Using the LIHEAP Performance Management Website to Access LIHEAP Data and Performance Resources

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 9, 2024

WELCOME:
MEGAN MEADOWS(OCS)

PRESENTERS:
MICHELLE GILLHAM (ARKANSAS)
RICHARD GIDDINGS (VERMONT)
LISA GOBEN-TONINATO (OREGON)
MELISSA TORGERSON (VERVE ASSOCIATES)
DAN BAUSCH (APPRISE)

Welcome

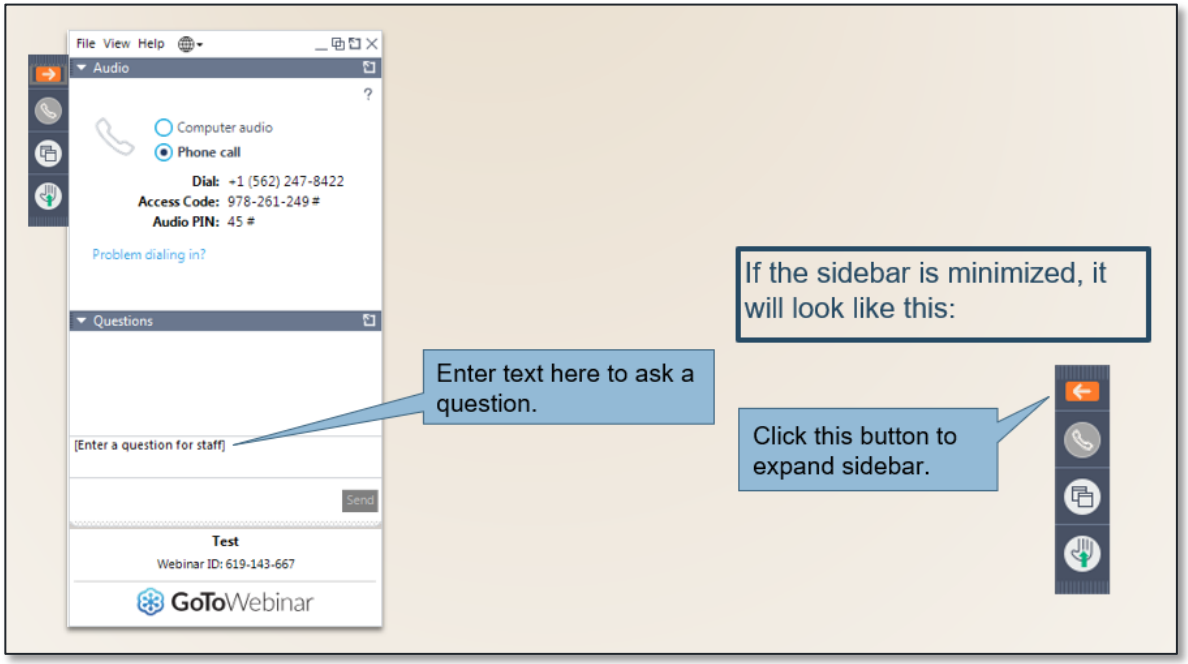
- **Purpose of this Webinar**
  - Explain why there are three websites funded by OCS.
  - Give an overview of the Performance Management Website (PMW) and its key content.
  - Highlight some important resources on the PMW for LIHEAP program managers.
- **Audience for this Webinar**
  - State, territory, and tribal LIHEAP coordinators and relevant staff.
  - There will be another webinar on the PMW for other stakeholders on **October 22, 2024, at 3:00 PM EDT.**
- **Structure of this Webinar**
  - 45 minutes.
  - **Slides are available for download** under “Handouts” in the GoTo Webinar Sidebar.
  - The webinar is being recorded and will be published on the ACF YouTube channel.

Presenter:
Megan Meadows

GoTo Webinar Question Box

Have a question?

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



Presenter:
Megan Meadows

Presenters & Presentation Outline

Introduction – Explaining the Three LIHEAP Websites • ***Melissa Torgerson (VERVE Associates)***	**Slide 5**
Overview of the Performance Management Website Home Page and Tabs • ***Dan Bausch (APPRISE)***	**Slide 9**
LIHEAP Data Warehouse • ***Michelle Gillham (Arkansas)***	**Slide 16**
Grant Recipient Resources Page • ***Richard Giddings (Vermont)***	**Slide 23**
LIHEAP Virtual Library • ***Lisa Goben-Toninato (Oregon)***	**Slide 32**
Future Improvements • ***Dan Bausch (APPRISE)***	**Slide 44**
Final Reminders • ***Melissa Torgerson (VERVE Associates)***	**Slide 46**

Presenter:
Megan Meadows

Introduction

Explaining the Three LIHEAP Websites

Melissa Torgerson (VERVE)

OFFICE OF COMMUNITY SERVICES

An Office of the Administration for Children & Families

LIHEAP PERFORMANCE MANAGEMENT

Low Income Home Energy Assistance Program

LIHEAP CLEARINGHOUSE

Low Income Home Energy Assistance Program

Three LIHEAP Websites, Each with a Different Purpose

OFFICE OF COMMUNITY SERVICES
An Office of the Administration for Children & Families

acf.hhs.gov/ocs/programs/liheap

Federal LIHEAP page on Health and Human Services (HHS)/ACF website with official guidance regarding program rules, regulations, and policies. The site also includes training and other resources for program managers.

LIHEAP | CLEARINGHOUSE
Low Income Home Energy Assistance Program

liheapch.acf.hhs.gov

Hub with detailed information about each state, territorial, and tribal LIHEAP grant recipient's program as well as other low-income energy assistance programs and resources.

Hosts the National Energy Assistance Referral (NEAR) service, which refers households needing assistance to a local LIHEAP office.

LIHEAP | PERFORMANCE MANAGEMENT
Low Income Home Energy Assistance Program

liheappm.acf.hhs.gov

Resources and tools to help program administrators, policymakers, the public, and other stakeholders access performance management information and performance measurement data.

Presenter:
Melissa Torgerson

A Brief Overview of the LIHEAP Performance Management Website

The PMW was developed a decade ago by OCS with the help of the **LIHEAP Performance Management Implementation Work Group (PMIWG)** to make LIHEAP performance data accessible. The data was first made available to state grant recipients in 2013 and then was made publicly available in 2016.

- Reporting and Data Sharing are a two-way street!
  - **Grant Recipients Share Data with OCS**:
    - Grant Recipients complete and submit reports with data to OCS.
    - OCS uses the data to track national program impact, complete the annual Report to Congress, and respond to questions.
  - **OCS Shares Data and Makes it Accessible:**
    - To assist grant recipients and the public, OCS makes data available in the LIHEAP Data Warehouse going back to 2001.
    - OCS has worked with the PMIWG to create resources to help grant recipients understand their data and share it with others.

Presenter:
Melissa Torgerson

Tools & Resources on the Performance Management Website

Since being launched, the PMW has expanded to include a **comprehensive set of tools and resources** to help grant recipients collect, analyze, and utilize data, while supporting a broad range of other Performance Management activities.

