

LIHEAP Performance Management

2021 NATIONAL VIRTUAL LIHEAP TRAINING
CONFERENCE

STATE SESSION - MARCH 3, 2021



Session Objectives

- Orientation to the development of LIHEAP Performance Measures
- Progress in reporting LIHEAP Performance Measurement Data
- Importance of Performance Reporting for OCS
- Important of Performance Reporting for Grantees
- Understanding the Performance Management Indicators
- Using the Performance Management Indicators
- Next Steps in Validating and Using Performance Management Data



Agenda

- **Akm Rahman – OCS/DEA**
 - Welcome and Introductions
- **Lauren Christopher – OCS/DEA**
 - Why do we need performance data?
 - Who developed the performance indicators?
 - What progress have grantees made in reporting?
- **Melissa Torgerson – Verve Associates**
 - What are the components of the LIHEAP Performance Management system?
 - What are the specific LIHEAP Performance Management indicators?
 - What is the role of the Performance Management Implementation Work Group?



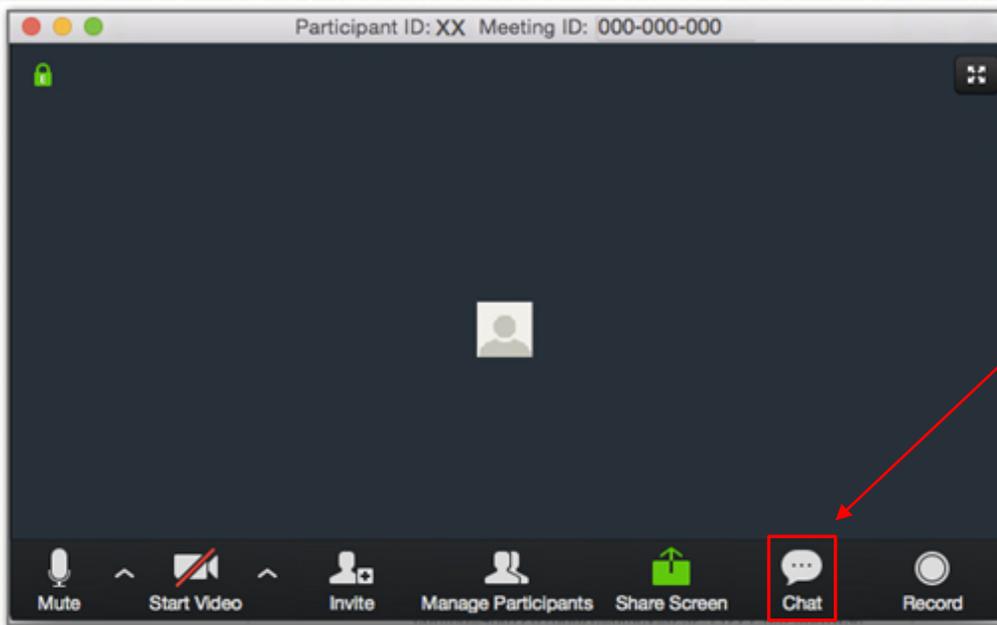
Agenda (Continued)

- **Lisa Goben** – Oregon / Performance Measures Integration Team
 - Performance Management Executive Summary
 - Performance Management State SNAPSHOT
- **Tracy Smetana** – Minnesota / Data Case Studies Team
 - Performance Measures Trends
 - Case Study Team Initiatives
 - Accessing Data
- **Sheri Shepherd** – Montana / Data Reliability Team
 - Next Steps
 - Data Reliability Webinar – April 2021
 - Data Case Studies Webinar – May 2021
 - Performance Measures Reports Webinar – June 2021



Submitting Questions

- There will be a question-and-answer period at the end of the presentation.
- If you have questions during the presentation, please submit them via the Zoom chat box.



Click here to open
the Zoom chat box.



LIHEAP Performance Management

WHY WE NEED IT, HOW WE GOT HERE,
AND HOW WELL WE ARE DOING



Challenges for the LIHEAP Program

- **FFY 2018 Budget**
 - 2003 – OMB PART Assessment:
 - Finding - “Results not Demonstrated” for the LIHEAP Program.
 - 2010 – GAO Report – LOW-INCOME HOME ENERGY ASSISTANCE PROGRAM:
 - Finding - “Results not Demonstrated” for the LIHEAP Program.



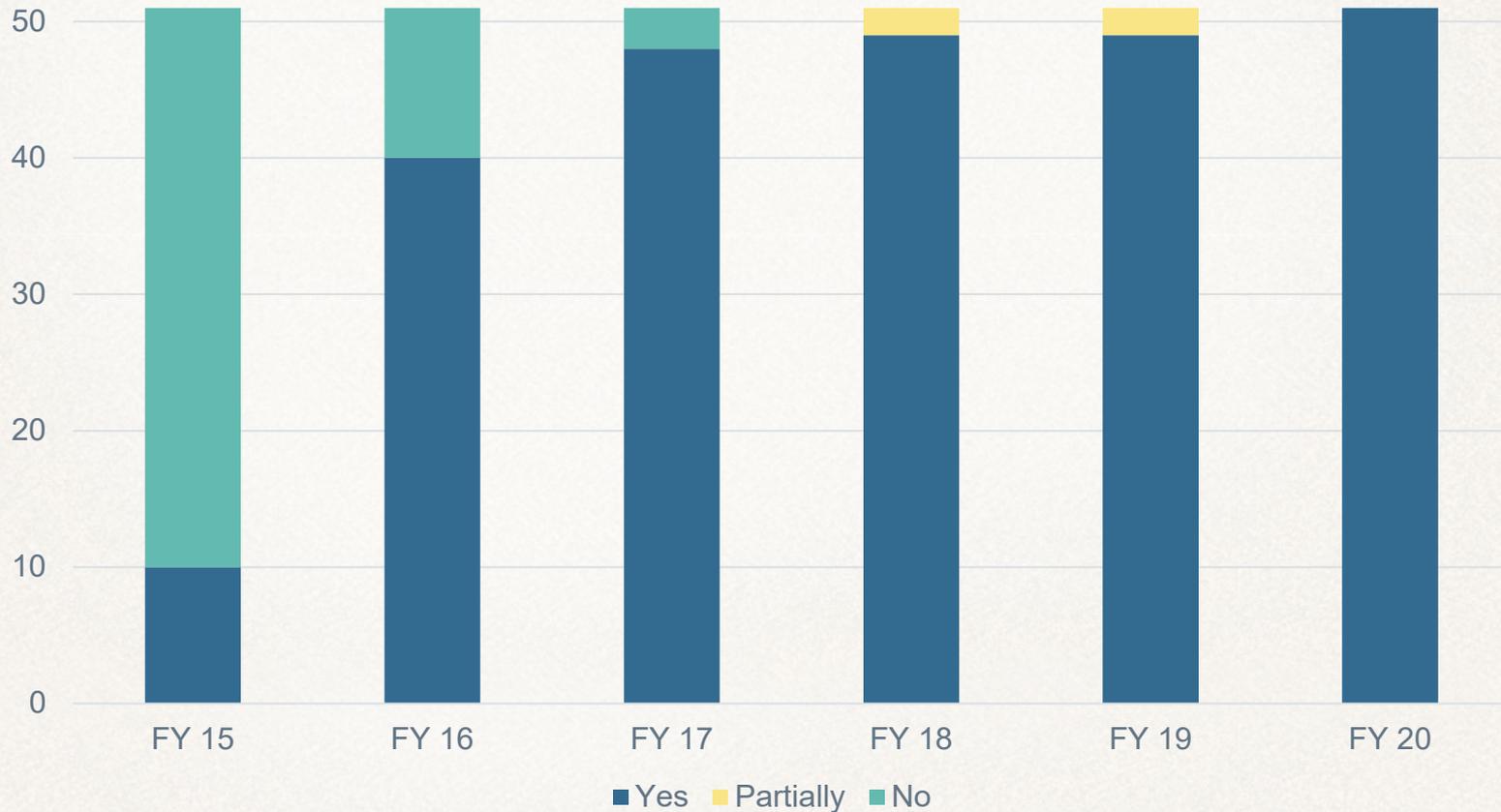
LIHEAP Performance Measures

- 1994 – Model Performance Goals and Measures requirement
- 1996 – Model LIHEAP Performance Measures and Goals Published in Report to Congress
- 2003 – OMB PART Assessment – “Results not Demonstrated”
- 2008-2010 – Performance Measures Work Group (PMWG)
 - LIHEAP Logic Model
 - LIHEAP Performance Measures
- 2010-2012 – Performance Measures Implementation Work Group (PMIWG)
 - Review of Existing Performance Management Systems
 - Specifications for Performance Management Data Collection Procedures
- 2014 – OMB Approval for Performance Management Data Collection
- 2015 – Optional Reporting
- 2016 – 2020 – Mandatory Reporting



