



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**
Division of Social Services

ROY COOPER • Governor

MANDY COHEN, MD, MPH • Secretary

SUSAN OSBORNE • Assistant Secretary for County Operations for
Human Services

August 5, 2021

Dear County Director of Social Services

Attention: Energy Program Administrators, Managers, and Supervisors

Subject: Revised HB630 CIP Timeliness Queries

Priority: Information Only

Previously, all Crisis Intervention Program (CIP) applications were required to be processed in either one or two business days, depending on the specifics of the crisis. The original House Bill (HB) 630 CIP Timeliness queries in the Client Services Data Warehouse (CSDW) were created based on the original policy. In October 2019, a change was made to the CIP policy which allowed two business days from the date of application for all required verifications to be received. The 1- or 2-day processing time now begins on the date the last verification is received within the DSS-8185 notification period.

At that time, there was additional work required in order to update the HB 630 CIP Timeliness queries in the CSDW. These revisions have now been completed and the HB 630 Energy Timeliness queries in CSDW have been revised as of July 12, 2021. The Due Date column in the queries is now calculated based on the date the final verification was received and entered into NC FAST.

As with the original HB 630 Energy Timeliness queries, there are two queries in this folder. The queries may be accessed through CSDW (<https://csdwportal.dhhs.state.nc.us/csdlwlogin/>) by using the following path:

- CSDW/Public Folders/DHHS Main Document/HB 630 Performance Measures/Energy

The two revised queries are as follows:

1. Statewide (Scheduled) Energy (CIP) Application Timeliness_v2
2. Energy (CIP) Application Timeliness for selected month and county_v2

The functionality of these queries is unchanged from the previous versions; the only change is to the calculations to determine the due date. The "Statewide (Scheduled) Energy (CIP) Application Timeliness_v2" query is scheduled to run automatically after the 5th business day of each month, and is the official version used to determine county timeliness for HB 630 reporting. No new information entered in NC FAST is updated in CSDW once this report is run. The "Energy (CIP) Application - Timeliness for selected month and county_v2" query allows counties to run data for only specified counties and dates and can be run at any time. However, the data in this query may vary from the Statewide query because the Statewide query is only run at a single point in time each month.

**NC DEPARTMENT OF HEALTH AND HUMAN SERVICES • DIVISION OF SOCIAL SERVICES •
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There are two more items to note regarding the revision of the Energy Timeliness query. These are as follows:

1. The history attached to the original Statewide query is no longer available. When the original query was removed, the history was removed with it. This should not be an issue, since the original query did not reflect the updated policy, and therefore the timeliness calculations were incorrect.
2. While the Energy (CIP) Application Timeliness for selected month and county_v2 query can be run for any specified month, it must not be used to calculate timeliness prior to April 10, 2021. A new "Due Date" column had to be created to take into account the date the last verification was received. That column was not implemented in NC FAST until April 10; therefore, any applications before that time will not have a value in this column. Because timeliness is calculated by determining if the Disposed Date was on or before the Due Date (timely) or after the Due Date (untimely), if the Due Date column is blank, the application will show as untimely.

DSS Operational Support Team (OST) will send revised Energy timeliness reports for January – April to counties.

Please email any questions regarding the Policy behind these changes to the DSS Operational Support Team (OST) at: dss.policy.questions@dhhs.nc.gov.

Any questions about the queries should be emailed to the Economic Services Performance Management Team at: dss.efsdatabequests@dhhs.nc.gov.

Sincerely,



Carla L. West, Senior Director of Economic Security
Economic and Family Services Section

CLW/jhs

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