



NC DEPARTMENT OF  
**HEALTH AND  
HUMAN SERVICES**

**ROY COOPER** • Governor

**KODY H. KINSLEY** • Secretary

**Susan Osborne** • Assistant Secretary for County Operations for  
Human Services

April 19, 2022

**Dear County Directors of Social Services**

**Attention:** Energy Administrators, Managers & Supervisors

**Subject:** LIEAP Underpayments

**Priority:** Information and Action Required

DSS Directors,

When running the LIEAP one-time underpayments as outlined in [Dear County Director Letter 25-2022](#), two (2) exceptions occurred that require attention. Please work the reports no later than 4/29/2022.

1. In January 2022, 51,000 LIEAP payment requests were created. When the batch ran (4/10/22) to create the payment requests for all the one-time LIEAP underpayments, it was determined that out of the 51k payment requests that 3,800 payment requests had never been issued in NC FAST. NC FAST is unable to determine if the county did not send a check to the provider **or** if the check was issued but the worker failed to log it into NC FAST per instructions. NC FAST added the one-time underpayment amount which results in the entire amount showing pending in the system. Report located in NC FAST as [220418 LIEAP Jan 2022 One Time Payment Never Issued By Counties](#)

**Example:**

January - \$300 payment request was created

4/2022 – County had not issued payment.

4/2022 – One-time underpayment/benefit amount of \$100 was added to case.

4/2022 – Currently there is a pending payment request for \$400

- If the county has already sent the original payment, then only the one-time underpayment amount needs to be sent to the provider. All payments need to be entered into NC FAST.
- If the county did not send the original payment, then the county needs to ensure the full amount of the original and one-time underpayment are

**NC DEPARTMENT OF HEALTH AND HUMAN SERVICES • DIVISION OF SOCIAL SERVICES**

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

MAILING ADDRESS: 2401 Mail Service Center, Raleigh, NC 27699-2401

www.ncdhhs.gov • TEL: 919-855-6335 • FAX: 919-334-1018

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issued and entered into NC FAST correctly. All payments need to be entered into NC FAST.

2. There are 21 cases that were found to have deceased HH member and other HH members that no longer meet the eligibility criteria. NC FAST created underpayments for those 21 cases. If the households no longer have any eligible members, then the caseworker should record the overpayment as appropriate. Report located in NC FAST as [220418 LIEAP One Time Underpayments Deceased Household Members](#)

Sincerely,



Carla West, Senior Director for Economic Security

CLW/rc

**EFS-FNSEP-29-2022**