Understanding LIHEAP Performance Measures
Hands-On Exercises – Tribal Track
INSTRUCTIONS

Step #1 – Each group should have a copy of Wisconsin's Executive Summary and State Snapshot.

Step #2 – Using the Executive Summary and the State Snapshot, answer the questions in the Question Sheet that begins on the next page.

- Note: there are hints provided at the end of each question to assist you in finding the correct information.

Step #3 – Record your answers in the accompanying Answer Sheet.

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QUESTION SHEET

Examining Wisconsin's Performance Measures Data

1. Does Wisconsin furnish higher benefits to higher burden households? *[Hint: Look at the first question in the gray box in the top-left of the Executive Summary]*

    - Circle Yes or No in the Answer Sheet.

    Yes.

2. The benefit for high burden households in Wisconsin is $_____ higher / lower. *[Hint: Look at the first question in the gray box in the top-left of the Executive Summary]*

    - Record the dollar amount in the Answer Sheet.
    - Circle Higher or Lower to correctly complete the sentence in the Answer Sheet.

    The benefit for high burden households in Wisconsin is $183 **higher.**

3. Does Wisconsin pay a larger share of the home energy bill for high burden households? [*Hint: Look at the second question in the gray box in the top-left of the Executive Summary]*

    - Circle Yes or No in the Answer Sheet.

    Yes.

4. Does Wisconsin prevent service loss more times than it restores service when clients face bill payment issues? *[Hint: Look at the figures and text in the bottom half of the Executive Summary]*

    - Circle Yes or No in the Answer Sheet.

    Yes.

5. Wisconsin restored service _____ more / less times than it prevented service loss when clients faced energy equipment issues? *[Hint: Look at the figures and text in the bottom half of the Executive Summary]*

    - Record the number of occurrences in the Answer Sheet.
    - Circle More or Less to correctly complete the sentence in the Answer Sheet.

    Wisconsin prevented service loss 21,353 **more** times than it restored service when clients faced bill payment issues.

    CALCULATION STEPS:

1. Wisconsin prevented service loss 24,067 times as a result of bill payment assistance, which is more than the 2,714 times it restored service due to bill payment assistance.
2. Calculate the difference of the times Wisconsin prevented service loss due to bill payment assistance and the number of times it restored service due to bill payment assistance: 24,067 – 2,714 = 21,353.

6. Does Wisconsin restore service more times than it prevents service loss when clients face energy equipment issues? *[Hint: Look at the figures and text in the bottom half of the Executive Summary]*

    - Circle Yes or No in the Answer Sheet.

    No.

7. Wisconsin restored service _____ more / less times than it prevented service loss when clients faced energy equipment issues? *[Hint: Look at the figures and text in the bottom half of the Executive Summary]*

    - Record the number of occurrences in the Answer Sheet.
    - Circle More or Less to correctly complete the sentence in the Answer Sheet.

    Wisconsin restored service 116 **less** times than it prevented service loss when clients faced energy equipment issues.

    CALCULATION STEPS:

    1. Wisconsin restored service 172 times as a result of equipment repair and replacement, which is less than the 288 times it prevented service loss due to equipment repair and replacement.
    2. Calculate the difference of the times Wisconsin prevented service loss due to equipment repair and replacement and the number of times it restored service due to equipment repair and replacement: 288 – 172 = 116.

8. What are the annual incomes of average households and high burden households in Wisconsin? *[Hint: Look at Figure 1-1 in the State Snapshot]*

    - Record the dollar amount of the annual income for average households and high burden households in the Answer Sheet.

    The annual income for an average household is $18,099 and the annual income for high burden households is $9,596.

9. The annual income of high burden households is _____ % more / less than average households? *[Hint: Look at Figure 1-1 in the State Snapshot]*

    - Record the percentage in the Answer Sheet.
    - Circle More or Less to correctly complete the sentence in the Answer Sheet.

The annual income of high burden households is 47% **less** than average households.

CALCULATION STEPS:

1. High burden average income is $9,596, which is less than the average income of $18,099 for all households.
2. To calculate the percent less, first calculate the difference in average income between high burden households and all households: $18,099 – $9,596 = $8,503.
3. Next, divide the difference of $8,503 by the average income for all households to estimate the percent decrease: $8,503 / $18,099 = 0.469, which represents a percentage of about 47%.