Access & Visualize Data

- Data Warehouse
  - Standard Reports
  - Custom Reports
- Grant Recipient Profiles

Analyze, Use, & Verify Quality of Data

- Data Reliability Tools
- Next Steps Tool
- Data Case Studies
- Communication templates
- Executive Summaries

Find Resources & Information

- LIHEAP Virtual Library
- LIHEAP Website Navigator
- Federal reports
- LIHEAP Grantee Search Portal

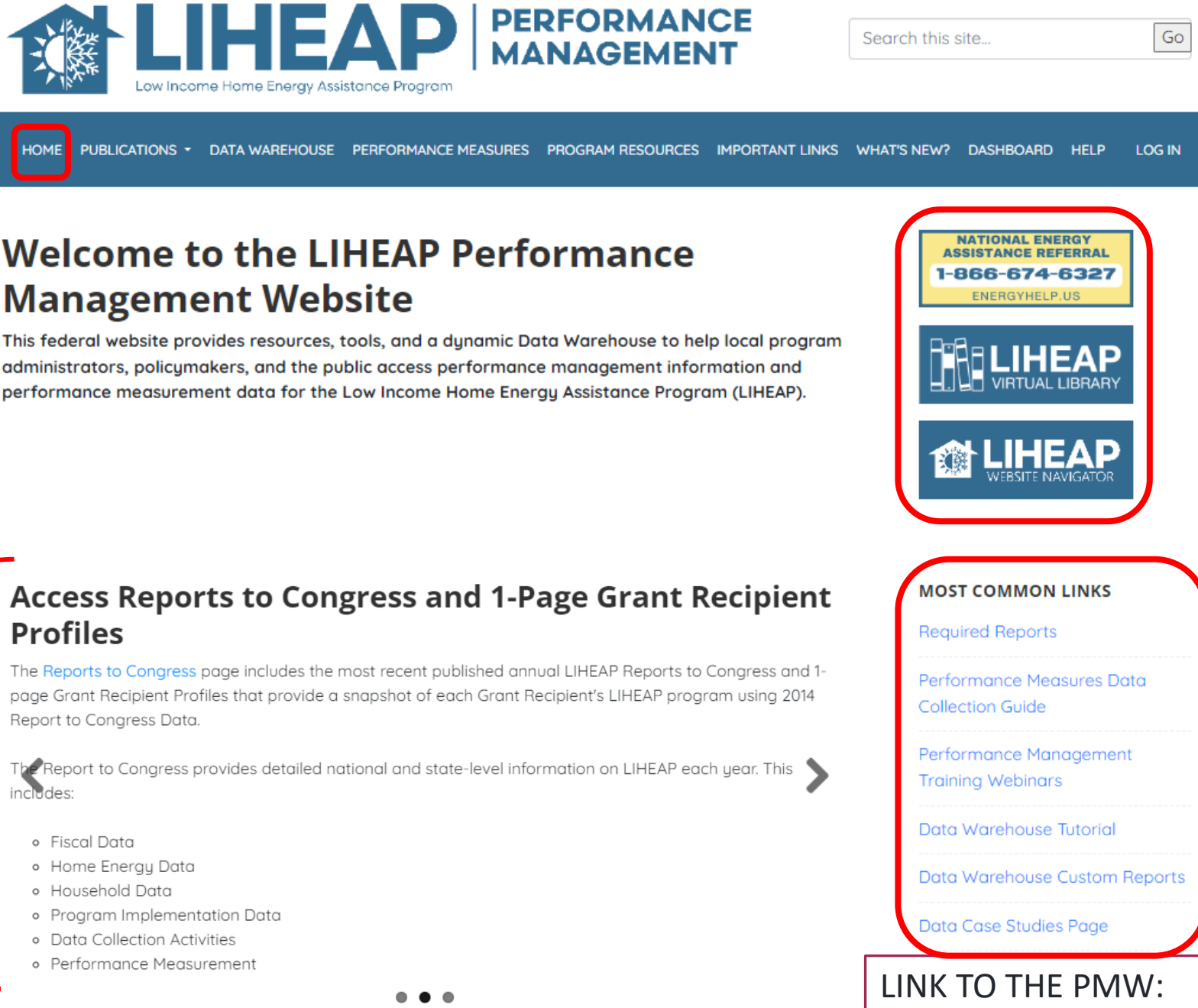
Webinars & Other Training Resources

- Required report training
- Performance Management webinars
- NEUAC presentations
- Guides and issue briefs

Presenter:
Melissa Torgerson

Overview of the Performance Management Website

Dan Bausch (APPRISE)



LINK TO THE PMW:
https://liheappm.acf.hhs.gov/

LIHEAP PERFORMANCE MANAGEMENT

Low Income Home Energy Assistance Program

Search this site... Go

HOME | PUBLICATIONS | DATA WAREHOUSE | PERFORMANCE MEASURES | PROGRAM RESOURCES | IMPORTANT LINKS | WHAT'S NEW? | DASHBOARD | HELP | LOG IN

LIHEAP Publications

LIHEAP Glossary | Site Feedback

This section of the LIHEAP Performance Management website contains recent published annual LIHEAP reports.

LIHEAP Reports to Congress - Access detailed reports prepared for Congress on LIHEAP.

LIHEAP Home Energy Notebooks - View reports on the home energy mission and impacts of LIHEAP.

NATIONAL ENERGY ASSISTANCE REFERRAL
1-866-674-6327
ENERGYHELP.US

LIHEAP VIRTUAL LIBRARY

LIHEAP WEBSITE NAVIGATOR

MOST COMMON LINKS

- Required Reports
- Performance Measures Data Collection Guide
- Performance Management Training Webinars
- Data Warehouse Tutorial
- Data Warehouse Custom Reports
- Data Case Studies Page

Search this site... Go

HOME | PUBLICATIONS | DATA WAREHOUSE | PERFORMANCE MEASURES | PROGRAM RESOURCES | IMPORTANT LINKS | WHAT'S NEW? | DASHBOARD | HELP | LOG IN

LIHEAP Data Warehouse

LIHEAP Glossary | Reports Help | Site Feedback

The LIHEAP Data Warehouse allows users to access historic national and state-level LIHEAP data to build instant reports, tables, and charts. Users can access data through three different options: the Grant Recipient Profiles tool, Standard Reports tool, and Custom Reports tool. Resources and tutorials to aid users in utilizing these tools are provided below.

Grant Recipient Profiles — One-page snapshots of state LIHEAP Programs.

Standard Reports — Receive step-by-step guidance on creating reports.

Custom Reports — Generate customized reports and figures.

Resources and Tutorial — Information on the Data Warehouse and its uses.

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LIHEAP WEBSITE NAVIGATOR

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- Data Warehouse Custom Reports
- Data Case Studies Page

LIHEAP Performance Measures

LIHEAP Glossary Site Feedback

Grant Recipient 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.

Next Steps Tool for LIHEAP Targeting — An Interactive Tool for Examining Performance Measures Data.

