

LIHWAP Training Webinar

9/14/21 and 9/15/21

Presented by:

Ashley Aiken

Community Programs – LIHWAP Manager

aaiken@ihcda.in.gov

Agenda for Day 2

- **The Nitty Gritty: 9:00-10:15**
 - Application Processing
 - Benefit Determination Specifics
 - Appeal Process
 - Waiver Process
 - Vendor MOA
 - Consumer Protections
 - Utilities in Rent
- **Break: 10:15-10:30**
- **Q&A: 10:30-12:00**
- **Lunch: 12:00-1:00**
- **Roeing Presentation: 1:00-2:00**

APPLICATION PROCESSING

- All EAP applications should be processed as EAP applications.
 - The only time it's processed as a Water application is if it's WATER ONLY.
- Once EAP eligibility is determined, then you have 48 hours to determine the Water Benefit.

APPLICATION PROCESSING (CON'T)

For Water Only Applications – rules same as EAP

- 55 Days
 - If application is incomplete, send applicant notice they have 14 calendar days to complete
 - Scenario: If the agency gives the applicant the incomplete notice at 54 days, the applicant still has 14 days, but you as the LSP will be eligible to receive a finding
 - After 14 calendar days:
 - if they return documents, then accept.
 - If they do NOT return documents, then hard denial.

APPLICATION PROCESSING (CON'T)

- If you have a client whose water disconnect issue is severe, you are welcome to expedite that client, as long as you can do so within the confines of the EAP rules
- If it is a water ONLY client, you need to process in order as received

HOW TO DETERMINE BENEFIT

- Look at the bill...
- Ensure you're getting ONLY water/wastewater related arrearage and fee numbers
- Enter info into EAP Connect
- To process: total of the 2 (water + wastewater) together must be between \$50 and \$2,500 AND Vendor must have an MOA with IHCDA

APPEAL PROCESS

- All appeals are EAP appeals because they are EAP applications UNLESS:
 - there is a problem with the benefit determination for water
 - it is a water only application and never went through the EAP process
- Clients have 30 days to appeal
- Same as EAP until IHCD Manager involvement- comes to Ashley, not Thom

WAIVER PROCESS

- If the total Water/Wastewater arrearage + fees is greater than \$2,500, you MUST submit a Waiver to IHCD
- E-mail Ashley (aaiken@ihcda.in.gov) with required information (Specific info will be outlined in manual)
- LSP required to place approval from IHCD in client file

VENDOR MOA

- Must be signed for client to receive benefit
 - All benefits on behalf of clients are paid directly to Vendors
 - Vendors must apply payments to the specific individual's account for water/wastewater
- Hope to have them out to Vendors for signature in the next week
 - Signed and entered into our system by mid-October
- Includes consumer protections

CONSUMER PROTECTIONS

- 1) Application of Funds to the Household.** The Vendor will apply funds provided by the Water Program to the household on behalf of which the funds were provided. The Vendor will then charge the eligible household, in the normal billing process, any difference between the actual amount due and the amount of the payment made by IHCDA.
- 2) Reconciliation.** The Vendor will provide written reconciliation and confirmation to IHCDA upon request that benefits have been credited appropriately to households and their services have been restored on a timely basis or disconnection status has been removed if applicable.
- 3) No Adverse Treatment.** No household receiving assistance under this grant will be treated adversely because of such assistance under applicable provisions of state, territorial or tribal law or public regulatory requirements.
- 4) Restoration of Service.** The vendor must restore any disconnected services for an approved applicant within **three (3) calendar** days of receipt of payment from IHCDA on behalf of said applicant.

UTILITIES IN RENT

- Application asks if water is included in rent
 - If checked, will be directed to apply for the Indiana Emergency Rent Assistance (IERA) Program
- IERA has an 80% SMI income limit, which means EAP households will be income eligible
 - EAP now has categorical income eligibility into IERA (client must apply for IERA using their EAP determination letter, answering all additional questions and attesting to COVID Impact).
- IERA will pay the full rent including utilities covered in rent for eligible households

UTILITIES IN RENT

If IERA Cannot serve an EAP-Eligible Household with Utilities in Rent:

- Client must provide to IHCDA:
 - EAP approval, IERA denial, landlord contact information
- Then IHCDA will work with the Landlord to attain signature saying he/she will decrease the client's rent in the amount of the benefit.
- Once IHCDA has the landlord's signature, IHCDA will cover the household's water/wastewater arrearages and fees.

Q&A

- What questions do you have?
- Save EAP Connect Questions for Roeing