LITT Introduction for EAP

July & August 2026

Henry Lowry
Vendor Manager

Indiana Housing & Community Development Authority

TODAY'S TRAINING

Learn utility vendor-side functionality in LITT

Recommended Attendees: all utility vendors

Format: Webinars will be scheduled for an hour. The webinars will be recorded.

- The first part of the webinar will be an uninterrupted PowerPoint presentation followed by a live walkthrough of LITT.
- The second part of the training will be dedicated to answering questions and walking through places people need repeated.

LITT INTRODUCTION

- New statewide database
- Required usage for all vendors and agencies
- All applicant processing will occur within
- New “transmittal process”: no more PDFs, emails, snail mail or faxes

LITT

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LITT INTRODUCTION

- PY26 Pilot Wrap up

- Reminder, change is hard

- Phase 1 test site being shown today
    - Upgrades coming this year and next

260+ utility vendors participating in Indiana and limited EAP team at IHCDA
use resources before contacting

LITT

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VENDOR VIEW VS AGENCY VIEW

Vendor View

- Only view their clients
- Show all their applicants in one spot even from different agencies
  - Ex: HSI and SCCAP clients all together

Agency View

- Sees all vendors in one area
- Shows only the applicants for their territory
- Queues will be view-only (except for Issue Queue and ROF Queue)

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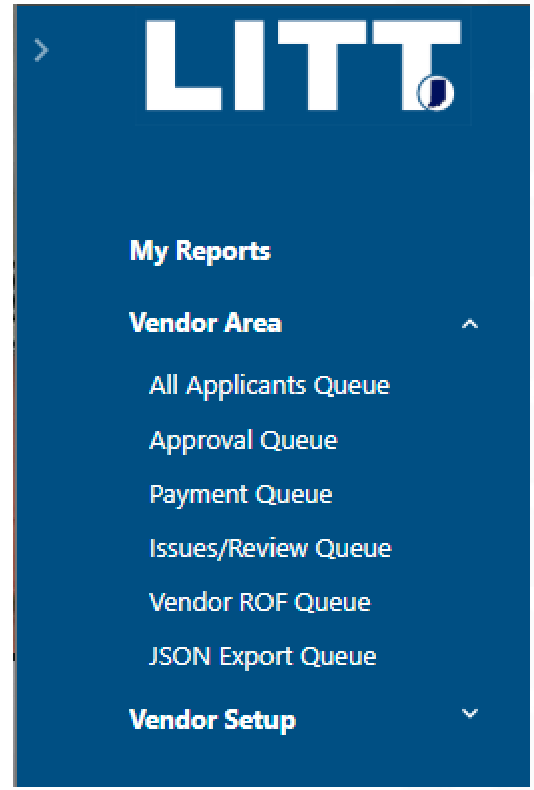
VENDOR VIEW DEFINITIONS

- **My Reports**-Future report module
- **All Applicants Queue**- “moratorium queue”, live list of each vendor’s clients
- **Approval Queue**-Benefit claim review list of Approved clients
- **Payment Queue**- Review and lock batches for payment-general payment info
- **Issues/Review Queue**-List of clients flagged for corrections or rejections



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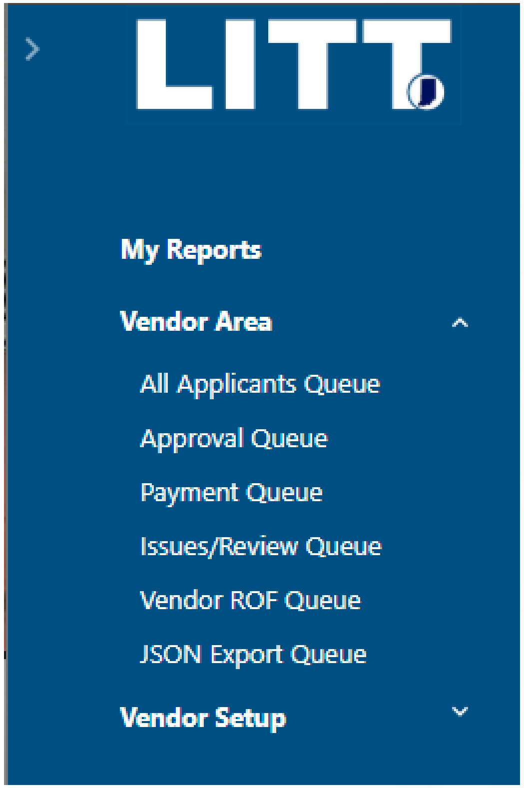
VENDOR VIEW DEFINITIONS

- **Return of Funds Queue (ROF)** - List of clients to create register sheet when returning funds. Approval queue for Return of Funds requests from Agencies. *Work in Progress
- **JSON Export Queue**-Manual JSON file export/tracking module. Admin only
- **Vendor Setup**- User management



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HOME SCREEN-VENDOR VIEW

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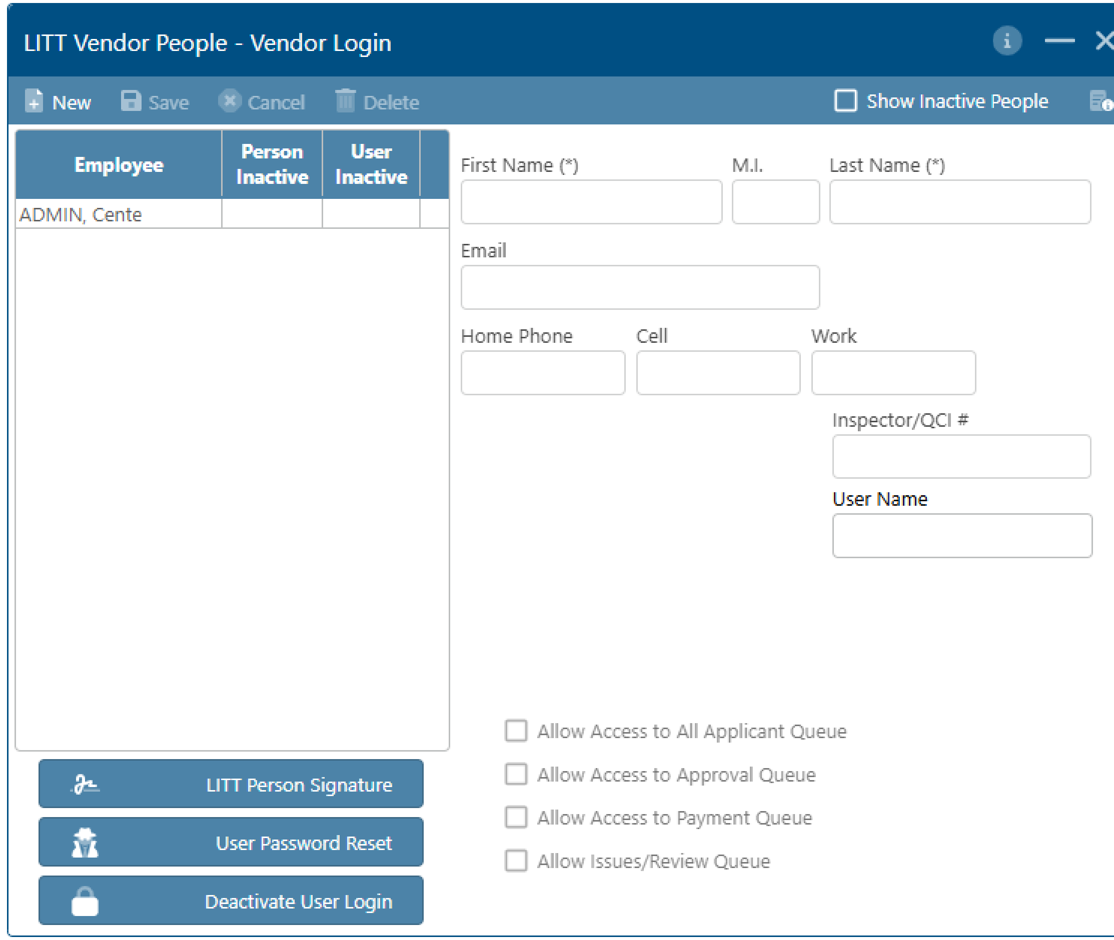
USER MANAGEMENT-VENDOR VIEW

- IHCDA sets up all utility's admin user
- All utilities are given an Admin user
    - Each user creates their own password
- Utilities are responsible for adding and managing their own users
- No management from LSPs