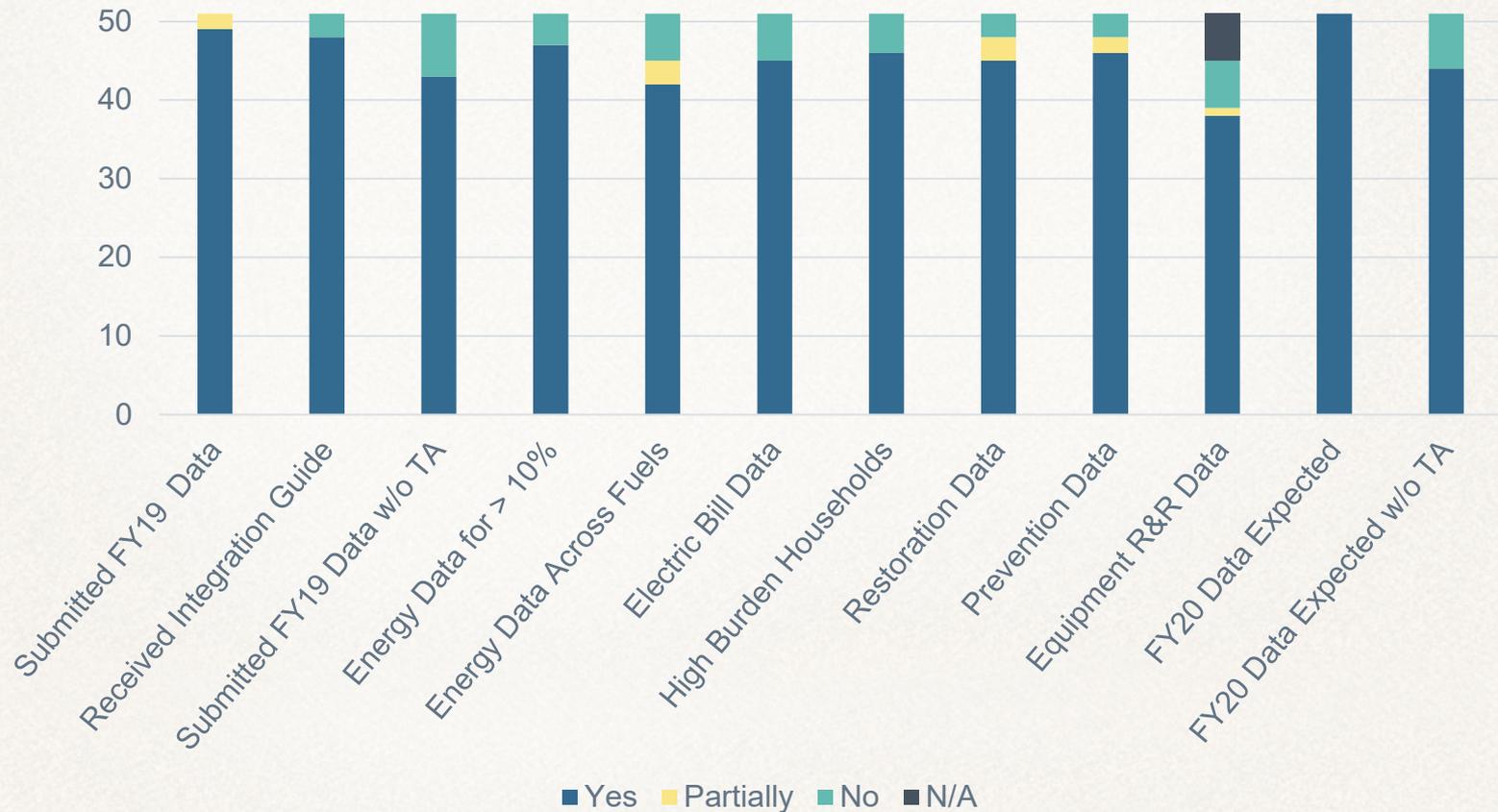
Did the Grantee Submit Data?

