Completing the FY24 Household Report: Long Form Version

LIHEAP WEBINAR HOSTED BY THE OFFICE OF COMMUNITY SERVICES (OCS) IN THE ADMINISTRATION FOR CHILDREN AND FAMILIES (ACF) PRESENTED BY APPRISE UNDER CONTRACT TO OCS

OCTOBER 31, 2024

WELCOME: HEATHER JONES (OCS)

PRESENTERS: MELISSA TORGERSON (VERVE ASSOCIATES) DAN BAUSCH (APPRISE)



Webinar Overview

• Purpose of this Webinar

- To review the key requirements for completing the federal Fiscal Year 24 (FY24) *Household Report Long Form*.
- To explain changes made to the report for FY24.
- To review the data you need to prepare the report.
- To review the process for submitting and updating the report.

Audience for this Webinar

- LIHEAP Coordinators (States and applicable Territories that complete the Long Form).
- Staff and contractors that assist with completing the report.

<u>Note</u>: A webinar for the Short Form for tribal grant recipients and select smaller territory grant recipients will be at 2:30 PM Eastern today.

Presenter(s): Heather Jones



Speakers

- Today's webinar is being conducted by APPRISE, a non-profit research institute that is contracted with OCS to provide LIHEAP training and technical assistance.
- APPRISE works with grant recipients by assisting with federal report reviews and providing oneon-one technical assistance for reporting or performance management.

Daniel Bausch

Melissa Torgerson

Senior Project Director – APPRISE

Owner – Verve Associates LLC



Presenter(s): Heather Jones



Webinar Overview

Structure of the Webinar

- 60-minutes.
- Slides available for download now under "Handouts" in the GoToWebinar Sidebar.
- The webinar is being recorded and will be published on the ACF YouTube channel.
- Handouts includes key resources for you.



GoToWebinar Question Box

Have a question?

- You are encouraged to ask questions as you have them by typing them into the GoToWebinar "Question" box.
- Submitted questions will be reviewed and responded to at the end of the webinar or via an email from APPRISE.





Presentation Outline

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LIHEAP Federal Reports Upcoming Schedule

Report:	Due Date:	Focus of Report:
Model Plan FY25	9/03/2024	Application and plans for the FY
Quarterly Report (Quarter 4 of FY24)	10/31/2024	Summary of activity in the last quarter
Household Report (FY24)	9/18/2024 (Est.) 12/31/2024 (Final)	Households served in the past FY
Carryover and Reallotment Report (FY24)	8/9/2024 (Est.) 12/31/2024 (Final)	Funds being carried over or returned
SF-425	12/31/2024	Federal financial reporting
Performance Data Form (FY24): Module 1 – Grantee Survey	1/31/2025	Sources/uses of funds, average benefits, maximum income cutoffs
Performance Data Form (FY24) Module 2 – Performance Measures	1/31/2025	Energy Burden Data, Restoration/Prevention Data
		Presenter(s): Melissa Torgersor



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Audience Poll Question #1

How prepared do you think your team is for completing the final FY24 LIHEAP Household Report – Long Form due in December?

Please select one:

Not at all prepared (i.e. haven't turned attention to this)
 A little prepared (i.e. aware, but haven't planned yet)
 Mostly prepared (i.e. planning and working out nuances)
 Very prepared (i.e. working on it and understand it)

Very prepared (i.e. working on it and understand it)



Overview of the Household Report History & Purpose

- The *Household Report* has been submitted by grant recipients since the 1980s. There are two versions of the report:
 - Long Form This is for state grant recipients and select larger territory grant recipients.
 - Short Form This is for tribal grant recipients and select smaller territory grant recipients.
- Three main types of data need to be reported:
 - 1. Count of households that received <u>each type</u> of LIHEAP assistance.
 - 2. Count of total households served (Any Type of LIHEAP assistance).
 - 3. Demographic information on who is served.
- Data are...
 - Used to communicate to the public about LIHEAP.
 - Used to respond to Congressional and White House inquiries.
 - Published in the annual LIHEAP Report to Congress.
 - Published in the LIHEAP Data Warehouse

In FY23, state grant recipients assisted 5.94 million households with LIHEAP. This figure comes directly from data reported in the Household Report – Long Form.





