



ADMINISTRATION FOR
CHILDREN & FAMILIES

Office of Community Services | 330 C Street, S.W., Washington, DC 20201
www.acf.hhs.gov/ocs

Low Income Household Water Assistance Program

Dear Colleague Letter

DCL#: LIHWAP-DCL-2022-09
DATE: March 3, 2022
TO: LIHWAP Grant Recipients
SUBJECT: LIHWAP Data Dashboard Preview
ATTACHMENT(S): N/A

Dear Colleagues,

The purpose of this message is to notify Low-Income Household Water Assistance Program (LIHWAP) grant recipients of the upcoming *opportunities to receive training and technical assistance from OCS staff regarding the LIHWAP Data Dashboard*.

During the week of March 14th, **OCS will host two office hours** to introduce and review the upcoming LIHWAP Data Dashboard. The LIHWAP Data Dashboard is an information management tool that visually tracks, analyzes, and displays key performance indicators, as well as key data points from the approved LIHWAP Implementation Plans and the Quarterly and Annual Reports. The dashboard will also offer other tools to support training and technical when they are completed.

We are asking grant recipients to pre-register for office hours and include any questions you would like to be addressed by OCS staff in the registration form. This does not preclude grant recipients from asking additional questions during the session.

Data Dashboard Office Hours

To support LIHWAP grant recipients in their use of the LIHWAP Data Dashboard, OCS will host two Data Dashboard Office Hours. During office hours, OCS staff will be available to answer questions about the LIHWAP program and the Dashboard. Each session will be limited to 50 participants. In addition to the office hours, OCS staff will be presenting the Dashboard at the **2022 NEADA Winter Meeting, Thursday March 17th at 12:00 pm EST**.

The Data Dashboard Office Hours are as follows:

1. **Tuesday, March 15th, 2022, from 3:30 - 4:30 p.m. (ET).**
2. **Wednesday, March 16, 2022, from 1:00 – 2:00 p.m. (ET).**

Please fill out [this survey](#) to register for one of the above sessions.

Registration will close 48 hours before each session.

Confirmations and Notifications

After filling out the survey, we encourage you to make note of the date and time of the office hour that you signed up for. If you are one of the first 50 agencies to sign up for a particular session, we will send out an email confirming your registration at least 48 hours before the session. This email will also include all of the information needed to access the meeting.

If we reach the maximum number of participants for any given session, we will create a waitlist and you will receive confirmation approximately 48 hours before the session that you have been placed on the waitlist. If a spot opens up for the office hour you selected, we will aim to notify you at least 24 hours before the session.

Thank you for your attention to these matters. OCS looks forward to continuing to provide high-quality services to OCS grantees.

/s/

Lauren Christopher
Director, Division of Energy Assistance
Office of Community Services