



NC DEPARTMENT OF  
**HEALTH AND  
HUMAN SERVICES**

ROY COOPER • Governor

KODY H. KINSLEY • Secretary

SUSAN G. OSBORNE • Assistant Secretary for Human Services

April 27, 2023

**Dear County Directors of Social Services**

**Attention:** County Directors of Social Services, Energy Administrators, Managers & Supervisors

**Subject:** Energy Programs Outreach Plan (EPOP)

**Priority:** Time Sensitive, Action & Response Required

Each year efforts must be taken to ensure other state and governmental entities, or community-based organizations have been contacted by your agency regarding outreach and application processes for the Low Income Energy Assistance Program (LIEAP) and the Crisis Intervention Program (CIP). The EPOP outlines the measures taken by each county to ensure that eligible households are made aware of the assistance available through these programs. Each county must form an outreach planning committee that creates the opportunity for county-level collaboration to discuss and plan how to effectively reach county residents to inform them of the services provided by the energy programs.

Outreach plans should concentrate on households with children under the age of five in the home, seniors aged 60 and older, and individuals that are disabled. For convenience, planning committees can meet in person, via phone, and virtual meetings.

As instructed by the General Assembly of North Carolina Session Law 2014-100, Section 12J.1. (t), all LIHEAP Outreach plans must be approved by the local Board of Social Services/Human Services Board or local agency governing body prior to submission. It is required to include a signature of approval from your board and county director along with your plan.

Return this completed document no later than **Monday July 24, 2023**, via e-mail to Jasmyne Simmons at [Jasmyne.Simmons@dhhs.nc.gov](mailto:Jasmyne.Simmons@dhhs.nc.gov) and cc Emma Burgy at [Emma.Burgy@dhhs.nc.gov](mailto:Emma.Burgy@dhhs.nc.gov). If you have questions, please contact Jasmyne Simmons by email or Microsoft Teams.

Sincerely,

Allison W. Smith, Deputy Director  
Division of Social Services, Economic and Family Services

AWS/js

Attachment (1)  
Energy Programs Outreach Plans Form  
**EFS-FNSEP-13-2023**

**NC DEPARTMENT OF HEALTH AND HUMAN SERVICES • DIVISION OF SOCIAL SERVICES**

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