What's New for FY24 Reporting



What's New for FY24 Reporting Report Announcements and Due Date

 Report Announcement - On August 29th, 2024, OCS published an Action Transmittal with the instructions and due date for the FY24 report (the AT and instructions are included as handouts).

• Due Dates:

- The preliminary report with nonfinal or estimated data was due September 18.
- The final report with non-estimated data is due December 31.
- **Submission** The report must be submitted in OLDC and must be validated and certified by the designated authorized official.





What's New for FY24 Reporting Report Changes

Good news: There are no changes to the report lines or layout.

There is one change from last year:

- Last year, HHS added new sections to collect demographic data. Data on the primary applicant was required, but data on all household members and whether the household owned or rented was optional for FY23 reporting.
- HHS announced prior to the FY23 report that the optional sections would be mandatory for FY24 reporting. This was reviewed during training last year.
- As planned, the demographic sections that were optional in FY23 are now required for FY24. Grant recipients should complete these sections.



What's New for FY24 Reporting Resources to Assist with Completing the Report

Because the due date is December 31 for final data, it is important to plan your schedule and resources accordingly to submit by the due date.

- "Check Before You Submit" document will help you confirm final data is ready to be submitted.
- **Examples of Data Calculations and Reporting spreadsheet** includes examples of the data needed for the Household Report and how to report it.
- **Personalized Support:** Staff from APPRISE can answer questions about reporting prior to the due date for final data.



Key Points for Reporting



Key Points for Reporting #1 – Need Data for Each Household Assisted

For the Household Report, you must have the following data for each assisted household in FY24:





Key Points for Reporting #2 – Report Counts of Assisted Households

- For the Household Report, you must report how many households received assistance.
- If your program issues supplemental benefits or can give the same household multiple heating benefits, remember to *not* report the total benefits issued. Instead, you need to use your household indicator or ID to count up the total unique households.
- Example:
 - You provided 10,000 different households with heating assistance in the early winter.
 - Later, you had funds remaining and you issued a supplemental heating benefit of \$100 dollars to the same 10,000 households. That means you issued or paid 20,000 heating benefits but served 10,000 households.
 - In the Household Report, you would report 10,000 households on the Heating Assistance line.



Key Points for Reporting #3 - Report Counts of Assisted Households – Across Assistance Types

- The Household Report requires grant recipient to report an <u>unduplicated</u> count across different categories of assistance.
- **Bill Payment Assistance** = Report the count of households that received at least one benefit used to pay a share of the household's energy bills and utility deposits. <u>This does not include assistance for only weatherization, equipment assistance, or nominal SNAP assistance.</u>
- **Any Type of Assistance** = Report the total count of households that received any LIHEAP assistance, <u>including bill payment assistance</u>, <u>weatherization</u>, or equipment assistance. Exclude nominal SNAP assistance.



Key Points for Reporting #3 - Report Counts of Assisted Households – Across Assistance Types





Key Points for Reporting #4 - Report Counts of Assisted Households – Across Vulnerable Status

 In Section III, Column D, you report the count of households with at least one vulnerable member.

Type of LIHEAP assistance	A. 60 years or older (elderly)	B. Disabled	C. Age 5 years or under (young child)	D. Elderly, disabled, or young child
1. Heating				
2. Heating (CARES Act funding only)				
3. Heating (American Rescue Plan Act funding)				
4. Heating (Reserved for other supplemental funding)				

- A household with multiple members with the same vulnerability type should only be counted once under each column.
- You should <u>NOT</u> add across the Elderly + Disabled + Young Child columns, because households can have more than one type of vulnerability. This count should be less than the sum of elderly, disabled, and young child households in each row/type of assistance.