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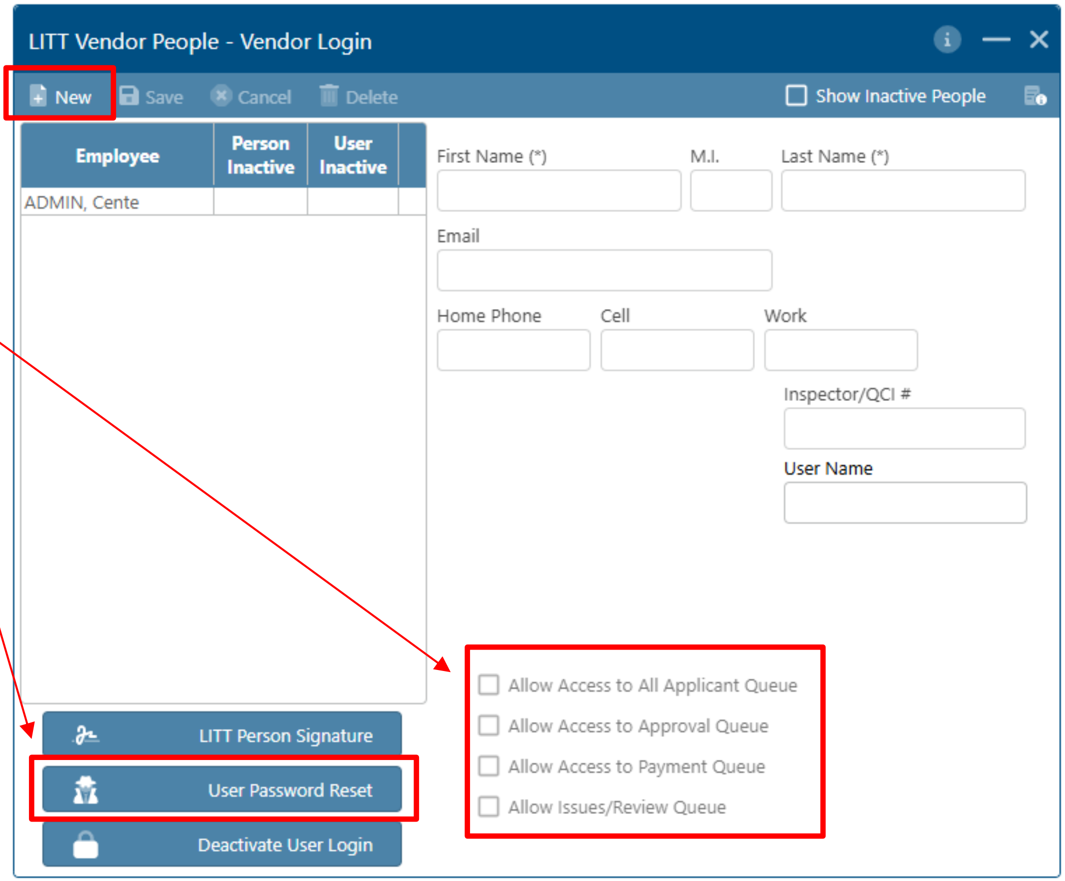
ADDING USER

- Click New
- Fill required information
- Select Queues for access
- Click User password Reset
- Save
- Share username
- User inputs username
- User creates own password



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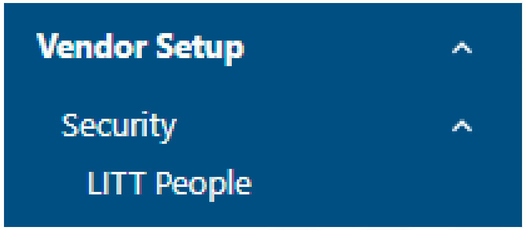
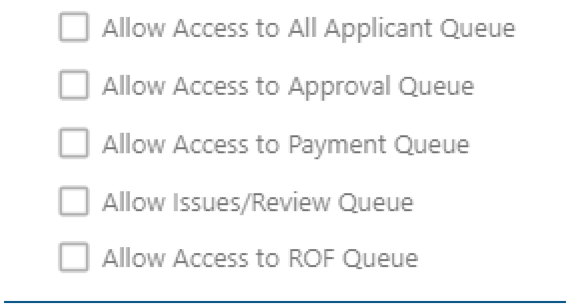
USER MANAGEMENT



- Access in LITT is now stratified
- Access to each Queue given by simply checking box
- Ex. CSRs given access to All Applicant Queue for live client statuses
- Ex. Accounting team given access to Payment Queue for deposit info



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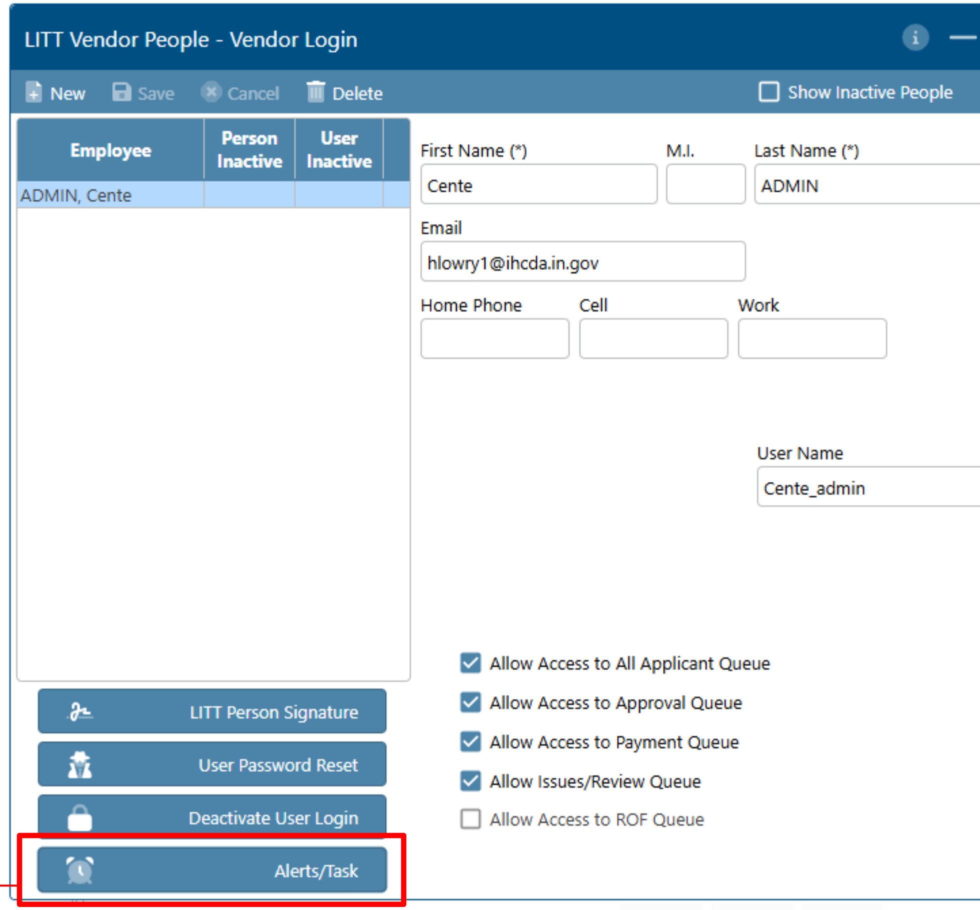
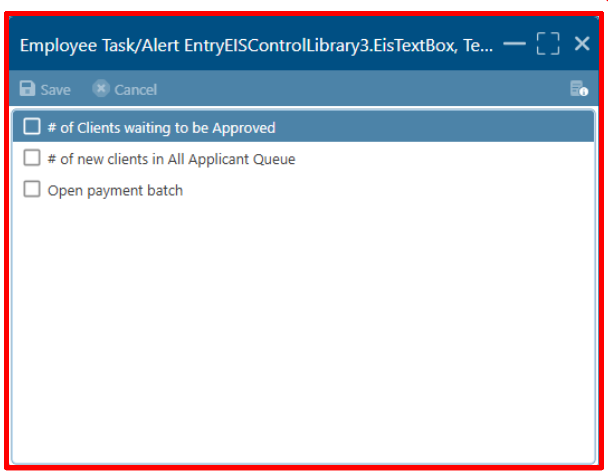
TASKS AND ALERTS

- Vendors can opt in/out of daily alerts
- Click Vendor Setup
- Select user
- Select Alerts/Task
- Select email alerts





