



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-2023-16

DATE: June 7, 2023

TO: Low Income Home Energy Assistance Program (LIHEAP) and Low Income Household Water Assistance Program (LIHWAP) Grant Recipients

SUBJECT: Introducing New Division of Energy Assistance (DEA) and LIHEAP Leaders

ATTACHMENT(S): N/A

Dear Colleagues,

Please join the Office of Community Services (OCS) in officially welcoming the new Division of Energy Assistance (DEA) Director Megan Meadows and the new DEA Fiscal Branch Chief Andrew Germain. Please also join us in celebrating the appointment of Heather Jones as the Low Income Home Energy Assistance Program (LIHEAP) Policy, Data, and Evaluation Branch Chief after holding the role for over a year in a term position.

Megan Meadows

On June 5, 2023, Ms. Meadows joined OCS to lead the DEA team, which includes LIHEAP and the Low Income Household Water Assistance Program (LIHWAP). Ms. Meadows' professional career includes working with programs targeted to serving income-qualified households in both the nonprofit and state-government sectors. During her time at a local Community Action Agency, Ms. Meadows held a variety of roles providing services to customers in need and working with the agency staff and the board of directors to develop a strategy to continually grow and develop new programs.



Most recently, Ms. Meadows served as the Chief of the Community Services Division within the Ohio Department of Development (Development). In this role, Ms. Meadows was responsible for the oversight of 30+ programs funded by local, state, and federal resources, including LIHEAP, LIHWAP, the Community Services Block Grant, and the Weatherization Assistance Program.

These programs included serving income-qualified Ohioans through utility and housing assistance and improving communities by encouraging energy efficiency for businesses, and providing safe drinking water.

During her tenure at Development, Ms. Meadows worked with her team and community partners to launch an online application for customers to apply for assistance, creating one application for multiple programs and streamlining the eligibility process. Ms. Meadows' leadership facilitated the creation and launch of many new programs and efforts for Ohioans, including rental assistance, weatherization services to homes that were previously deferred, encouraging energy efficiency for businesses, removing property blight and hazardous contamination, providing safe drinking water, and providing funding for critically needed water infrastructure throughout the state.

Ms. Meadows is a proud mother of three active boys and enjoys spending time with her family.

Andrew Germain

Mr. Germain joined OCS on April 24, 2023. He comes to OCS from the Department of Justice, Office of the Inspector General (OIG) where he spent nine years in the Audit Division reviewing federal grants awarded to state and local governments, non-profit organizations, and tribal entities to combat crime and violence in our communities. He also worked to improve the efficiency and effectiveness of federal programs within the Department of Justice by seeking to eliminate fraud, waste, and abuse. Additionally, he played a key role in implementing OIG training programs, policies and procedures for audit follow-up and resolution, and strategic audit plans related to grant and contract reviews. Mr. Germain is passionate about using his skillset and experiences to enhance the mission of OCS.



Mr. Germain holds a Master of Business Administration in Management and a Bachelor of Administration in Entrepreneurship from the University of North Dakota where he was on the diving team for two seasons. He is a proud dog-dad and enjoys running, skiing, and traveling in his spare time.

Heather Jones

On June 5, 2023, Heather Jones joined DEA as the official LIHEAP Policy, Data, and Evaluation Branch Chief after holding the role for over a year in a term position. Before joining the LIHEAP team, Ms. Jones worked as a Senior Advisor for LIHWAP, and prior to this role, Ms. Jones was the LIHEAP Program Manager with the state of Missouri for 15 years. Ms. Jones has extensive experience in case work, supervision, performance management, project management, policy development, training, federal reporting requirements, and grant management.



She holds a Bachelor of Science in Business Administration and a Master's degree in Public Administration from the University of Missouri-Columbia. Ms. Jones lives in Columbia Missouri with her husband and near their son, daughter-in-law, and granddaughter Marigold.

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