Key Points for Reporting #4 - Report Counts of Assisted Households – Across Vulnerable Status

≻Example:

≻Household A has an older member age 60+ and a member with a disability

Household B has a member with a disability and a young child under age 6

Household C has an older member age 60+

Household D has no vulnerable members

Household Scenarios	Older member	Member with	Young Child	Any Type of
	Age 60+	Disability	Under Age 6	Vulnerability



Key Points for Reporting #3 – Optional Young Child Data

- Section IV is the only section that remains OPTIONAL.
- This section asks for the count of households with young children in different age groups.

Reporting Example: A household with a 1-year-old and a 4-year-old would be counted in both columns.

IV. Number of Assisted Households by Young Child Age Category (Optional)	A. Age 2 years or	B. Age 3 years through 5
Type of LIHEAP Assistance	under	years
Heating	<mark>1</mark>	1



Steps to Take to Submit the Report



Steps to Take to Submit the Report #1: Getting Data Extracts/Working with IT

- To complete the report, staff need household data from FY24. That data may come from one system, or it can come from several systems or sources.
- Staff and/or IT Contractors need to understand the report requirements and should be informed of the report changes for FY24's report.

Example Schedule:

Task	Date	
Submit Available Preliminary Household Report Data	September 18	
Receive file from Weatherization Dept. on households assisted with LIHEAP Weatherization	November 15	
Generate Draft Report	November 24	
Review Report and send questions to IT	November 30	
Review Updated Report	December 8	
Enter report in OLDC and validate/review warnings	December 15-30	
Add notes as needed and submit in OLDC	December 31	
23	Present Dan Ba	er(s ausc



Steps to Take to Submit the Report #2: Collecting & Matching Data from Program Partners

- Some grant recipients may not directly capture information for Crisis or Weatherization Assistance in their primary LIHEAP data tracking systems.
- Examples:
 - Your Weatherization Department administers your LIHEAP Weatherization component.
 - A grant subrecipient administers an emergency equipment program.
- In this situation, you need to obtain <u>household-level data</u> from their grant subrecipients or program partners who record this information.
- Household-level data is needed to confirm an accurate count of households that received "Any Type of LIHEAP Assistance" by matching households that received Crisis/Weatherization Assistance to households that received other types of LIHEAP assistance.
- Please contact APPRISE if you need assistance with this.



Steps to Take to Submit the Report #3: Confirming Access to OLDC

- The OLDC system requires credentials to access and submit reports.
- We recommend you confirm your access to OLDC and that you locate and initiate the report <u>before the due date</u>. Your OCS Program Specialist can assist you with obtaining OLDC access or contacting the OLDC Help Desk to resolve issues.
- The report will be found in this location:
 - <u>Program Name:</u> Low Income Home Energy Assistance
 - <u>Grantee Name:</u> State Abbreviation [Code] (Reporting Years) Name of Department – No. 01
 - <u>Report Name</u>: Household Report Long Form (ACF 121)
 - <u>Reporting Period</u>: 10/01/2023 09/30/2024



Steps to Take to Submit the Report #4: Review APPRISE Emails from FY23 Review

- APPRISE reviews the reports each year and sends questions about any items identified as potential reporting issues or items for clarification.
- We recommend you review any emails regarding the FY23 Household Report to make sure the items are addressed in the FY24 report submission.
- APPRISE can assist you with addressing issues or confirming issues found in FY23.



Reporting Guidance for Demographic Items



Reporting Guidance for Demographic Items Overview

- Beginning last year for FY23, the Household Report included sections to report **demographic information** on race/ethnicity, gender, and housing tenure type.
- These are reported in <u>Sections V to IX</u> of the report.

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- These have been added by HHS to help better understand the composition of households assisted by LIHEAP.
- Some sections were optional in FY23. All sections are now required.
- Recognizing the diversity in demographic categories and reporting approaches grant recipients may use, the demographic items include an "Other" category and/or an "Unknown/not reported" category to assist you.



