LIHEAP Virtual Library – Program Integrity

Note about Updating IT Systems

Source: [*LIHEAP Clearinghouse Issue Brief on Administrative Cost Savings*](#)

"It should be noted that while automated systems, statewide databases, and other information technology (IT) upgrades mentioned herein may reduce grantees administrative and program support costs, they will entail considerable upfront costs. Whether the costs of IT upgrades are administrative, or program depends on the grantee's definitions. Grantees should consult their OCS liaisons for guidance. The extent to which IT upgrades reduce administrative costs is difficult to determine, because upgrades allow grantees to perform new tasks they hadn't done before."