



Office of Temporary and Disability Assistance

KATHY HOCHUL
Governor

DANIEL W. TIETZ
Commissioner

BARBARA C. GUINN
Executive Deputy Commissioner

General Information System (GIS) Message

Section 1

Transmittal:	22 TA/DC035 Upstate and New York City
Date:	April 18, 2022
To:	Subscribers
Suggested Distribution:	Commissioners, HEAP Coordinators, TA and SNAP Directors, Staff Development Coordinators
From:	Valerie Figueroa, Deputy Commissioner Employment and Income Support Programs
Subject:	Availability of New LIHWAP Outreach Materials
Effective Date:	Immediately
Contact Information:	LIHWAP Bureau (518) 473-1277 or NYSLIHWAP@otda.ny.gov
Attachments:	Attachment 1: PUB-5201A – Get Help Paying Overdue Water and Sewer Bills; Attachment 2: PUB-5201A-SP Spanish; Attachment 3: PUB-5201B – Get Help Paying Overdue Water and Sewer Bills (Flyer) (English/Spanish); Attachment 4: PUB-5201C – Get Help Paying Overdue Water and Sewer Bills (Palm Card) (English/Spanish); Attachment 5: PUB-5201D – Get Help Paying Overdue Water and Sewer Bills (Poster); Attachment 6: PUB-5201D-SP – Spanish

Section 2

This GIS message is to inform social services districts (districts) of the availability of new outreach materials to promote the Low-Income Water Assistance Program (LIHWAP). These publications provide information on the types of assistance available and how to apply for the benefits.

A brochure, flyer, palm card, and poster have been developed to provide information about LIHWAP, which is administered by the Office of Temporary and Disability Assistance (OTDA). Districts may find it helpful to share these publications with staff, current and/or former recipients of other forms of public assistance such as Temporary Assistance (TA), Supplemental Nutrition Assistance Program (SNAP), Home Energy Assistance Program (HEAP), and/or other community members to promote this available benefit.

The materials include:

PUB-5201A (Attachment 1) is a brochure that briefly outlines eligibility guidelines for LIHWAP and provides information on how to apply for the benefit.

PUB-5201A-SP (Attachment 2) is a brochure that briefly outlines eligibility guidelines for LIHWAP and provides information on how to apply for the benefit in Spanish.
PUB-5201B (Attachment 3) is a two-page flyer featuring the same information, with English on page one and Spanish on page two.
PUB-5201C (Attachment 4) is a 2-sided palm card that highlights the program website and ways to contact LIHWAP. Side one provides information in English; side 2 provides information in Spanish.
PUB-5201D (Attachment 5) is a poster entitled "Get Help Paying Overdue Water and Sewer Bills".
PUB-5201D-SP (Attachment 6) is a poster in Spanish entitled: "Obtenga ayuda para pagar las facturas vencidas de agua y alcantarillado."

These publications are intended for informational and outreach purposes. They may be displayed and distributed by districts, drinking water and/or wastewater service providers, partner State agencies, and other community and non-profit organizations. Suggested distribution methods include, but are not limited to: mailings, outreach events, waiting areas, and electronic dissemination such as email and social media.

Publications may be printed locally or distributed electronically, and are available for download through LDSS E-Forms and OTDA Publications at the following addresses:

- LDSS E-Forms:

- <https://otda.ny.gov/programs/publications/5201A.pdf>
 - <https://otda.ny.gov/programs/publications/5201A-SP.pdf>
 - <https://otda.ny.gov/programs/publications/5201B.pdf>
 - <https://otda.ny.gov/programs/publications/5201C.pdf>
 - <https://otda.ny.gov/programs/publications/5201D.pdf>
 - <https://otda.ny.gov/programs/publications/5201D-SP.pdf>

- OTDA Publications:

- <https://otda.ny.gov/programs/publications/5201A.pdf>
 - <https://otda.ny.gov/programs/publications/5201A-SP.pdf>
 - <https://otda.ny.gov/programs/publications/5201B.pdf>
 - <https://otda.ny.gov/programs/publications/5201C.pdf>
 - <https://otda.ny.gov/programs/publications/5201D.pdf>
 - <https://otda.ny.gov/programs/publications/5201D-SP.pdf>

For information regarding how to obtain printed copies, please use the following address:
http://otda.state.nyenet/ldss_eforms/.