EAP Vendor Training
PY2027

August 2026

Henry Lowry
Vendor Manager

Indiana Housing & Community Development Authority

TODAY'S TRAINING

Learn about policy updates for the upcoming PY2027 Energy Assistance Program. Learn about common issues and questions

Format: Webinars are scheduled for one hour and will be recorded.

- Recording and PPT will be available shortly after
- This will be hosted on our EAP vendor resource site
- An email notification with links will be sent when ready

Please use the hand raise function for questions, or put them in the chat. There are multiple points during the presentation to pause for questions

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EAP PROGRAM TIMELINE PY27

EAP ASSISTANCE SEASON	
Key Dates	**Purpose**
October 1, 2026	• Beginning of Federal Fiscal Year 2027 • Online applications open to the public at 8:00 AM EST. • In-person appointments may begin. • Benefit claims may be sent to utility vendors. • Applicant Notification letters may be sent to clients.
December 1, 2026	Start of Moratorium Protection.
March 15, 2027	End of Moratorium Protection at 11:59pm.
April 30, 2027	End of EAP application period at 5:00pm Eastern time.
May 15, 2027	All incomplete EAP applications must be fully processed.
May 31, 2027	Last day to submit benefit claims.
June 15, 2027	All vendors must be fully reconciled.

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PROGRAM TIMELINES

REQUIRED TURNAROUND TIMEFRAMES WITHIN EAP	
Response Requirement to Applicant	**Turnaround Time**
Life Threatening Crisis Mitigation	18 Hours
Crisis Mitigation	48 Hours
Entry of paper application into statewide database after receipt by LSP.	14 calendar days
Applicant written appeal to LSP	30 calendar days
LSP written appeal response to applicant/client.	14 calendar days
• Maximum period to notify mail-in or online applicants of eligibility determination. • Minimum period before a denied Applicant may submit a new application for assistance. • Process time for face-to-face appointments, notify of approval or denial.	55 calendar days

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LITT AND POLICY

Next we'll be covering common policy questions and how the functionality relates to LITT in PY27 and beyond

Note: Not meant as LITT Training

LITT

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LITT, OUR NEW DATABASE

- Retiring EAPConnect system
- Required usage for all utilities and agencies
- Utilities must maintain active and regular logins to LITT
- New “transmittal process”: no more PDFs, emails, mail or faxes for benefit claims
- All claims will be processed in LITT
- Claims available 10/1

LITT

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LITT ROLLOUT

- Have you attended LITT Training or reviewed LITT training video?
- Emergency LITT Training September 30th
    - Invite coming soon
- Walkthrough Guide will also be available soon

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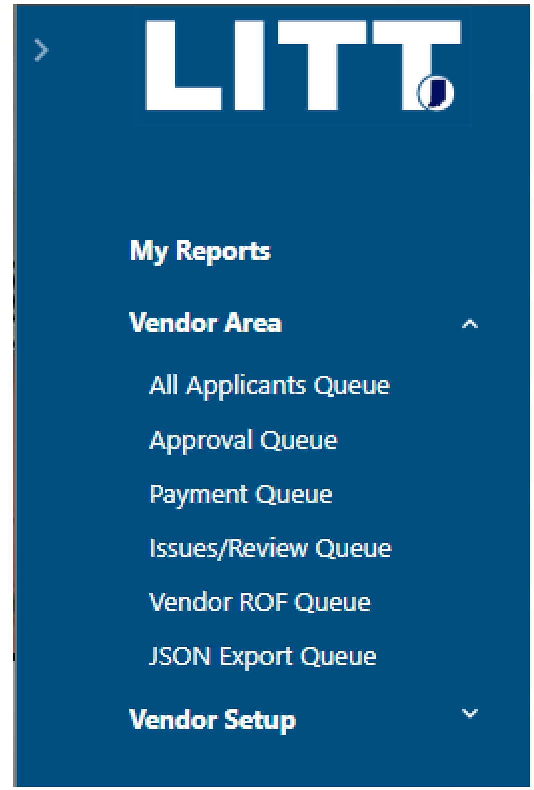
LITT BASICS- DEFINITIONS

- **My Reports**-Future report module
- **All Applicants Queue**- “moratorium queue”, live list of each vendor’s clients
- **Approval Queue**-Benefit claim review list of Approved clients
- **Payment Queue**- Review and lock batches for payment: find general payment and deposit info
- **Issues/Review Queue**-List of clients flagged for corrections or rejections



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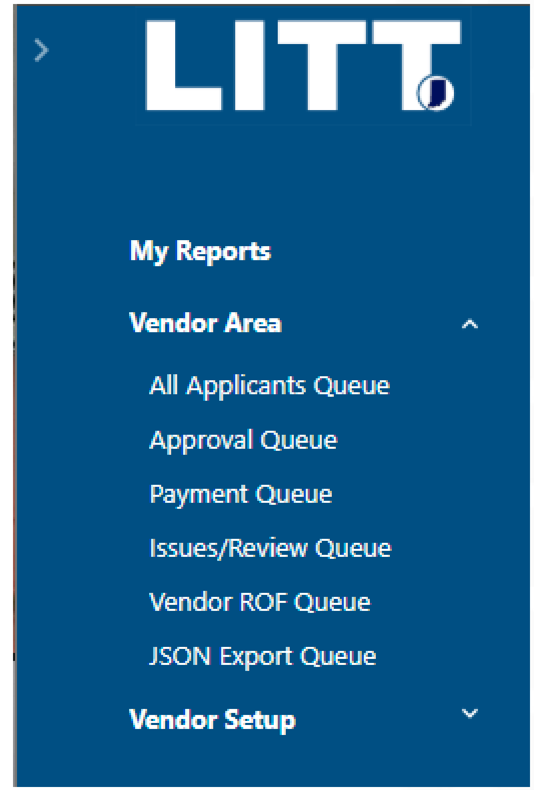
LITT BASICS-DEFINITIONS

- **Return of Funds Queue (ROF)** - List of clients to create register sheet when returning funds. Approval queue for Return of Funds requests from Agencies.
- **JSON Export Queue**-Manual JSON file export/tracking module. Admin only
- **Vendor Setup**- User management



