Instructions for Logging In to Performance Management Website

This session is *interactive*! Please do the following…

1. Open your internet browser in a new window.

2. Go to the LIHEAP Performance Management Website: https://liheappm.acf.hhs.gov/

3. Click on "**Click to Login Here**" in the upper right (under "Search this Site").

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Helpful Tip

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Accessing and Using LIHEAP Performance Management Data

LIHEAP Webinar hosted by the Office of Community Services (OCS) in the Administration for Families and Children (ACF) presented by APPRISE under contract to OCS

June 14, 2018

Welcome:
Holly Ravesloot (OCS Staff)

Presenters:
Erin Steuer (NCAT)
David Carroll (APPRISE)

DEPARTMENT OF HEALTH & HUMAN SERVICES · USA

ADMINISTRATION FOR
CHILDREN & FAMILIES

Introduction & Welcome

- Welcome
  - Holly Ravesloot, OCS Staff

- Presentation Speakers
  - Erin Steuer, NCAT
  - David Carroll, APPRISE

Presenter(s):
Holly Ravesloot

Overview of LIHEAP Websites

There are three federal websites grantees can use to access information on LIHEAP:

1. **The ACF LIHEAP Website**
   https://www.acf.hhs.gov/ocs/programs/liheap

2. **The LIHEAP Clearinghouse**
   https://liheapch.acf.hhs.gov/

3. **The LIHEAP Performance Management Website**
   https://liheappm.acf.hhs.gov/

Presenter(s):
Holly Ravesloot

Website #1: The ACF LIHEAP Website

Purpose: Primary website that is the source of official communications, policy guidance, and LIHEAP statistics

Includes:

- Laws and Regulations
- Policy and Guidance
  - Action Transmittals
  - Dear Colleague Letters
  - Information Memorandums
- Reports to Congress
- Grantee Resources
- Special Topics
- Training Resources
- Contacts

Presenter(s):
Holly Ravesloot

Website #2:
The LIHEAP Clearinghouse

Purpose: Provide information and resources for the low-income energy assistance community

Includes:

- State-by-State Program Information
- Issue Briefs and Publications
- Examples of Grantee Practices
- Mentoring Resources for LIHEAP Grantees

Presenter(s):
Holly Ravesloot

Website #3:
LIHEAP Performance Management Website

Purpose: Special purpose website designed to focus on LIHEAP's performance management initiative

Includes:

- The LIHEAP Data Warehouse
- Grantee Resources
- Performance Measures
- The LIHEAP Virtual Library

Presenter(s): Holly Ravesloot

Data Release on the LIHEAP Performance Management Website

- **_New Data Release_**: OCS has published preliminary FFY 2015 and FFY 2016 state LIHEAP data. These preliminary data are now available to all grantees and the public via the LIHEAP Data Warehouse, **available here**.

- Data Warehouse now includes state LIHEAP data from FFY 2001 to FFY 2016.

Presenter(s):
Holly Ravesloot

Updates to the
LIHEAP Virtual Library

- The Performance Management Implementation Work Group is reviewing and updating the LIHEAP Virtual Library (LVL).

- The purpose of the LVL is to provide a one-stop shop for grantees to find and download LIHEAP resources based on their unique needs.

- **Please share any resources that you recommend or any suggestions you have.**

- Link to the LVL: https://liheappm.acf.hhs.gov/assessment/#nbb

- If you have questions, contact Erin Steuer
  - erins@ncat.org / (406)-494-8641

Presenter(s):
Erin Steuer

Today's Webinar

ADMINISTRATION FOR
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Webinar Overview

- Purpose of the Webinar is to give you information on the new Performance Management Tools that have been added to the Website.

- Performance Management Website kiosk at the 2018 NEUAC Conference

Presenter(s): David Carroll

The Basics

- There are two views of the LIHEAP Performance Management Website:
  - View for the Public
  - View for Grantees

- Long-term objective is to make <u>all</u> information available to the public

Presenter(s):
David Carroll

Public View

- Reports to Congress

- Data Warehouse

- Grantee Resources

Presenter(s):
David Carroll

Reports to Congress

- Grantee Profiles

- Reports to Congress – Tribal Funding Table

Presenter(s):
David Carroll

Data Warehouse

- Grantee Profiles – Now available to FFY 2016

- Guided Search – Single State Report

- Data Warehouse Tutorial

Presenter(s):
David Carroll

Interactive Exercise #1:
Using the Data Warehouse "Guided Search"

