



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-2023-01

DATE: October 3, 2022

TO: Low Income Household Water Assistance Program (LIHWAP) Grant Recipients

SUBJECT: Reminders for Federal Fiscal Year 2023

ATTACHMENT(S): N/A

Dear Colleagues,

Happy New Federal Fiscal Year (FFY)! The purpose of this Dear Colleague Letter (DCL) is to provide Low Income Household Water Assistance Program (LIHWAP) grant recipients with important reminders for FFY 2023 (October 1, 2022, through September 30, 2023). This DCL also provides information about program resources that will be available in FFY 2023.

Program Requirements

Using Updated Poverty Guidelines

All grant recipients are required to use the 2023 Federal Poverty Guidelines (FPG) and State Median Income (SMI) estimates for determining LIHWAP eligibility. Please be sure to update your policies accordingly. Benefit matrices should also be updated with the 2023 FPG and SMI levels, if applicable. For more information, read [LIHWAP IM-2022-05](#).

Q4 Quarterly Report

The LIHWAP Q4 Quarterly Report covering July 1, 2022 through September 30, 2022 is **due Monday, October 31, 2022 at 5pm ET**. Grant recipients should email their quarterly report to LIHWAPreports@acf.hhs.gov. Please copy your program specialist on the email submission.

For more information on submitting the report, please read [LIHWAP AT-2022-05](#). Grant recipients that need a refresher on the reporting requirements can [watch this recorded](#)

[presentation](#) that provides detailed instructions. Grant recipients can also refer to [this recorded presentation](#) that contains updates specific to the Q3 and Q4 reports.

Federal Financial Report

The Federal Financial Report (FFR) for FFY 2022 is due December 30, 2022. Per [LIHWAP Terms and Conditions](#), the OMB approved Financial Reporting form for this program is the [SF-425 Federal Financial Report](#). Grant recipients must use this form to track and report on LIHWAP funds.

The LIHWAP FFR must be submitted via the [Payment Management System](#) (PMS). The FFR Grantee User Guide is available in PMS only after logging in. Additional information on how to access the FFR User Guide within PMS can be found at [PMS User Guide-FFR](#). More information on the FFR is in [LIHWAP AT-2022-02](#).

FY 2022 Annual Report

The LIHWAP 2022 Annual Report covering the project start date through September 30, 2022 is due Tuesday, January 31, 2023. Grant recipients should email their annual report to LIHWAPreports@acf.hhs.gov. Please copy your program specialist on the email submission.

For more information on submitting the report, please read [LIHWAP DCL-2022-08](#). OCS will host a webinar in December to introduce and explain the report.

Policy and Guidance

OCS would like to remind grant recipients that all Action Transmittals, DCLs, and Information Memoranda are posted and retained on the [LIHWAP website](#).

Outreach Resources

Waterhelp.info Re-Launch

On October 5, 2022, the Office of Community Services (OCS) will re-launch waterhelp.info to include more resources, including a tool that allows households to search by their zip code to find LIHWAP services where they live. OCS hopes this tool will reduce administrative burden on households seeking assistance with their water and wastewater bills.

Data Dashboard

The [LIHWAP Data Dashboard](#) will be updated with information from the approved Q3 reports on October 6, 2022. 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 LIHWAP quarterly and annual reports.

LIHWAP Videos

OCS released several spotlight videos during FFY 2022. They provide more information on the program and can serve as helpful outreach tools.

- [LIHWAP North Carolina Spotlight](#)
- [LIHWAP Iowa Spotlight](#)
- [LIHWAP San Carlos Apache Spotlight](#)

In addition to the spotlight videos, OCS has released two animated videos that can be used for outreach to potential eligible households and water service providers.

- [LIHWAP Information for Households](#)
- [LIHWAP Information for Water Service Providers](#)

Training and Technical Assistance

Regional Check-Ins

Program specialists will continue to host regional check-ins following the submission of quarterly reports. The next set of check-ins will occur during the first two weeks of November. Subsequent check-ins will occur in February 2023, May 2023, and August 2023. You will receive a calendar invitation for the November meeting from your program specialist in the coming weeks.

If you are not sure who your program specialist is, contact information can be found [here](#) on the LIHWAP website.

Upcoming Webinars

OCS has several webinar and office hour events planned for the coming months. Most events will occur on Thursdays at 2pm ET. More information with dates and registration links will be emailed separately.

- In October, OCS will release a pre-recorded webinar that covers LIHWAP implementation without written vendor agreements and expand on information from [LIHWAP DCL-2022-21](#). The webinar release will be followed by office hours.
- In November, OCS will host a live webinar that covers implementation for tribes and features tribal administrators who successfully launched their programs in FFY 2022.
- In December, OCS will host a live webinar to introduce and explain the LIHWAP Annual Report. Following the webinar, OCS will host office hours in December and January for grant recipients to receive additional training and technical assistance on the annual report.

Training Resources Page

OCS would like to remind grant recipients about the [LIHWAP Training Resources](#) page on our website. Here you can find program implementation tools such as a [social media toolkit](#), sample vendor and [landlord](#) agreements, and a [renters resource guide](#). The page also contains information for partners and beneficiaries, such as a [service provider fact sheet](#), a [water bill explainer](#) for beneficiaries, and a [one-pager with conservation tips](#).

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

/s/

Dr. Lanikue Howard

Director

Office of Community Services