Indicator 1 – Submitted Data



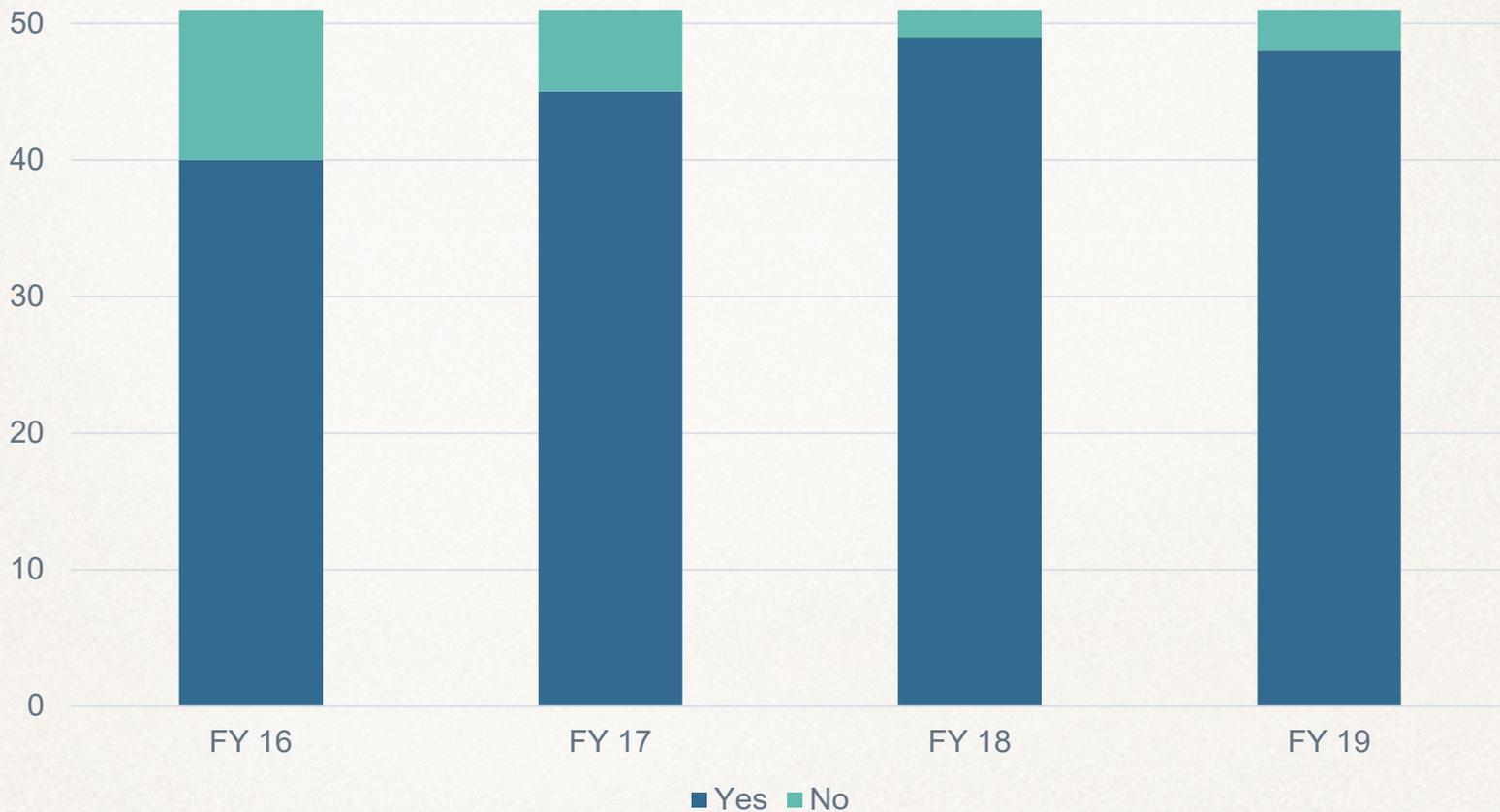
FY 2019 Performance Measures

FY 2019 Performance Measures Completion



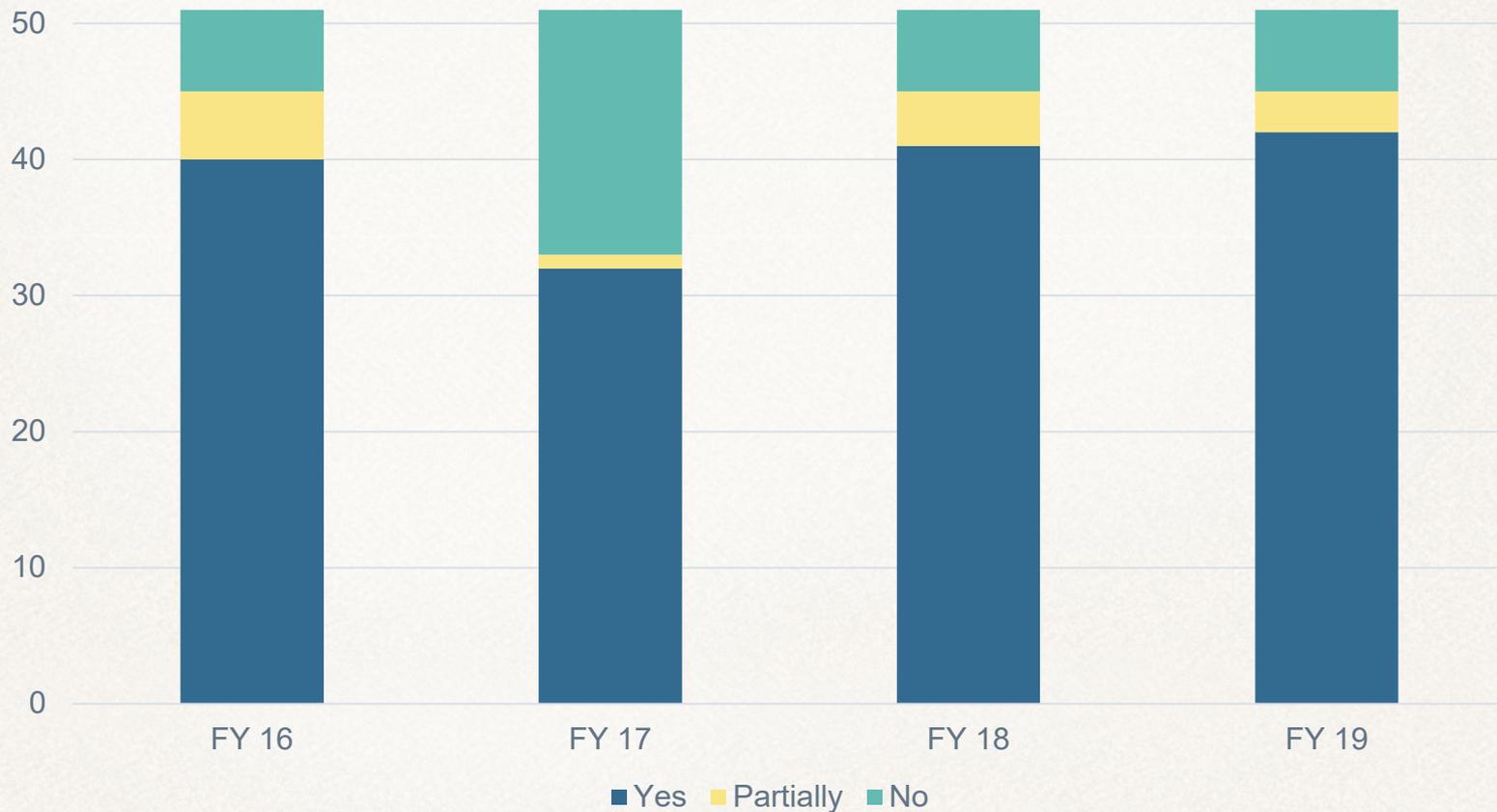
Did the Grantee Collect Data for More than 10% of Households?

Indicator 4 – Data for More than 10% of Households



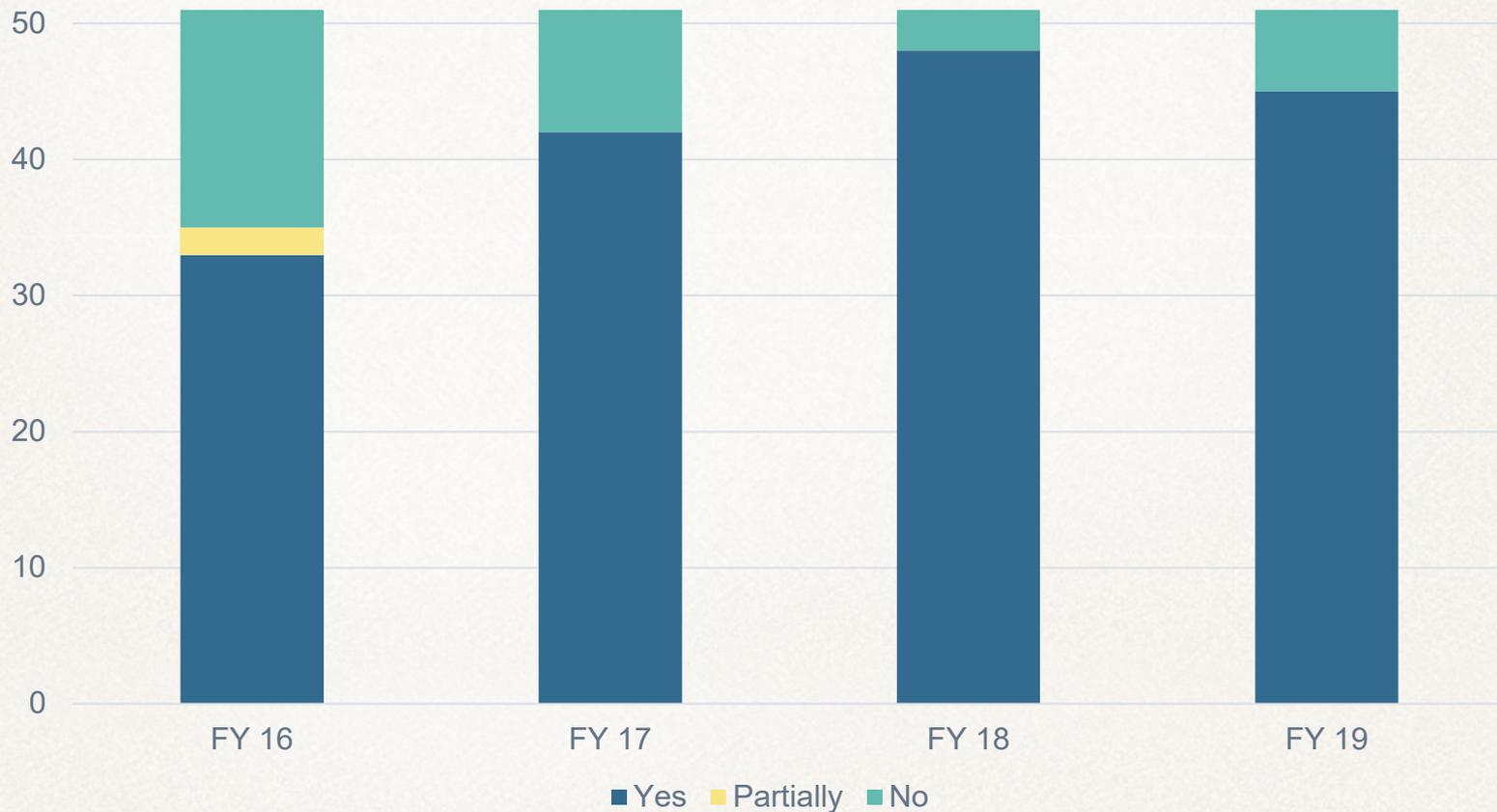
Did the Grantee Collect Data Across All Energy Fuel Types?