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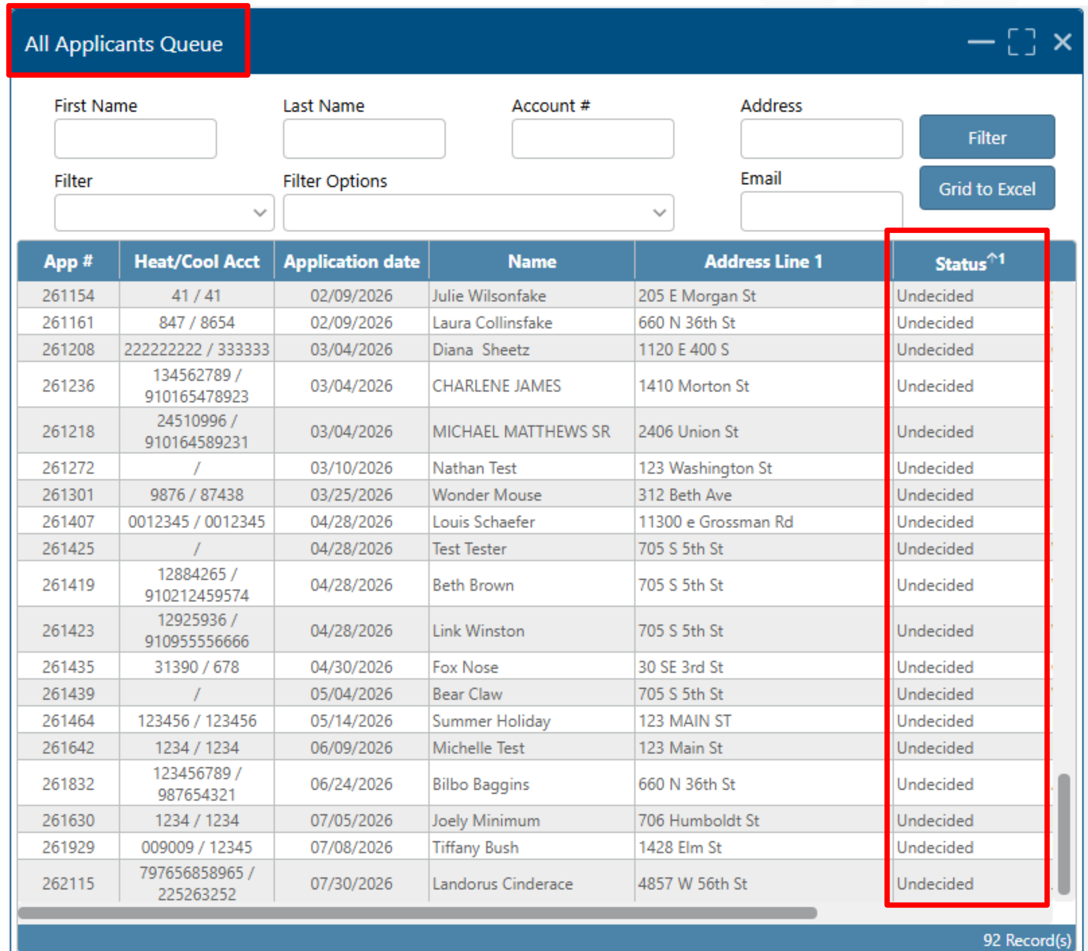
WHERE DO I FIND CLIENT STATUSES?

- All Applicants Queue
- Live Updates
- Will remain in Queue through Season
- Perfect for moratorium



App #	Heat/Cool Acct	Application date	Name	Address Line 1	Status
261154	41 / 41	02/09/2026	Julie Wilsonfake	205 E Morgan St	Undecided
261161	847 / 8654	02/09/2026	Laura Collinsfake	660 N 36th St	Undecided
261208	222222222 / 333333	03/04/2026	Diana Sheetz	1120 E 400 S	Undecided
261236	134562789 / 910165478923	03/04/2026	CHARLENE JAMES	1410 Morton St	Undecided
261218	24510996 / 910164589231	03/04/2026	MICHAEL MATTHEWS SR	2406 Union St	Undecided
261272	/	03/10/2026	Nathan Test	123 Washington St	Undecided
261301	9876 / 87438	03/25/2026	Wonder Mouse	312 Beth Ave	Undecided
261407	0012345 / 0012345	04/28/2026	Louis Schaefer	11300 e Grossman Rd	Undecided
261425	/	04/28/2026	Test Tester	705 S 5th St	Undecided
261419	12884265 / 910212459574	04/28/2026	Beth Brown	705 S 5th St	Undecided
261423	12925936 / 910955556666	04/28/2026	Link Winston	705 S 5th St	Undecided
261435	31390 / 678	04/30/2026	Fox Nose	30 SE 3rd St	Undecided
261439	/	05/04/2026	Bear Claw	705 S 5th St	Undecided
261464	123456 / 123456	05/14/2026	Summer Holiday	123 MAIN ST	Undecided
261642	1234 / 1234	06/09/2026	Michelle Test	123 Main St	Undecided
261832	123456789 / 987654321	06/24/2026	Bilbo Baggins	660 N 36th St	Undecided
261630	1234 / 1234	07/05/2026	Joely Minimum	706 Humboldt St	Undecided
261929	009009 / 12345	07/08/2026	Tiffany Bush	1428 Elm St	Undecided
262115	797656858965 / 225263252	07/30/2026	Landorus Cinderace	4857 W 56th St	Undecided

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WHERE DO I FIND CLIENT STATUSES?

- There are only four statuses for clients in LITT:
- **Undecided**-Client has submitted an application, eligibility is undetermined
- **Approved-** client has been determined to be programmatically eligible
  - Note: Benefits are a separate determination
- **Denied**- Client has been determined to be ineligible for the program
- **On Appeal**- Client has appealed their determination and awaiting review

WHERE DO I FIND CLIENT CLAIMS?

- Approval Queue
- Replacing Transmittals
- Claims processed within 7 days
- Accounts credited once Approved
- Mass Approval
- Individual Approval/Denial

Vendor Approval Queue

Mass Approve

Process Next Filters

Application Filter

Agency

Grid to Excel

Applicant Filter

Value

Filter

App #	Heat/Cool Acct	Vendor	Benefit	Applicatio	Name	Address
261332	12345675689	CenterPoint Energy North	$775.00	02/04/2026	Jada BelleuFake	705 S 5th St
261328	13086766-6	CenterPoint Energy North	$375.00	04/16/2026	Pauline Ruhl-Cain	1663 Old State
261424	365489945	CenterPoint Energy North	$375.00	04/28/2026	Seth Fake	3238 W Ellen D
261447	12345	CenterPoint Energy North	$325.00	05/10/2026	Vanilla Bean	705 S 5th St
261451	11	CenterPoint Energy North	$900.00	05/11/2026	Happy Gilmour	705 S 5th St
261462	123	CenterPoint Energy North	$325.00	05/13/2026	Jada Tata	123 Forest Run
261480	12356	CenterPoint Energy North	$325.00	05/17/2026	Link Scaap	123 N Jefferson
261492	5266	CenterPoint Energy North	$150.00	05/18/2026	Jeffrey Hayes	302 W Frank St
261553	1564	CenterPoint Energy North	$300.00	05/26/2026	Jeffrey Whipps	92 10th St SW
261579	5555	CenterPoint Energy North	$150.00	05/31/2026	Axel Smith	500 W Main St
261766	1111	CenterPoint Energy North	$225.00	06/19/2026	Sally Smith	207 W Grissom
261795	13434637-8	CenterPoint Energy North	$275.00	06/23/2026	Betty Austin	1715 Lebannon
261877	000000000	CenterPoint Energy North	$675.00	06/30/2026	Anna Banana	127 Water St
261900	135698563	CenterPoint Energy North	$570.00	07/06/2026	Penelope Garcia	660 N 36th St
262052	1256314832	CenterPoint Energy North	$150.00	07/22/2026	Tosha Reed	401 SE 6th St