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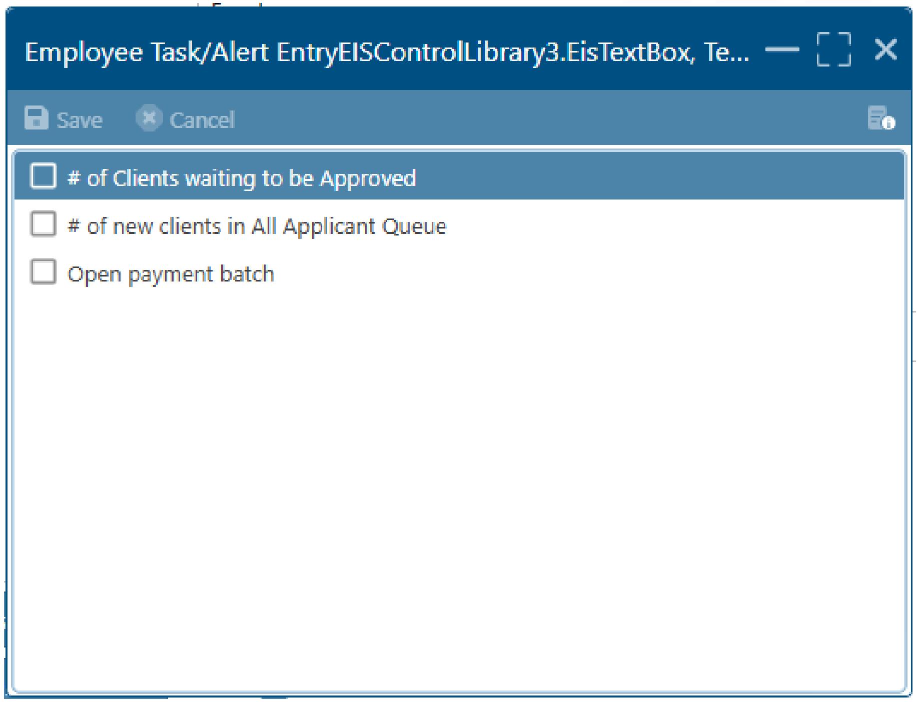
TASKS AND ALERTS-DEFINITIONS

- **Number of new clients in All Applicants Queue**
    - Moratorium monitoring
- **Number of new clients in Approval Queue**
    - Approved clients with benefits waiting for review
- **Open Payment Batch**
    - Number of days a payment batch has been open and total dollar amount



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USER MANAGEMENT BEST PRACTICES

- Password resets, or other user management should be conducted by admin user
- Admin user issues should not contact LSPs
- Contact IHCDA with admin issues

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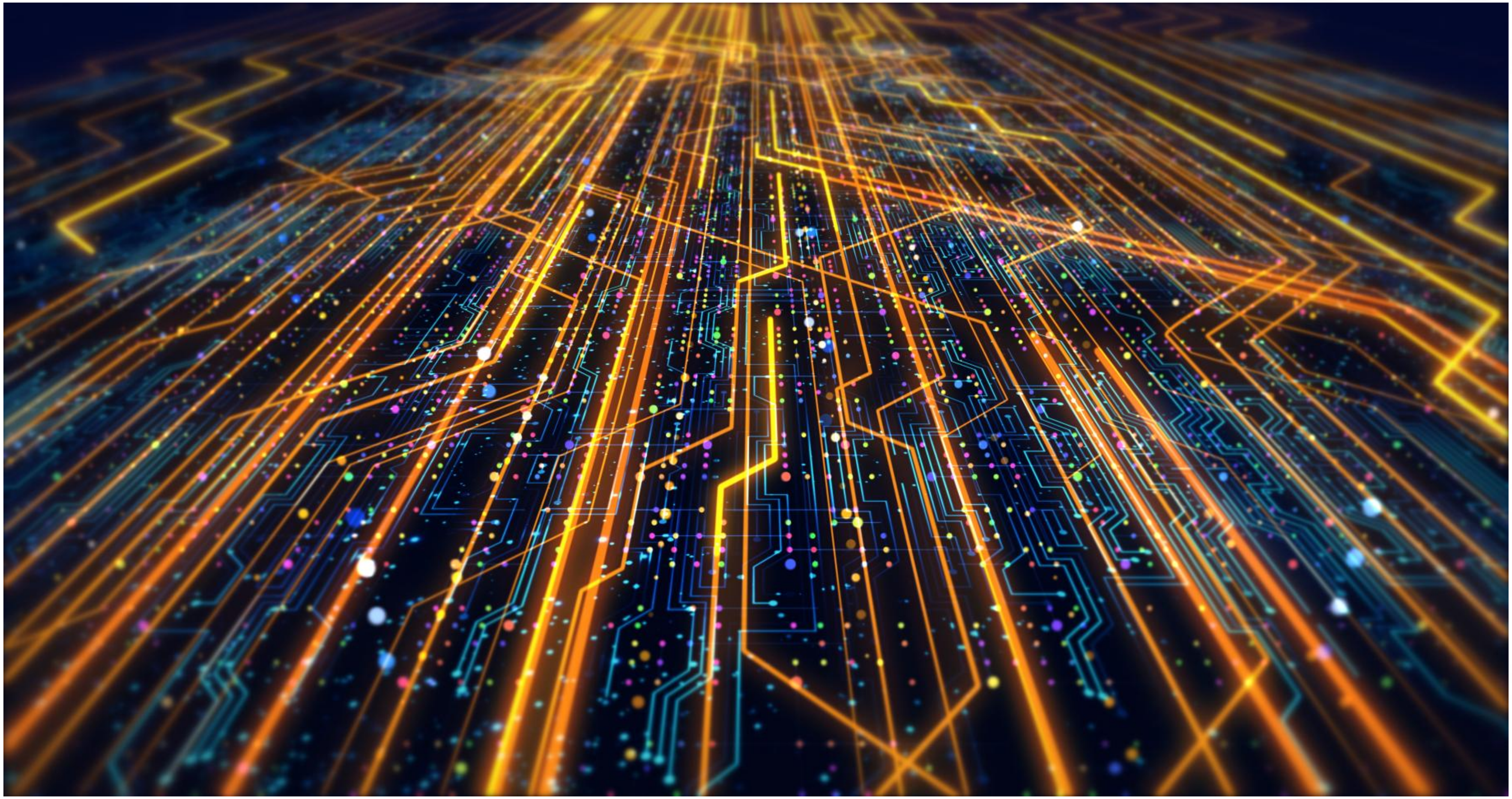
CLIENT PROCESSING



ALL APPLICANTS QUEUE

- Made for Moratorium monitoring
- Real-time status updates
- Only 4 statuses for vendors:
  - Undecided
  - Approved
  - Denied
  - On Appeal
- Grid to Excel for quick report

All Applicants Queue

First Name | Last Name | Account # | Address | Filter

Filter | Filter Options | Email | Grid to Excel

App #	Heat/Cool Acct	Application date	Name	Address Line 1	Status
261820	13412050-0 / 50988-001	06/25/2026	Jenifer Aveline	2000 Waterford Ct	Approved
261845	13313532-7 / 41989-002	06/25/2026	Rachel Auterson	709 E Jefferson St	Approved
261851	1356986 / 910111112222	06/25/2026	Freddie Fever	126 Fever Dr	Approved
261877	000000000 / 000000	06/30/2026	Anna Banana	127 Water St	Approved
261892	13026569 / 910122223333	07/01/2026	Veruca Salt	660 N 36th St	Approved
261630	1234 / 1234	07/05/2026	Joely Minimum	706 Humboldt St	Undecided
261896	135695624 / 910122223333	07/05/2026	Peppermint Patty	660 N 36th St	Approved
261897	135689756 / 910122225555	07/06/2026	Aaron Hotchner	660 N 36th St	Approved
261900	135698563 / 910199998888	07/06/2026	Penelope Garcia	660 N 36th St	Approved
261901	134567890 / 910125645555	07/06/2026	Ross Gellar	660 N 36th St	Approved
261929	009009 / 12345	07/08/2026	Tiffany Bush	1428 Elm St	Undecided
261946	13064844-7 / 33547-002	07/13/2026	LaVonne Bartlett	600 S Grace Ave	Approved
261950	13493196-3 / 37364-003	07/13/2026	David Bean	1806 E College St	Approved
261999	505 / 123	07/17/2026	Yellow Goldman	705 S 5th St	Approved
262003	555 / 856	07/17/2026	Harry Seeds	409 W Miller Ave	Approved