Indicator 5 – Collected Data Across Energy Fuel Types



Did the Grantee Collect Electric Bill Data for All Households?

Indicator 6 – Collected Electric Bill Data



Value of Performance Measures

- **Value to OCS**
 - Budget Documents
 - Understanding the Program
- **Value to Grantees**
 - Empowered to Collect Energy Expenditure Data and Use to Better Serve Clients
 - Effective in Discussions with Management, Legislature, and Stakeholders



LIHEAP Performance Management

WHY DOES PERFORMANCE MANAGEMENT MATTER TO GRANTEES?



What is Performance Management?

Performance management is the process of evaluating data (together with other information) to make educated program decisions.

Performance Management is a cycle of continuous **learning** and **improvement** over time.



What Data is Available to Grantees for Assessing Performance Management?

LIHEAP grantees have had data available to inform program evaluation and planning for many years.

- LIHEAP Model Plan

***How** LIHEAP will be administered*

- LIHEAP Household Report

***Who** is assisted with LIHEAP*

- LIHEAP Performance Data Form - Section I. Grantee Survey

***Where** LIHEAP funds are obligated*



What Data is Available to Grantees for Assessing Performance Management?

Information for Performance Management does not always look like “data.”

Many grantees are also using the following to evaluate whether LIHEAP is working as intended in their state, tribe, or territory:

- Feedback from subgrantees, vendors
- Household comments, complaints
- Fair Hearing transcripts
- Fiscal, spending information
- Management reports (e.g., application rates, denial detail)
- Subgrantee monitoring reports

In many cases, these types of resources inform grantees about the **effectiveness of LIHEAP processes** in their state, tribe or territory.



Performance Management Indicators from Performance Measures Data

LIHEAP Performance Measures data provides grantees with important additions to their “suite” of Performance Management tools. These include:

- Indicators measuring ***impact of LIHEAP on household energy burden***
 - ✓ Average pre-LIHEAP Energy Burden (by fuel type)
 - ✓ Average post-LIHEAP Energy Burden (by fuel type)
 - ✓ Average energy burden reduction as a result of LIHEAP



Energy Burden is the portion of income a household is paying toward home energy bills. Most experts agree that an affordable energy burden for households is 6%.

Understanding the average energy burden of households before and after LIHEAP allows grantees to make better decisions about who to serve and how best to serve them.

Performance Management Indicators from Performance Measures Data

- Indicators measuring the ***impact of LIHEAP on the continuity of home energy service***
 - ✓ Instances where LIHEAP prevented Home Energy Loss
 - ✓ Instances where LIHEAP resulted in Restoration of Home Energy Service



Households must assist households experiencing energy crises within expedited time frames. However, **grantees find that “reactive” assistance (e.g., utility reconnection) can be costly, and exposes low-income households to health and safety risks associated with home energy loss.**

Prevention and restoration data can help grantees more effectively manage LIHEAP crisis policies and procedures—potentially reaching more households before disconnection (thereby reducing health risks and optimizing limited funding).

Performance Management Indicators from Performance Measures Data

- Targeting Indices to evaluate *compliance with statute*
 - ✓ Benefit Targeting Index
 - ✓ Burden Reduction Targeting Index



Section 2605(b)(5) of the Low Income Home Energy Assistance Act of 1981 (42 U.S. C. §8624(b)(5)) requires LIHEAP grantees to provide, in a timely manner, that the **highest level of energy assistance will be furnished to those households that have the lowest incomes and the highest energy costs or needs in relation to income, taking into account family size.**

Grantees can use LIHEAP Targeting Indices to measure the extent to which they are in compliance with the federal statute.



Benefit Targeting Indices

Benefit Targeting Index

- This measure tells us whether high energy burden households **receive higher LIHEAP benefits** than average households.

Burden Reduction Targeting Index

- This measure tells us whether high energy burden households **have a larger share of their energy bill paid** with LIHEAP than average households.



Benefit Targeting Indices

**Demonstrating the difference between
Benefit Targeting and Burden Reduction
Targeting Indices.**



How do LIHEAP Grantees Use Performance Data?

- **Policy and program evaluation**
- **Policy and program design**
Examples: Benefit matrices, outreach policies
- **Identifying households with outstanding needs**
Examples: Assurance 16, Weatherization program referrals
- **Pinpointing areas for further partnership**
Examples: Utilities, social service programs
- **Testing pilot programs or alternative program designs**
- **Sharing information with stakeholders and the public**



The LIHEAP PMIWG

The Performance Measures Implementation Work Group (PMIWG) includes fifteen representatives from various states. A key priority of the PMIWG is to assure that grantees have resources necessary to:

- Understand LIHEAP data collection and reporting requirements
- Be confident in the reliability and quality of data they are collecting and reporting
- Use the data they are reporting to evaluate their program and make informed decisions
- Talk to others about their program using data

During the remainder of this training, work group members will present some of the resources they have developed to help grantees with Performance Management in their own states.



LIHEAP Performance Management

WHAT KEY STATISTICS ARE AVAILABLE FOR GRANTEES TO ASSESS THEIR PROGRAM?



Performance Management Integration (PMI) Team

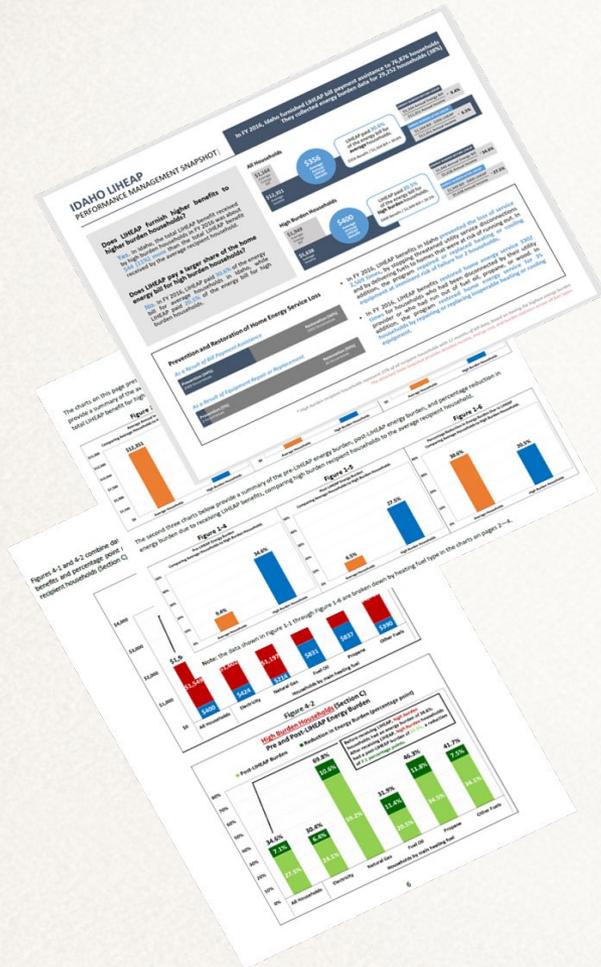
Role: To help grantees understand LIHEAP Performance Measures and program management. Team members also create and organize tools and resources that will help grantees implement performance measures in their own programs.

Members:

1. Lisa Goben (OR) – Presenter
2. Andrew Bryk (NY) – Contributor
3. Heather Jones (MO) – Contributor
4. Iris Curtis (OCS) – Contributor



LIHEAP Performance Measures State Executive Summary and Snapshot



- The *LIHEAP Performance Measures State Executive Summary and Snapshot* were designed by the Performance Measures Implementation Work Group (PMIWG) and APPRISE.
- The purpose of these tools are to make it easier for grantees to interpret, share, and use their LIHEAP Performance Measure data.

