

## IHCDA LIHWAP LSP Training Q&A

### 9/14/21: Training Day 1

1. How often will vendors receive payment for clients?
  - This is a one-time payment program per client
2. Does the client have to apply for both EAP and WATER?
  - No, but it is encouraged. Applying for EAP automatically gives the client eligibility for LIWHAP. However, applying for LIWHAP does not automatically give the client eligibility for EAP.
3. If client applies for EAP but does not need WATER, what will the benefit letter indicate for WATER since they are automatically eligible?
  - If the client does not need WATER the benefit letter will not indicate a benefit from WATER. It will not state that they did not qualify.
4. Can the client only apply for one assistance program and come back later to apply for the other?
  - The client cannot apply for one assistance program and come back later and apply for the other.
5. Will clients be able to use Indiana 211?
  - Yes. If an client needs application help, they are able to dial 211 from 8:00 to 8:00 pm to receive application assistance. This resource will be available from October 4, 2021, until the end of the program.
6. Will the 211 operators fill out the application for the client if needed?
  - Yes. The only items that will be missing from the application are the documentations. The 211 operators will let the clients know that they have 14 days to have their documentation turned in to the designated sites or via their online portal otherwise they will receive application denial.
7. When the 211 operators submit the application for the client, will it come in as the client or as the 211 operators?
  - It will come in as the client, but you will know that it is from 211 due to lack of documentation from the client. From here the application should be processed as normal.
8. Can WATER be used for other water needs aside from utility bills?
  - No. The WATER payment cannot be used for water infrastructure expenses, water pipe removal/replacement, water pip repairs, or private well water / septic systems.
9. What all is paid on the clients' water bill?
  - Any fees associated with the late balance; including disconnect and reconnect fees, deposits, and late balances. Current month of balances are not included in the payment.
10. Can we verify with the utility provider that the clients bill is past due if the bill does not show it?
  - We cannot pay any balances that are not on the bill, but we can clarify the numbers that are on the bill.
11. If an client applies without a water bill, can we reach out to them to see if they have one with a past due balance to provide?
  - Yes, as long as no EAP rules are broken.
12. If the client does not meet the \$50 minimum, do we need to take notes on them?
  - No. When information is put into the system, it will automatically note that the balance is not high enough.

13. Has an agreement been put into place with the water vendors so that when we call to collect information we will not run into any issues?
  - Yes. All the vendors participating in the program have signed an MOA. There will be steps put into place if you come across a vendor who has not yet signed an MOA.
14. Will there be direct contact information to water vendors to cut down on wait time should we need to call them to collect information?
  - Yes. We will work with vendors to gather any information that we can to make the call process as smooth as possible.
15. Would it be beneficial for us to reach out to water vendors and advocate for their signatures of the MOAs?
  - Yes, once the MOAs have gone out, feel free to reach out and advocate for the MOA process.
16. What happens if a vendor is not yet approved but we received an application?
  - You will need to hold onto the transmittals until they are approved. We are working on a way for the system to update you once this is in place.
17. If a vendor has not signed an MOA but we receive applications, can those clients still be considered for the program?
  - Yes. Once the vendor has signed the MOA, you will be able to go back through and run the applications through the system for that specific vendor. If the vendor does not sign an MOA, the client will not be eligible.
18. What happens to the clients whose water vendors do not provide them with a late bill but rather automatically disconnect their services one day after payment is due.
  - These clients will not be eligible for the program unless they are provided with a late bill in lieu of their water being disconnected.
19. Since the funding is coming from two different sources, will it be broken up into two different budgets or combined?
  - While both sources of funding will be available, we will use of source completely and then move on to using the second source.

## 9/15/21: Training Day 2

1. What is the earliest date that we can process benefits?
  - The earliest date you can process transmittals is November 1<sup>st</sup>.
2. If an client is applying for both EAP and WATER, can we approve them before November 1<sup>st</sup>?
  - Yes. If an client is applying for both programs, process EAP as normal. This is when the 48-hour window will start for WATER even though transmittals will not be sent out until a later date.
3. Is there a time limit on past due bills?
  - No. There is no cutoff date on how old the past due bill can be.
4. How soon does a vendor have to turn back on water services for the clients?
  - Vendors are not required to turn water services back on until they receive payment from the WATER program, this will happen within three calendar days.
5. If the client knows that there is no Covid-19 related issue, can they skip the IERA process and go straight to the landlord scenario?
  - No. We are going to require that the client is denied by the IERA to move onto the landlord scenario.
6. Are we to direct them to the IERA Program or is it done automatically?
  - It is done automatically through the application process.
7. What is the deadline for clients to have a water bill submitted for consideration?
  - Clients should have all documents turned in within 14 calendar days of application completion. However, if the application has not been processed within those 14 calendar days, the client is able to submit a needed documentation up until the application is processed. All applications MUST be processed within 55 days. If the agency gives incomplete notice at day 54, the client still has 14 calendar days (soft denial) from that notice to produce necessary documentation. If no documentation is produced after the soft denial (14 calendar days from notice), the client must wait until the next year to apply.
8. Can the client apply for only one program or the other?
  - Yes, but they cannot come back later and apply for the other. It must be done at the same time to avoid duplicate applications and verifications per household.

## 9/15/21: Training Day 2 - Roeing

1. When a client is denied online, are they able to create a new application online or do they need to complete a paper application the following year?
  - They will not have the ability to re-apply online
2. If they re-apply using paper, are they allowed to select water if they did not choose it the first time?
  - Yes.
3. Do we go back periodically to see if vendors have been added to run claims? If so, how long do we do this?
  - Yes. When there is a new vendor in the system, we hope to send a quick email to the EAP managers to alert them of a new vendor in their area. This will need to be done at least once a week for the first year.