78 Record(s)

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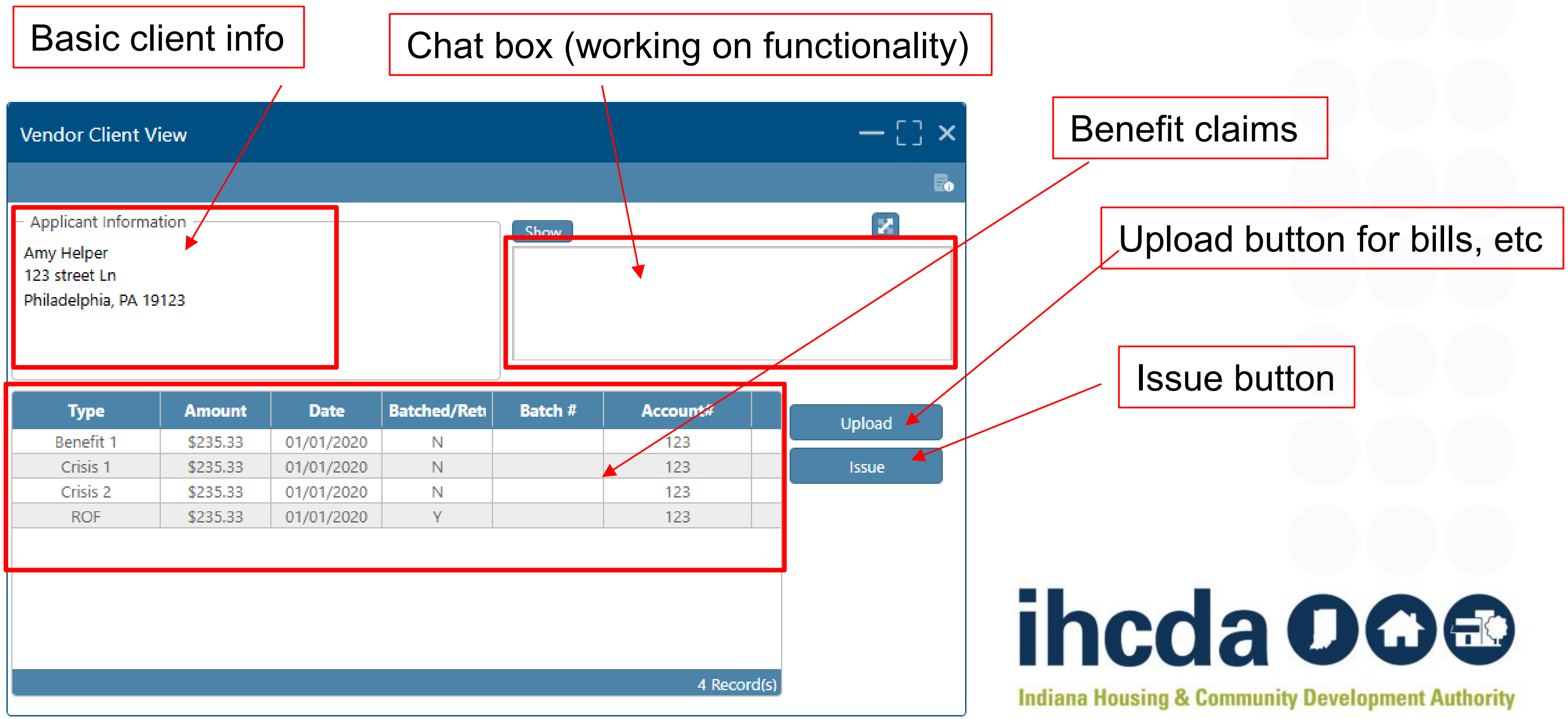
CLIENT CARD

- Pop out when clicking on client



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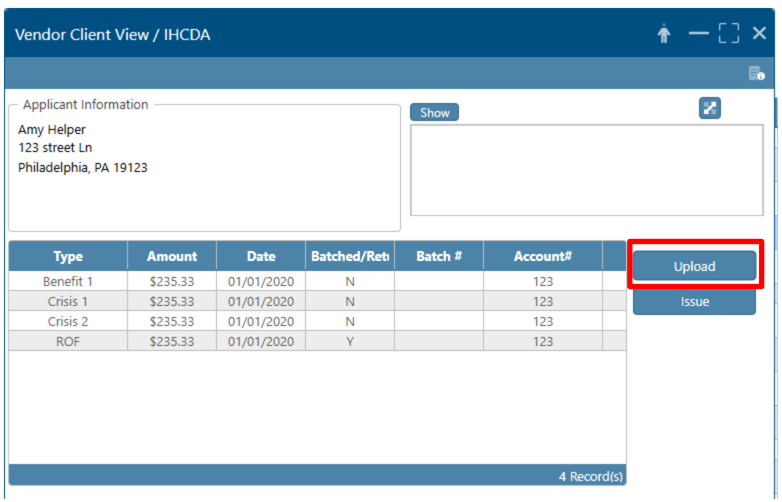
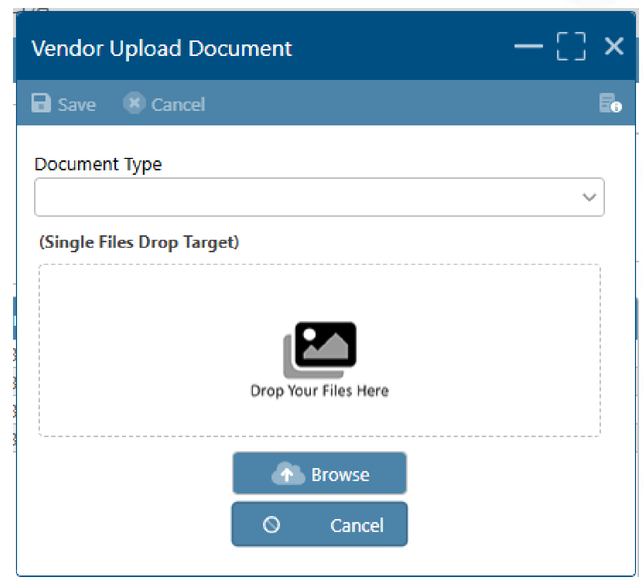
UPLOADING DOCUMENT

- Utility vendors can now securely upload files from Upload button on client card





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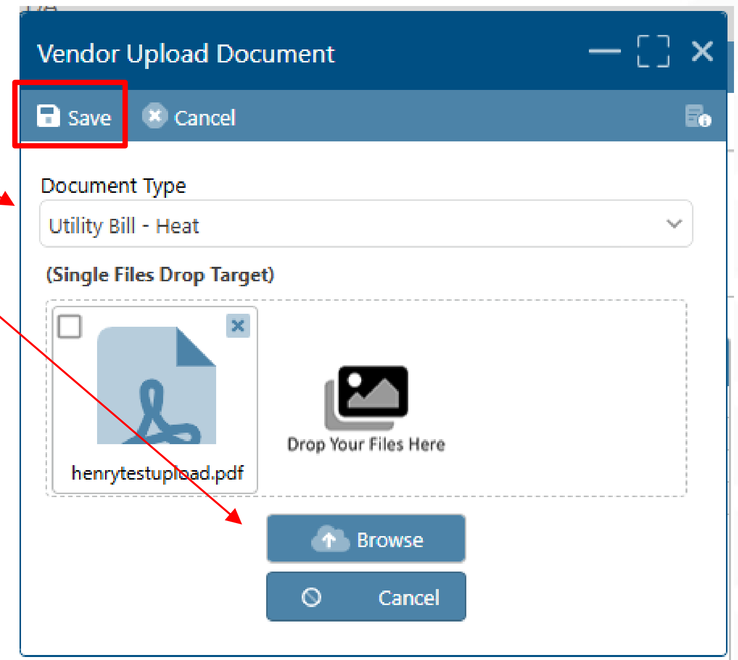
DOCUMENT UPLOAD-VENDOR VIEW