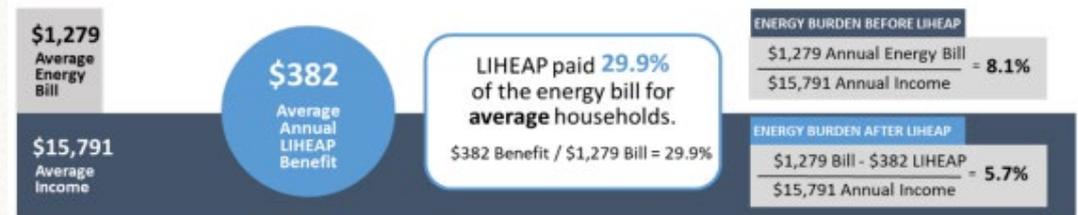
LIHEAP Performance Measures State Executive Summary

Executive Summary: Oregon Example

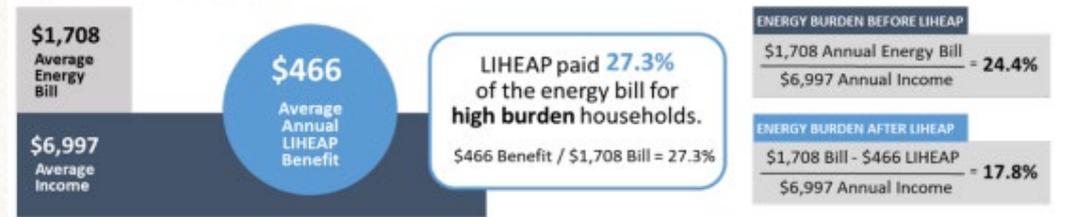
Does LIHEAP furnish higher benefits to higher burden households?

Yes. In Oregon, the total LIHEAP benefit received by high burden households in FY 2019 was about **\$84 (22%) more** than the total LIHEAP benefit received by the average recipient household.

All Households



High Burden Households



In this example, LIHEAP staff in Oregon can quickly see that in FY 2019, the LIHEAP benefit received by high burden households was 22% higher than the average household benefit. **Therefore, Oregon is in compliance with the statute requiring targeting of benefits to higher burden households.**



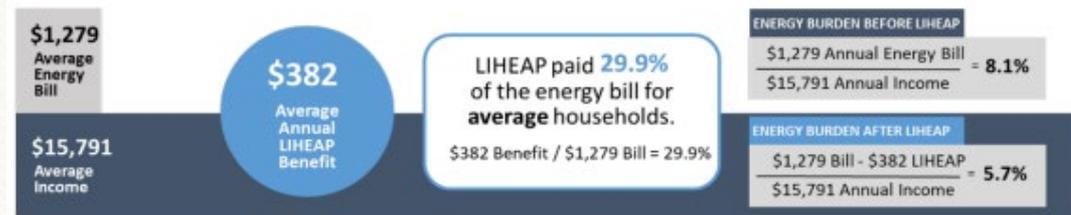
LIHEAP Performance Measures State Executive Summary

Executive Summary: Oregon Example

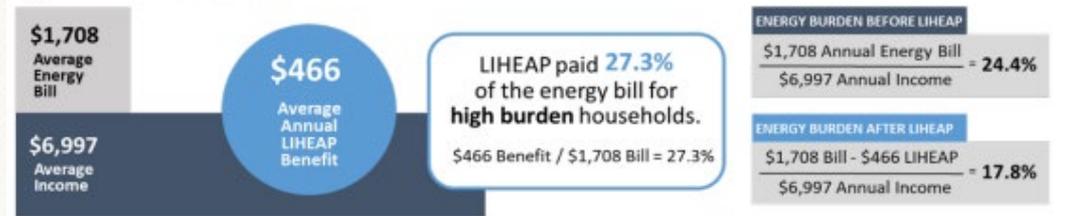
Does LIHEAP pay a larger share of the home energy bill for high burden households?

No. In FY 2019, LIHEAP paid **29.9%** of the energy bill for average households in Oregon, while LIHEAP paid **27.3%** of the energy bill for high burden households.

All Households



High Burden Households



It is important to understand the extent to which the LIHEAP benefit is reducing household energy burden. **In Oregon, although high burden households are receiving a \$84 higher LIHEAP benefit, they are having less of their bill paid than average households (and therefore, less of their energy burden reduced).**



LIHEAP Performance Measures State Snapshot



The *LIHEAP Performance Measures State Snapshot* contains charts that compare the following statistics between **average** and **high burden** households, and **across fuel types**:

- Annual Income
- Annual Total Residential Energy Bill
- Energy Burden Before LIHEAP
- Annual Total LIHEAP Benefit
- Energy Burden After LIHEAP
- Percentage of Energy Bill Paid

LIHEAP Performance Measures State Snapshot

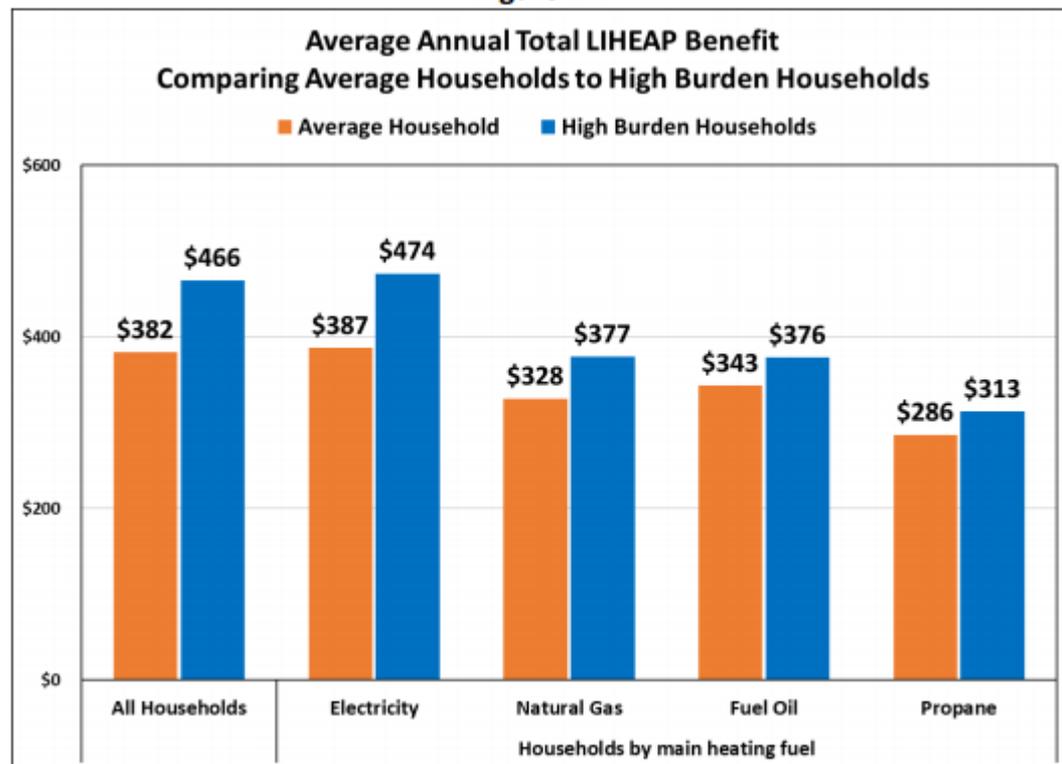
Does LIHEAP furnish higher benefits to higher burden households across all fuel types?

Yes. In FY 2019, high burden households in Oregon received higher benefits than average recipient households, *regardless of fuel type.*

However, *the extent of the difference* between average and high burden household benefits varied between fuel types.

