

CHANGE NOTICE FOR MANUAL

DATE: December 1, 2011

MANUAL: Energy Programs Manual

TO: County Directors of Social Services

CHANGE NO.: 3-2011

SUBJECT: Crisis Intervention Program (CIP) System Instructions, Data Entry Instructions, and Reports

EFFECTIVE DATE: December 1, 2011

I. BACKGROUND

The purpose of this change notice is to provide instructions for the Crisis Intervention Program (CIP) system, and to update the procedures for assigning a new password in the Energy Programs training website.

DSS Administrative Letter No. Performance Management/Reporting and Evaluation Management 03-11, dated November 16, 2011, Instructions for the New Energy Program, is now obsolete.

II. SPECIFIC CHANGES

- A. Section EP – 905 - Crisis Intervention Program (CIP) System Instructions, is being revised to:
1. Change Section EP 905 to EP 600.
 2. Change EP 905.01 – General Information to EP - 600.01 - General Information.
 3. Change EP 905.01, A. What is the Crisis Intervention Program (CIP) to Energy Programs and to include Low Income Energy Assistance Program in the general statement.
 4. Change EP 905.02 System Access to 600.02.
 5. Change EP 905.02 A. How to Obtain Access to EP 600.02 A., and to update instructions for requesting system access.
 6. Change EP 905.02 Log On Procedures – To log into the CIP training site - 1. to 600.02 1 and to update the website link.

Added the statement "A password is case insensitive, may be alpha, numeric, or a combination, and must be a minimum of 8 characters. Special characters may also be used.

7. Change EP 905.03 Navigation through the CIP System to EP 600.03 Navigation through the EP system.
8. Change EP 905.03 A. to EP 600.03 A. and to include the Energy Programs Main Menu screen.
9. Change EP 905.03 B. to 600.03 B. and to include the Search Fields screen.
10. Change EP 905.03 C. to 600.03 C. and to include the Search Results screen.
11. Change EP 905.03 D. Individual List Screen to EP 600.03 D. and to include the Individual List screen.
12. Change EP 905.03 E. Application List Screen to EP 600.03 E. and to include the Application List screen.
13. Change EP 905.03 F. How to Enter a New CIP Case to EP 600.03 F. to How to Enter a New EP Case and to include the screen.
14. Change EP 905.03 F. 1. SSN Social Security Number to 600.03.F and to delete "leave the field blank" and to add enter zeros.
15. Change EP 905.03 G. How to view a CIP Application to 600.03 G. How to view an EP Application and to include the screen.
16. Change EP 905.03 H. How to Enter a New CIP Application to EP 600.03 H. and to include the New CIP Application screen.
17. Change EP 905.03 H.1. c., Amount Requested, to EP 600.03 H 1.c. and to change the maximum amount that can be requested from \$1000 to \$600.
18. Change EP 905.03 H. 2. to EP 600.03 H 2. as follows:
 - a. Delete the paragraph, "A confirmation message appears to indicate that the system received the information and the status of the member list, if one was brought forward into the new application".
 - b. Add the new paragraph, "A VIEW Application screen is displayed with the message ADD Successful and the system-assigned application number. Click on OK to bring forward the Other Household Member List section".