21 Record(s)

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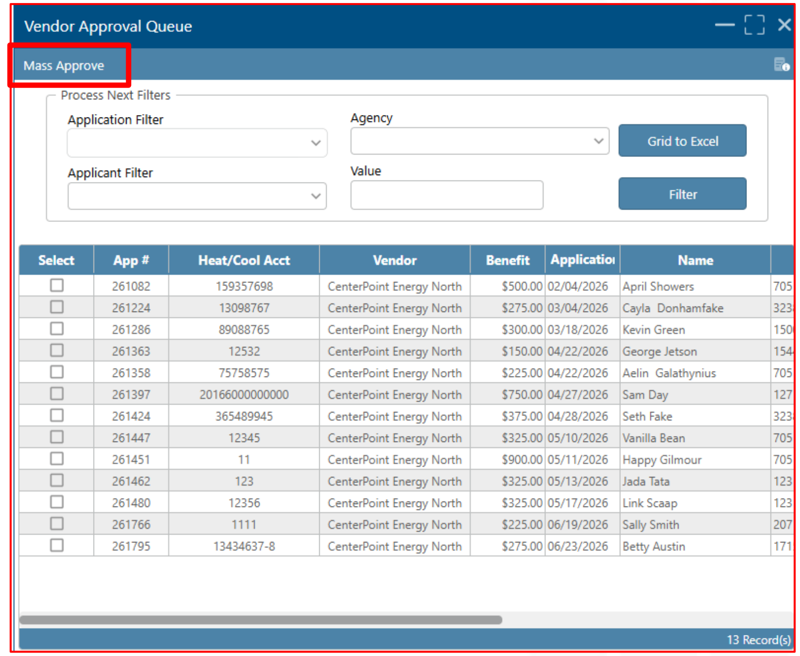
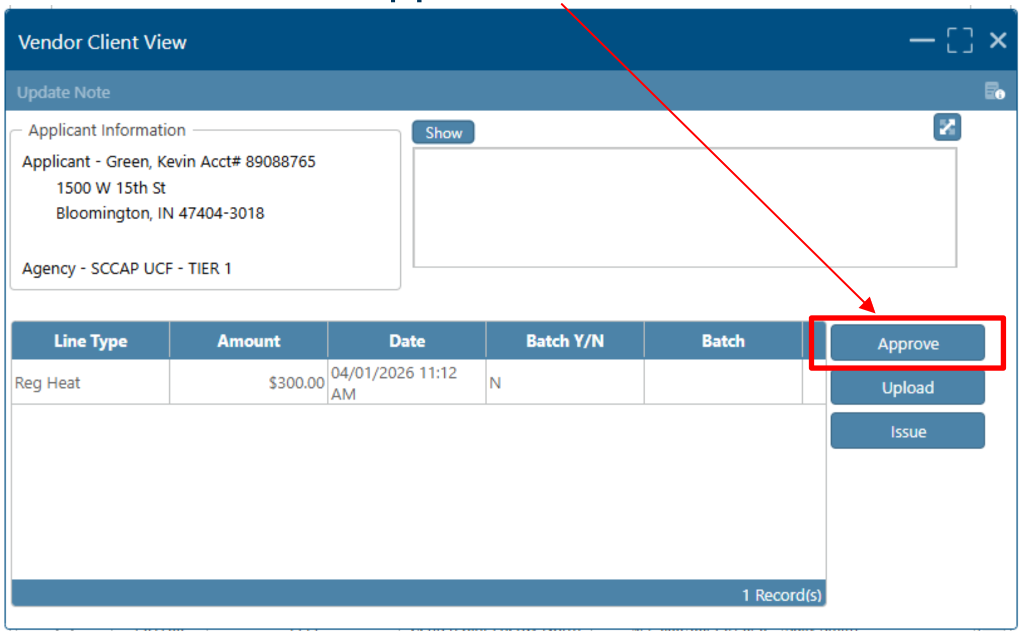
CLAIMS PROCESSING

- Benefit claims can be approved in multiple ways
- Mass Approval Button
- Individual approval from client card





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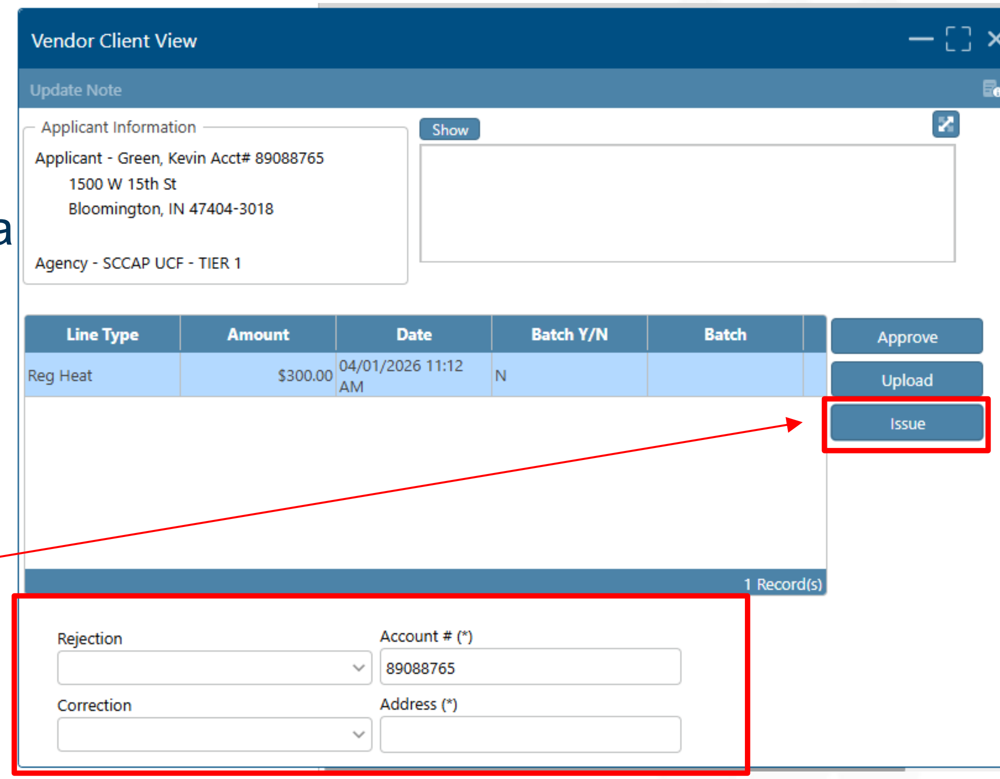
CLAIMS PROCESSING- ISSUES

- Client benefits can now be flagged for Rejection or Corrections
- This is the same step as removing a client from a transmittal
    - Flagging a client benefit moves the claim to the Issue Queue (more on that later)
- Selecting Issue button brings up Rejection and Correction options



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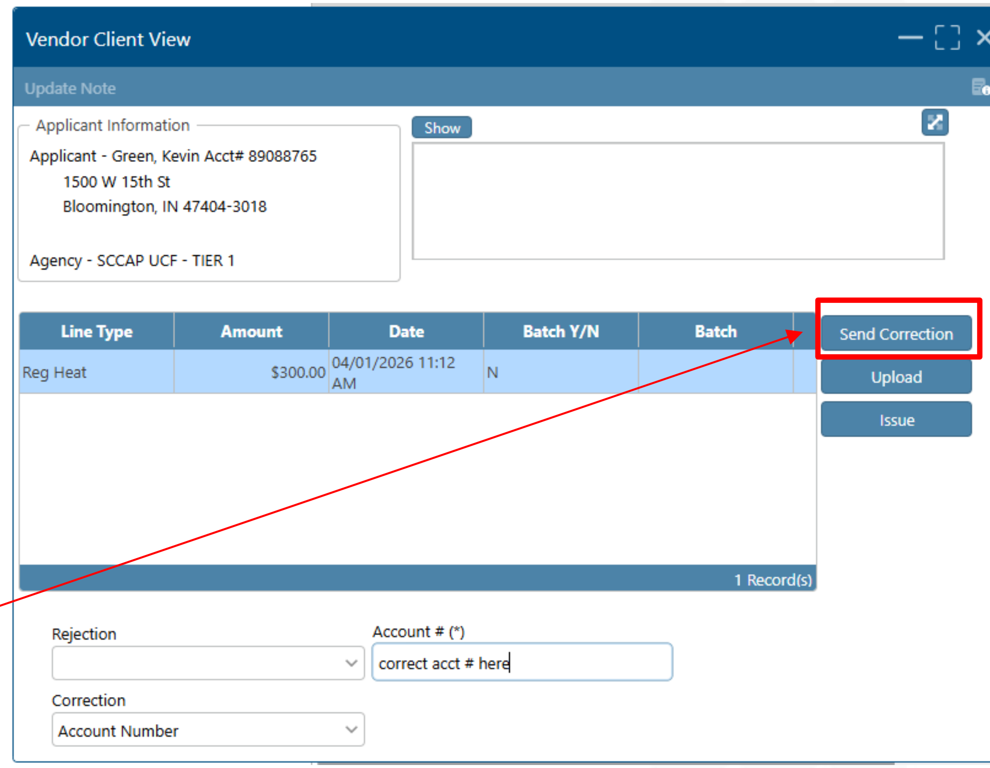
CLAIMS PROCESSING