10. What are the annual energy expenditures of average households and high burden households in Wisconsin? *[Hint: Look at Figure 1-2 in the State Snapshot]*

    - Record the dollar amount of the annual energy expenditures for average households and high burden households in the Answer Sheet.

The annual energy expenditures of average households are $1,773 and the annual energy expenditures for high burden households are $2,246.

11. The annual energy expenditures of high burden households is _____ % more / less than average households? *[Hint: Look at Figure 1-2 in the State Snapshot]*

    - Record the percentage in the Answer Sheet.
    - Circle More or Less to correctly complete the sentence in the Answer Sheet.

The annual energy expenditures of high burden households are 27% **more** than average households.

CALCULATION STEPS:

1. High burden average annual energy expenditure is $2,246, which is more than the average energy expenditure of $1,773 for all households.
2. To calculate the percent more, first calculate the difference in average energy expenditures between high burden households and all households: $2,246 – $1,773 = $473.
3. Next, divide the difference of $473 by the average energy expenditure for all households to estimate the percent increase: $473 / $1,773 = 0.2668, which represents a percentage of about 27%.

12. Before LIHEAP, the energy burden of high burden households is _____% of average households? *[Hint: Look at Figure 1-3 in the State Snapshot]*

    - Record the percentage in the Answer Sheet.

The energy burden of high burden households is 239% of average households.

CALCULATION STEPS:

1. Divide the energy burden of 23.4% for high burden households by the energy burden of 9.8% for average households: 23.4% / 9.8 = 2.3877, which represents a percentage of about 239%.

13. The average benefit for high burden households is _____% of average households? *[Hint: Look at Figure 1-4 in the State Snapshot]*

    - Record the percentage in the Answer Sheet.

The average benefit of high burden households is 145% of average households.

CALCULATION STEPS:

1. Divide the average benefit of $590 for high burden households by the average benefit of $407 for average households: $590 / $407 = 1.4496, which represents a percentage of about 145%.

14. After LIHEAP, the energy burden of high burden households is _____% of average households? *[Hint: Look at Figure 1-5 in the State Snapshot]*

    - Record the percentage in the Answer Sheet.

The energy burden of high burden households is 231% of average households.

CALCULATION STEPS:

1. Divide the energy burden of 17.3% for high burden households by the energy burden of 7.5% for average households: 17.3% / 7.5% = 2.3067, which represents a percentage of about 231%.

15. After completing Questions #12 – 14, what are your thoughts about those comparisons?

    - Write a sentence or two in the Answer Sheet.

16. For which fuel types does LIHEAP furnish higher benefits to high burden households compared to average households? *[Hint: Look at Figure 2-4 in the State Snapshot]*

    - Circle all fuel types for which high burden households receive a higher benefit in the Answer Sheet.

Electric, Natural Gas, Fuel Oil, and Propane

17. For which fuel types does LIHEAP pay a higher share of the energy bill for high burden households compared to average households? *[Hint: Look at Figure 2-6 in the State Snapshot]*

- Circle all fuel types for which LIHEAP pays a higher share of the energy bill for high burden households in the Answer Sheet.

Electric, Natural Gas, Fuel Oil, and Propane

18. For which fuel types does LIHEAP furnish more preventions than restorations due to bill payment issues? *[Hint: Look at Figure 5-1 in the State Snapshot]*

    - Circle all fuel types for which LIHEAP furnishes more preventions than restorations in the Answer Sheet.

    Electric, Natural Gas, Fuel Oil, Propane, and Other Fuels

19. For which fuel types does LIHEAP furnish more preventions than restorations due to energy equipment issues? *[Hint: Look at Figure 5-2 in the State Snapshot]*

    - Circle all fuel types for which LIHEAP furnishes more preventions than restorations in the Answer Sheet.

    Natural Gas and Other Fuels

20. Based on the investigation above, do you think that Wisconsin needs to examine some aspect of their program related to targeting benefits? If so, what?

    - Write a sentence or two in the Answer Sheet.

21. Based on the investigation above, do you think that Wisconsin needs to examine some aspect of their program related to preventions and restorations? If so, what?

    - Write a sentence or two in the Answer Sheet.