

Phase I - Module 4

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DSS & NC FAST Terminology Assessment

The beginning of the class should be devoted to a quick review of terms and then straight into the DSS & NC FAST Terminology assessment. Students should demonstrate knowledge through obtaining a passing grade.

The terminology assessments are located in the Module 4 folder alone with the answer key.

Core Functions Assessment

The Core Functions Assessment should be administered in class via the web. Each student will need to login into the Learning Gateway. Allow 1 hour to this assessment or until the last student is finished whichever comes first.

Introduction to Energy Assistance Program

The North Carolina Division of Social Services administers the following Energy Programs. Eligibility for these programs varies. To apply or for more information, please contact your county [Department of Social Services \(DSS\)](#) office.

What is LIEAP?

300.01 Low Income Energy Assistance Program (LIEAP)

The Low-Income Energy Assistance Program (LIEAP) provides a one-time annual energy provider payment to help eligible families pay their heating expenses.

The program starts December 1st and runs through March 31st or until funds are exhausted.

Priority groups can apply starting December 1st.

Eligible households must contain either:

- An elderly person aged 60 and above OR
- Person(s) with disabilities that receives services through the Division of Aging and Adult Services (DAAS).

From January 1st- March 31st all other applicants can apply.

NOTE: the priority group is still eligible during this time.

What is CIP?

400.01 General Information as of February 17, 2024.

The Crisis Intervention Program (CIP) assists individuals and families who are experiencing a heating or cooling related crisis. A household is considered to be in a life threatening or health related crisis if the heating or cooling source is disconnected, or the household is currently experiencing or is in danger of experiencing a life-threatening or health-related emergency due to lack of heating/cooling, and sufficient, timely, and appropriate assistance is not available from any other source. Life-threatening is defined as a household which has no heating or cooling source or has a disconnect, final or past due notice for their primary heating or cooling service and the health or well-being of a household member would be in danger if the heating or cooling crisis was not alleviated. Each household should be evaluated on a case-by-case basis to determine if there is a heating or cooling crisis.

If a household is disconnected or in jeopardy of disconnection and meet the CIP income requirements, they are eligible for CIP.

CIP is available year around as long as funds are available.

What does CIP pay for?

- Fuel oil
- Kerosene
- Past due electric bills
- Past due natural gas bills
- Deposits if tied to crisis situations
- Propane
- Wood
- Other heating/cooling needs (such as fans, window units, etc.)

Payments are made directly to vendors. The vendor must be on our vendor list showing that the county has made an agreement with them

Eligibility Requirements:

- Crisis – what is it, how do we verify, how should we document
 - Verify the crisis through copy of energy bill/contacting the energy provider.
 - Copy of the cut-off notice.
 - Any possible statements in NC FAST that are current.
 - Contact collaterals such as neighbors, vendors, landlords – if used document collateral’s name, statement and the date of statement.
- Household composition
 - Everyone who lives at the same residence unless it is known to be a boarding house or contain separate apartments.
- Identity
 - A valid social security number is required, when available, for each household member.
- Residency
 - Must be a NC resident.
 - Must apply in the county of residence.
- Citizenship status
 - Must contain at least one US Citizen or eligible alien who is admitted lawfully into the US.
 - Undocumented (Illegal) aliens are not eligible for CIP.
- Income
 - Verify income from check stubs, written statements, or verification by phone. Document all pertinent information.

Duke Energy Progress Share the Light Fund provides heating and cooling assistance to Duke Energy Progress customers who reside in a county served by the company.

Piedmont Natural Gas Share the Warmth Program provides heating assistance for households residing in a county that is served by Piedmont Natural Gas.

Wake Electric Round Up provides heating and cooling assistance to Wake Electric customers who reside in a county served by Wake Electric membership Corporation.

Haywood Electric Company's Helping Each Member Cope (HEMC) assists households with heating and cooling needs in counties that Haywood Electric Membership Corporation provides residential service.

Weatherization Assistance Program (WAP) and Heating and Air Repair and Replacement Program (HARRP) provide funds to local community action agencies for the purchase and

installation of materials to help make homes more energy efficient. Although these programs are partially funded through the Low-Income Home Energy Assistance Program (LIHEAP) Block Grant, they are administered through the Department of Environmental Quality (DEQ).

The Energy Assistance Program is currently housed in NC FAST and the Energy Provider Portal.

Income Base Periods

Ongoing Income - Unless otherwise stated, the base period for income is the month prior to the month of application

Terminated Income – If income is terminated on or before the date the applicant signs the application use **actual** countable income plus any new anticipated income to be received in the month of application. Do not count the source beyond the month the household received their final pay from the terminated source.

Child Support – Three months prior to the application.

Self-Employment – Base period is 12 months prior to the month of application. If business has not been in operation for 12 months, request all months for which the business has operated.

Current Income Received – Income received the month prior to the application month.

Representative Income – The employer is the same and the income verified is either “representative” of the received income or of the anticipated income in the application month.

Actual Income Received – Income based off the base period (prior month)

New Income – Determine if a payment will be received in the month of application. Use actual anticipated amount to be received.

What is the Energy Provider Portal?

The North Carolina Energy Provider Portal is a web-based tool that allows utility providers to quickly, easily, and accurately conduct their utility assistance activities.

The Energy Provider Portal offers several benefits:

- data is safe and secure, as well as easily reviewed
- conduct activities online without needing to make phone calls or travel to county offices in person

- quickly and easily send invoices to counties
- receive your payments faster
- sign or renew an energy assistance contract electronically within the portal with the ability to print out the contract
- access and view pending accounts online

Each month the Energy Provider Portal helps over 380 providers submit invoices so that they can keep helping our neighbors in need.

Searching for Persons

NOTE: All below classroom topics can be demonstrated by the instructor while progressing through each section.