- Clients flagged with Issue must have reason provided
  - Rejection Reasons:
    - No Active Service/Closed Account
    - Business Account/Non-Residential
    - Account Not Found
    - Over credit limit
  - Correction Reasons:
    - Account Number
    - Address
- Issue buttons opens a text box for vendors to provide information
- Select Send Correction button to submit to Issue Queue



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BENEFIT CLAIMS IN LITT

- Benefit claims in the Approval Queue of LITT are the only official notification of benefits
- No more transmittals, many of the same rules still apply in LITT
- Unlike legacy system, benefit claims will not be shared via email, pdf, fax or any other format
- Approval of benefit is the same step as signing a transmittal
  - Client accounts must be credited at this time
- Utility vendors must process benefit claims within 7 days
  - Weekly login, at minimum

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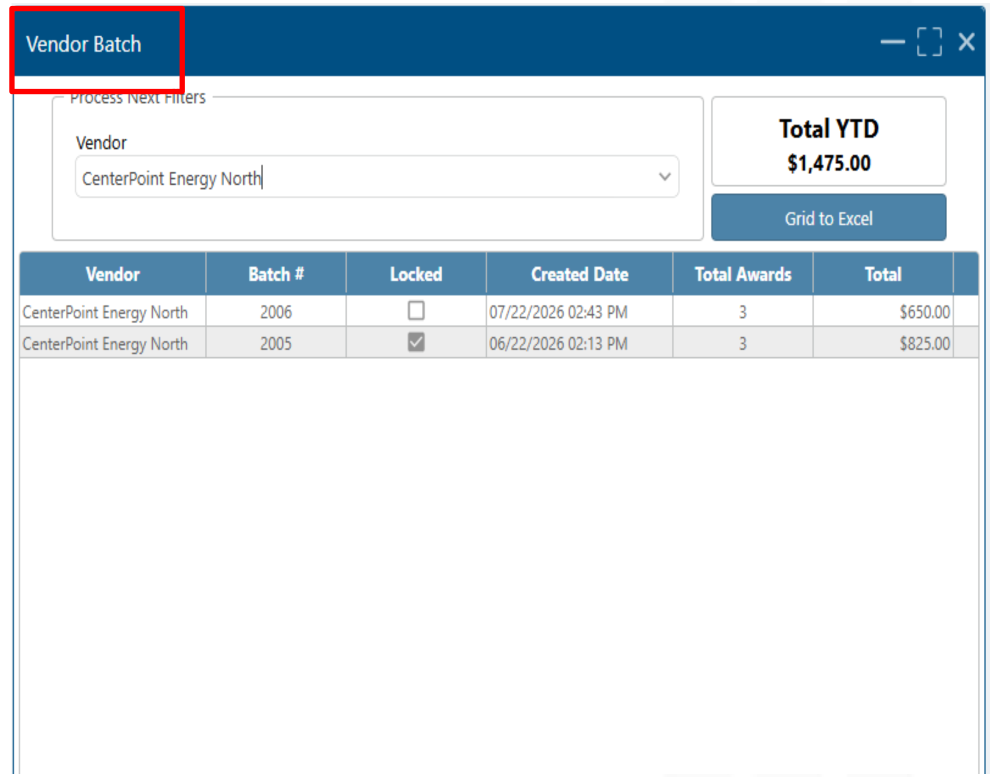
BENEFIT CLAIMS IN LITT

- It is the Vendor's responsibility to fully review the claim before approval
- This review should include:
  - Ensuring that the client is a customer of the utility
  - Ensuring that the name, service address, and account number is correct
  - Ensuring the account is currently active and is not scheduled for disconnection at the customer's request
- If there are any errors or any accounts that need to be removed, it is the Vendor's responsibility to mark these claims as an Issue
- Some Vendors have policies to deliver fuel at the time of the pledge. We support this show of compassion for your customers

HOW DO I SUBMIT CLAIMS FOR PAYMENT?

- Payment Queue
- Vendors now control when batches are submitted for payment
- Must be submitted at least weekly



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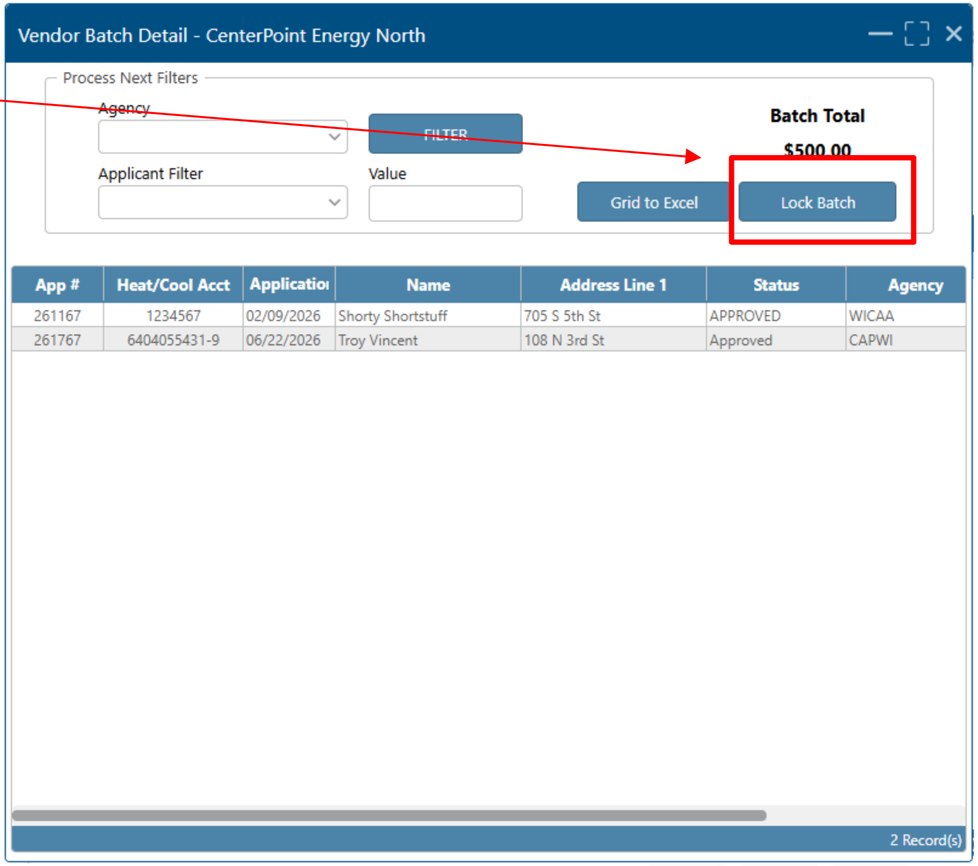
HOW DO I SUBMIT CLAIMS FOR PAYMENT?

- Lock batches weekly
- New batches open when claims are approved
- Each batch screen will have:
    - Deposit date
    - Deposit totals
    - ACH errors (if applicable)
- Do not contact LSPs about Payments



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PAYMENTS IN LITT

- LITT is designed to be the one-stop shop for all EAP information
- Payment questions or issues should be sent to vendors@ihcda.in.gov
    - LSPs will not have answers about payment questions
- Utility vendors are now responsible for weekly batching and submitting claims for payment.
    - Payment batches should not be open for more than 7 days
- Deposit dates, batching, errors and other information for payments can be found in Payment Queue on individual payment batch

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HOW DO I RESET MY PASSWORD?