19. Change EP 905.03 I., How to Enter a Member of the Household from the View Application Screen, to EP 600.03 I. and to include all applicable screens.
 20. Change EP 905.03 J., Determine Eligibility from the View Application screen, to 600.03 J. and to include all applicable screens.
- B. Section EP 905.04 How to Produce Standard Reports – An Overview is being revised to:
1. Change EP 905.04 to EP 600.04.
 2. Change EP 905.04 A. 1. Applications Keyed Listing to EP 600.04 A. 1. – add c. Funding Type and to change item c., d., and e. to d., e., and f.
 3. Change EP 905.04 B. 1. Applications Keyed Summary to EP 600.04 B. 1. and to add c. Funding Type.
 4. Change EP 905.04 C. 1. County Staff Listing to EP 600.04 C. 1. added Search Criteria (by county) and renumbered items 1 and 2.
 5. Change EP 905.04 C. 3. to EP 600.04 C. 3. and to add g. Access Begin Date.
 6. Change EP 905.04 D.1. County Funding Listing to EP 600.04 D. 1. Search Criteria by county and to add a., b., and c.
 7. Change EP 905.05 Utilities to 600.05.
 8. Change EP 905.05 B. Vendor/Client Based Corrections to EP 600.05 B. Application Adjustment Corrections.
 9. Change EP 905.06 Questions About the DSS Crisis Intervention Program System to EP 600.06 Questions About the DSS Crisis Intervention Program System and Low Income Energy Assistance Program System.
 10. Change EP 905.07 HELP to EP 600.07.
- C. Update EP 620.02 System Access B. Logon Procedures 2. to include instructions for assigning a new password in the Energy Programs training website.
- D. Section EP 430 Data Entry Instructions has been changed to EP 630 and revised as follows:
1. Change EP 430.01 General Information to EP 630.01.

- a. Advise that update access for the LIEAP System (EP01) is limited to STATE OFFICE staff only. Inquiry access is available to others as appropriate.
 - b. Advise that effective December, 2011, LIEAP applications are completed through the Energy Programs System. These instructions may be used for inquiry functions only.
- 2. Change EP 430.01 C. Security to EP 630.01 C. Security and to advise that Security Control Officers no longer call DHHS Customer Support for security access, but submit an e-IRAAF for a RACF USER ID and password. Customer Support is to be called if there are security issues after the RACF ID and password has been assigned.
- 3. Change EP 430.02 System Access to EP 630.02.
- 4. Change EP 430.03 Data Entry to EP 630.03.
- 5. Change EP430.04 A. Initial DSS-8114 to EP 630.04 A. and to advise that the DSS-8114 is obsolete effective December, 2011.
- 6. Change EP430.05 Distribution to EP630.05.
- 7. Change EP430.06 Data Entry Menu to EP630.06.
- 8. Change EP430.07 Entering the DSS-8114 to EP630.07.
- 9. Change EP430.08 DSS-8123, Energy Supplemental Form to EP630.08.
- 10. Change EP430.09 Inquiry to EP 630.09.
- E. Section EP 435 Reports has been changed to EP 640 Reports. The following changes have been made to this section:
 - 1. Change EP-435 General Information to EP 640 Reports and to advise that effective December, 2011 LIEAP applications are completed through the Energy Programs System.
 - 2. Advise that DHREPA Reports are no longer generated through EP01 but through the Energy Programs System or Client Services Data Warehouse (CSDW). Reports listed in this section may be available for prior years.

III. INSTRUCTIONS FOR MAINTENANCE OF THE ENERGY PROGRAMS MANUAL

To maintain your current hard copy of the Energy Programs Manual:

- 1. Go to the DSS On-Line Manuals Change Notice website at <http://info.dhhs.state.nc.us/olm/manuals/dss/ei-40/chg/>
- 2. Click on Change No. 3-2011

3. Click on the "[CN 3-2011](#)" and attachment links at the bottom of the page to print the Change Notice and the attached documents.
4. Open the files using Adobe Acrobat Reader and print the pages. Insert or replace the appropriate pages in your current hard copy as indicated below.

Note: Adobe Acrobat Reader may be downloaded for free at <http://www.adobe.com/>

To update your current hard copy of the manual:

<u>REMOVE</u>		<u>INSERT</u>	
<u>SECTION</u>	<u>PAGES</u>	<u>SECTION</u>	<u>PAGES</u>
905	1-22	600	1-31
620	1-2	620	1-4
430	1-29	630	1-27
435	1-6	640	1-6

If you have any questions, please contact the DSS Information Support Staff at (919) 733-8938.

Sincerely,



Hank Bowers, Chief
Performance Management/Reporting &
Evaluation Management Section

HB:pl
Attachments
[EP_CN3-2011](#)
[EPs600](#)
[EPs620](#)
[EPs630](#)
[EPs640](#)