

LIEAP One-Time Supplement Q&A

1. **Question:** What are the amounts?

Answer: Households that received LIEAP	Amount of their One-time supplement
\$300.00	\$10.45
\$400.00	\$13.94
\$500.00	\$17.42

2. **Question:** Will there be a funding authorization for this money and when can counties expect it?

Answer: Funding Authorization is anticipated to be completed and sent to counties on May 8, 2020.

3. **Question:** We do not have funding in our systems to pay vendors and may not be able to process all payments by May 29th.

Answer: The remaining unused LIEAP money from across the state will be redistributed as needed to cover each county's one-time payment supplements. The County Finance offices will likely have a deadline prior to May 29 in order to process on the May Ledger. Local DSS management will need to discuss internal deadlines with their finance office.

4. **Question:** 1571 purposes, will we still use app code 352 to claim reimbursement for these payments? Will the additional funding be added to the 411 report?

Answer: App code process will not change with 1571 reporting. The 411 report will have all the changes.

5. **Question:** Will counties have to enter the check number in NC FAST? Does the check number need to be entered into the system by May 29th? Can Counties go back and enter check numbers?

Answer: Yes, check numbers will need to be entered into NC FAST, but they do not have to be entered by May 29th. Payments need to be made by May 29th and counties have up to 30 days to record check numbers.

6. **Question:** How many applications are on one payment package?

Answer: Up to 200

7. **Question:** Will the payment packet be sorted by vendor?

Answer: When the report is received, counties will need to filter and sort the report by vendor, then print and provide to your finance office.

8. **Question:** If we receive a supplement for an account that has already been closed, do we send the payment to the vendor or mark it off the payment request?

Answer: If counties are aware that an account is closed, the payment should be excluded from the payment request. Keep in mind, a notice will be sent to that household informing them that a supplement will be sent to that provider for the account.

9. **Question:** If payments are returned, how do we reissue to the correct vendor?

Answer: Any returned payments should be handled Job Aid in NC FAST Help; Energy Underpayments and Overpayments provides instructions for this process.

10. **Question:** If we already know that the client is not using that provider anymore, do we still send the check to that provider?

Answer: No, send to the current provider the client is using.

11. **Question:** If client has passed away since they received LIEAP, how do we handle that? And where do we document this?

Answer: The one-time supplement would be considered an overpayment. Please refer to Energy Underpayments and Overpayments Job Aid in NC FAST for instructions. Enter notes under the communication tab on the LIEAP application.

12. **Question:** Is communication going out to Vendors to notify them of supplement payments?

Answer: No, the state office will not be sending out a communication to vendors, however counties may want to notify their vendors about the upcoming payments.

13. **Question:** Where will the presentation/PowerPoint be posted? And when? Will counties get notified or sent email link?

Answer: A Listserv will be sent on May 8, 2020 with instructions on where to find these postings.

14. **Question:** How will the wood recipients receive their supplement? Wood vendors may not make deliveries for small supplement amounts, this will not benefit client. Can we just not do supplement for people that heat with wood?

Answer: All households that were approved during the LIEAP season will receive a supplement regardless of the heating source. Counties are encouraged to make contact with the wood vendor to explain the process and inquire if a delivery can be made for the supplement amount.

15. **Question:** Can vendors be changed in NCFast? How do we make vendor corrections?

Answer: Once an application has been disposed and it's determined that the wrong provider was added, please refer to the Energy - Canceling a Pledged Payment job aid.

16. **Question:** What if vendor is no longer contracted with county? Can supplement payments be issued for those clients? Or if a vendor passed away, can client choose another vendor?

Answer: The supplement payment will only generate for the energy provider listed on the regular LIEAP application. If the energy provider has a terminated contract with the county or is deceased, the payment line item should be removed from the payment request. Currently, there is no way in the system to issue supplement to a different provider.

17. **Question:** What is the \$100.00 safeguard the state is providing to each county?

Answer: Each county will be provided a financial safeguard amount of \$100.00. This will remain in the county's LIEAP allotment amount after the one-time payments are paid

out. The financial safeguard should be used for hearings, audits, underpayments and errors to regular LIEAP applications.