



NC Department of Health and Human Services

Energy Reminders

Continuous Quality Improvement Specialists

April 2024 In-Person Regional Meetings

Energy Updates



[This Photo](#) by Unknown Author is licensed under [CC BY-NC](#)

Homelessness and Energy Assistance

What type of Energy assistance would a homeless applicant be eligible for?

A homeless applicant would be eligible for blankets and warm clothing per Energy policy section 400.04D7 In-kind services such as blankets, space heaters, and warm clothing.

Space heaters would only be provided for households where the residence does not have a heating source, or the heating source is inoperable. Space heaters and other fuel types cannot be provided to individuals that do not have a residence.

Homelessness and Energy Assistance

What type of Energy assistance would a homeless applicant be eligible for?

A homeless applicant would not be eligible for any LIEAP assistance, as they do not have a residence with an active billable heating source.

LIEAP Denials When The Applicant Failed to Provide Verifications

When verifications are needed and a DSS-8185 is provided to the household, if the household fails to provide the verifications, the application is to be denied on the 11th day. Please see Energy policy section 300.06B2b.

LIEAP Applications Received Over The Holiday Weekend of March 29, 2024, through March 31, 2024

After additional research was conducted, the Division issued the following guidance on how to proceed with LIEAP applications received after close of business March 28, 2024, through Sunday, March 31, 2024, should be processed in accordance with LIEAP eligibility policy.

LIEAP Applications Received Over The Holiday Weekend of March 29, 2024, through March 31, 2024

Any application that was denied solely on the basis of being received outside of LIEAP timeframes as previously instructed, should be reopened and caseworkers should follow normal LIEAP processes in determining eligibility for the LIEAP program. If reopened cases are found to be ineligible due to other eligibility criteria, caseworkers should deny the application with the applicable denial reason.

LIEAP Applications Received Over The Holiday Weekend of March 29, 2024, through March 31, 2024

A report titled “*Denied LIEAP APPS Between March 29, 2024- April 4, 2024,*” is attached for counties affected by this new guidance. The report lists all applications that were denied for being submitted after March 28, 2024.

LIEAP applications that were received after close of business March 28, 2024, through Sunday, March 31, 2024, that are in pending status should be processed in accordance with LIEAP eligibility policy.

LIEAP Applications Received Over The Holiday Weekend of March 29, 2024, through March 31, 2024

If these cases are found to be ineligible due to other eligibility criteria, caseworkers should deny the application with the applicable denial reason.

Due to guidance changing for applications received during this time period, the last day for counties to process all LIEAP applications has been extended to Friday May 3, 2024.

LIEAP Applications Received Over The Holiday Weekend of March 29, 2024, through March 31, 2024

While our LIEAP policy states if March 31st falls on a weekend or holiday, resort to the last working day of the month, the press release that was posted to the public indicated applications would be accepted through March 31, 2024. Because of this, should there be any audit findings for these applications solely on the basis of the timeframe of the application being received and processed, these will be considered state responsible overpayments.

LIEAP Applications Received Over The Holiday Weekend of March 29, 2024, through March 31, 2024

Also, for any cases that are reviewed during the Management Evaluation process, CQI Staff will be instructed not to cite these cases as findings if the only discrepancies with these cases are related to the timeframe of the application being received and processed.



[This Photo](#) by Unknown Author is licensed under [CC BY-NC](#)