Data Reliability Assessment Tools.

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Program Resources

LIHEAP Glossary | Site Feedback

This section of the LIHEAP Performance Management website contains materials and tools designed to help LIHEAP program administrators to effectively implement LIHEAP Performance Management in the design and implementation of their programs.

Required Reports - Access resources to help you with the LIHEAP reports.

Data Accuracy and Reliability - Resources to ensure your data represents your program accurately.

Using Data for Performance Management - How to use data for program decision-making.

Talking about LIHEAP Data – View resources to present information about your program.

PMIWG - Learn about the Performance Management Implementation Work Group.

Performance Management Training Resources — Find Past Training Webinars and Tools

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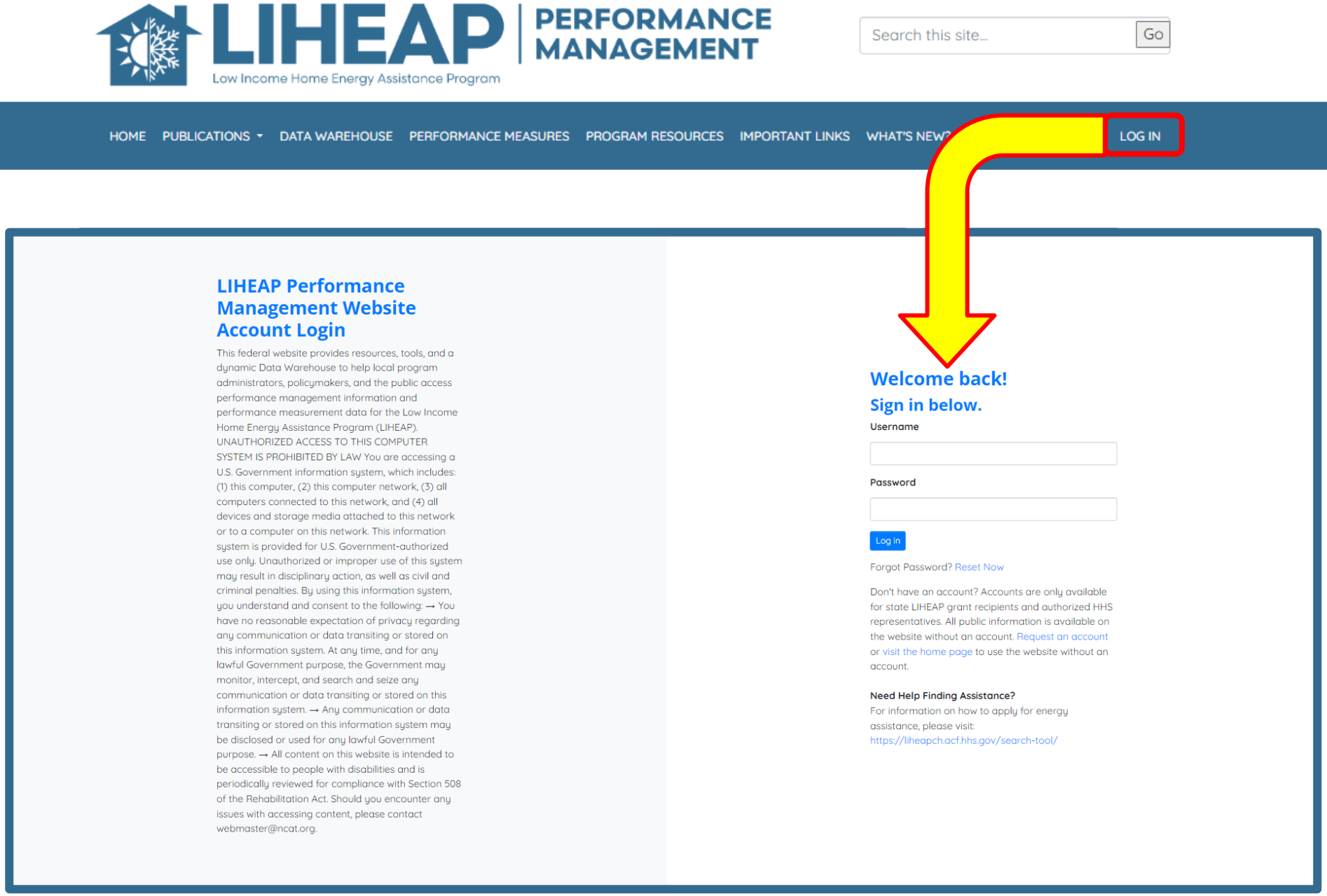
LIHEAP
Low Income Home Energy Assistance Program
PERFORMANCE MANAGEMENT
Search this site...
Go
HOME
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DATA WAREHOUSE
PERFORMANCE MEASURES
PROGRAM RESOURCES
IMPORTANT LINKS
WHAT'S NEW?
LOG IN
LIHEAP Performance Management Website Account Login
This federal 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). UNAUTHORIZED ACCESS TO THIS COMPUTER SYSTEM IS PROHIBITED BY LAW You are accessing a U.S. Government information system, which includes: (1) this computer, (2) this computer network, (3) all computers connected to this network, and (4) all devices and storage media attached to this network or to a computer on this network. This information system is provided for U.S. Government-authorized use only. Unauthorized or improper use of this system may result in disciplinary action, as well as civil and criminal penalties. By using this information system, you understand and consent to the following: → You have no reasonable expectation of privacy regarding any communication or data transiting or stored on this information system. At any time, and for any lawful Government purpose, the Government may monitor, intercept, and search and seize any communication or data transiting or stored on this information system. → Any communication or data transiting or stored on this information system may be disclosed or used for any lawful Government purpose. → 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 issues with accessing content, please contact webmaster@ncat.org.
Welcome back!
Sign in below.
Username
Password
Log in
Forgot Password? Reset Now
Don't have an account? Accounts are only available for state LIHEAP grant recipients and authorized HHS representatives. All public information is available on the website without an account. Request an account or visit the home page to use the website without an account.
Need Help Finding Assistance?
For information on how to apply for energy assistance, please visit:
https://liheapch.acf.hhs.gov/search-tool/

Exploring the Data Warehouse

Michelle Gillham (AR)

Data Warehouse: Three Ways to Explore the Data

- Grant Recipient Profiles: Furnishes a summary picture of each state grant recipient's LIHEAP program in a one-page report.
- Standard Reports: Provide step-by-step guidance to create predefined data reports, tables, and charts to help users efficiently generate structured and consistent insights.
- Custom Reports: Enable users to generate personalized reports by selecting and combining any data fields of their choice.

Presenter:
Michelle Gillham

Grant Recipient Profiles

The Grant Recipient Profile:

- Uses information from the Household Report and Grantee Survey to summarize the main features of a LIHEAP program for each fiscal year.
- Includes the following information:
  - Total Funding and Allocation of Funds
  - Eligible Households and Households Served
  - Vulnerable Populations Served
  - Average Benefits by Program Component
  - Historical Data on Funding
- Helps you to explain how the program works to your administration and other stakeholders.