- Are you the admin user?
  - Email vendors@ihcda.in.gov
- Non-admin users: Contact admin user
- Do not contact LSPs for password and user management

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RETURN OF FUNDS IN PY27

- Return of funds in PY27 will be a hybrid policy
- For clients active in PY27, ROF can be registered and documented in the ROF screen in LITT
- For clients that in are inactive in PY27, utility vendors must use Overpayment and Refund Summary form and include with returned check
- Do not return funds to IHCDA without payment register information
  - This could constitute as mishandling of federal funds
  - This could result in removal from EAP
- **Please remember: no LIHEAP funds are ever to be released back to the client**
  - All unused funds are to be sent back to IHCDA within 60 days of account closing

RETURN OF FUNDS-USING MANUAL FORM

Return of funds must have register sheet included or completed in LITT

- Using this form helps our claims and fiscal staff in tracking and accounting for the returned benefits, while ensuring the funds are applied to the correct grant
    - This aims to reduce the waste of public taxpayer funds
- Using this form will speed up benefit transfers when an applicant moves and has their benefit sent to a new utility or fuel provider
- Overpayment and Refund form can be found on our resource page

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OVERPAYMENT AND REFUND SUMMARY FORM

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Utility Vendor Overpayment/Refund Summary

Vendor name: ______________________ **Check number:** ______________________

Date: ______________________ **Remittance type (check one):** ☐ Overpayment ☐ Refund

Energy Benefit Transfer Refund?	Account number	Applicant Name	Awarding Agency	Original Transmittal Number	Date Account Closed	Amount Awarded	Amount refunded
☐ Yes ☐ No							
☐ Yes ☐ No							
☐ Yes ☐ No							
☐ Yes ☐ No							
☐ Yes ☐ No							
☐ Yes ☐ No							
☐ Yes ☐ No							
☐ Yes ☐ No							
☐ Yes ☐ No							
☐ Yes ☐ No							

$ -

Please include with check and return to: IHCDA, 30 S Meridian Street Suite 900, Indianapolis, IN 47401

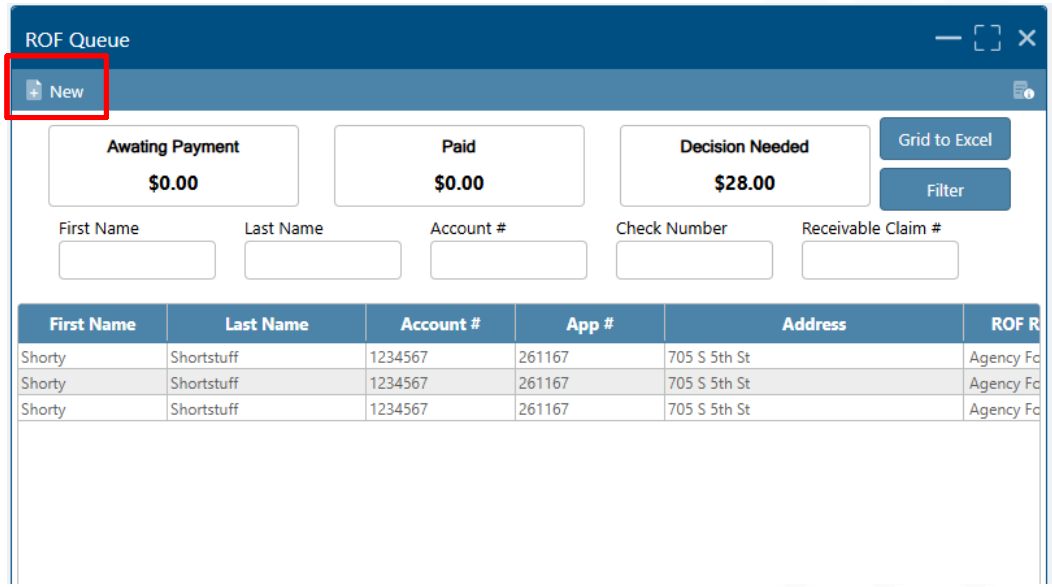
All refunds are due within 90 days of account closure. Overpayments must be issued and tracked separately from refunds.

RETURN OF FUNDS IN LITT

- Clients with active profiles in LITT can be noted for a ROF
- More details in LITT Training and Manual

RETURN OF FUNDS IN LITT

- Select Vendor ROF Queue
- Select New



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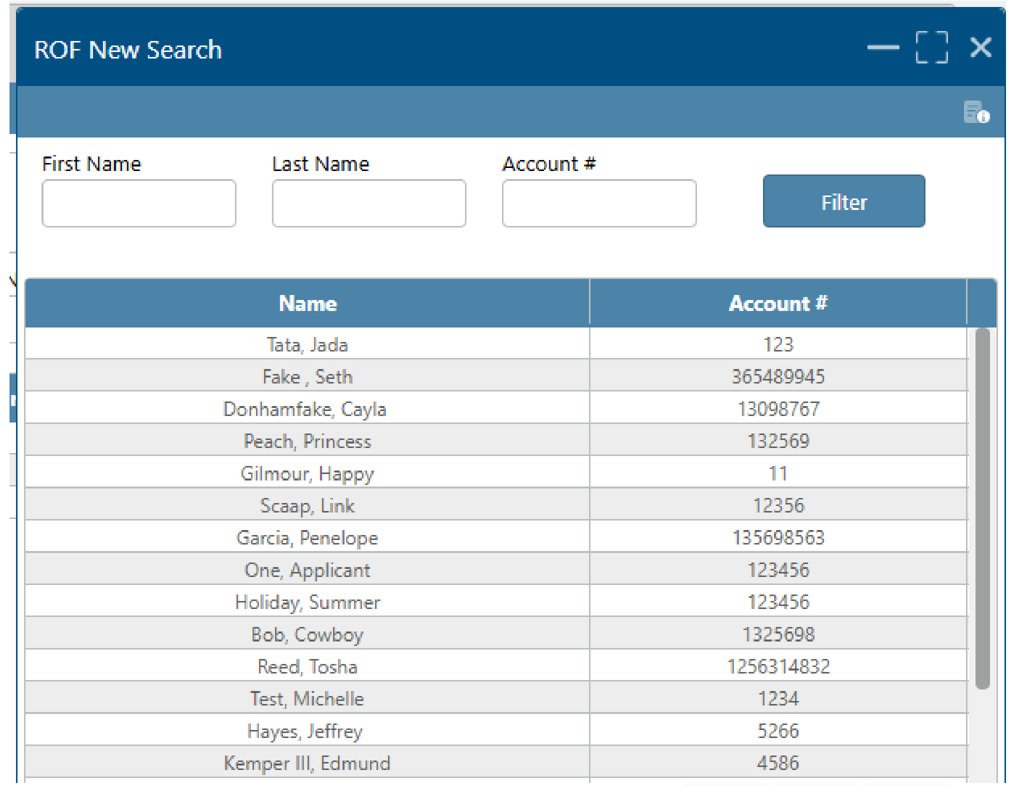
RETURN OF FUNDS IN LITT

- Search for client or select client from list



Name	Account #
Tata, Jada	123
Fake , Seth	365489945
Donhamfake, Cayla	13098767
Peach, Princess	132569
Gilmour, Happy	11
Scaap, Link	12356
Garcia, Penelope	135698563
One, Applicant	123456
Holiday, Summer	123456
Bob, Cowboy	1325698
Reed, Tosha	1256314832
Test, Michelle	1234
Hayes, Jeffrey	5266
Kemper III, Edmund	4586