State Snapshot: Oregon Example

Figure 2-4



LIHEAP Performance Measures State Snapshot

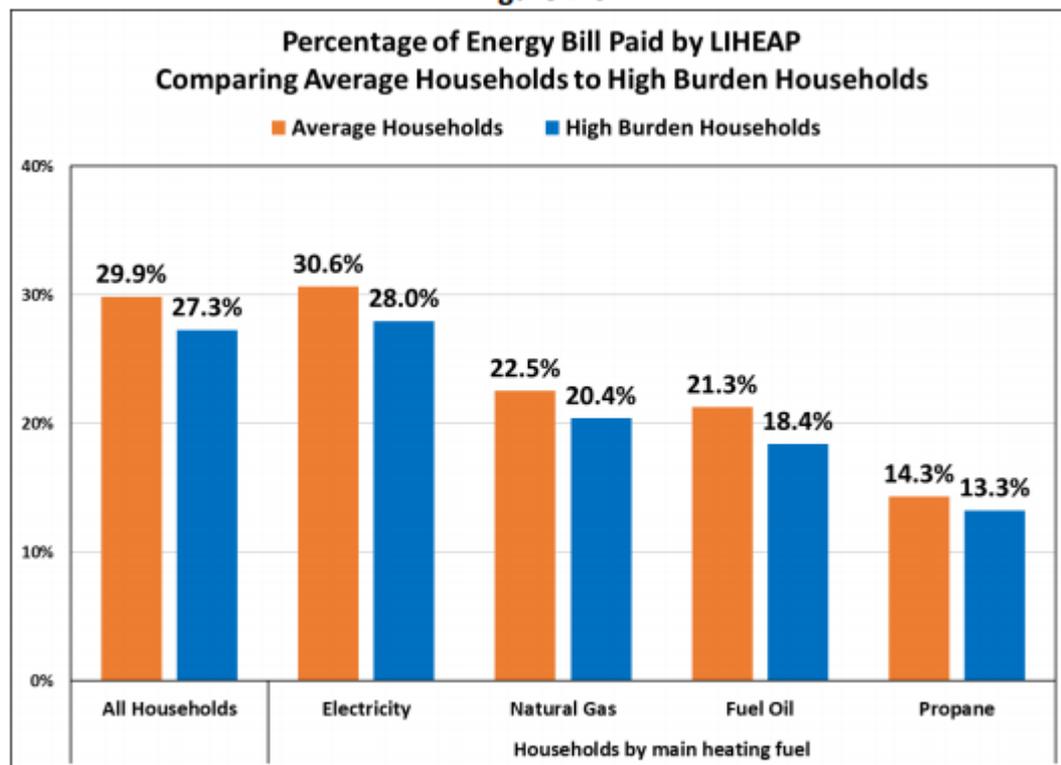
Does LIHEAP pay more of the energy bill for high burden households **across all fuel types?**

No. In FY 2019, high burden households in Oregon had less of their bill paid with LIHEAP than average households, *regardless of fuel type.*

However, this graph also shows that *for all households*, the percentage of bill paid with LIHEAP varies significantly between fuel types.

State Snapshot: Oregon Example

Figure 2-6



LIHEAP Performance Measures State Executive Summary and Snapshot

APPRISE sends each LIHEAP Grantee their Executive Summary each year (*after the Performance Data Form is reviewed and approved*).

Grantees can also access previous years' Executive Summaries on the LIHEAP Performance Management Website at:

<https://liheappm.acf.hhs.gov/performance-measures/>

The screenshot displays the LIHEAP Performance Management website interface. At the top, it features the U.S. Department of Health & Human Services and Administration for Children & Families logos, along with utility buttons for 'LIHEAP DATA HELP DESK', 'LIHEAP WEBSITE NAVIGATOR', and 'NEED HELP WITH BILLS?'. A search bar is present with the text 'Search this Site:' and a 'Submit' button. Below the search bar, a navigation menu includes links for 'HOME', 'PUBLICATIONS', 'DATA WAREHOUSE', 'PMIWG', 'GRANTEE RESOURCES', 'GRANTEE FORUM', 'IMPORTANT LINKS', 'WHAT'S NEW?', 'HELP', and 'PERFORMANCE MEASURES'. The 'PERFORMANCE MEASURES' link is highlighted with a red box. Below the navigation menu, the 'LIHEAP Performance Measures' section is displayed, featuring a list of resources:

- ▶ Grantee Profiles – One-page snapshots of state LIHEAP Programs.
- What are LIHEAP Performance Measures? – Information on the four LIHEAP Performance Measures.
- ▶ State Snapshots and Executive Summaries – Resources to help interpret Performance Measures data.
 - ▶ State Performance Measures Executive Summary – One-page explanation of each grantee's Performance Measures results.
 - ▶ State Performance Measures Snapshots – Step-by-step walkthrough of the Performance Measures reported by grantees.
 - ▶ LIHEAP Performance Field-by-Field Guide – How each field is calculated in Section V of the Performance Data Form.
- ▶ Accessing Performance Measures Data through the Data Warehouse – Guidance for using the Data Warehouse.
- Data Reliability Assessment Tool - Main Heating Expenditures.



The LIHEAP Data Warehouse

Grantees can also build custom reports using their Performance Data in the **Data Warehouse section** of the LIHEAP Performance Management website.

The screenshot displays the LIHEAP Performance Management website. At the top, the logo for the Administration for Children & Families is visible, along with the text "LIHEAP Performance Management". A search bar is present with the text "Search this Site:" and a "Submit" button. A navigation menu includes links for "HOME", "PUBLICATIONS", "DATA WAREHOUSE", "PMIWG", "GRANTEE RESOURCES", "GRANTEE FORUM", "IMPORTANT LINKS", "WHAT'S NEW?", "HELP", and "PERFORMANCE MEASURES". The "PERFORMANCE MEASURES" link is highlighted with a red box. Below the navigation menu, the "LIHEAP Performance Measures" section is displayed, featuring a list of links: "Grantee Profiles – One-page snapshots of state LIHEAP Programs.", "What are LIHEAP Performance Measures? – Information on the four LIHEAP Performance Measures.", "State Snapshots and Executive Summaries – Resources to help interpret Performance Measures data.", and "Accessing Performance Measures Data through the Data Warehouse – Guidance for using the Data Warehouse." The "Accessing Performance Measures Data through the Data Warehouse" link is highlighted with a yellow box. Below this link, there is a paragraph of text: "The LIHEAP Data Warehouse contains dynamic reports, tables, and charts to help users visualize Performance Measures data. Users can access Performance Measures data through the Standard Reports tool and the Custom Reports tool." followed by a link to "The LIHEAP Data Warehouse Tutorial - PDF Document". At the bottom, there are two more links: "Standard Reports – Single State – Access Performance Measures data for each state's LIHEAP Program." and "Custom Reports – Create customizable reports for more flexibility in interpreting your Performance Measures data." and "Data Reliability Assessment Tool - Main Heating Expenditures."



LIHEAP Performance Management

DATA CASE STUDIES: ENERGY BURDEN
TARGETING



Data Case Studies Team

Role: Examine ways in which grantees use data to inform program decisions and highlight examples through reports, webinars, and multimedia presentations.

Members:

1. Tracy Smetana (MN) – Presenter
2. Christine Taylor (IA) – Contributor
3. Debra Brown (CA) – Contributor
4. Brian Sarensen (WA) – Contributor
5. Brian Whorl (PA) – Contributor
6. Sharnice Peters (OCS) – Contributor



Energy Burden Targeting Results: Minnesota

Observation: Index scores were about the same in FY 17 and FY 18 but increased in FY 19.

Factors to assess:

1. Did we make program changes (e.g. benefit levels)? Are these results what we expected?
2. Were energy costs different? Weather different?
3. Did client demographics or housing characteristics change?

Benefit Targeting Index

Average Benefit	FY 17	FY 18	FY 19
High Burden	\$899	\$1,001	\$1,077
All Households	\$681	\$766	\$767
Index	132	131	140

Burden Reduction Targeting Index

Share of Bill Paid	FY 17	FY 18	FY 19
High Burden	39.1%	41.7%	40.0%
All Households	36.4%	39.0%	35.3%
Index	107	107	113



Energy Burden Targeting Results: California

Observation: We have limited information on our clients who use delivered fuels. What information is available to help us develop targeted benefit determination procedures while treating these households equitably?

What and how to assess:

1. Assess public data sources (e.g. EIA's SEDS)
2. Form working group to develop procedures

Benefit Targeting Index

Average Benefit	FY 17	FY 18	FY 19
High Burden	\$461	\$480	\$516
All Households	\$387	\$388	\$419
Index	119	124	123

Burden Reduction Targeting Index

Share of Bill Paid	FY 17	FY 18	FY 19
High Burden	11.6%	13.3%	12.3%
All Households	15.6%	19.9%	17.5%
Index	75	67	70



Energy Burden Targeting Results: Iowa

Observation: We target higher benefits but not burden reduction to high burden households. What factors could we use to better target energy burden?

