



North Carolina Department of Health and Human Services
Division of Aging and Adult Services

Pat McCrory
Governor

Richard O. Brajer
Secretary DHHS

Suzanne P. Merrill, Director
Division of Aging and Adult Services

November 9, 2015

DEAR COUNTY DIRECTOR OF SOCIAL SERVICES

ATTENTION: ADULT SERVICES SUPERVISORS AND PROGRAM MANAGERS

SUBJECT: LIEAP PROGRAM

As you prepare for enrollment for the Low Income Energy Assistance Program (LIEAP) on December 1, 2015, we would like to remind you of the process for verifying individuals who receive NC Division of Aging and Adult Services (DAAS) programs.

The available DAAS client information is for individuals receiving Home and Community Block Grant (HCCBG) services. HCCBG services are reported and reimbursed through the Aging Resource Management System (ARMS). Information on other adult services clients can be obtained through the Services Information System (SIS) and your own agency records.

County Departments of Social Services (DSS) will need to access ARMS to search for LIEAP applicants. A list of DSS agencies with ARMS access is provided below on page 3 of this letter. DAAS can quickly add other DSS agencies to ARMS as County Report Users.

How to Obtain Access to ARMS Reports via the WIRM Portal:

- Provide the name(s) of data entry user(s) to Annette Bagwell, Division of Aging and Adult Services at Annette.Bagwell@dhhs.nc.gov or 919-855-3446. This is the person you will need to contact to gain access.

How to Access ARMS Client Master List of HCCBG Clients for LIEAP Households:

- Go into the WIRM portal at: <https://wirm.dhhs.state.nc.us/>
- Provide user name and password
- Select the following: ARMS Reports → Client/Waiting Lists → ZGA-101 Client Master List – Provider Clients Served (see screenshot on page 2)
(Report will display all clients served by service, county and agency)
- Report can be printed or downloaded by selecting the active buttons in the top, left corner under “reports.”

www.ncdhhs.gov • www.ncdhhs.gov/aging
Tel 919-855-3400 • Fax 919-733-0443

Location: Taylor Hall, 693 Palmer Drive • Raleigh, NC 27603
Mailing Address: 2101 Mail Service Center • Raleigh, NC 27699-2101
An Equal Opportunity / Affirmative Action Employer



**ARMS Report Client/
Waiting Lists Screenshot**

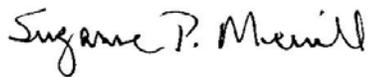


| Reports | |
|----------------------|--|
| Client/Waiting Lists | |
| Name | Description |
| ZGA100 | Client Master List- Active by County |
| ZGA101 | Client Master List - Provider Clients Served |
| ZGA102 | Client Master List- Inactive by Provider |
| ZGA103 | Client Master List -Emergency Contact --Active by County |
| ZGA104 | Client Master List -Emergency Contact --Active by Provider |
| ZGA105 | Registered Client Master List by County |
| ZGA106 | Client Master List - Provider Clients Service Status |
| ZGA110 | Client Master List |

ARMS data is “real time” so all DSS agencies will have the capability within ARMS of obtaining current and accurate information on HCCBG clients for LIEAP purposes.

We ask that you maintain confidentiality when using this list. Please share this information only with the appropriate staff in your agency. Please let Annette Bagwell know if you have questions. Her contact information is on page one of this letter.

Sincerely,



Suzanne P. Merrill
Director

SPM/lh

AFS-07-2015

Current DSS agencies with access to ARMS

ALEXANDER COUNTY DSS
BEAUFORT COUNTY DSS
BERTIE COUNTY DSS
BURKE COUNTY DSS
CARTERET COUNTY DSS
CATAWBA COUNTY DSS
CHEROKEE COUNTY DSS
CLAY COUNTY DSS
CLEVELAND COUNTY DSS
CRAVEN COUNTY DSS
CURRITUCK CO DSS
DARE COUNTY DSS
DURHAM COUNTY DSS
EDGECOMBE COUNTY DSS
FORSYTH COUNTY DSS
GREENE COUNTY DSS
GUILFORD COUNTY DSS
HALIFAX COUNTY DSS
HARNETT COUNTY DSS
HENDERSON COUNTY DSS
HERTFORD COUNTY DSS
HYDE COUNTY DSS

JOHNSTON COUNTY DSS
LENOIR COUNTY DSS
LENOIR COUNTY DSS
LINCOLN COUNTY DSS
MCDOWELL COUNTY DSS
MECKLENBURG COUNTY DSS
NASH COUNTY DSS
NORTHAMPTON COUNTY DSS
ORANGE COUNTY DSS
PAMLICO COUNTY DSS
PENDER COUNTY DSS
PERQUIMANS COUNTY DSS
PERSON COUNTY DSS
PITT COUNTY DSS
ROWAN CO DSS
RUTHERFORD COUNTY DSS
SCOTLAND COUNTY DSS
STOKES COUNTY DSS
UNION COUNTY DSS
VANCE COUNTY DSS
WARREN COUNTY DSS
WILSON COUNTY DSS