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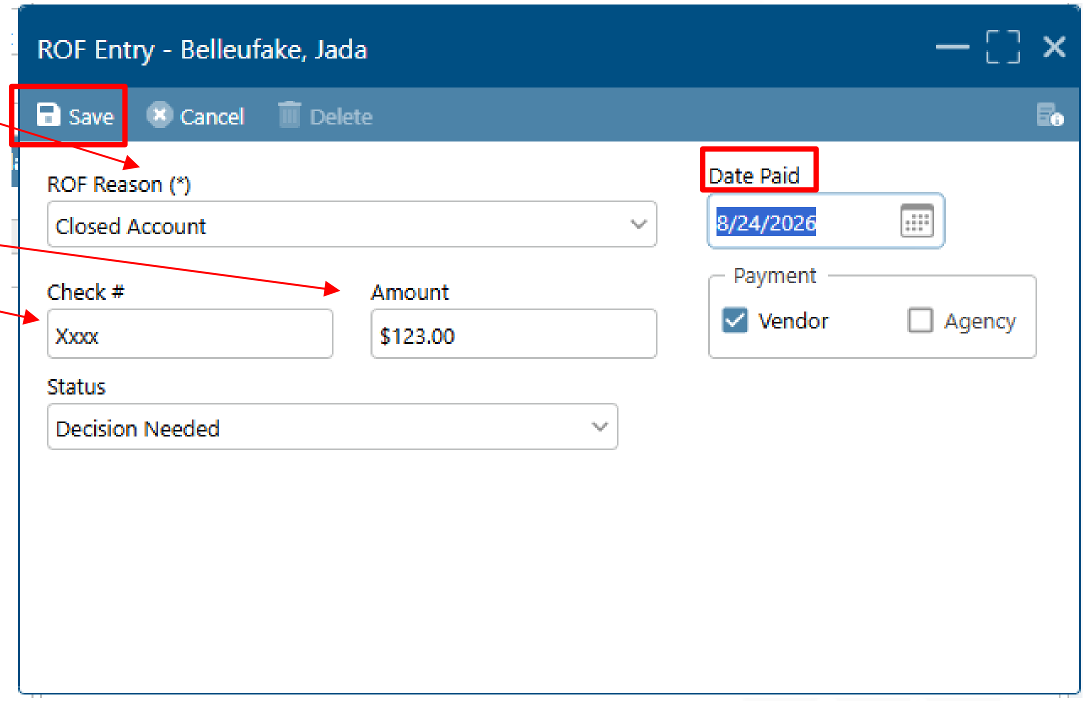
RETURN OF FUNDS IN LITT

- Enter Return of Funds reason from dropdown
- Enter Date, Check number and Amount
- Click Save
- Mail check to IHCDA



RETURN OF FUNDS

- If an LSP discovers an error has been made in benefit or eligibility determination, the LSP may request a Return of Funds
  - Overpayment remittances must be submitted within 60 days of initial approval
  - If an overpayment remittance is received more than 60 days following initial approval, you may inform the LSP that the window to request overpayment remittance has lapsed by declining the ROF in LITT

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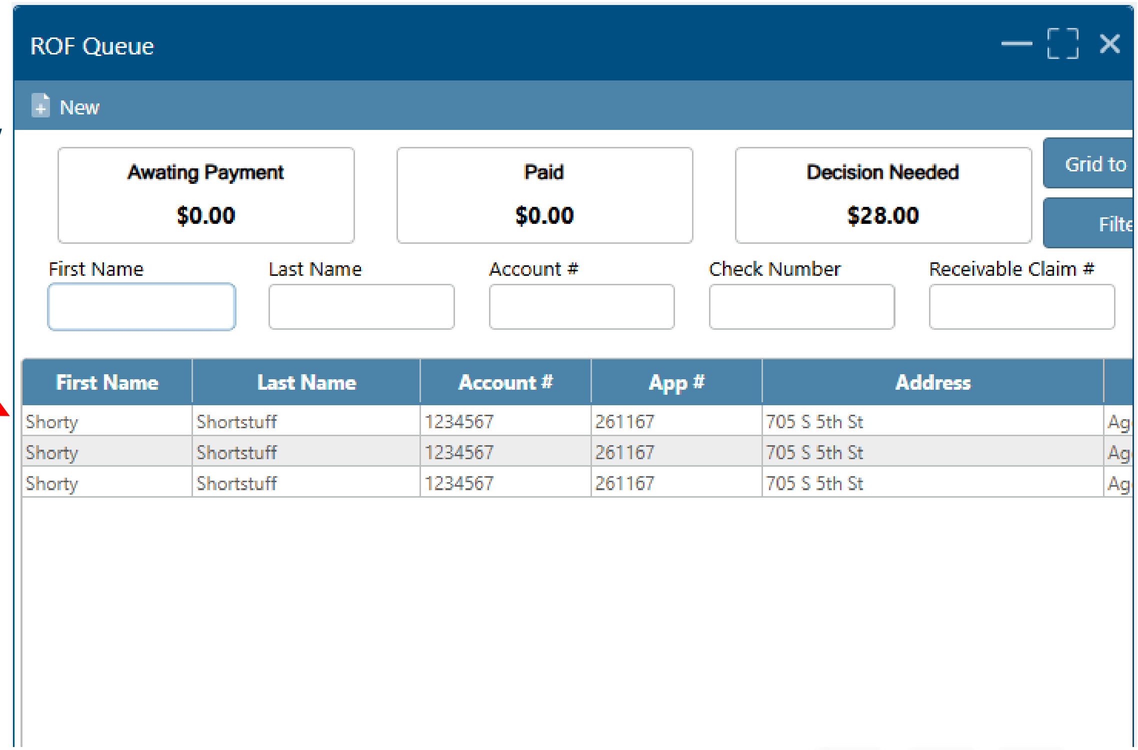
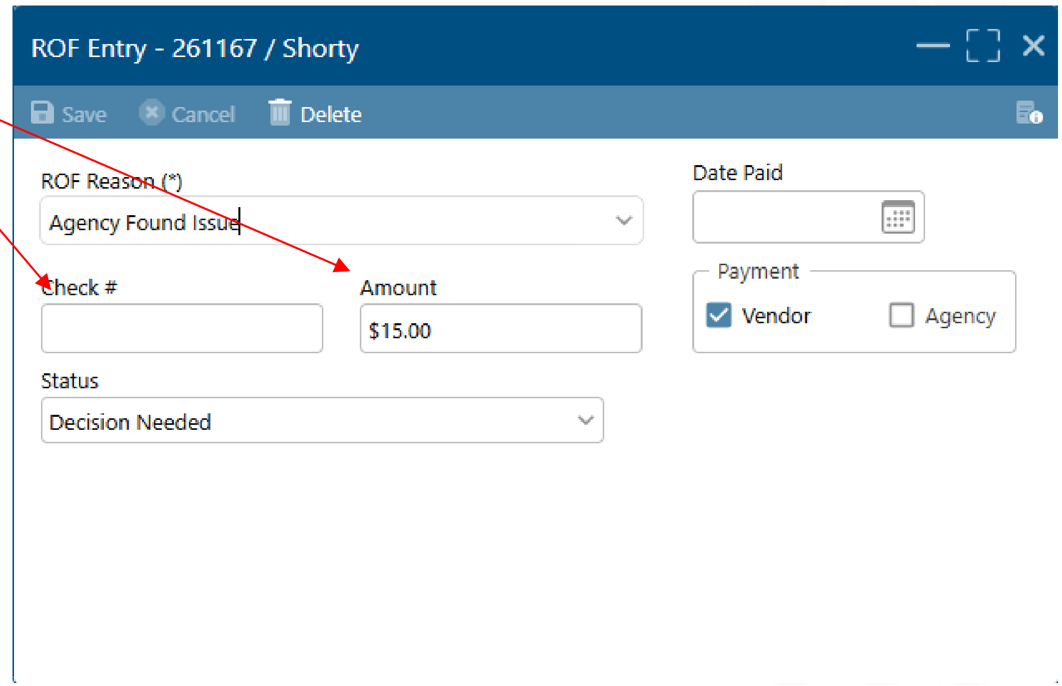
RETURN OF FUNDS IN LITT

- ROF Requests can be found in the ROF Queue of LITT
- Select client to open window



RETURN OF FUNDS IN LITT

- View ROF Request
- Insert check # & amount
- Save
- Return funds to IHCDA



RETURN OF FUNDS IN LITT

- Returned funds are reinvested in the program
- Vendors are justified to pass charges onto customer after returning any funds

An overpayment occurs because:

1. An applicant was accidentally awarded more funds than they were actually eligible for under the program rules

2. They were approved for benefits when they were in fact not eligible

Therefore, any delinquency caused by the removal of an overpayment from the customer's account becomes the customer's responsibility to pay

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THANK YOU TO THE LITT PILOT UTILITIES

- Thank you to the 30 utilities that pilot tested LITT during PY26!