➢ **Tribal and Territory Profiles coming soon!**

Presenter:
Michelle Gillham

Arkansas

LIHEAP FY2023 State Profile

Total Funding Available
$54,162,188

Total Households Served
69,242

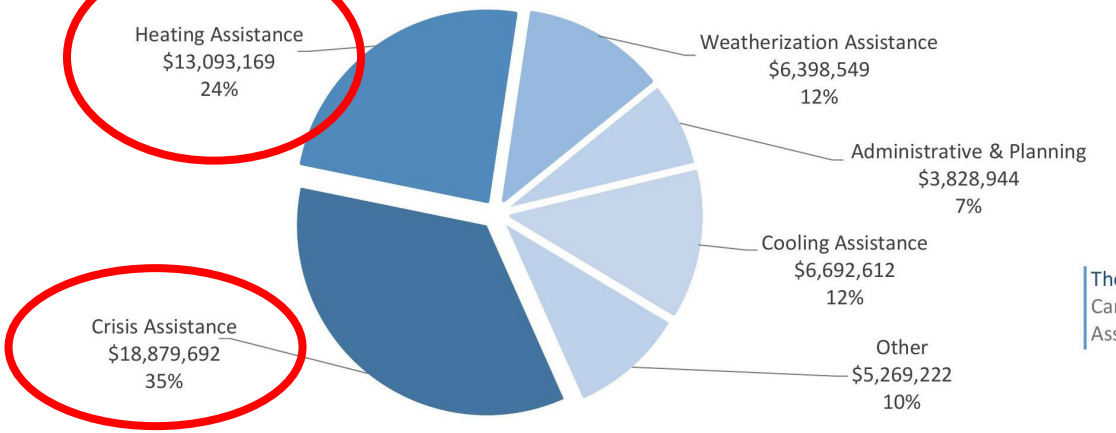
Income Eligibility Requirements
$44,673
for a 4-person household

% of State Income-Eligible Population Served
22%

State Income-Eligible Population
308,915

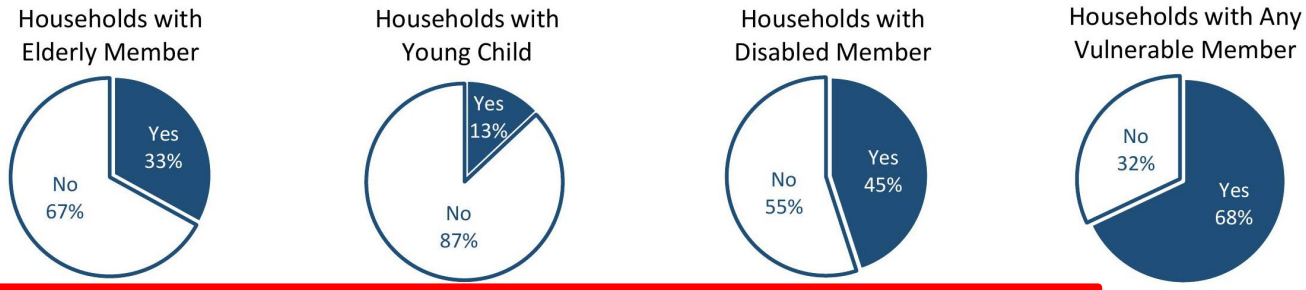
Annual Funds, 2019-2023 ($ millions)

Uses of Funds



The Other category consists of:
Carryover to FY2024 ($4,621,861)
Assurance 16 Activities ($647,361)

Vulnerable Recipient Households



Types of Assistance

Heating Assistance served 46,121 households with reported average benefits of $212.
Cooling Assistance served 44,278 households with reported average benefits of $181.
Winter Crisis Assistance served 21,588 households with reported average benefits of $383.
Summer Crisis Assistance served 22,006 households with reported average benefits of $386.
Weatherization Assistance served 396 households.

Data are current as of April 30, 2024.
For more information, see https://liheappm.acf.hhs.gov/

Standard & Custom Reports

Standard Reports

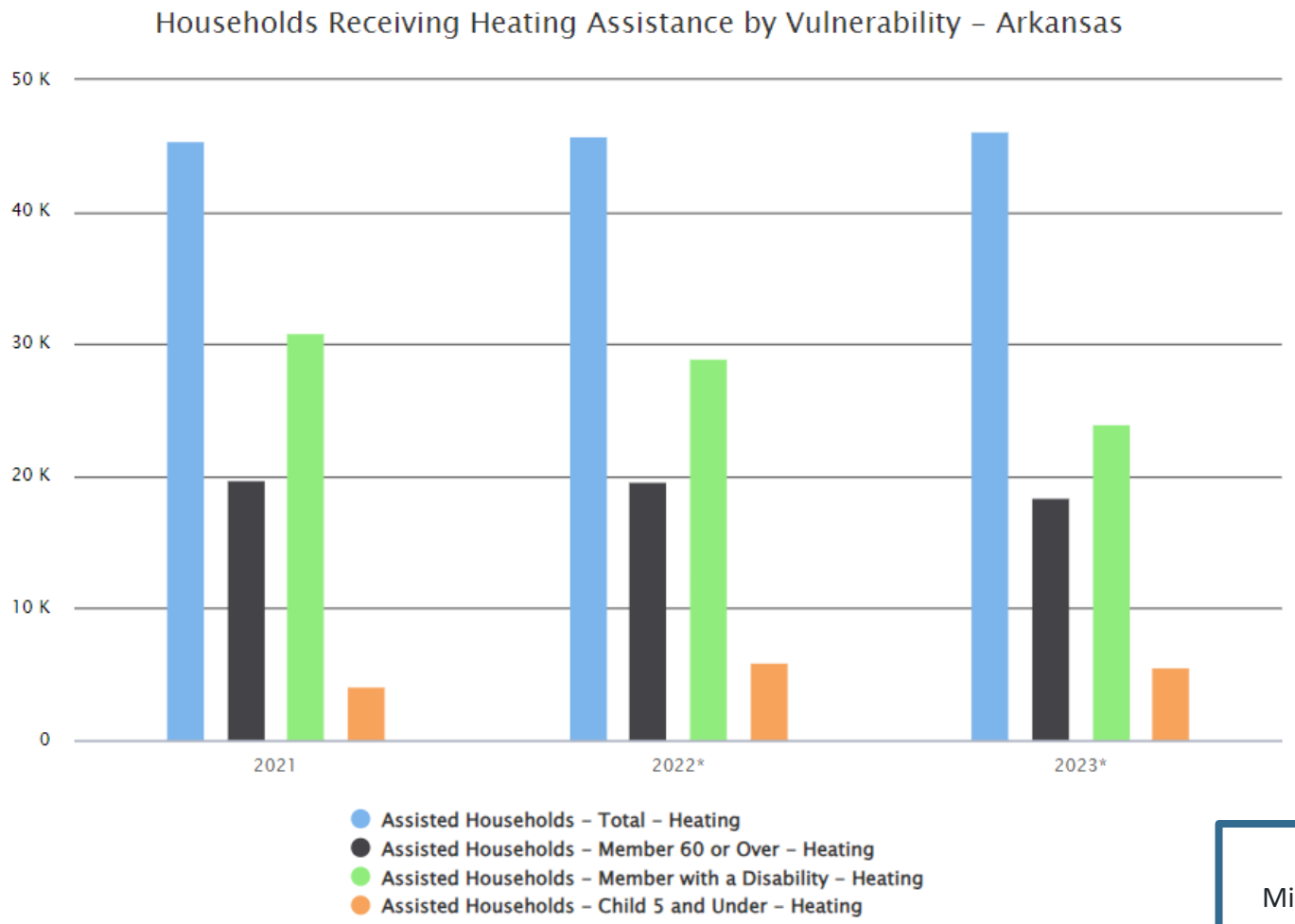
- Generate **predefined** data reports, tables, and charts.
- Efficiently generate structured and consistent insights.
- Three types of reports are available: single state reports, state comparison reports, and national reports.