- Select document type
- Browse and select document
- Click Save



DOCUMENT UPLOAD POLICY

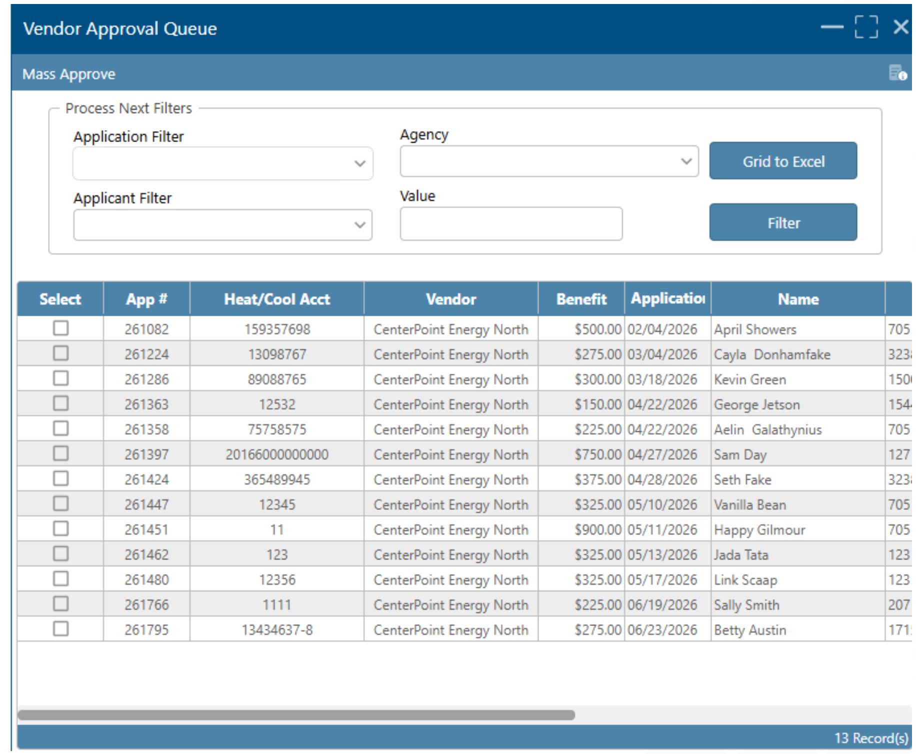
- Utility vendors not required to use this function, at this time
- IHCDA wants other <u>secure</u> forms of file sharing to be available to use
- Utility vendors that use outdated methods, such as fax or snail mail, consider this switch for efficiency
- Reminder: Please alert the agency that you have uploaded requested docs

ALL APPLICANTS QUEUE BEST PRACTICES

- Client status requests should not be sent to LSPs
    - Exception for bugs, or potential issues
- Reports or data requests should not be sent to LSPs
    - If utilities need extra reporting, send requests to vendors@ihcda.in.gov
- Use document upload function for client bills
- Vendors should be monitoring All Applicant list for Moratorium protection
    - LSPs will still be reaching out to assist in protecting crisis clients
    - It is not LSP responsibility to keep utility vendors compliant with regulations

APPROVAL QUEUE

- Claim approval replacing "transmittals"
- Only shows Approved Clients
- Only shows when benefit (and therefore funding) available
- Approving client benefit= signing transmittal



Select	App #	Heat/Cool Acct	Vendor	Benefit	Applicatio	Name	
☐	261082	159357698	CenterPoint Energy North	$500.00	02/04/2026	April Showers	705
☐	261224	13098767	CenterPoint Energy North	$275.00	03/04/2026	Cayla Donhamfake	323
☐	261286	89088765	CenterPoint Energy North	$300.00	03/18/2026	Kevin Green	150
☐	261363	12532	CenterPoint Energy North	$150.00	04/22/2026	George Jetson	154
☐	261358	75758575	CenterPoint Energy North	$225.00	04/22/2026	Aelin Galathynius	705
☐	261397	20166000000000	CenterPoint Energy North	$750.00	04/27/2026	Sam Day	127
☐	261424	365489945	CenterPoint Energy North	$375.00	04/28/2026	Seth Fake	323
☐	261447	12345	CenterPoint Energy North	$325.00	05/10/2026	Vanilla Bean	705
☐	261451	11	CenterPoint Energy North	$900.00	05/11/2026	Happy Gilmour	705
☐	261462	123	CenterPoint Energy North	$325.00	05/13/2026	Jada Tata	123
☐	261480	12356	CenterPoint Energy North	$325.00	05/17/2026	Link Scaap	123
☐	261766	1111	CenterPoint Energy North	$225.00	06/19/2026	Sally Smith	207
☐	261795	13434637-8	CenterPoint Energy North	$275.00	06/23/2026	Betty Austin	171

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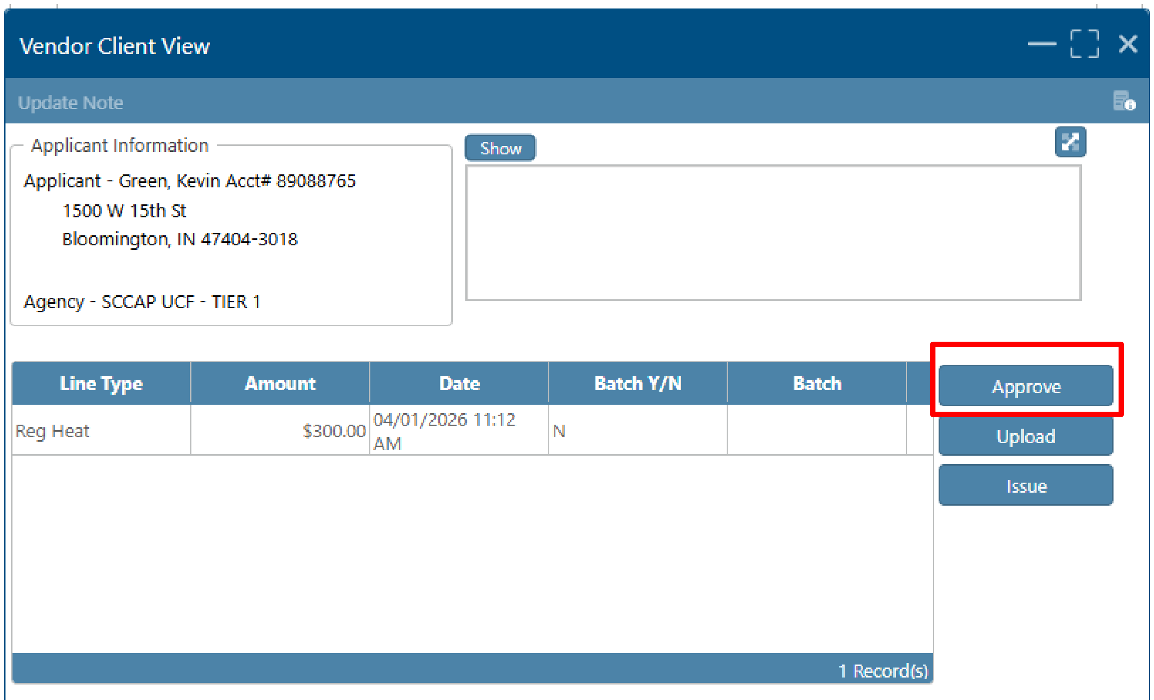
APPROVAL QUEUE

- Approvals are same step as signing old transmittal
  - Accounts must be credited at this time
- Benefits pop out card:



- Reasons must be given for denying a benefit, or flagging for correction
- Rejections & Corrections sent to Issue Queue

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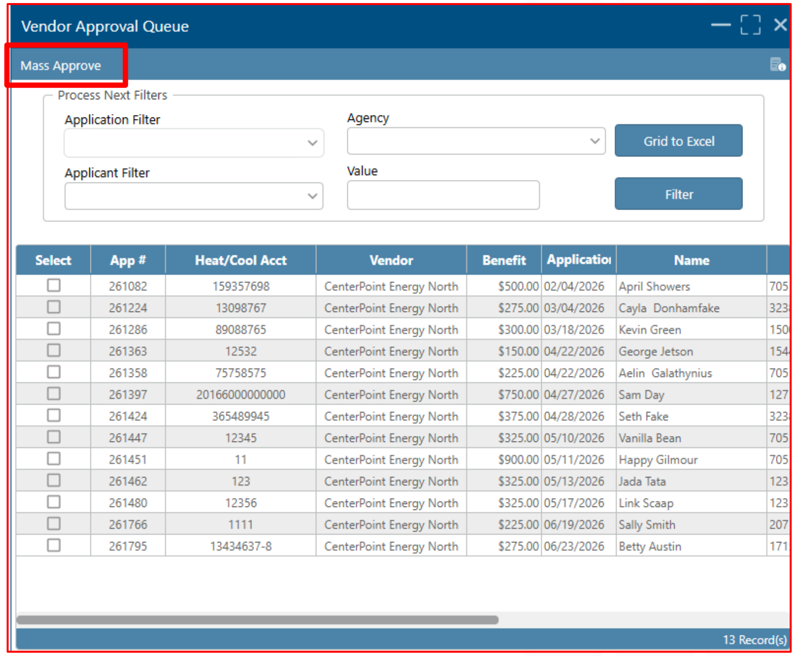
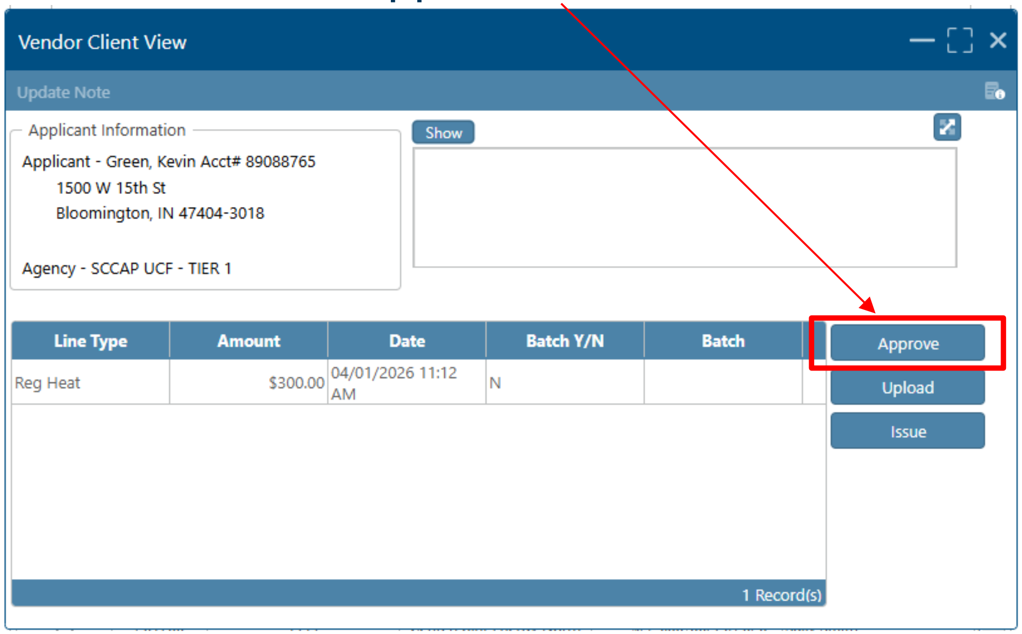
APPROVAL QUEUE-VENDOR VIEW