Reporting Guidance for Demographic Items Own / Rent (*Tenure*)

V. Number of Assisted Households Owner/Renter Status

• This is now a required section for FY24.

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- Report whether the household owns, rents, or has a special living arrangement.
- In general, this information is self-reported on the application by the primary applicant. If you vary benefits based on tenure, the benefit amount can also help in coding this.
- Report each household only once. We recommend using the earliest record if a household had a change in status during the year.
- If a household's heating and/or electricity bill are included in the rent, you should count the household under line 3 "Rent with utilities in rental fee."

V. Number of Assisted Households Owner/Re	nter Status	
A. Owner/Renter Status	Total Number of Households	
1. Own		
2. Rent with utilities billed separately		
3. Rent with utilities in rental fee		
4. Other		Procentor(s).
5. Unknown/not reported		Presenter(s).
6. TOTAL (Auto Calculated)	0	Dan Bausch



Reporting Guidance for Demographic Items Ethnicity of Primary Applicant

VI. Number of Assisted Household Applicants by Race and Ethnicity - <u>Section A.</u> <u>Ethnicity</u>

- Report the self-reported ethnicity of the primary applicant.
- Each household should only be recorded once.
- If the information was not self-reported by the applicant, include the household under "Unknown/Not Reported".

A. Ethnicity	Total Number
	of Households
1. Hispanic, Latino, or Spanish Origins	
2. Not Hispanic, Latino, or Spanish Origins	
3. Unknown/not reported	
4. TOTAL (Auto Calculated)	0



Reporting Guidance for Demographic Items Race of Primary Applicant

VI. Number of Assisted Household Applicants by Race and Ethnicity - Section B. Race

- Report the self-reported race of the primary applicant.
- Each household should only be recorded once.
- If an applicant selected more than one applicable category, count the household under Category 6 (Multi-race).
- If the information was not self-reported by the applicant, include the household under "Unknown/Not Reported".

B. Race	Total Number of Households
1. American Indian or Alaska Native	
2. Asian	
3. Black or African American	
4. Native Hawaiian or Other Pacific Islander	
5. White	
6. Multi-race (two or more of the above)	
7. Other	
8. Unknown/not reported	
9. TOTAL (Auto Calculated)	0



Reporting Guidance for Demographic Items Gender of Primary Applicant

VII. Number of Assisted Household Applicants by Gender

- Report the self-reported gender of the primary applicant.
- Each household should only be recorded once.
- If the information was not self-reported by the applicant, include the household under "Unknown/Not Reported".

VII. Number of Assisted Household Applicants by Gender	Total Number of Households
1. Self Identified Male	
2. Self Identified Female	
3. Other	
4. Unknown/not reported	
5. TOTAL (Auto Calculated)	0



Reporting Guidance for Demographic Items Race and Ethnicity for All Household Members

VIII. Number of Assisted Household Members by Race and Ethnicity

- This is now a required section for FY24.
- Report the self-reported race and ethnicity of each household member.
- The "Total" row should represent the total number of household members across all assisted households.

VIII. Assisted Household Members by Race and Ethnicity		
A. Ethnicity	Number of	
	Household	
	Members	
1. Hispanic, Latino, or Spanish Origins		
2. Not Hispanic, Latino, or Spanish Origins		
3. Unknown/not reported		
4. TOTAL (Auto Calculated)	0	
B. Race	Number of	
	Household	
	Members	
1. American Indian or Alaska Native		
2. Asian		
3. Black or African American		
4. Native Hawaiian or Other Pacific Islander		
5. White		
6. Multi-race (two or more of the above)		
7. Other		
8. Unknown/not reported		
9. TOTAL (Auto Calculated)	0	



Reporting Guidance for Demographic Items Gender for All Household Members

IX. Assisted Household Members by Gender

- This is now a required section for FY24.
- Report the self-reported gender of each household member.
- The "Total" row should represent the total number of household members across all assisted households.