- This gave us invaluable feedback, testing and bug fixing

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QUESTIONS?

COMMON QUESTIONS & ISSUES

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SECTION 12: 14 DAY HOLD POLICY

Acceptance of Payment. All payments shall be made in arrears in conformance with State fiscal policies and procedures, and as required by IC 4-13-2-14.8, by electronic funds transfer to the financial institution designated by the Vendor on "**Attachment D**", which is attached to this MOA and made a part hereof. Within forty-five (45) days of vendor validation a receipt of the transmittal signed by the Vendor, IHCDA shall submit to Vendor a single aggregate payment for all individuals in EAP listed on the approved transmittals. IHCDA will notify Vendors via e-mail upon submission of the ACH payment to Vendor's account. Such notifications will only advise the Vendor of the approved batches being paid and will not contain full client or account details. It is the Vendor's responsibility to utilize the statewide database in order to ensure correct accounting of the payments. Vendor agrees upon accepting an EAP benefit to maintain or reestablish service, regardless of client arrearages, and to take no adverse actions against clients for at least 30 days.

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SECTION 12: 14 DAY HOLD POLICY

- Interpret this time frame to be for the next billing cycle
- Will alleviate back and forth between clients/utilities/LSPs
- Vendors always retain the right to refuse a benefit; we want each of you to make that calculus
- Applies throughout program year
- Applies at acceptance of transmittal

SECTION 12: 14 DAY HOLD POLICY

- Only applies to metered utilities
  - Bulk fuels guarantee a delivery
- Should alleviate back and forth for client contributions
- Clients must still have active service or reestablished service

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COOPERATION

By signing the MOA, the Vendor agrees to cooperate with IHCDA and the Local Service Provider (LSP) regarding sharing information about EAP applicant accounts, including:

- Energy consumption and cost
- Payments
- Disconnection prevention and restoration of service
- Arrearage amounts
- Account status
- Other data related to EAP

- Clients sign waiver, and that language can be shared on request

- Collection of this data is federally mandated

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CREDIT BALANCES

Maximum Credit balance reductions

- Metered Energy utilities: $250+ credit will make client ineligible for benefits
  - Reminder: Moratorium is still applied during the season for these clients
- Bulk Deliverable fuel utilities: $500+ credit balance makes client ineligible for benefits
- Clients can return to their local agency once they've fallen below the maximum credit balance
- Note that for customers participating in budget billing or levelized billing plans, the credit balance limit does not apply to the difference between their actual usage and their billed amount. If the customer has made payments exceeding the billed amount, however, the excess payment amounts are subject to the credit limit balance.

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UNALLOWABLE EXPENSES

EAP funds may not be applied to:

- Deposit fees
- Commercial/business accounts
- Garbage, Water or sewer bills
- Unsafe heating devices (portable device, stoves, etc)
- Service or insurance plans
- Repayment of fraud or theft losses
- Tampering charges
- Setting an LP tank
- Optional services or any expense not directly related to residential energy consumption or delivery

EAP funds must provide continuing service

- A Vendor may not accept EAP funds for a closed or inactive account and apply them to an outstanding amount owed, unless the account will be restored

This list is not exhaustive!

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NOTE FOR BULK FUELS

- Vendors should work with their clients to maximize the EAP benefit
    - Ex. Encouraging clients to take full deliveries during business hours to avoid unnecessary fees and charges.
    - Exceptions should be made in crisis deliveries

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QUESTIONS?

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MORATORIUM

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MORATORIUM OVERVIEW

- Indiana Code 8-1-2-121
    - Enacted by the Indiana General Assembly in 1983 (Last amended in 2006)
    - Ensures that electric and/or gas utility service is continued while eligibility is being determined for persons applying for LIHEAP assistance
- Effective from December 1st through March 15th of any year
- Applies to Utility Vendors who supply electricity or gas service
- Applies to Vendors that are municipally owned, privately owned, or cooperatively owned

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MORATORIUM

- Allows for termination of shutoff protection under the following circumstances:
    - Upon request of the customer of record
    - If a condition dangerous or hazardous to life, physical safety, or property exists
    - Upon order by any court, the IURC, or other duly authorized public authority
    - If fraudulent or unauthorized use is detected and the utility has reasonable grounds to believe the customer is responsible for such use
    - If the utility's regulating or measuring equipment has been tampered with and the utility has reasonable grounds to believe the customer is responsible for such tampering
- **Note: A good practice would be to preemptively loop IHCDA and the LSP into these situations**

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MORATORIUM

- Utility vendors should have a process in place to regularly be checking on their client statuses and protecting them from shutoff during moratorium to avoid IURC and statutory complaints
- Best Practice: monitoring the All Applicant list in LITT to extend Moratorium protection
- Reminder: It is not the responsibility of LSPs to keep utility vendors compliant with regulations
- <u>Utility vendors should not expect to be contacted about every client</u>
- LSPs will largely be relying on the live statuses in LITT to extend moratorium protection prior to eligibility determination

MORATORIUM

- Utility vendors are likely to hear from their clients about an EAP application first
    - Utility vendors should trust then verify using the All Applicant List in LITT
    - **Do not contact an LSP to verify a client status unless you've already checked LITT and/or suspect an issue**

- Some utilities extend shutoff protection at the beginning of the EAP season
    - While the law does not require this, IHCDA appreciates the compassion and commitment to helping fellow Hoosiers

- Reminder: LSPs have 14 business days to complete application processing for in-person appointments, and 55 calendar days to complete application processing for other application methods

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MORATORIUM & PLEDGE POLICY

- LSPs will still be contacting utility vendors directly to assist clients in crisis
- Agencies can and will still use pledges to mitigate crisis situations
    - This is an important tool
- Reminder: pledges are never required to maintain service during moratorium

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QUESTIONS?

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VENDOR MONITORING & PERFORMANCE MEASURES

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WHAT IS VENDOR MONITORING?

- The purpose of Vendor Monitoring is to ensure compliance with the LIHEAP program by the Utility Vendor
    - It is also an opportunity to improve processes and lets us know where areas of confusion or additional assistance are needed
- Vendor monitoring is a federally mandated component of the LIHEAP Statute as indicated on the MOA
- All Vendors that participate in the State of Indiana's LIHEAP are subject to Vendor Monitoring
- Monitoring will be conducted as a desktop review by the Vendor Analyst

VENDOR MONITORING PROCESS

Vendors will be sent a 30-day letter notifying them of when the session is to begin.

Vendors will be required to submit requested documentation prior to the start of the monitoring session.

Vendors will be required to complete an Energy Utility Supplier Survey.

All vendors being monitored will receive an Assessment Completion Report within 30 days of IHCDA completing the desktop review.