- Benefit claims can be approved in multiple ways
- Mass Approval Button
- Individual approval from client card





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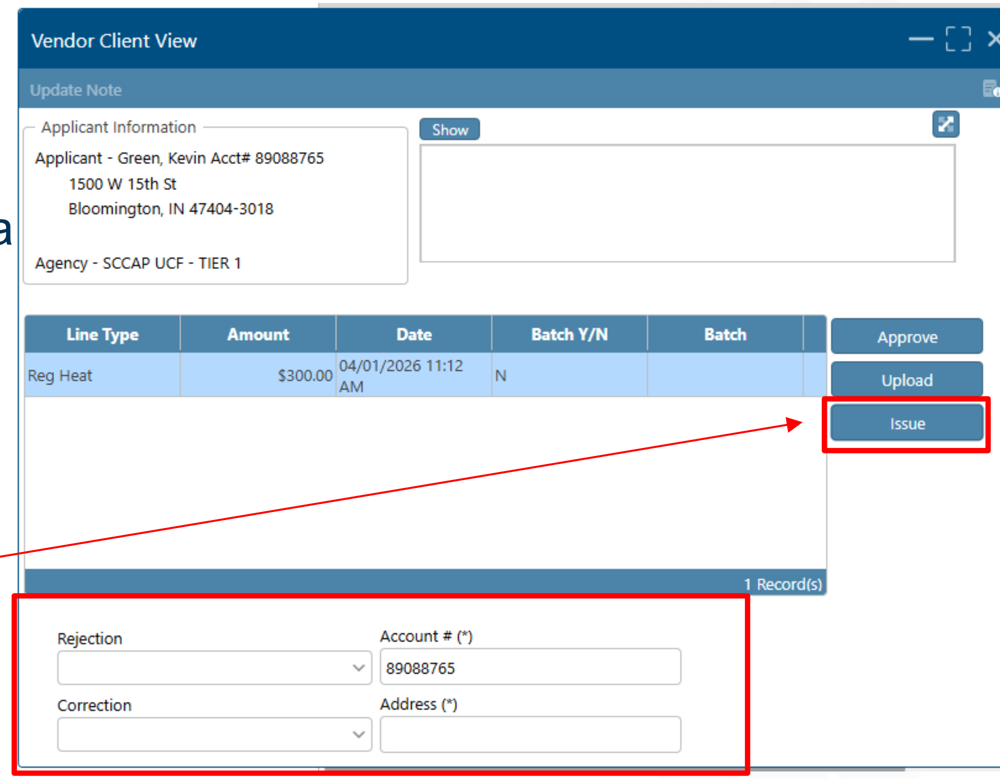
APPROVAL QUEUE-ISSUES-VENDOR VIEW

- Client benefits can now be flagged for Rejection or Corrections
- This is the same step as removing a client from a transmittal
    - Flagging a client benefit moves the claim to the Issue Queue (more on that later)
- Selecting Issue button brings up Rejection and Correction options



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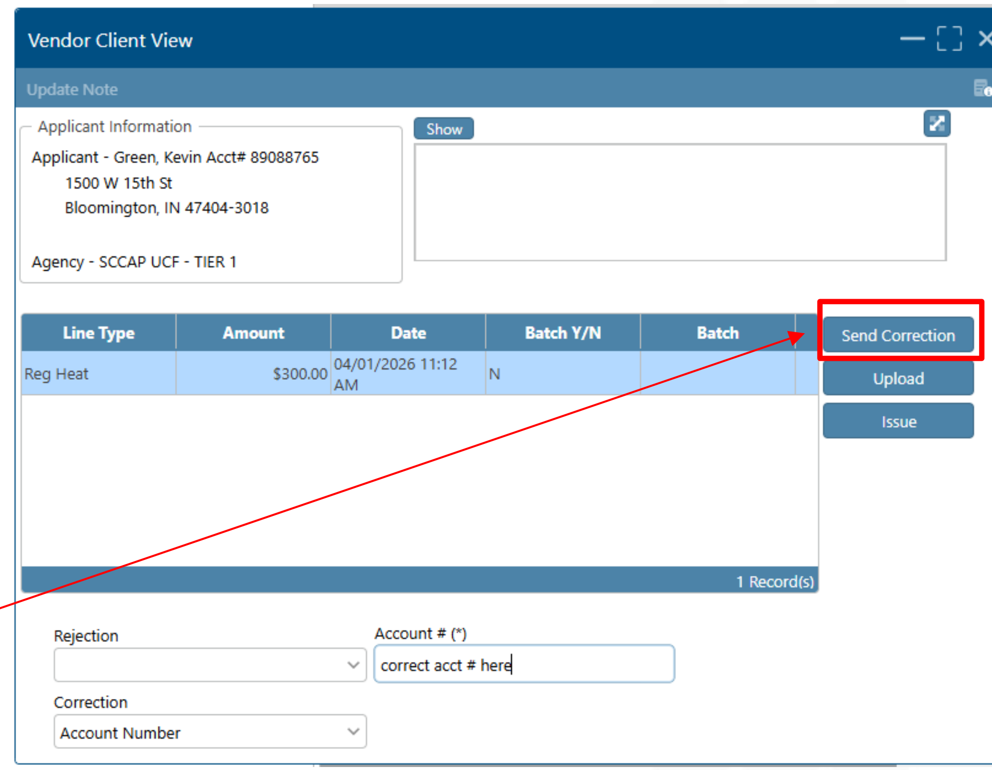
APPROVAL QUEUE-ISSUES VENDOR VIEW

- Clients flagged with Issue must have reason provided
  - Rejection Reasons:
    - No Active Service/Closed Account
    - Business Account/Non-Residential
    - Account Not Found
    - Over credit limit
  - Correction Reasons:
    - Account Number
    - Address
- Issue buttons opens a text box for vendors to provide information
- Select Send Correction button to submit to Issue Queue



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APPROVAL QUEUE BEST PRACTICES

- Benefit claims in Approval Queue should be processed within 7 days
- Vendors will not receive additional reminders of available claims from LSPs
    - Daily email alerts will be available
- Utility vendors responsibility to regularly check system for available claims
- IHCDA will be monitoring usage

EDI VS JSON FILE

- EDI file format that accompanied transmittals will no longer be available
- Utilities can take advantage of a new electronic file format
  - Legacy EDI files are being replaced
- JSON File features:
  - Secure data transfer
  - Automated and customizable pulldown/upload of client data and statuses
  - Future complex data exchange capability aka automation
- Utility vendors can reach out to vendors@ihcda.in.gov if interested in developing this upgrade

