

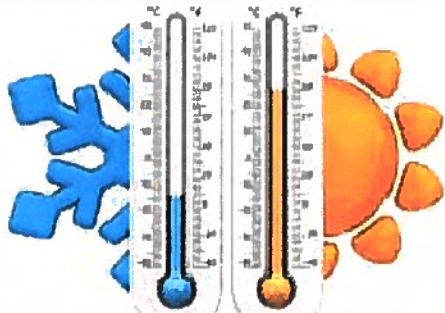
## DSS Mission

We stand united to strengthen individuals and families and to protect children and vulnerable adults. We collaborate with our community partners to provide programs and services which engage our customers in improving their quality of life.

## DSS Vision

For Our Customers... We envision our customers as partners, motivated and empowered to improve the quality of their lives. For Ourselves... We envision our Department as a catalyst for improving their quality of life through teamwork, partnership, forward thinking, and cutting-edge service delivery.

## *Families Helping Families*



**Cumberland County DSS  
Hours of Operation  
Monday—Friday  
7:30a.m.—5:00p.m.**

**The Energy Program is  
located on the  
2nd Floor**

**Inquire at Reception  
Desk 23**

### Cumberland County Dept of Social Services

1225 Ramsey Street  
P.O. Box 2429  
Fayetteville North Carolina 28301  
Phone: 910-323-1540  
Fax: 910-677-2801  
E-mail: 160@ccdssnc.com

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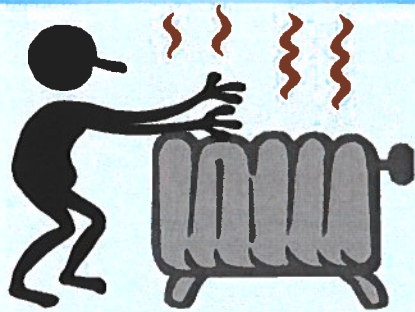
# **Crisis Intervention Program (CIP)**



**CUMBERLAND  
★ COUNTY ★**

**NORTH CAROLINA**

**DEPARTMENT OF SOCIAL SERVICES**



**Crisis Intervention Program**

The Crisis Intervention Program (CIP) is a Federally funded program that assists individuals and families who are experiencing a heating or cooling related crisis. A household is considered to be in a crisis if it is currently experiencing or is in danger of experiencing a life threatening or health related emergency and sufficient, timely and appropriate assistance is not available from any other source. Life threatening is defined as a household which has no heating or cooling source or has a disconnect notice for their primary heating or cooling service and the health or well being of a household member would be in danger if the heating or cooling crisis was not alleviated. Each household should be evaluated on a case by case basis to determine if there is a heating or cooling crisis.

Applications are taken beginning July 1, 2019 through June 30, 2020 or until the CIP allocation is exhausted, whichever comes first.

Households that meet the following criteria may be eligible:

- Have at least one U.S. citizen or non-citizen who meets the eligibility criteria
- Meet the income test
- Have an energy related crisis
- Have a utility statement that shows how much is owed to alleviate the crisis

**Eligibility**

The following chart describes the Crisis Intervention Program Eligibility Requirements:

Eligibility Requirement	What's Needed	How Often
<b>Citizenship/ Eligible Alien</b>	Verification of citizenship/eligible alien status via Immigration and Naturalization Service	At application
<b>Social Security Number, when available</b>	Valid social security card or number	At application
<b>Heating or Cooling Expense</b>	Copy of bills	At application

**Crisis Intervention Program  
Income Levels Based on 150% of  
Federal Poverty Level:**

Household Size	Maximum Monthly Countable Income	Household Size	Maximum Monthly Countable Income
1	\$1,518	14	\$8,538
2	\$2,058	15	\$9,078
3	\$2,598	16	\$9,618
4	\$3,138	17	\$10,158
5	\$3,678	18	\$10,698
6	\$4,218	19	\$11,238
7	\$4,758	20	\$11,778
8	\$5,298	21	\$12,318
9	\$5,838	22	\$12,858
10	\$6,378	23	\$13,398
11	\$6,918	24	\$13,938
12	\$7,458	25	\$14,478
13	\$7,998	26	\$15,018

