



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

November 3, 2021

Dear County Directors of Social Services

Attention: Energy Program Administrators, Managers and Supervisors

Subject: Low Income Energy Assistance Program (LIEAP) Applications

Priority: Information and Action

On November 1, 2021, there was an error that occurred with the Low Income Energy Assistance Program (LIEAP) property in NC FAST that caused the LIEAP program to be turned on prematurely. This error allowed 72 households to submit applications prior to the December 1, 2021 start date. We apologize for the error which has now been corrected in NC FAST.

To correct the error, counties must manually deny any LIEAP application they received on November 1, 2021 and send a denial notice to households using denial reason "Application is outside of LIEAP season." Counties must also inform households that they can reapply during LIEAP season which will run from December 1, 2021 through March 31, 2022. A report is attached that identifies the households that submitted applications. Counties will use the standard NC FAST password to open the report.

If you have any questions, please contact Energy Program Consultant, Jasmyne Simmons at jasmyne.simmons@dhhs.nc.gov.

Sincerely,

A handwritten signature in blue ink that reads 'Carla West'.

Carla West, Senior Director for Economic Security
Economic and Family Services

CLW/js

Attachment (1)

LIEAP Applications keyed 11-1-2021

EFS-FNSEP-89-2021

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

LOCATION: 820 S. Boylan Avenue, McBryde Building, Raleigh, NC 27603
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