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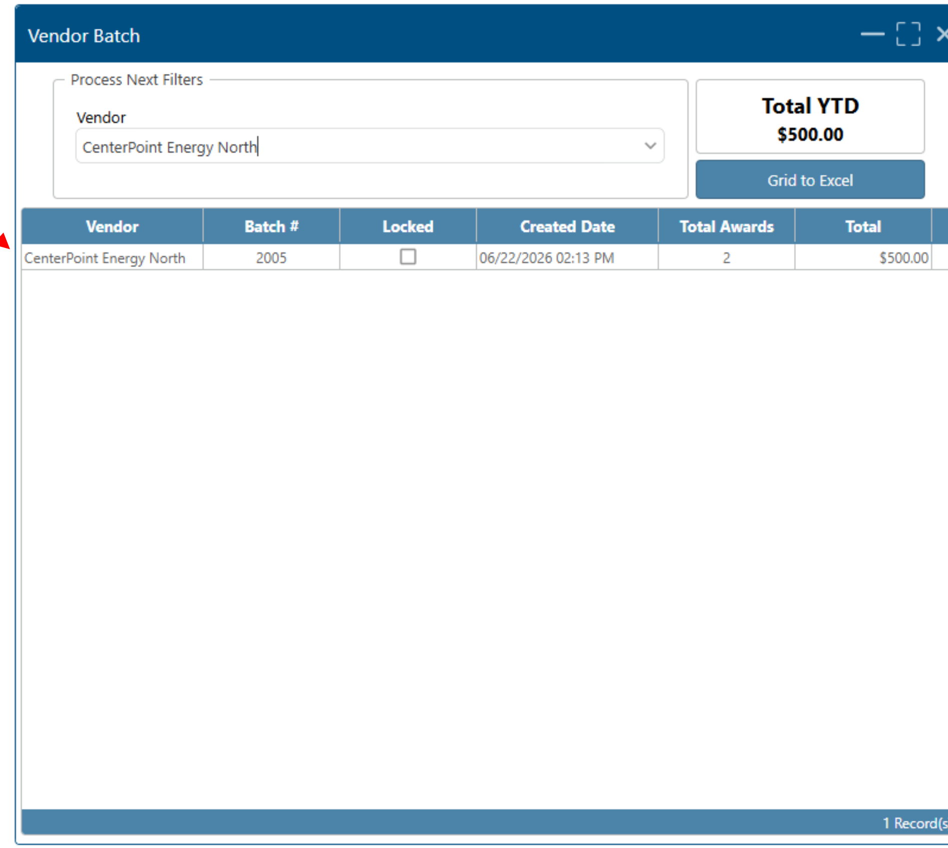
PAYMENT QUEUE

- Approved client benefits automatically fill unlocked payment batch
- Vendors responsible for locking batches to submit for payment
- Backend changes should shorten the pay period considerably



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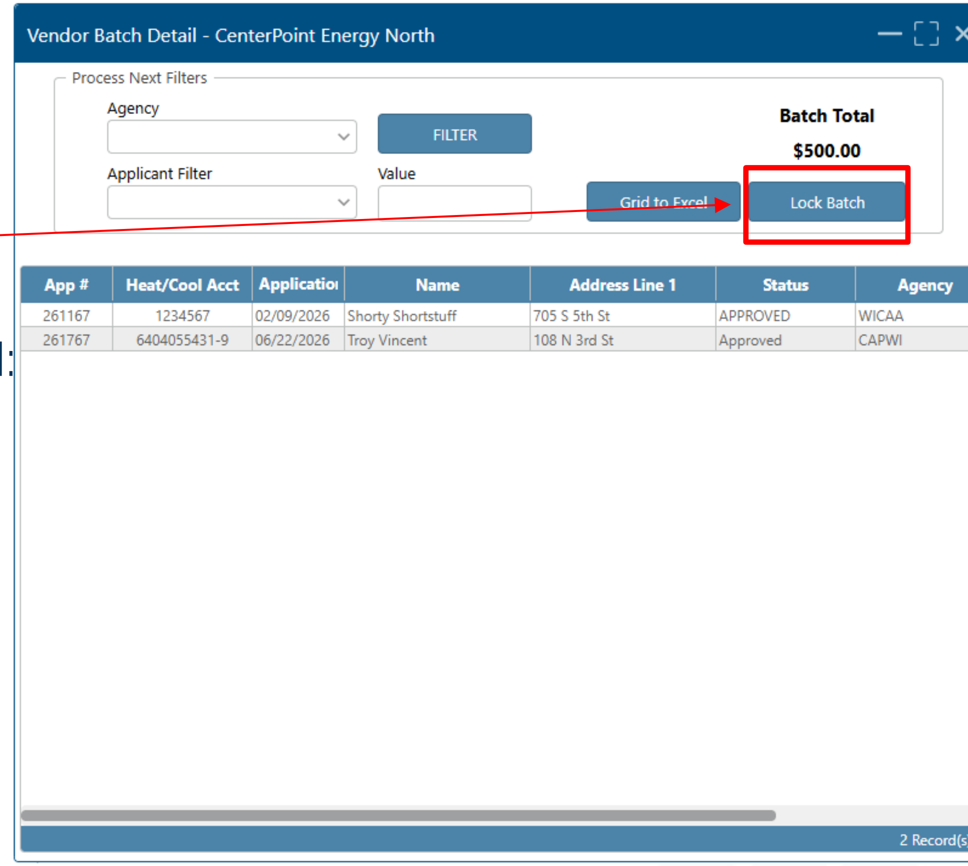
PAYMENT BATCH CARD

- Payment register
- Vendors must lock batch to submit for payment
- Relevant information being finalized:
  - Paid Date
  - Batch totals
  - ACH errors (if applicable)



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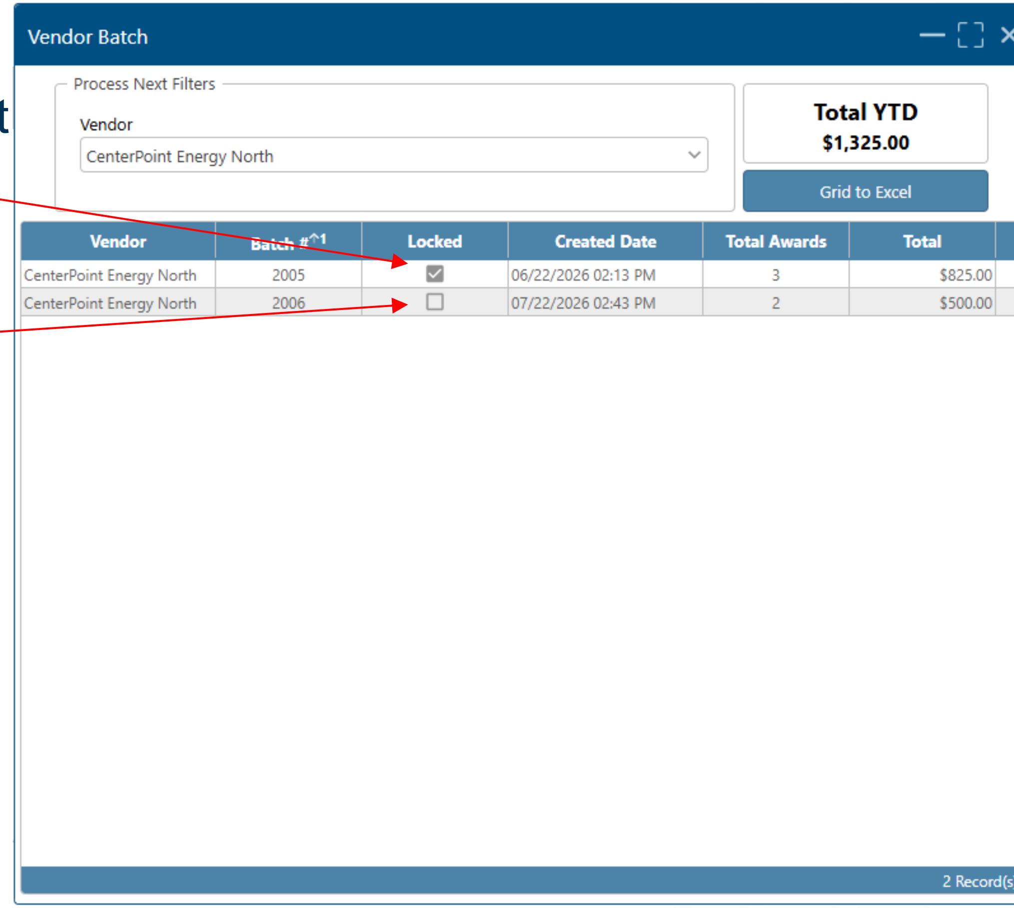
PAYMENT QUEUE

