

# LIHWAP Training Webinar

## 9/14/21 and 9/15/21

**Presented by:**

**Ashley Aiken**

**Community Programs – LIHWAP Manager**

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# Agenda for Day 1

- **Building Context for the Program: 9:00-10:30**
  - Introductory Remarks
  - General Program Overview
  - Similarities and Differences of LIHWAP and LIHEAP
- **Break: 10:30-10:45**
- **Important Aspects of Program Operations: 10:45-12:00**
  - Location Requirements
  - Usage of Funds
  - Benefit Level
  - Application Fields
  - Income Eligibility
  - Benefit Determination
  - Documentation Requirements

# WELCOME

The purpose of this webinar is to...

- Build on the EAP knowledge you and your team already possess – along with the PY 2022 information Thom presented in his outstanding webinar – so you can apply it to this program.
- Provide comprehensive information about the unique aspects of LIWHAP that distinguish it from LIHEAP.
- Gather your feedback to utilize for finalization of the Water manual.

# SPEAKING OF THE WATER MANUAL...

- Due to last-minute feedback from OCS, I am currently finishing the last draft of the manual.
- The feedback you provide during this webinar will be instrumental as I make my final edits. (Thanks!)
- As you prepare to launch the program at your agency, use the slides from this webinar in lieu of the manual.\*

\*The manual will be emailed by October 8<sup>th</sup> at the latest.  
I appreciate your patience!

# IHCDA'S WATER TEAM

- Ashley Aiken, LIHWAP Manager
  - aaiken@ihcda.in.gov
- Emily Scott, Analyst
  - TBD, start date: September 29<sup>th</sup>
- Monitor – We are still in the hiring process...

The Water Program email address is [water@ihcda.in.gov](mailto:water@ihcda.in.gov)  
PLEASE use this for communications!

# WE SALUTE YOU!

You probably don't hear this enough, so, on behalf of everyone at Community Programs, thank you for your commitment to serving our state's most vulnerable residents.

I want to acknowledge that you and your team are taking on this program in addition to your EAP responsibilities. Moreover, you're doing so while combating the many challenges this pandemic has created.

Thanks for helping Hoosiers in need!

# WATER PROGRAM OVERVIEW

Because of the negative economic impact of COVID-19, LIHWAP/Water was created to provide income-eligible households help paying their water/wastewater bills.

A household's need does not have to be tied to COVID-19; therefore, proof a pandemic-related hardship is *not* required.

The program is funded by:

- 2021 Appropriations Bill – IN received \$12,965,755
- American Rescue Plan Act – IN received \$10,161,250

This is a temporary program through September 2023.

# PROGRAM SIMILARITIES

- Application launch date
- Eligibility and documentation requirements
- Program provider service areas
- Use of established EAP processes, procedures, etc.
- Run through ACF, HHS, OCS

Because of these overlaps, applicants can apply for *both* programs using the same application and supporting documentation if they wish. You and your staff can also encourage households that apply for only program to apply for the other when you see a need.



# KEY PROGRAM DIFFERENCES

## Water Assistance

- *Temporary* program
- Households *must be behind* on their water/wastewater bill to receive benefits
- Cannot create a positive balance
- Can pay deposits
- There is *no* “in crisis” distinction or required mitigating measures
- Over \$2500 assistance waiver requirement

## Energy Assistance

- *Permanent* program
- Households are encouraged to apply *proactively*
- Mitigating measures must be offered to applicants “in crisis”
- Moratorium Protection
- Over \$1000 assistance notification requirement

