OCTOBER 7, 2020
LIEAP AUTOMATED PAYMENT WEBINAR
Q&A

1. What is the process if the original notice is returned mail or unable to locate?

Attempt to locate the households' correct address or phone number to contact client. If household cannot be located, do not deny the application. The application will be processed with last year's information.

2. What if there has been a change in energy provider and client does not report the change? Is there a process on how to get the payment back from the previous provider and sent to the new provider?

According to Energy Policy 300.12 if a household moves and leaves a credit with old energy provider, the settlement of the credit is between the household & provider. If the old provider is aware of the new provider, the credit balance can be forwarded to the correct provider. If the old energy provider is unable to contact household, the county is responsible for trying to locate the household and get the correct provider information. If not, the credit balance should be returned to the agency. The Energy – Overpayment and Underpayment job aid in FAST Help should be used to record returned payments and add the new Energy provider.

3. Will the county be cited with an error if client does not report Social Security COLA increase?

No, the county will not be cited with an error. Pandemic LIEAP guidelines are different from regular LIEAP guidelines and has more flexibilities. If nothing is reported, the automated payment will be processed with last year's information.

4. Will all applicants from 2019-2020 LIEAP be considered and added to the automated payment program if over 60 or disabled receiving DAAS yet did not apply until after January 1st instead of in December?

Yes, any application containing a household member age 60 or over or disabled receiving DAAS that applied and was approved between December-March of last year and meets the Pandemic LIEAP criteria will be considered.

5. When will counties receive the Media packets?

Media packets are being vetted for approval. Media packets will be sent to counties once this process is complete.

6. **When a client reports changes and worker updates pending application and the client remains eligible, does the worker go ahead and process application by approving it?**

ℹ️ *Workers are not processing or approving applications. Workers are only updating changes on the application and confirming those changes. The application will remain in pending/submitted status. On December 9th NC FAST will authorize the application in a batch process.*

7. **If there are no changes to the app, will workers have to do anything in NC FAST?**

ℹ️ *If no changes are reported, the worker does not have to do anything in NC FAST. The application will remain in pending/submitted status. On December 9th, NC FAST will authorize the application in a batch process.*

8. **If the client has a different heating source than electric, when answering yes to the question in NC FAST, the system gives an error in CIP and last year in LIEAP. Will this be corrected?**

ℹ️ *The caseworker should be able to add the new non-electric heating provider without receiving any errors. An electric provider details should be added if the electric vendor question is answered Yes (by default).*

9. **Some of the vendors in our county have setup a 6-month payment plan with clients. Will the LIEAP payment go towards the past due or current bill?**

ℹ️ *The payment will be credited to the client's account. How the money is applied is up to the vendor.*

10. **If a vendor did not return the vendor agreement for this year, will the payment be automatically sent to the vendor or should the clients select a new vendor?**

ℹ️ *The County needs to contact that vendor ASAP to get new vendor agreement for this year. The payment is not automatically sent from NC FAST. This process is still done outside of NC FAST.*

11. **Will the authorizations be done in a batch process similar to the LIEAP one time supplements last year?**

ℹ️ *Yes, the batch authorizations will be done similar to the one-time payment. There will be no individual payment authorizations.*

12. If we are unable to verify the changed income, do we deny the application?

No, do not deny the application. *The worker needs to use other resources to verify such as FNS, MA, WFFA or OVS. If these resources can not verify the changed income, use client statement as a last resort.*

13. If the head of household's preferred language is Spanish, is there a Spanish notice?

Yes, there is a Spanish notice available.

14. Are we taking client's statement for all income for LIEAP?

The worker needs to use other resources to verify income such as FNS, MA, WFFA or OVS. If these resources can not verify the client's income, use client statement as a last resort. Do not deny the automated payment application because of failure to verify information.

15. What if the client has moved counties since last year?

This process will be outlined in the Automated Payments job aid that will be shared with counties on FAST Help prior to the functionality going into the system.

16. Will the automated notice be sent regardless if the client was approved or denied last year?

Notices will be sent to anyone approved for LIEAP last year and meet automated payment criteria. Denied households from last year can apply for regular LIEAP from December-March or until funds are exhausted.

17. If we get an application notice that is not updated and client does not report changes but based on up to date FNS or other programs, the information shows as changed. Do we make changes?

Only make changes the client reports. This will not be an Agency error.

18. What month did you select the active FNS cases for the payment?

The client must have an active FNS/SNAP case as of October 31, 2020. The automated payment process will begin November 2, 2020.

19. Will the updated income be based on FNS current info?

If the household reports an income change, yes FNS current information can be used.

20. For applications with deceased head of household, will we rekey the app if the rest of the household meets requirements? Normally NC FAST would not allow the change of head of household.

> ℹ️ *NC FAST is testing this. When testing is complete, NC FAST will provide instructions or job aid.*

21. For all clients with Social Security, do we have to update all the applications to reflect the current SS income.

> ℹ️ *No, only update the client's social security income if the client reports the change.*

22. Are the issues with the Energy Sandbox going to be resolved prior to November?

> ℹ️ *County needs to specify the issues. If the county has not submitted a help desk ticket already, they should to get assistance with Energy Sandbox issues.*

23. If a head of household is deceased, will the system not pick that up and not generate an application?

> ℹ️ *If the head of household is deceased and there are no other household members that meet the Pandemic LIEAP criteria, the system will skip these clients and not create a new LIEAP application.*

24. What if an account is closed?

> ℹ️ *If the closed account is found after the payment has been sent to the Energy provider, counties should record the returned check using Energy – Overpayment and Underpayment job aid in FAST Help.*

25. Will we need to run OVS on applications?

> ℹ️ *Yes, if a change is reported and you need to verify information. OVS can be used for verifications for automated payment applications and regular LIEAP applications. If no change is reported, you do not need to run OVS on automated payment application.*

26. Since clients can apply online, fax, etc., what do we use for date of application?

> ℹ️ *For this process all automated payment notices are going out on November 10th. For regular LIEAP, the application date is the date the signed application is received by the county.*

27. What if it is a vendor, we no longer do business with?

> ℹ️ *Counties will need to contact the client to find out if they have a new vendor to use. If the client reports a new vendor, worker can edit the application and change the provider before December 9th.*

28. What do we do if client does not provide verification? Do we process or deny app?

ℹ️ *The worker needs to use other resources to verify such as FNS, MA, WFFA or OVS. If these resources can not verify, use client statement as a last resort. Do not deny the automated payment application because of failure to verify information.*

29. Based on LIEAP policy section 300.04D we allow 10 business days for client's to provider verification. What if the client submits the application on the due date and does not have time to provide verification? How will this be handled?

ℹ️ *The worker needs to use other resources to verify such as FNS, MA, WFFA or OVS. If these resources can not verify, use client statement as a last resort. Do not deny the automated payment application because of failure to verify information.*