What and how to assess:

Use demographic, housing characteristics, and energy bill data collected through the Performance Measures initiative to simulate changes to the benefit matrix prior to implementation to assess potential impact.

Benefit Targeting Index

Average Benefit	FY 17	FY 18	FY 19
High Burden	\$552	\$515	\$519
All Households	\$468	\$474	\$456
Index	118	109	114

Burden Reduction Targeting Index

Share of Bill Paid	FY 17	FY 18	FY 19
High Burden	23.9%	24.5%	23.1%
All Households	27.0%	27.6%	25.0%
Index	89	89	92



Energy Burden Targeting Results: Pennsylvania

Observation: Our benefit and burden reduction targeting improved. What caused these measures to improve?

Factors to assess:

1. Did we make program changes (e.g. benefit levels)? Are these results what we expected?
2. Were energy costs different? Weather different?
3. Did client demographics or housing characteristics change?

Benefit Targeting Index

Average Benefit	FY 17	FY 18	FY 19
High Burden	\$491	\$479	\$498
All Households	\$349	\$324	\$323
Index	141	148	154

Burden Reduction Targeting Index

Share of Bill Paid	FY 17	FY 18	FY 19
High Burden	20.4%	18.5%	19.1%
All Households	21.1%	18.2%	17.4%
Index	96	102	110



Energy Burden Targeting Results: Washington

Observation: Some of our clients receive a utility-funded energy assistance program in addition to LIHEAP. How do outcomes if we factor in those additional benefits?

What and how to assess:

Using information from our statewide database, we can examine the combined impact of LIHEAP and the utility-funded assistance program. We can calculate the targeting indexes for clients who received both programs and compare to clients who only received LIHEAP to assess the additional impact of ratepayer-funded assistance.

Benefit Targeting Index

Average Benefit	FY 17	FY 18	FY 19
High Burden	\$576	\$632	\$603
All Households	\$402	\$435	\$415
Index	143	145	145

Burden Reduction Targeting Index

Share of Bill Paid	FY 17	FY 18	FY 19
High Burden	31.4%	32.7%	33.2%
All Households	31.2%	32.1%	31.9%
Index	101	102	104



Energy Burden Targeting: Next Steps for Team

- Among data case studies team members, three of our states have relatively high Benefit Targeting Index results in FY 2019 (MN = 144, PA = 154, and WA = 145) while two have lower Benefit Target Index results (IA = 118, CA = 123)
- Conduct in-depth case study on ways to improve benefit targeting in Iowa by examining performance measures data and modeling changes to benefit determination procedures.
- Performance among data case studies team members has been relatively consistent over time, but in Pennsylvania, the Benefit Targeting Index results increased from 141 in FY 2017 to 154 in FY 2019.
- Explore why the benefit targeting improved in Pennsylvania as a good lesson in how to “move the needle.”



Accessing your Performance Measures data

You can access your own Performance Measures data on the LIHEAP Performance Management Website.

We'll take a look at some of the resources available to you, starting with the Data Warehouse.

<https://liheappm.acf.hhs.gov>

The screenshot shows the homepage of the LIHEAP Performance Management Website. At the top, it features the U.S. Department of Health & Human Services and Administration for Children & Families logos. The main header includes the LIHEAP logo and a search bar. A navigation menu at the bottom of the header has the 'DATA WAREHOUSE' link highlighted with a red box. Below the navigation menu, there is a welcome message and a circular diagram titled 'LIHEAP Program Basics' with various components like 'Data Systems', 'Program Administration', 'Performance Management', 'Program Integrity', 'Vendor Agreements', 'Quality Assurance', 'Stakeholder and Vendor Relationships', 'Subgrantee Contracts & Agreements', and 'Financial Management'. The text below the diagram reads: 'Welcome to the LIHEAP Performance Management Website! This federal website provides resources, tools, and a dynamic Data Warehouse to help local program administrators, policymakers, and the public access performance management information and performance measurement data for the Low Income Home Energy Assistance Program (LIHEAP).'

LIHEAP Performance Management

NEXT STEPS IN PMIWG TRAINING
CURRICULUM



Data Reliability Team

Role: To research grantee concerns about the quality of their Performance Measures data and how that data can best be used to inform good decisions. Team members also create and organize tools and resources that will help grantees assess the reliability of their data.

Members:

1. Sheri Shepherd (MT) – Presenter
2. Jenni Sullivan (MT) – Contributor
3. Lorraine Portis (MS) – Contributor
4. Kinisha Floyd (TN) – Contributor
5. Casey Killion-Letran (OK) – Contributor
6. Peter Edelman (OCS) – Contributor



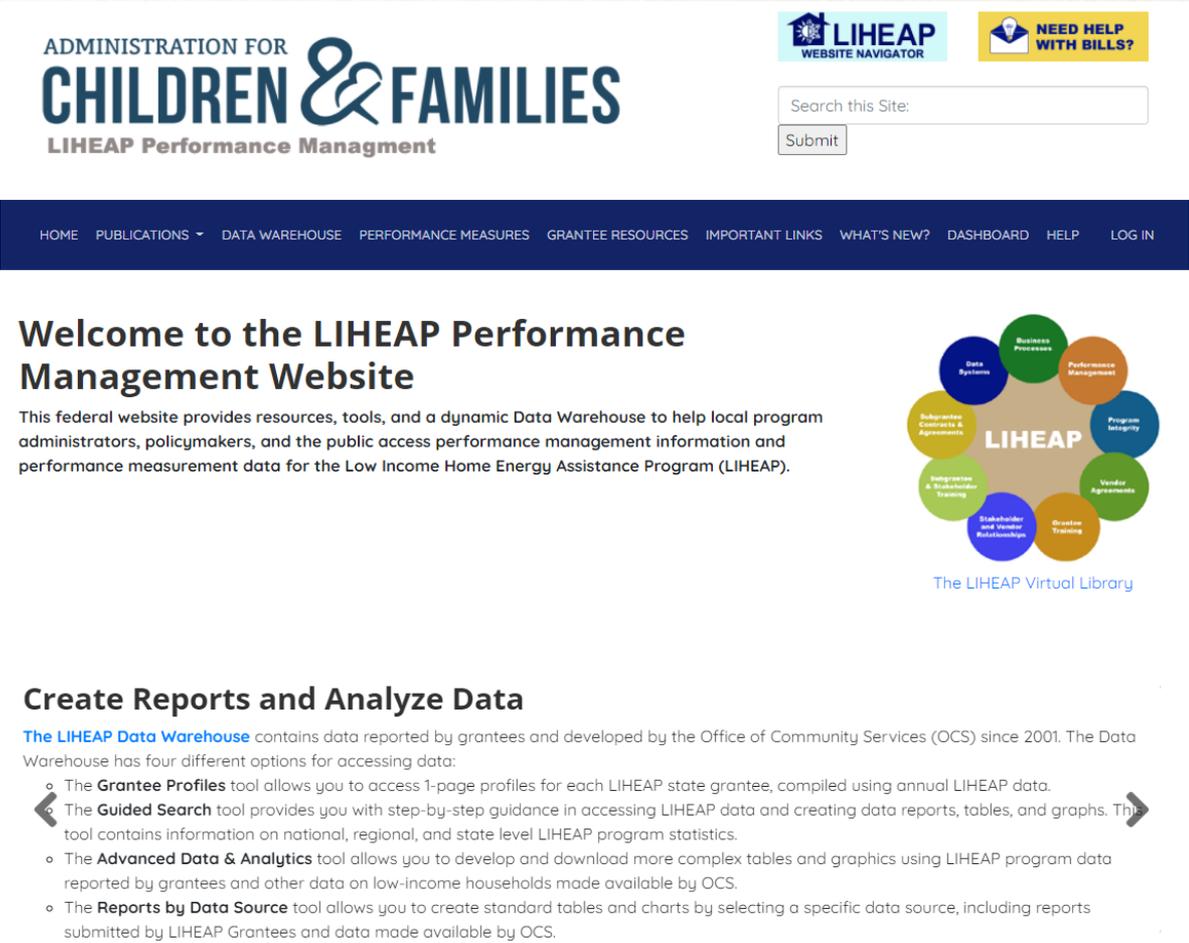
Training Overview - Webinars

Upcoming Webinars		
Month	Presenters	Topic
March	APPRISE	LIHEAP Performance Management Website Updates
April	PMIWG Data Reliability Team	Data Reliability Tool for Electric Baseload Expenditures
May	PMIWG Data Case Studies Team	Benefit Matrix Case Studies
June	PMIWG Performance Measures Integration Team	Benefit Matrix Updates: Planning and Process