1. Open your browser in a new window and go to the Performance Management Website: https://liheappm.acf.hhs.gov/

2. Click on "Data Warehouse" tab / "Guided Search" header / "Access the Guided Search" button

3. Under Single State Program Reports, click on "Access Reports" / "How Funds Are Used"

4. Click on "LIHEAP Recipient Households by Type of Assistance"

5. Select state in dropdown menu / Move left slider bar to 2012 / Click on "View Report"

6. Click on each of type of assistance in the legend EXCEPT for Crisis to see the Crisis Assistance trend

7. Chart icon on the upper right / Scroll down for table / "Export" button for Excel file

Data Warehouse for Grantees

- Help Desk Widget

- The Guided Search "auto-populates" reports and graphs with the data from the state in your profile

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Presenter(s):
David Carroll

NEW – Data Warehouse Performance Measures

- Energy Burden

- Energy Burden Targeting Indexes

- Prevention and Restoration Indicators

Presenter(s):
David Carroll

Interactive Exercise #2:
Using the Data Warehouse "Guided Search"

1. Open your browser in a new window and go to the Performance Management Website: https://liheappm.acf.hhs.gov/

2. Click on "Data Warehouse" tab / "Guided Search" header / "Access the Guided Search" button

3. Under Single State Program Reports, click on "Access Reports" / "Energy Burden"

4. Click on "Average Annual Total Energy Bill by Main Heating Fuel"

5. Select state in dropdown menu / Only FFY 2016 data is available / Click on "View Report"

6. Click on high burden households in the legend so that you can see information for all households more clearly

Grantee Questions
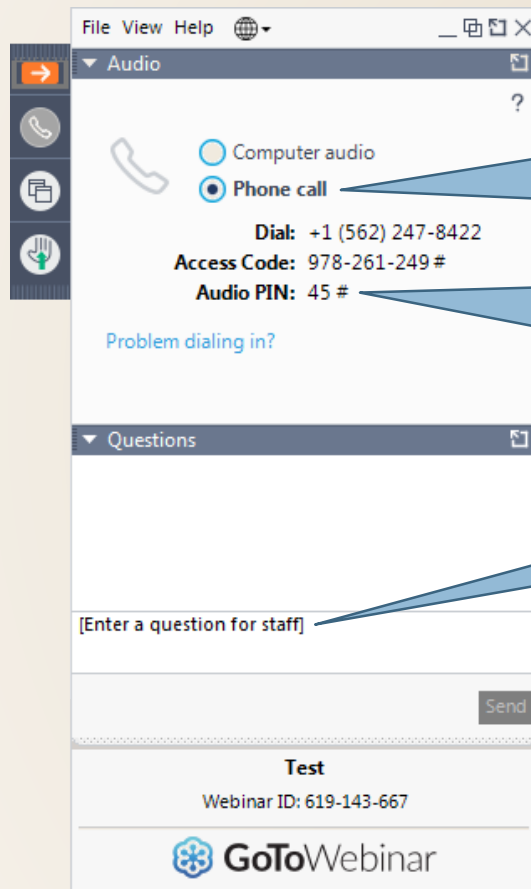
Questions?

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Enter text here to ask a question.

If the sidebar is minimized, it will look like this:

Click this button to expand sidebar.

Click this button to raise your hand.

If you wish to call in and ask a question, you MUST call in by phone rather than connect your audio through your computer

Grantee Resources

- Resources are being updated
  - Changes in HHS Communications Guidelines
  - The PMIWG is developing new tools with help from the APPRISE team

- Training will be furnished in October once the Grantee Resources tab has been completely updated

- Some information has been consolidated in the Performance Measures tab

- The 2018 National Training materials and answer keys have been posted
  - https://liheappm.acf.hhs.gov/national_training_2018

- The new Communications Materials have also been posted
  - https://liheappm.acf.hhs.gov/comm-tools

- If you need assistance finding any information, contact Dan Bausch
  - daniel-bausch@appriseinc.org / (609)-252-9050

Presenter(s):
David Carroll

Instructions for Accessing the 2018 National Training Materials

- Open your browser in a new window and go to the Performance Management Website: https://liheappm.acf.hhs.gov/