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VENDOR BEST PRACTICES

- Create written processes to promote consistency and program integrity
- Perform internal quality assurance audits on EAP customer accounts
- Vendors should create a system to ensure that unallowable expenses are not being paid using EAP funds
- Vendors should create a three (3) year record retention and destruction policy for all EAP documentation including electronic documentation
- Vendors should strive to meet all reporting deadlines
  - This allows IHCDA to fulfill Federal Reporting requirements and make effective program changes
- Putting EAP information on their websites (please update!)
- Send all pages of bill when requested, not just front page (request from agencies)

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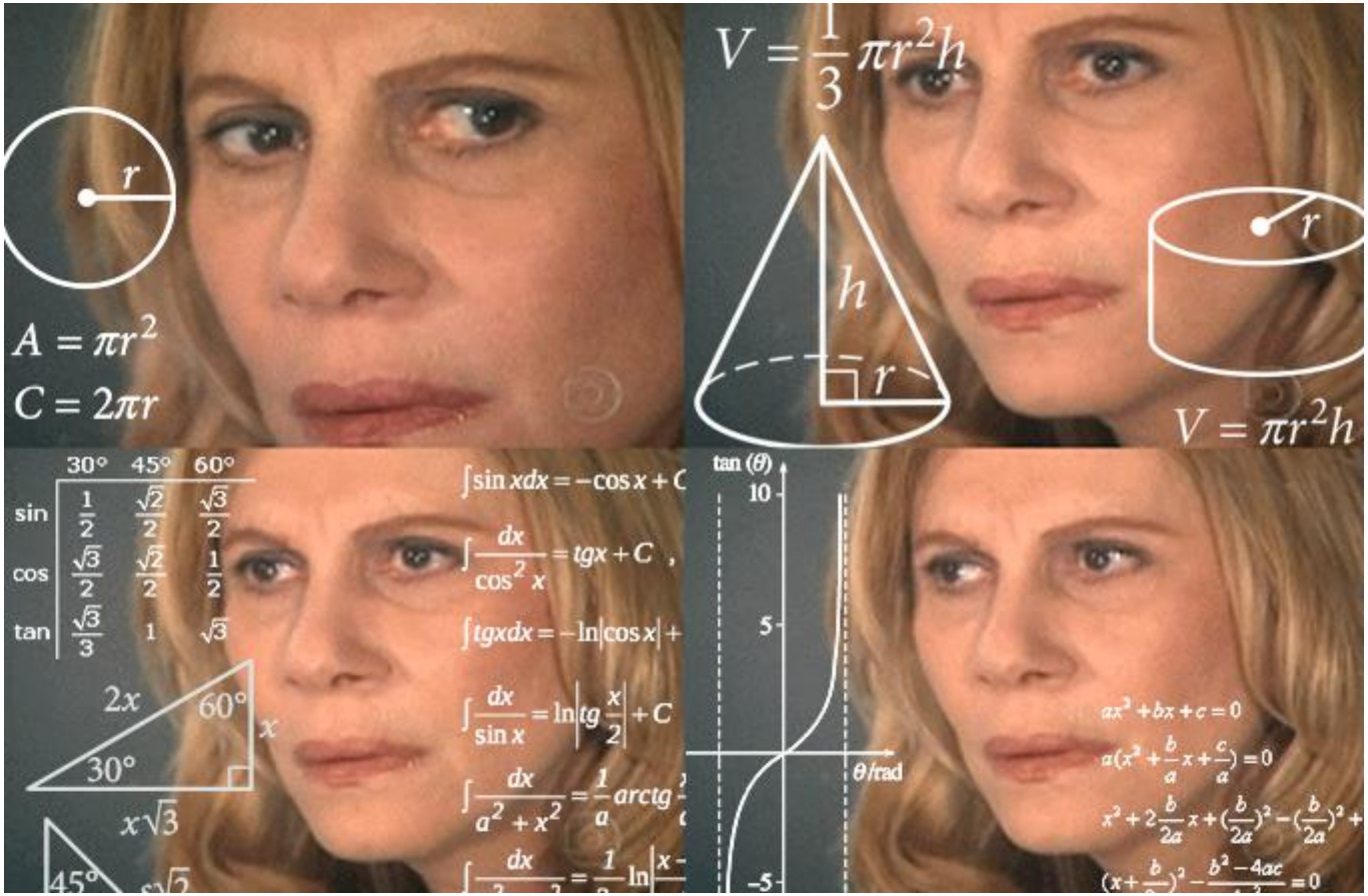
PERFORMANCE MEASURES



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PERFORMANCE MEASURES

- **Collection of performance measures data is mandated by the LIHEAP statute**

- Every year, we ask several Vendors to submit performance measures data, which includes providing annual energy usage and cost for all customers who have received LIHEAP benefits to cross-reference this data with our annual income calculations

- The purpose of performance measures data is to:
    - Demonstrate a reduction of energy burden
    - To assist IHCDA in crafting policy

- Data request usually comes between September & October each year

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CONTACT PROTOCOLS

LSP

- Questions about a specific client/household
  - After review of LITT
- Notification of EAP client suspected meter tampering or unauthorized use. Suspected fraud

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- Questions about payment that you are unable to answer after review of Payment Queue in LITT
- Questions about moratorium or MOA terms
- General issues with LSPs
- Follow-up on a refund or Energy Benefit Transfer
- Suspicion of fraud/misconduct at LSP

Assistance for Clients

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CONTACT BEST PRACTICES

- Clients should **never** be referred directly to IHCDA by either phone or email
- Dedicated Vendor inbox: vendors@ihcda.in.gov
    - You may still hear from eap@ihcda.in.gov
- If in doubt, loop IHCDA in

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QUESTIONS?

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MUNICIPALITY POLICY

- IHCDA understands that municipal entities are under different regulation than other utilities, and that State Board of Accounts regulations preclude you from recording a monetary benefit to your register prior to receipt of the actual payment
- Regardless, all approved EAP applicants must receive equitable treatment
- Therefore, in lieu of the requirement in the MOA that benefits are assessed to an approved applicant's account at the time of claim approval, we are asking that Municipal Vendors incorporate a solution that achieves the same end result without running afoul of SBoA requirements and GAAP

MUNICIPALITY POLICY

- Due to SBoA requirements that supersede our MOA, municipalities will be exempt from the requirement to assess the benefits to a customer's account upon benefit claim approval.
- Municipal Vendors must ensure that the benefit amount is **noted** to an account at the time of claim approval, even if it is not applied at that time
- Municipal Vendors must ensure that any penalties assessed to a customer account following a transmittal confirming a benefit are only assessed against the account balance remaining in excess of the benefit
  - For instance, if an applicant has a $300 balance, and you receive a pledge for $200, and the applicant fails to pay the next bill, penalties may only be assessed against the $100 balance that exceeds the pending benefit

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MUNICIPALITY POLICY

- Municipal Vendors should find a way to note on a customer's bill that the municipality has been informed of a pending benefit, and that it will be reflected on the bill upon receipt of payment
    - Transparency for client
    - Peace of mind for client
    - Reduce communication between client/LSP/Utility
    - Best practice: Note includes both the total amount of the benefit and date of benefit approval

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MUNICIPALITY BEST PRACTICES

- Separate charges on bill
  - Provide this information to LSP if unable to separate on bill
- Ensure EAP benefit never used for any other utility except energy
- Repayment plans on bills
- Past due amount on bills
- Disconnect date

QUESTIONS?

VENDOR GUIDE & RESOURCES

VENDOR RESOURCES

- Vendor Guide available for policy and process questions
  - Please consult first before contacting IHCDA
  - Perfect for common questions
  - Perfect for new participants in the program
  - Updated version almost ready

- LITT Walkthrough available
  - Step by step guide to using LITT for EAP
  - Version 1 available, version 2 available before Oct 1

- Training Powerpoints, recordings, guides, marketing materials and other resources here:
  - LINK

QUESTIONS?

NEXT STEPS

Thank you for attending this training and your hard work for Hoosiers!

- Questions or concerns, please reach out to vendors@ihcda.in.gov
- Review LITT training
- Admin login to LITT when username is sent
- Be ready for claims on October 1st!
- Emergency LITT Training September 30th (invite soon)
- EAP Utility Vendor Resources page: LINK
- LITT Vendor Portal: LINK

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