- Locked batches remain in Payment Queue
- Fresh payment batch opens after client benefit is approved



PAYMENT QUEUE BEST PRACTICES

- Open batches should be locked for payment weekly
- All payment info can be found within Payment Queue and relevant batches
- Payment issues or questions should be routed to IHCDA
- Reminder: LSPs cannot assist with payment issues or questions
- ACH updates must go through vendors@ihcda.in.gov

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ISSUE QUEUE-VENDOR VIEW

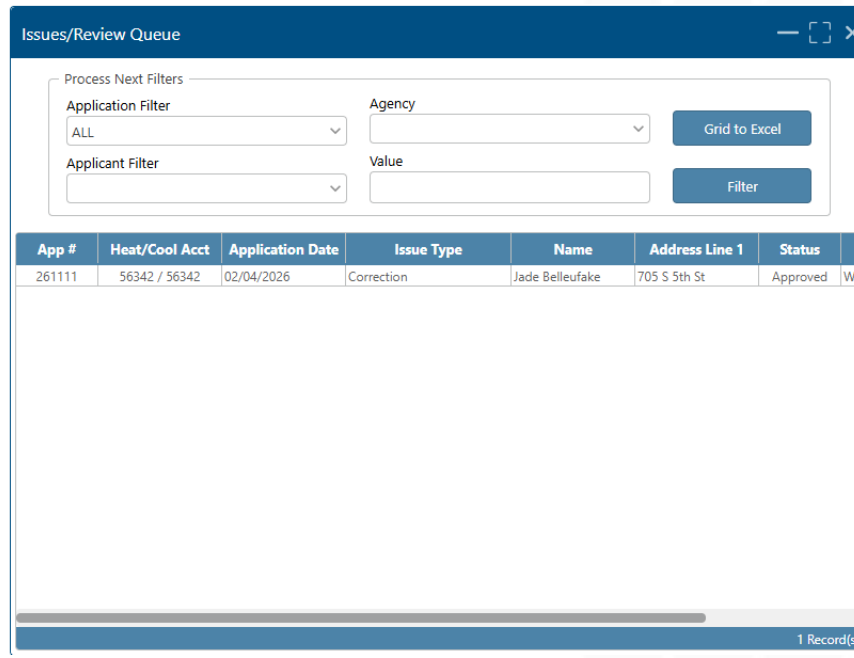
- Clients flagged by vendors will move to Issue Queue until Resolved

- Rejection Reasons:
  - No Active Service/Closed Account
  - Business Account/Non-Residential
  - Account Not Found
  - Over credit balance

- Correction Reasons:
  - Account Number
  - Address

- Agency will work to resolve
  - Return to Approval Queue

- Some will stay unresolved



ISSUE QUEUE-RESOLVING

- Some will not be able to be sent back to vendor approval
- Clients benefits that are rejected will become programmatically approved with no benefit
    - Reminder: clients can be programmatically approved without benefits
- Rejected clients in the Issue Queue will remain there through the season
- If client updates required information, benefit can still be resolved and returned to Approval Queue
    - Ex. Credit balance

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RETURN OF FUNDS

- Return of funds will soon be able to be tracked in LITT
- Return of Funds Queue allows for ROF requests to be sent to vendors to process
    - Structural changes in application processing should result in far less ROF requests overall
- Vendors able to select clients and create a record and register sheet for ROFs
- As a reminder, federal funds that are returned without using correct identifying information could result in removal from Energy Assistance Program
- More training on this will take place after functionality is finalized

BEST PRACTICES FOR VENDORS

- Minimum weekly login to LITT
- Approved clients must be processed within 7 days
- Payment batches open for no longer than 7 days
- Monitoring All Applicant Queue for Moratorium protection

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PLEDGE POLICY

- Agencies can and will still use pledges to mitigate crisis situations
  - This is an important tool
- Utility vendors subject to moratorium requirements will need to use LITT to stay compliant with regulations
- Pledges are never required to maintain service during Moratorium
  - Email vendors@ihcda.in.gov if there are questions

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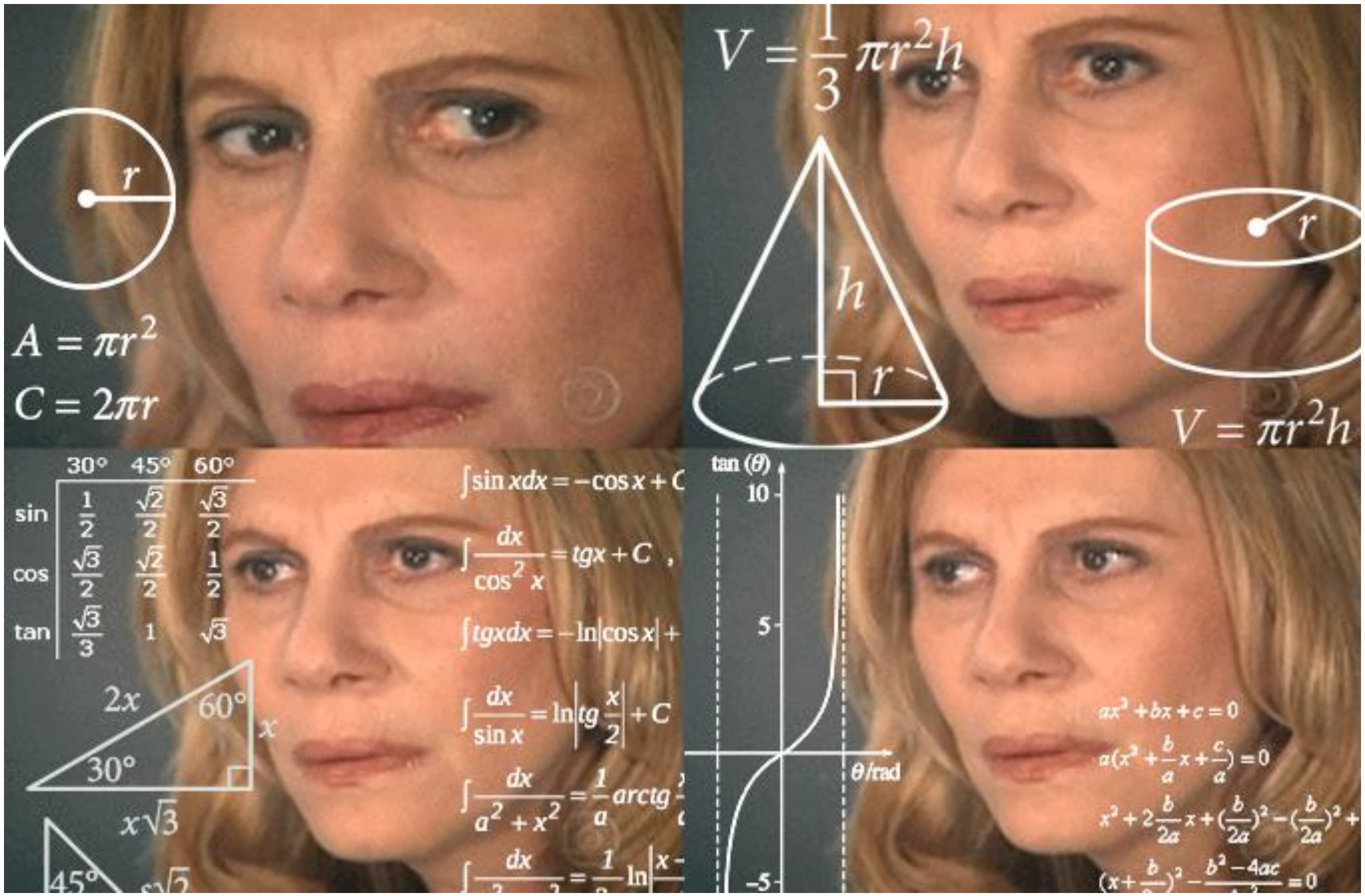
LITT WALKTHROUGH

QUESTIONS?



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NEXT STEPS FOR VENDORS

- Live site and usernames to be sent out to begin logging in
  - Expectation for vendors to begin usage on 10/1
    - Claims will be available on this date
- Test site access will be given upon request
- Quick Guide/Manual to be shared out when complete
- Register for yearly Policy Training:
  - 8/24 Bulk Fuel Vendors
  - 8/25 Municipalities
  - 8/26 All Other Utilities
- LITT Training Refreshers to be scheduled as needed in October

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NEXT STEPS

- IHCDA will upload the recording and a copy of the PowerPoint resource page

- Test system being updated https://littinsb.azurewebsites.net/

- Question about Vendors email vendors@ihcda.in.gov

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