Custom Reports

- Users can select multiple data fields and customize elements such titles and type of chart.
- This flexibility allows users to tailor their analysis and presentation, ensuring the reports provide targeted insights and address specific needs.

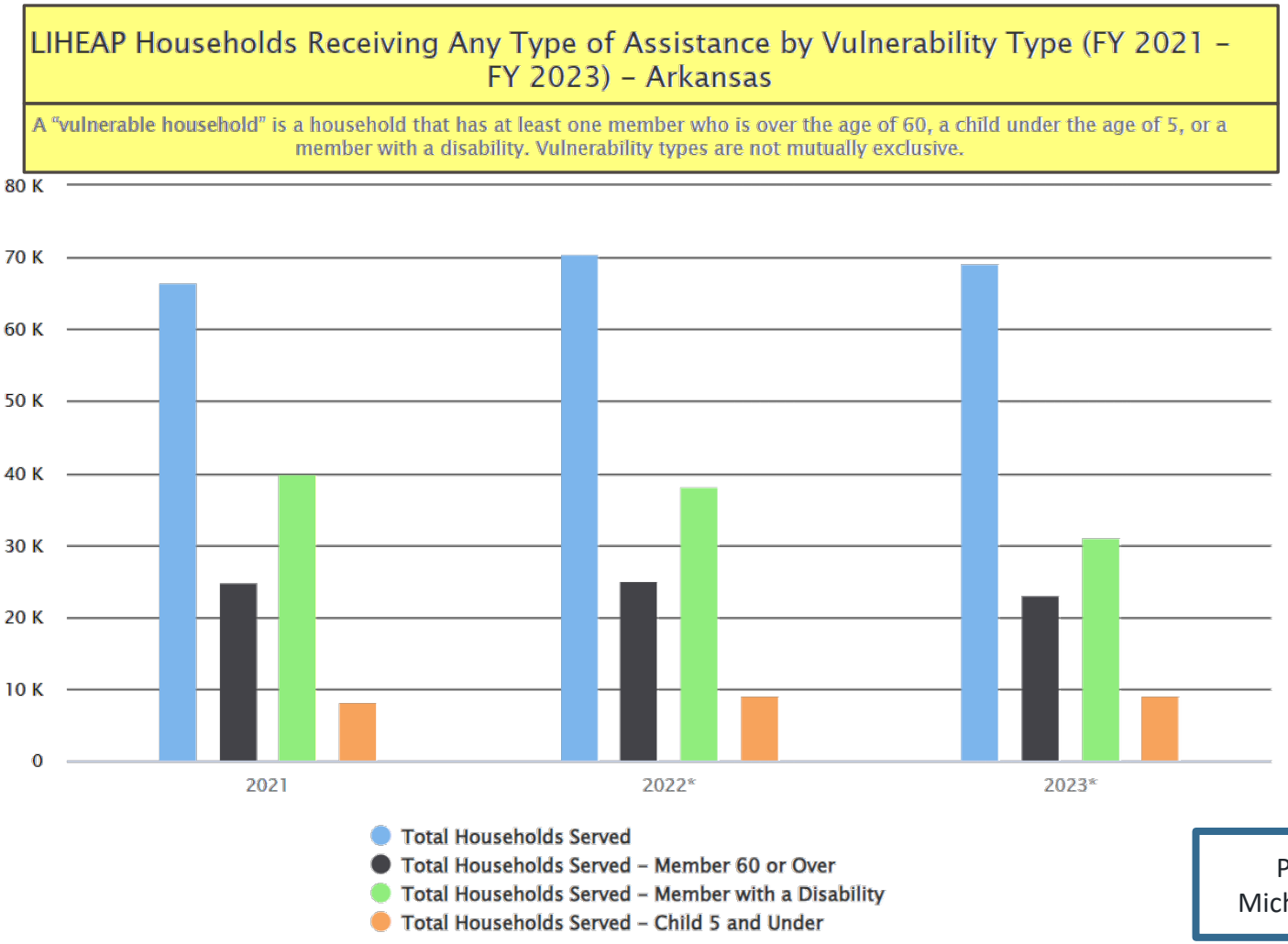
Presenter:
Michelle Gillham

Standard Report Example



Presenter:
Michelle Gillham

Custom Report Example



Presenter:
Michelle Gillham

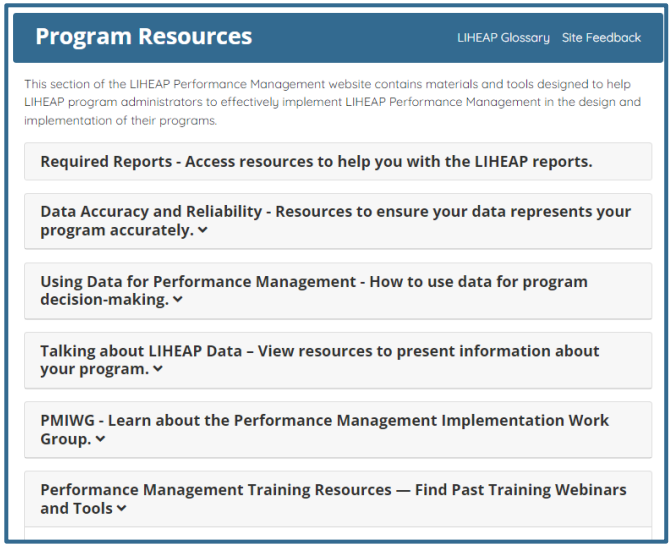
Program Resources

Richard Giddings (Vermont)

Program Resources Page

- The Program Resources page contains materials and tools to help LIHEAP program administrators leverage Performance Management in their program design and implementation, including resources to:
  - Complete required reports
  - Ensure data accuracy and reliability
  - Use data for program decision-making
  - Talk about LIHEAP data with stakeholders
  - And more!

