



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

September 25, 2020

**Dear County Directors of Social Services**

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

**Subject:** Amended Low Income Energy Assistance Program (LIEAP) Automated Payment  
Admin Letter

**Priority:** Information and Action

This letter is to provide updated NC FAST information associated with the LIEAP automated payment and provide the registration link for the upcoming webinar.

Updated timeline of events:

- **November 2:** Counties will have access to a report that will be posted in FAST help. This report will list the clients that will be receiving the DSS-8106 LIEAP Automated Payment Notice on November 10<sup>th</sup>.
- **November 7-8:** NC FAST November release weekend. The NC FAST release will include the creation of the new fund name "Pandemic LIEAP", and the creation of the pre-populated automated payment application. Pandemic LIEAP funds will be added and loaded in the system. This release will create the functionality for caseworkers to edit information on pre-populated application in the system.
- **November 9:** All the pre-populated auto payment applications will display on the Energy Pending Apps reports.
- **November 10:** The DSS-8106 LIEAP Automated Payment Notice will be sent via NC FAST to potential eligible households that were listed on the FAST Help report available to counties on November 2.
- **November 25:** 10<sup>th</sup> business day due date for clients to return notice or report changes to counties.
- **December 4:** Due date for workers to have processed reported changes and deny any ineligible applications.

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

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AN EQUAL OPPORTUNITY / AFFIRMATIVE ACTION EMPLOYER

- **December 9:** NC FAST will generate approval notices and create payment request for counties. The LIEAP Automated Payment report will be generated.
- **December 11:** LIEAP Automated Payment report will be added to FAST Help for counties access.

Counties will have 30 days from December 11, 2020 to process provider payments.

As a reminder, once the report is available November 2<sup>nd</sup>, workers can proactively start contacting clients to determine if any information from their LIEAP application last year needs to be updated. From November 9<sup>th</sup>- December 4<sup>th</sup> all changes to pre-populated applications and denials should be processed in NC FAST.

Anyone who is not eligible for the automated payment can still apply for LIEAP. Households 60 or older or disabled receiving DAAS services can apply starting December 1, 2020. All households can apply starting January 1, 2021. LIEAP applications are accepted until March 31, 2021 or until funds are exhausted.

Online Energy applications for CIP and LIEAP will be available on ePASS starting January 1, 2021.

The Division is working with the Directors Association leadership to craft media releases to focus on alternative ways for citizens to apply for LIEAP and CIP due to the need for social distancing and to avoid large indoor gathering of people per the Governor's current Executive Order.

A webinar will be conducted on October 7, 2020 at 10 am to discuss in more detail the LIEAP Automated Payment. Please register for the LIEAP Automated payment webinar by clicking the link below:

<https://attendee.gotowebinar.com/register/2402658716419324427>

If you have any questions, please contact Jasmyne Simmons via email at [Jasmyne.Simmons@dhhs.nc.gov](mailto:Jasmyne.Simmons@dhhs.nc.gov)

Sincerely,



David Locklear, Deputy Director

DL/js

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