# SOME PROCESS DETAILS...

## Combined efforts include:

- Outreach/Marketing
- Application

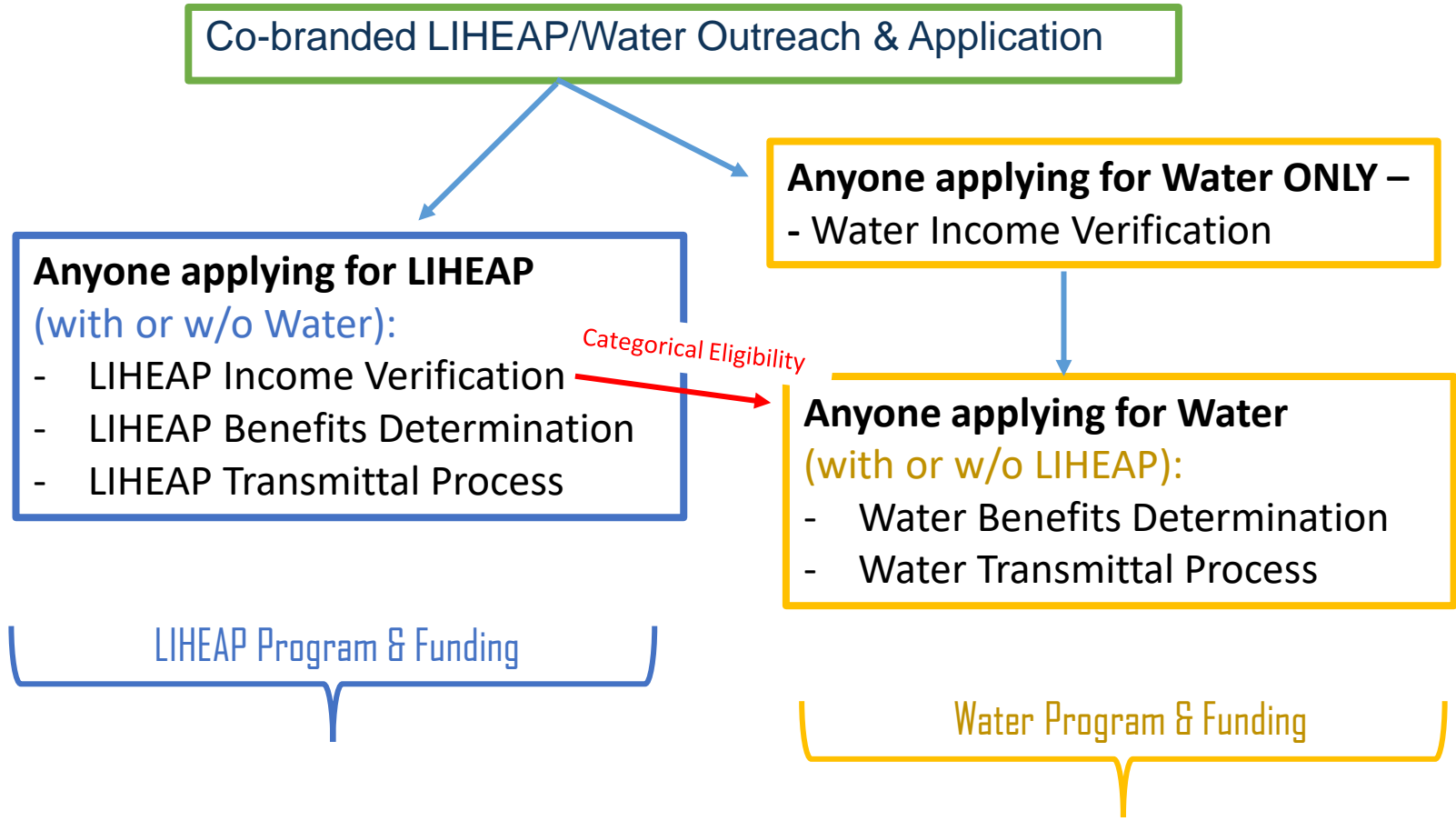
These are being intentionally combined to encourage applicants/clients to see the two as an integrated program since many households will need both.

## Separate tasks include:

- Internal Processes
- Benefit Letters

This work must remain separate because of the different funding sources, EAP benefit matrix, etc.

# THE PROCESS



# MARKETING SUPPORT

- IHCD is doing State-level marketing this year.
  - Press release
  - State social media push
  - Online advertising
- IHCD will provide some support to LSPs to assist with marketing
  - A designed flier for you to print and have onsite
  - A few social media posts
  - Reminders to share key dates with clients
  - An updated brochure

# 211 APPLICATION SUPPORT

- A special team of 211 operators are being trained to offer application assistance for EAP and Water applicants.
- This team will be able to help applicants apply online and provide directions for submitting the required documentation.
- We encourage you to refer applicants to them for support, so you can take that off your staff's workload.

Emily and Liz will update you on the scope of this special team's role within the next two weeks.

# APPLICATION INFORMATION

- **MANDATORY**: At least ONE (1) physical location available **per county** for drop-off!
- Ways to turn in:
  - Online
  - 211 + document submission instructions (Application support only)
  - Walk-ins
  - Mail
  - Fax
  - Proxy
- Extra Fields
  - Check box
  - Place to upload bill(s)
  - Water/wastewater provider

# ALLOWABLE EXPENSES

- Water and wastewater arrearages
- Fees associated with water disconnection/reconnection
  - Deposits included
- Water costs for renters whose utilities are included in the rent\*

\*Special rules apply; will discuss in depth tomorrow

# PROHIBITED EXPENSES

- Water infrastructure repairs
- Water pipe removal/replacement
- Minor water pipe repairs
  - HHS recommends use of CSBG
- Private well water/septic systems



# INCOME ELIGIBILITY

- Same as EAP- 60% of SMI
- Categorical eligibility with EAP
- If applicant is applying for EAP, process within EAP guidelines
- If water only, process as received

# BENEFIT DETERMINATION: THE BASICS

- Covers arrearages, deposits, reconnection fees
- CANNOT create positive forward balances
- Based on bill at time of application
  - EXACT amount on bill
- All documentation the same as EAP
  - Application
  - Photo ID for applicant
  - SSN verification for all household members
  - Income documentation for all adult household members
  - Water/wastewater bill
  - Other documentation as required according to the circumstances

# BENEFIT LEVEL

- Based on bill at time of application
- ONE time benefit
- Minimum of \$50
- Maximum of \$2,500 (without a waiver)\*  
\*Will discuss waiver process in depth tomorrow