- Today's focus:
  1. Performance Measures Executive Summaries
  2. Required Report resources
  3. Talking about LIHEAP Data – template for communicating with legislators



Presenter:
Richard Giddings

Executive Summary: A Performance Management SNAPSHOT

- The Executive Summary is a one-page explanation of key Performance Measures data. The summary visually depicts energy burden statistics and how LIHEAP has assisted with the prevention of home energy loss or the restoration of home energy service.

- The Executive Summary answers two important questions:
  - Does your LIHEAP program furnish higher benefits to higher burden households?
  - Does your LIHEAP program pay a larger share of the home energy bill for higher burden households?

Presenter:
Richard Giddings

VERMONT FY2023 LIHEAP
PERFORMANCE MANAGEMENT SNAPSHOT

In FY2023, Vermont furnished LIHEAP bill payment assistance to 26,119 households. They collected energy burden data for 6,580 households (25.2%).

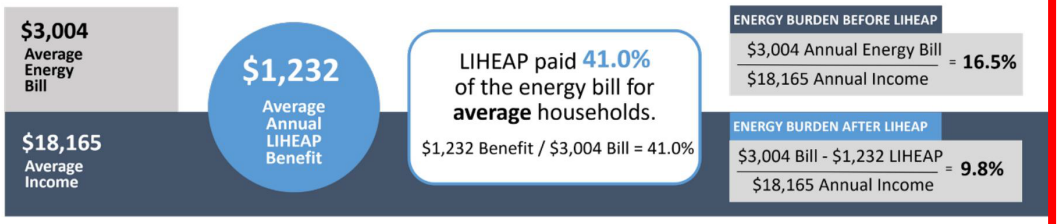
Does LIHEAP furnish higher benefits to higher burden households?

Yes. In Vermont, the total LIHEAP benefit received by high burden households in FY2023 was about ***$494 (40.1%) more*** than the total LIHEAP benefit received by the average recipient household.

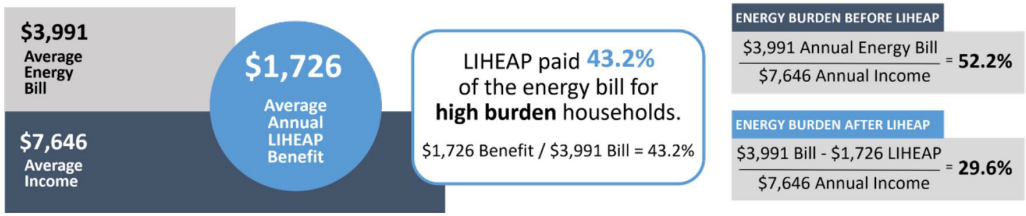
Does LIHEAP pay a larger share of the home energy bill for high burden households?

Yes. In FY2023, LIHEAP paid ***41.0%*** of the energy bill for average households in Vermont, while LIHEAP paid ***43.2%*** of the energy bill for high burden households.

All Households



High Burden Households



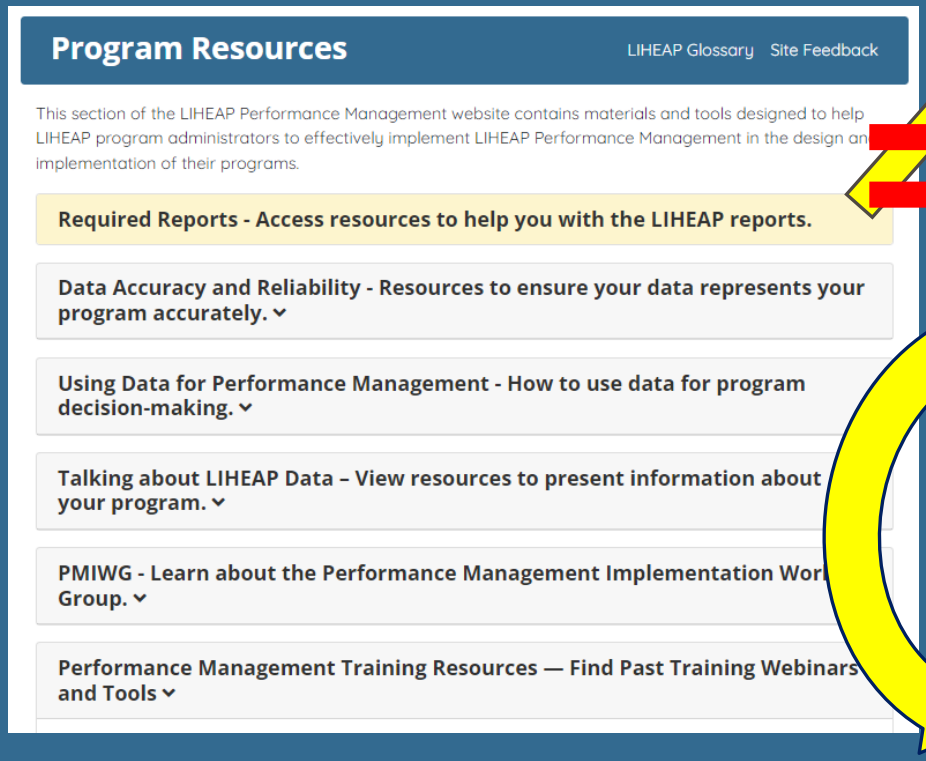
Prevention and Restoration of Home Energy Service Loss