IX. Assisted Household Members by Gender	Number of Household Members
1. Self Identified Male	
2. Self Identified Female	
3. Other	
4. Unknown/not reported	
5. TOTAL (Auto Calculated)	0



Final Reminders



Final Reminders Due Dates and Final Data

- The final Household Report is due in OLDC on <u>December 31, 2024</u>.
- The final Household Report must contain <u>non-estimated data</u> from grant recipient tracking systems and program records.
- If you need technical assistance in completing the report, please contact your program specialist and APPRISE as soon as possible (do not wait until the report is due).



Final Reminders Household Report Long Form Change

Good news: There are no changes to the report lines or layout.

There is one change from last year:

- Last year, HHS added new sections to collect demographic data. Data on the primary applicant was required, but data on all household members and whether the household owned or rented was optional for FY23 reporting.
- HHS announced prior to the FY23 report that the optional sections would be mandatory for FY24 reporting. This was reviewed during training last year.
- As planned, the demographic sections that were optional in FY23 are now required for FY24. Grant recipients should complete these sections.



Final Reminders OLDC Resources

- To complete this reporting requirement, you need to **submit** your form in the OLDC System.
- OLDC is accessed through GrantSolutions.
- Log-in to Grant Solutions at <u>https://www.grantsolutions.gov/gs</u>
- Once logged in, click "OLDC" in the top taskbar to access the OLDC homepage.
- If you need assistance, please contact GrantSolutions Help Desk:
 - (866) 577-0771
 - help@grantsolutions.gov



Final Reminders Submission Process

- In OLDC, the individuals who have permission to certify and submit may vary based on how you
 initially set up your account, but the user with the role "Grant Administrator" may perform all
 actions by default.
- To submit the form, first enter and save your report. When ready, **validate** it. Once the form is valid and correct, **certify and submit**.





Final Reminders OLDC Warning & Error Messages

- Several validation checks are programmed into OLDC, and a warning or error message will appear if a check fails.
 - <u>Warning Messages</u> indicate data that may be correct but require confirmation and additional explanation in the "Notes" section of the form.
 - <u>Fatal Error Messages</u> indicate inconsistent data that must be corrected before Grant Recipients are able to submit their Household Report in OLDC.
- If either a warning or error message appears and you are unable to resolve it, contact APPRISE for assistance.
- Some outdated validation checks have been triggered in the past, and if an incorrect check appears for you, please notify APPRISE so that it may be resolved.



Final Reminders Updating & Revising the Report

- After you submit your report...
 - APPRISE will e-mail grant recipients to alert them to any issues or questions based on a review of the submitted Household Report.
 - Grant recipients should provide a response and make any corrections to the report.
 - When the report is confirmed to be complete, your liaison will accept it in OLDC.
- If you later identify a correction or change is needed, you will need to submit a revision in OLDC.



Final Reminders Household Report Resources

• FY24 Household Report AT & Instructions

- <u>https://www.acf.hhs.gov/ocs/policy-guidance/liheap-2024-06-liheap-household-report-long-form-and-short-form-fy24</u>
- 2023 HHS Poverty Guidelines to use for Poverty Intervals:
 - <u>https://www.acf.hhs.gov/ocs/policy-guidance/liheap-im-2023-01-federal-poverty-guidelines-optional-use-ffy-2023and</u>
- State Median Income Estimates
 - <u>https://www.acf.hhs.gov/ocs/policy-guidance/liheap-im-2023-02-state-median-income-estimates-optional-use-ffy-2023-and</u>
- "Check Before You Submit" Document:
 - <u>https://liheappm.acf.hhs.gov/sites/default/files/private/reports/Household-Report-Check-Before-You-Submit.pdf</u>
- Required Reports Support on the LIHEAP PMW :
 - <u>https://liheappm.acf.hhs.gov/required-reports/</u>
 - Select Household Report Dropdown