Performance Management Website Updates

- **New System**
 - Improved access on mobile devices
 - Additional security
- **New Structure**
 - Helping you find what you need
- **New Accessibility**
 - The public will have access to more data



The screenshot shows the homepage of the LIHEAP Performance Management website. At the top left is the logo for the Administration for Children & Families, LIHEAP Performance Management. To the right are two buttons: 'LIHEAP WEBSITE NAVIGATOR' and 'NEED HELP WITH BILLS?'. Below these is a search bar with the text 'Search this Site:' and a 'Submit' button. A dark blue navigation bar contains the following links: HOME, PUBLICATIONS, DATA WAREHOUSE, PERFORMANCE MEASURES, GRANTEE RESOURCES, IMPORTANT LINKS, WHAT'S NEW?, DASHBOARD, HELP, and LOG IN. The main content area features a large heading 'Welcome to the LIHEAP Performance Management Website' followed by a paragraph: 'This federal website provides resources, tools, and a dynamic Data Warehouse to help local program administrators, policymakers, and the public access performance management information and performance measurement data for the Low Income Home Energy Assistance Program (LIHEAP)'. To the right of this text is a circular diagram with 'LIHEAP' in the center, surrounded by eight colored circles representing different areas: Data Systems (blue), Business Processes (green), Performance Management (orange), Program Integrity (purple), Vendor Agreements (green), Grantee Training (orange), Stakeholder and Vendor Relationships (blue), and Integration & Branch/Unit Training (green). Below the diagram is the text 'The LIHEAP Virtual Library'. Further down, a section titled 'Create Reports and Analyze Data' is followed by a paragraph: 'The LIHEAP Data Warehouse contains data reported by grantees and developed by the Office of Community Services (OCS) since 2001. The Data Warehouse has four different options for accessing data:'. This is followed by a bulleted list of four tools: Grantee Profiles, Guided Search, Advanced Data & Analytics, and Reports by Data Source. Each tool description is preceded by a right-pointing arrow icon.

Data Reliability Team

- June 2020 Webinar
 - Main Heating Expenditures Assessment Tool
- March 2021 Webinar
 - Electric Baseload Data Assessment Tool
- In Development
 - Household Income Assessment Tool
 - Main Heating Fuel Type Assessment Tool
 - Benefit Assessment Tool

DEPARTMENT OF HEALTH & HUMAN SERVICES (HHS)

ADMINISTRATION FOR CHILDREN & FAMILIES

LIHEAP Performance Management

LIHEAP DATA HELP DESK

LIHEAP WEBSITE NAVIGATOR

NEED HELP WITH BILLS?

Search this Site: Submit

MY PROFILE • Hello ConnorPriest • LOGOUT

HOME PUBLICATIONS DATA WAREHOUSE PMIWG GRANTEE RESOURCES GRANTEE FORUM IMPORTANT LINKS WHAT'S NEW? HELP **PERFORMANCE MEASURES**

DASHBOARD

LIHEAP Performance Measures [LIHEAP Glossary](#) [Site feedback](#)

- ▶ Grantee Profiles – One-page snapshots of state LIHEAP Programs.
- What are LIHEAP Performance Measures? – Information on the four LIHEAP Performance Measures.
- ▶ State Snapshots and Executive Summaries – Resources to help interpret Performance Measures data.
- ▶ Accessing Performance Measures Data through the Data Warehouse – Guidance for using the Data Warehouse.
- Data Reliability Assessment Tool - Main Heating Expenditures.**

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All content on this website is intended to be accessible to people with disabilities and is periodically reviewed for compliance with Section 508 of the Rehabilitation Act. Should you encounter any

Data Case Studies Team

- Ongoing
 - Self-Assessment
- May 2021 Webinar
 - Iowa Benefit Determination Assessment
- Soon
 - Wisconsin Benefit Determination Vignette

The screenshot shows the website header for the Administration for Children & Families, LIHEAP Performance Management. The navigation bar includes links for HOME, PUBLICATIONS, DATA WAREHOUSE, PMIWG, GRANTEE RESOURCES (highlighted), GRANTEE FORUM, IMPORTANT LINKS, WHAT'S NEW?, HELP, PERFORMANCE MEASURES, and DASHBOARD. A search bar and user profile (Hello Connor Priest) are also visible.

The main content area is titled "LIHEAP Data Case Studies" and includes a breadcrumb trail: Home » Grantee Resources » Data Case Studies. The page content begins with the text: "In 2018, the LIHEAP Performance Management Information Working Group (PMIWG) developed a data case study approach for examining and using data to make programmatic decisions."

Key sections include:

- Changes in Targeting Vulnerable Populations Over Time**
This case study examines how Indiana has served its income-eligible population and vulnerable low-income households over time. Access the report [here](#). [PDF]
- Energy Burden Targeting**
This case study examines how Minnesota has home energy burden reduction through its benefit determination procedures and shows the outcome using FY 2016 program data reported for the LIHEAP Performance Measures. Access the report [here](#). [PDF]



Performance Measures Integration Team

June 2021 Webinar

- Benefit Matrix Update: Planning and Process

Ongoing

- Grantee Reports Database
- Updates to LIHEAP Virtual Library and LIHEAP Website Navigator



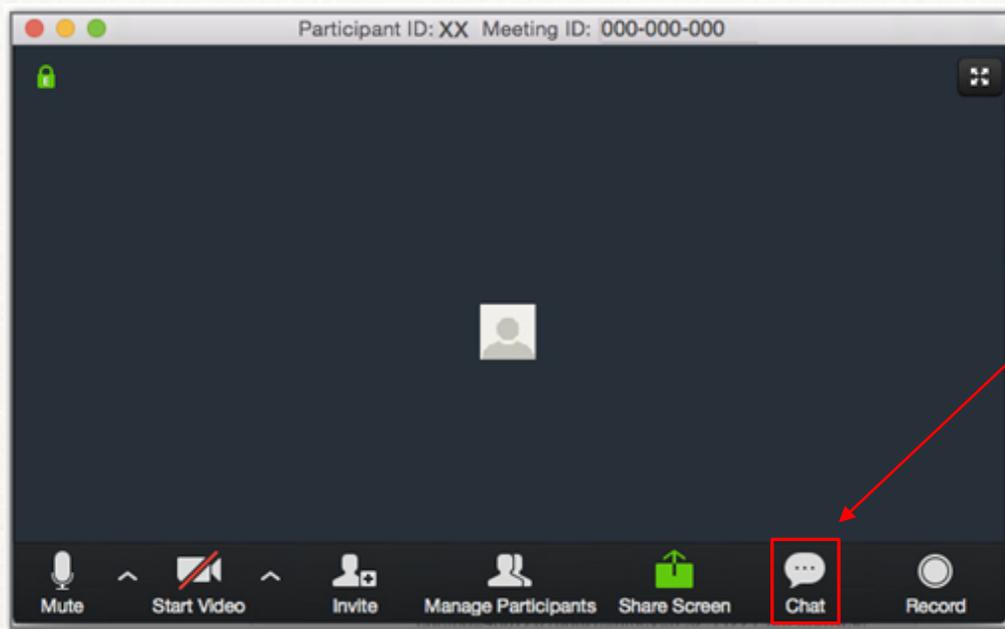
Facilitator Comments

- **Lauren Christopher** – LIHEAP Performance Management History
- **Melissa Torgerson** – LIHEAP Performance Management Framework
- **Lisa Goben** – PMIWG Tools and Resources
- **Tracy Smetana** – Data Case Studies: Energy Burden Targeting
- **Sheri Shepherd** – Next Steps in the PMIWG Training Curriculum



Questions?

- Reminder: Questions can be submitted via the Zoom chat box.



Click here to open
the Zoom chat box.

