

1. Print out both forms. Look them over and make sure the information is accurate.

2. Sign the Crisis Intervention Program form

3. Attach copies of documents listed on "The Benefit Bank - Documents Checklist for North Carolina"

4. Please call your local DSS office to find out where to submit your forms.

Please see the "Directory of North Carolina Department of Social Services (DSS)" document to locate your county office.

Submit your application and documents in person. If you cannot submit your application in person, call the office for help.

5. A caseworker will call you soon after reviewing your forms to set up an interview. The interview usually takes place at the DSS office. You can ask for a phone interview if you cannot go to the DSS office. If you hand-deliver the forms, you should ask to have your interview on the same day.

6. The caseworker will let you know if you have been approved and will make arrangements directly with your heating/cooling company to pay for services

6 Steps

to the

North Carolina
Crisis Intervention
Program