

# Low Income Household Water Assistance Program

## LOUISIANA LIHWAP PROFILE SUMMARY



The Louisiana Housing Corporation Low Income Household Water Assistance Program (LIHWAP) is funded at nearly \$20.8 million in FY21. The program addresses the need to provide access to safe and affordable drinking water and wastewater services for many of the state's low-income households. Available data indicates that as of May 31, 2021, 19% of Orleans Parish customers (22,914) had accounts that were greater than 60 days past due with an average amount owed greater than \$1,800. Orleans Parish makes up 10.4% of Louisiana's individuals living in poverty. The state uses LIHWAP grant funds to assist low-income households with water and wastewater bills.

### Program Operation

Louisiana's LIHWAP, which began in December 2021, is managed and operated at the state level in coordination with other programs available to low-income households and in partnership with 39 administering agencies that include Community Action Agencies (CAA) and local and county governments. Louisiana's LIHWAP provides relief assistance to **three priority groups** served in the following order:

- Households with disconnected water services for immediate restoration of services
- Households with arrearages to prevent disconnection of water services
- Households seeking assistance with current water bills

Administering agency staff conduct outreach activities and determine client eligibility, while state agency staff process benefit payments to water vendors.

### FY21 LIHWAP FUNDING ALLOCATION



#### AMOUNT

**TOTAL: \$20,745,697**

- ARP: \$9,114,981
- CAA: \$11,630,716



#### OPERATIONAL PRIORITIES

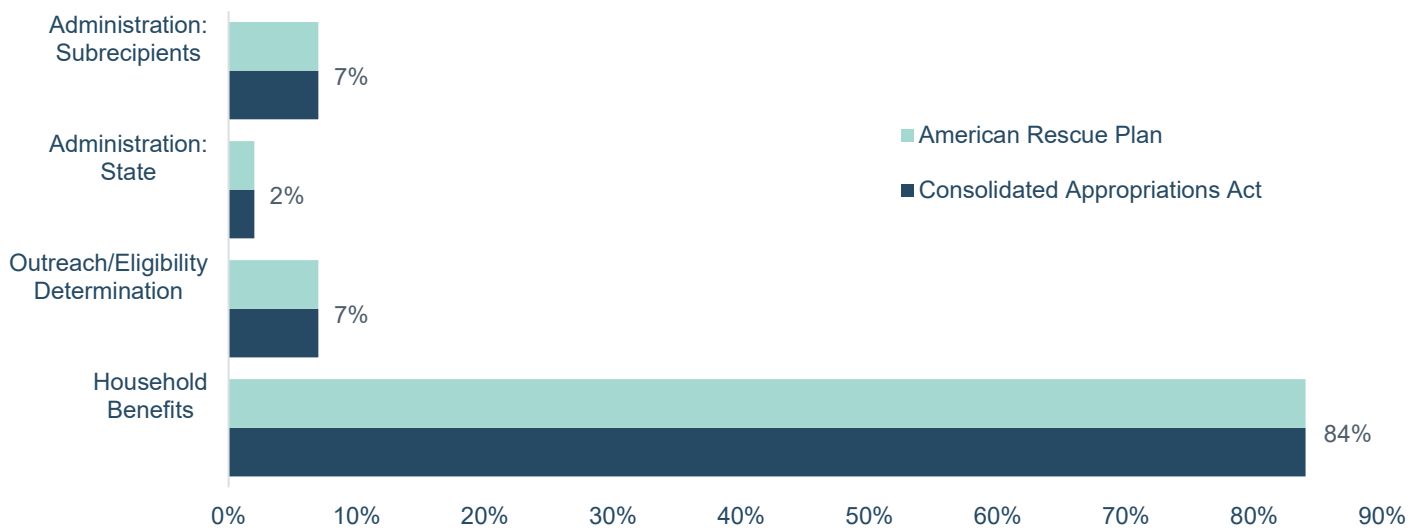
- Restoration of services
- Payment of arrearages
- Payment reductions



#### PROGRAM COORDINATION

- Joint application with LIHEAP
- Referral from LIHEAP
- One-stop intake centers
- Referral systems
- Statewide telephone call center (i.e., 2-1-1)

## Use of Funding by Funding Source



## Benefits on Behalf of Households

Under Louisiana's LIHWAP, eligible households with disconnected water services and households with arrearages may receive up to \$1,500 in benefit assistance. Households seeking assistance with current water bills receive assistance based on the household's income, size, and water/wastewater burden. Households with no income are eligible to receive the maximum benefit payment allowed for their family size.

## Priority Populations

Households that meet program eligibility criteria and fall into one of the following categories are eligible for one additional \$100 benefit payment:

- ✓ Families with young children
- ✓ Older Adult/Seniors (60+)
- ✓ Disabled individuals

## Program Outreach Activities

- Place posters/flyers in local and county social service offices, offices of aging, Social Security offices, Veterans Affairs, etc.
- Publication of articles or public service announcements in local newspapers or broadcast media announcements.
- Automated phone campaigns and/or social media outreach
- Multi-lingual announcements in languages spoken by low-income households within utility service area and/or notification in ethnic language news and broadcast media outlets
- Inform low-income applicants of the availability of all types of LIHWAP assistance at application intake for other low-income programs.
- Outreach to faith-based institutions, including those serving low-income people and people of color.
- Referrals by healthcare, State, and other organizations through Aunt Bertha ([findhelp.org](http://findhelp.org)) and Unite Us Louisiana ([Louisiana.uniteus.com](http://Louisiana.uniteus.com)).
- Presentations at community and school meetings.

## Eligibility and Benefit Determination Criteria

Title	Item
<b>Income Threshold</b>	
	150% Federal Poverty Guideline
✓	60% State Median Income
	Hybrid Federal and State (based on household size)
<b>Categorical Eligibility</b>	
✓	LIHEAP
	Means-tested Veterans Programs
	Supplemental Nutritional Assistance Program (SNAP)
	Supplemental Security Income (SSI)
	Temporary Assistance for Needy Families (TANF)
<b>Eligible Households</b>	
✓	Homeowners
✓	Renters
<b>Benefit Level Determination*</b>	
✓	Income
✓	Household size
✓	Household drinking water burden
✓	Household wastewater burden
<b>Benefit Amount</b>	
<b>\$100</b>	Minimum
<b>\$1500</b>	Maximum
<b>Benefit Period</b>	
✓	One Time
	Multiple

\*Grant recipients are required to determine a benefit level for households seeking assistance with their current water and wastewater bills. Benefit level determination is based on household income, size, and drinking water and wastewater burden.

### For more information about the Louisiana LIHWAP, contact:

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