

DSS ADMINISTRATIVE LETTER NO. ECONOMIC AND FAMILY SERVICES No. 12-2010
LIEAP Overpayments (October 11, 2010)
(Low Income Energy Assistance Program)

TO: County Directors of Social Services

ATTENTION: Low Income Energy Assistance Program
Managers and Supervisors
Program Integrity Managers and Supervisors

DATE: October 11, 2010

SUBJECT: LIEAP Overpayments

EFFECTIVE: November 1, 2010

I. GENERAL INFORMATION

The purpose of this letter is to provide policy changes regarding LIEAP cash repayments and returned uncashed checks.

II. POLICY PROCEDURES

For current and prior year client responsible overpayments in LIEAP, if an uncashed LIEAP check is returned by the client, please return it to the DHHS Controller's Office. If the client returns cash, please submit a DSS-1656 Refund Receipt along with a County check to the DHHS Controller's Office at:

Program/Benefit Payments Section
DHHS Controller's Office
2019 Mail Service Center
Raleigh, NC 27699-2019
Attention: Debbie Hawkins

III. IMPLEMENTATION INSTRUCTIONS

This policy is effective November 1, 2010. This change is effective with each application and change in situation taken on or after the effective date of this letter.

If you have any questions, please contact your Food & Nutrition Services and Energy Programs Regional Team; if the regional team is unavailable, contact the Economic and Family Services Help Desk at DSS.EFSHD@dhhs.nc.gov

Sincerely,



Dean Simpson, Chief
Economic and Family Services