



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-2023-13

DATE: April 12, 2023

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

SUBJECT: LIHWAP Data Matching Webinar Invitation

ATTACHMENT(S): N/A

Dear Colleagues,

The purpose of this Dear Colleague Letter (DCL) is to invite Low Income Household Water Assistance Program (LIHWAP) grant recipients to a webinar focused on data matching and outreach.

Webinar Information

Please join the Office of Community Services (OCS) for a webinar taking place on **Thursday, April 27, 2023, from 2:00 to 3:00pm ET** on the topic of data matching in LIHWAP implementation. Attendees will hear from a group of four LIHWAP grant recipients who have used approaches to maximizing data matching and leveraged relationships with water service providers to improve their local programs.

Participants will include representatives from Michigan, Virginia, West Virginia, and Puerto Rico. Michigan has utilized a text message-based outreach program to contact potentially categorically eligible households and encourage them to apply for LIHWAP with their local agency. Virginia has partnered with a third-party contractor to streamline their outreach to households and to water service providers for participation. West Virginia has developed strong relationships with their water service providers, especially smaller water systems, which has enabled them to provide benefits to harder-to-reach households. Puerto Rico has used data matching in their program to identify customers with arrearages who may be eligible based on water service provider information.

Registration

Advance registration is required for this webinar, which will take place on Zoom. While there will be an opportunity for live question and answer with the panelists during the webinar, OCS requests attendees provide their written questions during registration, if possible. Please use the link below to register for the webinar.

- [LIHWAP Data Matching Webinar – Thursday, April 27, at 2:00pm ET](#)

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