

# April In-Person Regional Meeting

## Question and Answer

### April 2024

#### Energy

- 1 If a client states they are homeless and they need blankets, how does the county purchase the blankets, and what would that process look like?

The exact process is determined within the county by the agency and county finance. Essentially the county would be registered as an Energy vendor, the county would take the application and could use an agency credit card to purchase the blankets, and the county would be reimbursed through direct deposit.

- 2 Does TANF Emergency Assistance & TANF Domestic Violence Emergency Assistance fall under WORK FIRST Policy?

We need clarification on whether TANF EA & TANF /DV falls under Work First policy because that would mean Energy Social Workers should also be WFFA Social Workers as well with Eligibility Worker Access instead of just Energy Workers Access in NC FAST.

We use TANF policy to determine eligibility for TANF/EA & TANF/DV & need to confirm this is correct. We use TANF forms. Please provide clarification.

The TANF/EA (Emergency Assistance) is not keyed into NC FAST so the IMC would only need access to add notes if the county plan requires that. The worker would need to be trained in WF Policy especially sections 003, 102, and 104 as well as the county plan. Work First Services (usually known as 200%) is keyed into NC Fast and the IMC would need to know WF Policy. It does not need to be a social worker for either Emergency Assistance or Work First Services (200%). These programs are usually administered by an IMC.

For Work First Cash Assistance (on-going Work First) and Benefit Diversion, the worker would need to know Work First policy and for on-going, the worker would need to be able to provide employment services. Some counties use an IMC for this and some use social workers.

- 3 Are households eligible for multiple space heaters/air conditioners if they have no heating/cooling source? Or can we only assist with one heater/air conditioner?

This would be determined by interviewing the client and determining the need. If the household has multiple members in separate rooms, there may be a need for multiple heating or cooling sources. The amount to purchase the heating or cooling sources cannot exceed the yearly max of \$600.00.