- Click on the "Grantee Resources" Tab

- Click on the box that says "Information for Grantees"
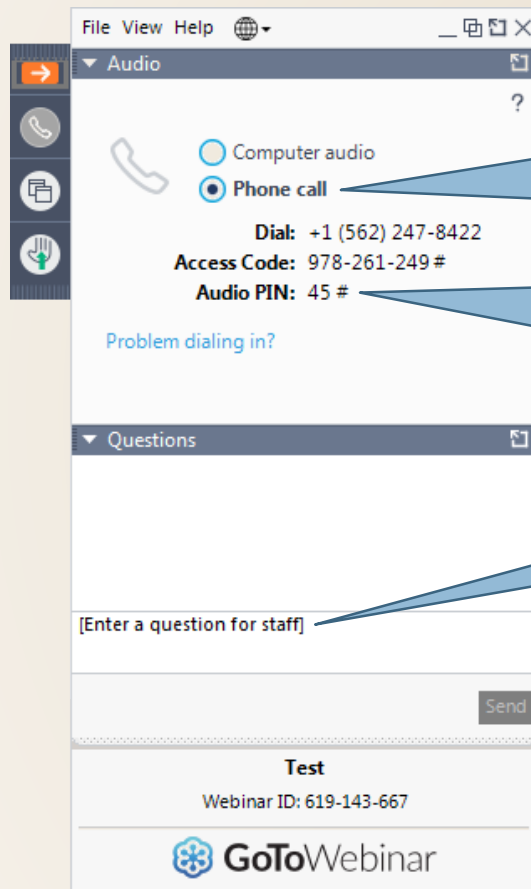
- Click on "Training"

- Click on "National Training – 2018"

Instructions for Accessing New Communications Materials

- Open your browser in a new window and go to the Performance Management Website: https://liheappm.acf.hhs.gov/

- Click on the "Grantee Resources" Tab

- Click "Tools for Grantees"

- Click the right-most box that says "Communication Tools"

Grantee Questions

Questions?

GoToWebinar – Asking a Question

File View Help

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Performance Management Alert

- As of now, the public does **NOT** have access to the Performance Measures Tab.

- However, the public currently **DOES** have access to Performance Management Data in the Data Warehouse

Presenter(s):
David Carroll

Performance Measures Tab

- The Performance Measures tab has several resources grantees can use, including:

  - The Grantee Profiles, which are located here as well as the Data Warehouse

  - Information on LIHEAP Performance Measures

  - Performance Management Integration Guide

  - Instructions for using the Data Warehouse

  - What-If Analysis Tools
    - Contact Dan Bausch for assistance
    - daniel-bausch@appriseinc.org / (609)-252-9050

Presenter(s):
David Carroll

Information on Performance Measures

- Explanations of the four LIHEAP Performance Measures

- Performance Measures Requirements

- Performance Measures Data Collection Information and Guides

- Performance Measures Training Resources

Performance Management Integration Guide

- State Performance Measures Executive Summary

- State Performance Measures Snapshot

- LIHEAP Performance Measures Field-by-Field Guide

Contact Information

For more information, please contact:

Melissa Torgerson
Melissa@verveassociates.net
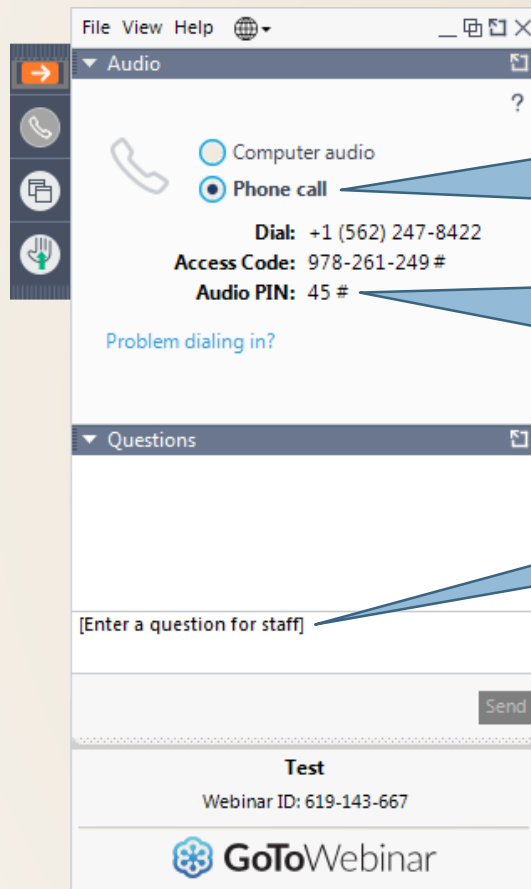503-706-2647

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609-252-9050

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