Demonstrate in the community college environment of NC FAST

<https://ncfastcctraining.nc.gov/Curam/logon.jsp> how to search for clients. Students should be given the SSN guide and explanation on how to make up someone in this environment. As well students should also look up themselves but never to input their personal information to create a person in the environment. This can be used as an example for practice.

Students should go through the following searches in order to look up any person in the environment:

1. Social Security number
2. Name, gender
3. First 3 letters of first and last name, DOB, gender
4. Name, DOB, gender

NOTES:

- It can be helpful to also invert dual last names and put in opposite gender.
- A thorough search must be completed for all household members before they are registered and entering the application

Refer to the *Person Search* job aid.

Registering a Person

If the client searched for is not registered, then the register person process should be completed.

Refer to the *Registering Persons* job aid.

Person Page Clean Up

Complete the cleanup process on all members' person page. Make sure the address and phone number are correct and matching. If not, make the applicable changes before starting the application.

1. Click "Edit," the Edit Person window will pop-up.
2. Verify the registration date is correct.
3. Currency should be listed as "US Dollar."
4. Method of Payment should be "EBT Card."
5. Preferred Office must be selected as the current county.
6. Martial Status must match the most current information.
7. Ethnic Origin and Race can not be "Unreported" or blank.

The screenshot shows the 'Edit Person' form with the following fields and values:

- Registration Date:** 1/1/2015 (Arrow 1)
- Currency:** US Dollars (Arrow 2)
- Method Of Payment:** EBT (Arrow 3)
- Preferred Office:** Buncombe County (Arrow 4)
- Marital Status:** Single (Arrow 5)
- Race:** Black / African American (Arrow 6)
- Ethnic Origin:** Not Hispanic or Latino (Arrow 6)

Other fields include Sensitivity, Special Interest, Payment Frequency, Nationality, Heritage, Place of Birth, Country/Region of Birth, Indigenous Group, Federal Tribe State and Name, and Received Indian/Urban Indian/Tribal Health Service. A 'Comments' section is at the bottom. 'Save' and 'Cancel' buttons are at the bottom right.

Notes:

- Enter all other applicable information.
- Navigate to the "Evidence" Tab on the Person Page to edit any evidence types applicable.

Check the address

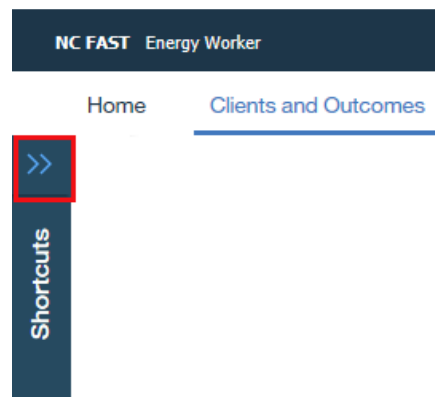
- Only one address can be "Primary." Toggle into the address to see if it's marked as primary. Edit the address to change it to primary.

- An address that shows a description of “...address is unavailable” can be deleted.
- You may delete a duplicate address if there is overlap.
 - Overlap is only allowed when the addresses and address types are different.
- Ensure that there are no gaps between addresses.
- Be sure that addresses match for all household members (St., Street, Drive, Dr., etc.)
- There should only be a Mailing address if the person does not receive mail at their private address.

Energy Benefits Search

The following instructions are the process to perform an Energy Benefits Search in NC FAST.

1. Perform an Energy Benefits Search to determine if the Head of Household previously received Energy Assistance benefits in NC FAST.
 - a. From the Clients and Outcomes tab, click the toggle to expand the Shortcuts pane.



- b. The Shortcuts panel expands. Click the **Searches** folder then select the **Energy Benefit** hyperlink.

Home Clients and Outcomes

Shortcuts <<

Registration >

Searches <

Person

Application

Appeal

Energy Provider

Energy Fund Balances

Energy Benefit

Energy Payments

Energy Payments >

- c. Enter the applicable search criteria for the Head of Household then click **Search**.

Energy Benefit Search X

Energy Benefit Search

Energy Benefit Search

Search Criteria

Reference

Additional Search Criteria

First Name Date of Birth

Last Name Gender

Search Reset

- d. The search results display. Click the **toggle** next to any result that has Yes in the Head of Household column. From here, the Energy worker can review information about Energy benefits received.

Energy Benefit Search

Energy Benefit Search

Time Remaining: 27:56* required field

This benefit information may not be a true reflection on the household's available benefit. Please check the applications under the Applications tab for this household to confirm actual benefits available.

Search Criteria

Reference

Additional Search Criteria

First Name Date of Birth

Last Name Gender

Search Reset

Search Results: NC FAST

Person	Case Reference	Last Application Date	Head of Household	Address	Gender	Date of Birth

Notes:

- If the Head of Household column contains Yes, determine what type (and amount) of Energy assistance has been received. If the Head of Household column reads Yes and the client is still eligible for CIP benefits (whether in the current fiscal year or not), follow the guidance outlined in the Subsequent Energy Assistance Applications job aid (instead of using the steps outlined in this CIP Application to Case job aid).
- If the Head of Household column contains No, continue to step 5 below.
- To examine the existing Energy Income Support case in detail, click the case reference number hyperlink. The Energy Income Support case is displayed in a new tab. An Energy worker should begin any subsequent Energy Assistance application (whether for CIP or LIEAP) from this page, not from the Head of Household's Person page.

Cited Sources

Buncombe County DSS Training Curriculum

NCDHHS Energy Programs Policy Manuals [EP Policies/Manuals – NCDHHS Policies and Manuals](#)

NC FAST HELP

https://ncfasthelp.nc.gov/FN_B/FN_B/server/general/projects/FAST_Help/FAST_Help.htm