

**Mid America Assistance Coalition
KCMO Water Services Fund
Instructions, Procedures, and Eligibility Guidelines
May 2022**

Client Eligibility Guidelines

1. Applicant's/account holder's household must have income at or below 185% of the U.S. Poverty Guidelines most recently published by the Department of Health and Human Services.
2. Applicant/account holder must be an active Kansas City, Missouri Water Services Department (currently KC Water) customer. If account holders meet the other conditions but are shut-off, the funds can be used to get them back on. Inactive accounts pertain to those with old/bad debt that are no longer being billed or who are no longer in residence.
3. Applicant/account holder must be a resident of Kansas City, Missouri.
4. Program assistance is for KC Water, wastewater, and/or storm water bills.
5. Applicant/account holder is eligible to receive a maximum of \$500.00 or 2 Services in program assistance within a rolling 12 month period, whichever comes first.
6. Program assistance may be used for a current WSD bill or a payment under a WSD settlement agreement.
7. Applicant/account holder must have made a payment from personal funds on the WSD bill for which applicant is seeking help within 90 days of the date of application.

Agency Intake Procedures

1. Eligible clients will contact MAACLink Agency Partners throughout the KC Water Services area. This may happen as a result of a referral from the United Way 2-1-1 program.
2. Agency staff will take applications from clients to determine if they qualify for assistance. Applications will be taken in the same manner as other MAAC-Managed Funds, using a Standard Intake Form (SIF). The basic criterion is that household income must be 185% or less of the federal poverty table. This standard will be built in to the MAACLink Client Service Eligibility Rules for the Fund.
3. If customers qualify for assistance, the agency will enter the service into the MAACLink database, AND will fax or e-mail the grant request to the KC Water Services Department. The fax number is 816-513-0116; the email address is water.rpd@kcmo.org. Funds will not be pledged for non-active accounts. KC Water staff may interpret the meaning of active or non-active.

4. KC Water account numbers MUST be entered into MAACLink in order for payment to be applied properly to the client account.
5. Agency staff must verify that a payment has been made from personal funds within the previous 90 days, as one condition of eligibility.
6. If the KC Water staff accepts the grant, the pledge will be applied to the customer account and any collection action will stop.
7. MAAC will make payments by check to the KCMO Water Services Dept at least twice monthly. A list of client names, addresses, and account numbers will accompany the check.

MAACLink Entry Instructions

1. When performing a client intake for water assistance, all members of the household must be entered into MAACLink.
2. The proposed service must be entered only on the record for the head of household, and must agree with the name on the water bill.
3. If there is no current budget (within past 30 days) in MAACLink for the client's household, a new budget must be entered prior to entering the service. The household budget must include income from all household members. All income should be entered using the categories in MAACLink. The income entered must match the documentation provided by the client and should not be estimated. It is also not appropriate to simply enter no income to bypass the Rule based on household income.
4. If the household income exceeds the 185% of poverty limit, the service will be automatically denied by MAACLink.
5. A KC Water account number must be entered to verify that the client is a KC Water customer. No payment can be made without an account number.
6. The agency should create a client hard copy file that contains all documentation to substantiate the service. At a minimum, the file should contain the following:
 - a) The printed Standard Intake Form from MAACLink
 - b) A copy of the water bill to be paid, dated within 30 days
 - c) Copies of documents to verify income
 - d) Copies of documents to verify client information such as driver's license, social security card, birth certificate, etc.
 - e) Copies of documents showing payment by client within 90 days, or a note verifying payment from the water dept.