



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

May 17, 2021

Dear County Directors of Social Services

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

Subject: Energy Programs Outreach Plan

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 taking for the Low Income Energy Assistance Program (LIEAP) and the Crisis Intervention Program (CIP). The Energy Programs Outreach Plan (EPOP) outlines the measures taken by each county to ensure 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. Even with Covid-19 vaccinations and new CDC guidelines, it's encouraged to focus outreach plans around social distancing, especially for those that are high risk. Planning committees can meet via phone and online 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 26, 2021** via e-mail to Jasmyne Simmons at Jasmyne.Simmons@dhhs.nc.gov. If you have questions, please contact Jasmyne Simmons by email.

Sincerely,

Carla L. West, Senior Director for Economic Security
CLW/js

Attachment (1)
Energy Programs Outreach Plan Template

EFS-FNSEP-52-2021

NC DEPARTMENT OF HEALTH AND HUMAN SERVICES • DIVISION OF SOCIAL SERVICES • ECONOMIC AND FAMILY SERVICES

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