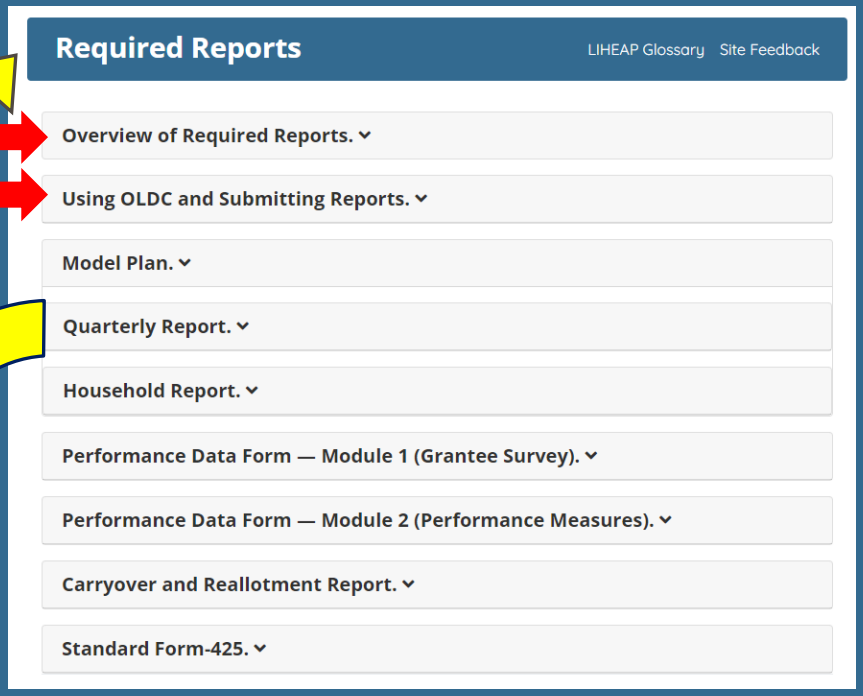
As a Result of Bill Payment Assistance

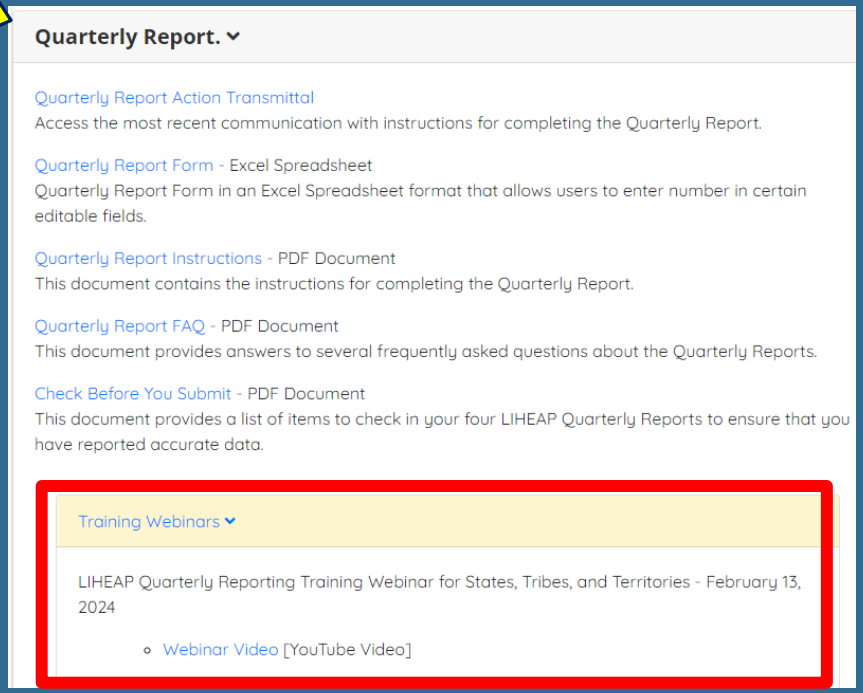
As a Result of Equipment Repair or Replacement

- In FY2023, LIHEAP benefits in Vermont ***prevented the loss of service 2,760 times***, by stopping threatened utility service disconnections and by delivering fuels to homes that were at risk of running out. In addition, the program ***repaired or replaced heating or cooling equipment at imminent risk of failure 551 times***.
- In FY2023, LIHEAP benefits ***restored home energy service 569 times*** for households who had been disconnected by their utility provider or who had run out of fuel oil, propane, or wood.

** High burden recipient households represent 25% of all recipient households with 12 months of bill data, based on having the highest energy burden*
Data are current as of April 30, 2024.







Required Reports Resources

Program Resources

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Talking about LIHEAP Data – View resources to present information about your program.

PMIWG - Learn about the Performance Management Implementation Work Group.

Performance Management Training Resources — Find Past Training Webinars and Tools

LIHEAP Report Training Webinars
Access training webinars on completing the annual LIHEAP reports.

Performance Management Webinars
Watch webinars on Performance Management

Tools and Resources
Find tools and other resources to assist with Performance Management

National and Regional Training Meetings
Review information from LIHEAP National and Regional grantee training meetings.

Presentations

Required Reports

LIHEAP Glossary Site Feedback

Overview of Required Reports.

Using OLDC and Submitting Reports.

Model Plan.

Quarterly Report.

Household Report.

Performance Data Form — Module 1 (Grantee Survey).

Performance Data Form — Module 2 (Performance Measures).

Carryover and Reallotment Report.

Standard Form-425.

Quarterly Report.

Quarterly Report Action Transmittal
Access the most recent communication with instructions for completing the Quarterly Report.

Quarterly Report Form - Excel Spreadsheet
Quarterly Report Form in an Excel Spreadsheet format that allows users to enter number in certain editable fields.

Quarterly Report Instructions - PDF Document
This document contains the instructions for completing the Quarterly Report.

Quarterly Report FAQ - PDF Document
This document provides answers to several frequently asked questions about the Quarterly Reports.

Check Before You Submit - PDF Document
This document provides a list of items to check in your four LIHEAP Quarterly Reports to ensure that you have reported accurate data.

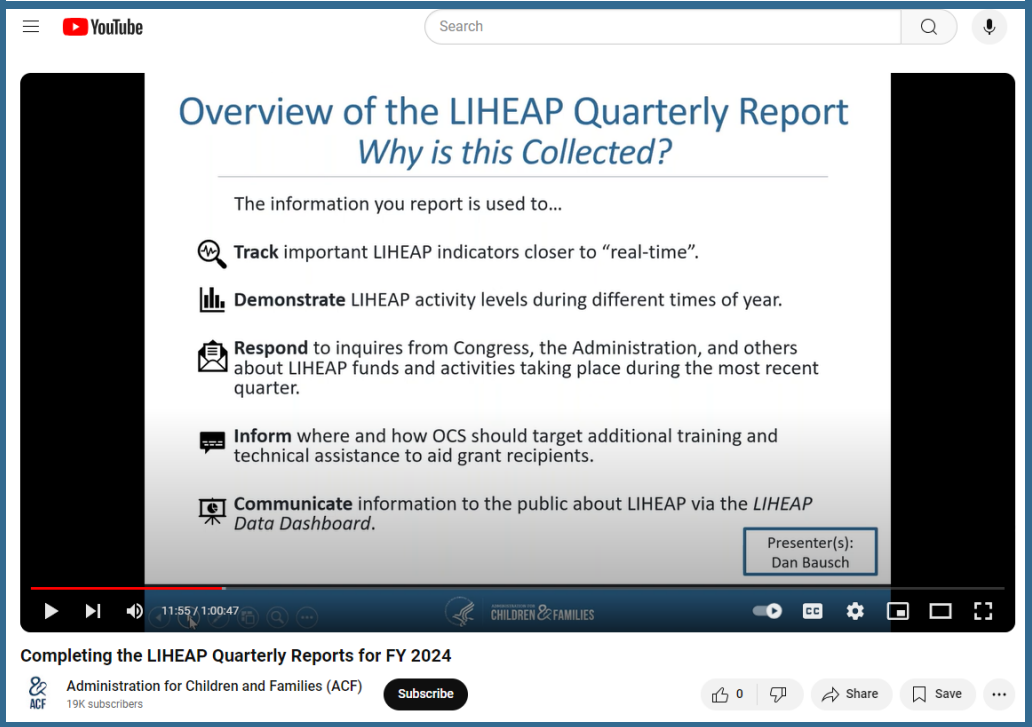
Training Webinars

LIHEAP Quarterly Reporting Training Webinar for States, Tribes, and Territories - February 13, 2024

