraw applications?**

- i** If the interview is not completed, deny application. CIP applications are incomplete without an interview.

**32. Can the DMA-5001 use telephonic signatures?**

- i** Telephonic signatures only applies to Energy Applications.

**33. If taking applications over the phone, do we still enter information into the system?**

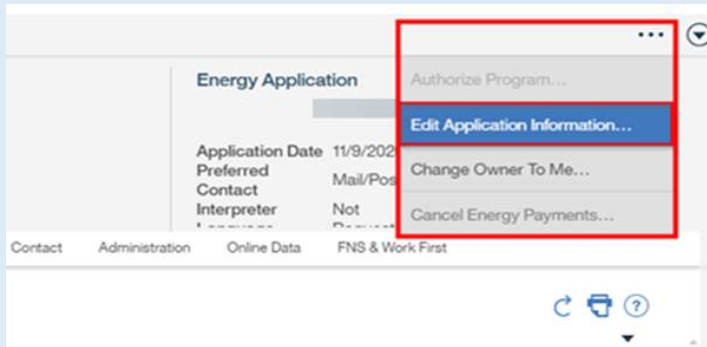
- i** Yes, applications must be keyed in NC FAST, regardless of how they are received.

**34. When will the approved payments for the Pandemic LIEAP clients show in the system?**

- i** Authorizations will display in NC FAST on December 7<sup>th</sup>. Payment requests will be generated. The Pandemic LIEAP Automated Payment Report will be available in FAST Help on or before December 11<sup>th</sup>.

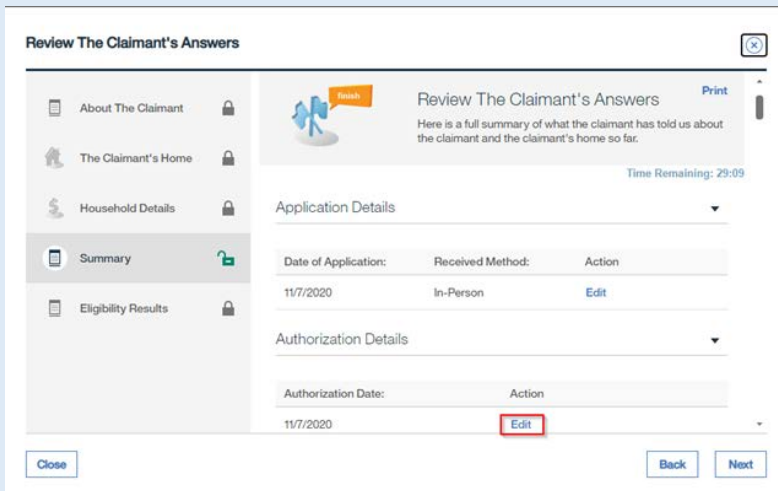
### 35. How do workers edit addresses on the application?

**i** Client addresses can be edited while in submitted status. This is the same for regular Energy applications that are in submitted status. Please see steps and screenshots below:



1. Click on **Edit Application Information** from the Action menu on the Energy Application screen.

2. On the Review The Claimant's Answers screen, click on **Edit** action for the Authorization Date.



3. Scroll down to the Address section on the Information About The Claimant screen.

Information About The Claimant

Let's get started! Please enter the claimant's personal details below. The claimant must enter the required items. Please note that you can submit the claimant's application at any point by selecting Close at the bottom of the page.

Time Remaining: 29:15

\* Indicates a required item

Application Details [Help](#)

Method of Receipt: \*

Application Date: \* 11/7/2020

Authorization Details

[Close](#) [Next](#)

4. Update address and click **Next**. Continue to click **Next** through the Eligibility Summary screen.

Information About The Claimant

Date the claimant signed the application or DMA-5001: \*

Name

First name: \* Middle initial: Last name: \*

Addresses

Apt/Suite: Street 1: \* Street 2:

City: \* State: \* Zip: \*

County: \*

[Close](#) [Next](#)

5. **Confirm** changes to resubmit the application. Leave the Pandemic LIEAP application in submitted status.

Update Application

Confirm Application Updates

In order to complete the changes to the case information, please select 'Confirm' below.

Changes cannot be applied if the application status is Withdrawn or Denied.

[Cancel](#) [Back](#) [Confirm](#)