Final Reminders

Upcoming Training Webinars – Registration Coming Soon

Completing the Carryover and Reallotment Report and the Federal Financial Report

- November 14th, 2:00pm ET 3:30pm ET
- Completing the Performance Data Form, Module 1
 - November 19th, 2:00pm ET 3:00pm ET
- Completing the Performance Data Form, Module 2
 - December 10th, 2:00pm ET 3:00pm ET
- Completing Quarterly Reports
 - December 17th, 2:00pm ET 3:00pm ET



Final Reminders Reminder to Begin Vendor Outreach for Performance Data Forms

- Because the FY24 Performance Measures is due in January, each state should be requesting and collecting energy expenditure data from top vendors now.
- OCS expects each state to target collecting data from the...
 - Top five electric companies (include cases with and without electric main heat)
 - Top five natural gas companies
 - Top ten propane vendors
 - Top ten fuel oil vendors

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• We recommend targeting the vendors with the most clients and requesting data by November to have time for data review and preparing the report.



Final Reminders Support Resources

- OCS Liaisons
 - <u>http://www.acf.hhs.gov/programs/ocs/resource/division-of-energy-assistance-federal-staff</u>
 - LIHEAP Map State and Territory Contact Listing
 - <u>https://www.acf.hhs.gov/ocs/map/liheap-map-state-and-territory-contact-listing</u>
 - LIHEAP Map Tribal Contact Listing
 - <u>https://www.acf.hhs.gov/ocs/map/liheap-map-tribal-contact-listing</u>
- APPRISE Team
 - Daniel Bausch, <u>Daniel-Bausch@appriseinc.org</u>; 609-252-9050
 - Melissa Torgerson, <u>melissa@verveassociates.net</u>; 503-706-2647
 - Nicolas Mititelu, <u>nicolas-mititelu@appriseinc.org</u>; 646-854-4982
 - Jeb Jacob, <u>Jeb-Jacob@appriseinc.org</u>; 609-252-0005
 - Luke Gooding, <u>Luke-Gooding@appriseinc.org</u>; 609-454-3777



Audience Poll Question #2

How helpful was this webinar in understanding what is needed to complete the FY24 Household Report – Long Form?

Please select one:

- Not at all helpful
- Not too helpful
- Somewhat helpful
- Very helpful



GoToWebinar Question Box

Have a question?

- You are encouraged to ask questions as you have them by typing them into the GoToWebinar "Question" box.
- Submitted questions will be reviewed and responded to at the end of the webinar or via an e-mail from APPRISE.





Extra Slides on Using OLDC



Submitting the Report Accessing OLDC

- OLDC is accessed through Grant Solutions, accessed at <u>https://www.grantsolutions.gov/gs</u>
 - Once logged in, click "OLDC" in the top taskbar to access the OLDC homepage.
 - Click "Report Form Entry"
 - Select, "Low Income Home Energy Assistance" as the program, your state/agency as the grant recipient, and "Household Report" as the report.
 - Click the plus sign icon under the **10/01/2023 09/30/2024** to access the report.

Reporting Period 🕈	Туре 🕈	Report Status 🕈	Actions 🕈
10/01/2023 - 09/30/2024	Annual		+ 🛛
10/01/2022 - 09/30/2023	Annual		+ 🛛
10/01/2021 - 09/30/2022	Annual		+ 🛛



Submitting Your Final Report

- If the preliminary form status is "Submitted" (not yet accepted by your liaison):
 - In the Report Status page screen, click "Unsubmit Report".



- Then you will have to click "View Original" to go into your report and click "Uncertify". At that point, the fields in your report will become editable again. The system will not keep a copy of your old report.
- If the preliminary form status is "Submission Accepted by CO" (i.e. accepted by your liaison):
 - In the Form Selection Page, click the icon that resembles a blank sheet of paper:



• This will create a new, editable version of your report. A copy of the old one will be kept in the system.



