

**DSS ADMINISTRATIVE LETTER NO. ECONOMIC AND FAMILY SERVICES 3-2020
EFS_EA_AL-3-2020**

Food and Nutrition Services

TO: County Directors of Social Services
ATTENTION: Energy Program Administrators, Managers and Supervisors
DATE: March 25, 2020
SUBJECT: Crisis Intervention Program (CIP) Application Requirements
EFFECTIVE DATE: Upon receipt

I. GENERAL INFORMATION

In a continued effort to serve the citizens of North Carolina, our goal is to continue to find ways to modify policy and procedures to serve as many households as possible. The purpose of this letter is to provide clarification regarding disconnect notices to receive CIP assistance. Applicants are no longer required to provide a disconnect notice when applying for CIP. A final notice or past due utility bill can be used.

II. POLICY PROCEDURES AND REQUIREMENTS

Applicants applying for CIP can present a final notice or past due utility bill and must have a life-threatening or health related emergency to potentially be eligible for crisis funds. Each household should be evaluated on a case by case basis. All other eligibility guidelines and processing timeframes must be followed.

III. IMPLEMENTATION INSTRUCTIONS

Verify eligibility for assistance and that a crisis exists. Use the DSS-8185 to request any required information. Applicants have two business days to return requested information for CIP. Once requested information is received, prescribed processing times begin for households with services disconnected and households with services subject to disconnection.

IV. EFFECTIVE DATE

These changes are effective upon receipt with all CIP applications taken on or after March 25, 2020. Submit any questions regarding this policy to Operational Support Team (OST) at DSS.Policy.Questions@dhhs.nc.gov.

Sincerely,



David Locklear, Deputy Director
Economic and Family Services

DL/jhs