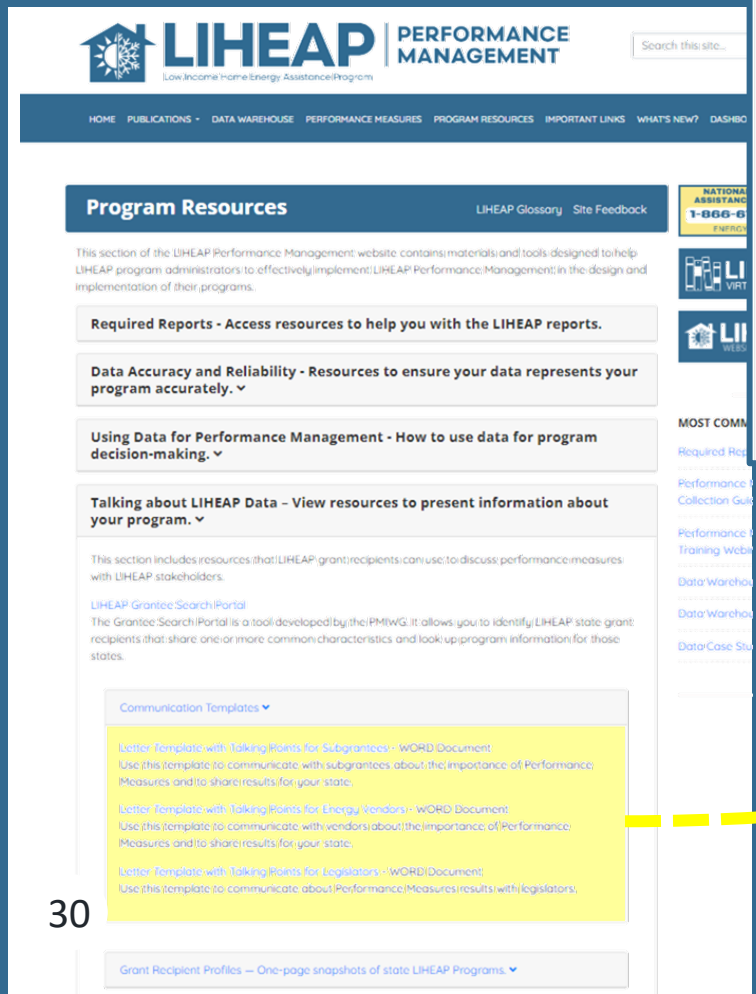
- Webinar Video [YouTube Video]

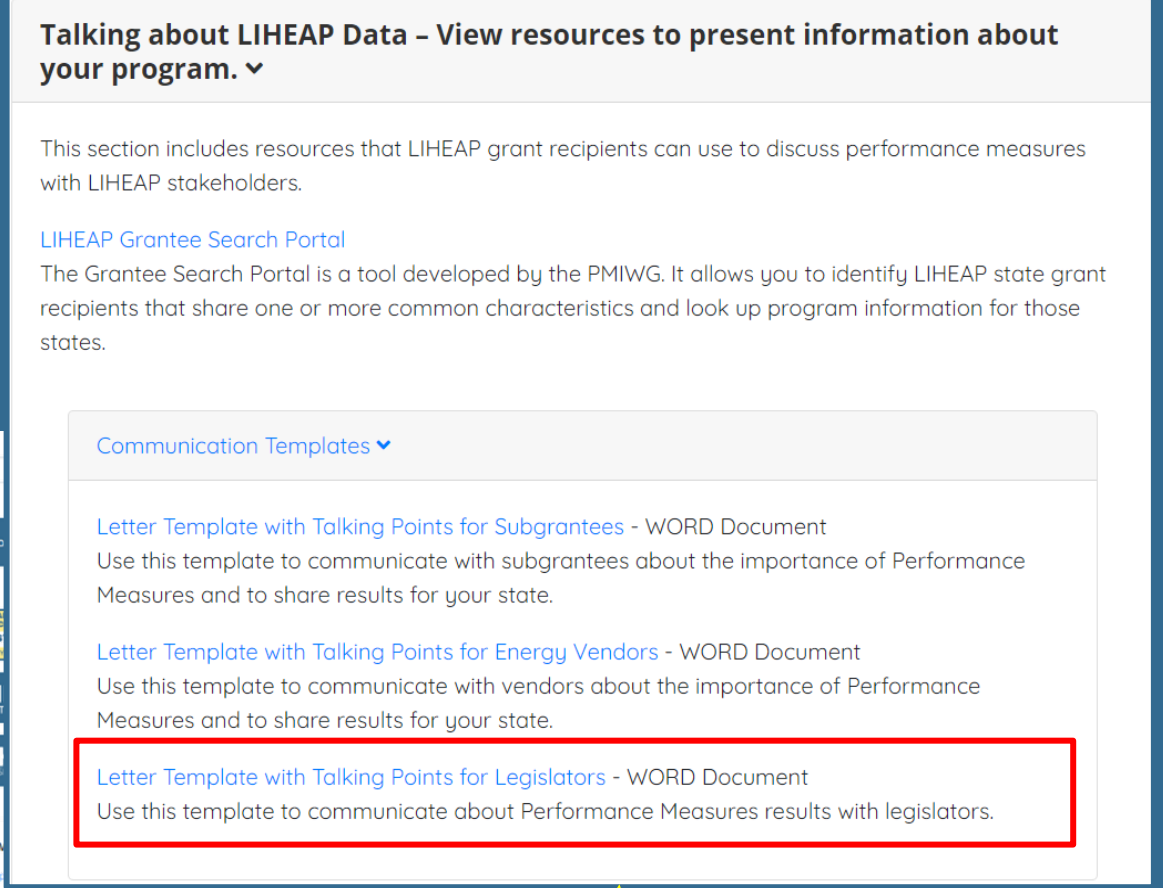
Report Training Webinars

- Overview, history, and purpose of report
- What's new this fiscal year
- Which data are needed to complete the report
- Section-by-section instructions for completing the report
- Report review process
- Resources and contact information if additional help is needed



Communication Templates





Template with Talking Points for Legislators

- ✓ Communicates key program outcomes and impacts.
- ✓ Highlights the benefits of LIHEAP to secure support and demonstrate program effectiveness.
- ✓ Replace placeholders with information specific to your state/territory/tribe.
- ✓ Placeholders reference location of relevant information in Performance Measures Form.
- ✓ Provides link to the PMW so the legislator can find more information.

Dear Senator/Legislator _____:

Over the last few years, the Low-Income Home Energy Assistance Program (LIHEAP) has implemented new federal Performance Measure reporting. To comply with these requirements, **[AGENCY]** has worked with partners to implement new or additional data collection, and can now better evaluate, improve, report, and communicate the impacts of the LIHEAP program in our state.

Below are some key statistics we'd like to share:

- During **[REPORTING PERIOD]**, LIHEAP helped **[#]** **[STATE]** households by paying a portion of their heating and/or electric costs, weatherizing their homes, and/or providing energy education. A large portion of these households, **[XX]** *Data Warehouse location here* percent, contained one or more vulnerable members (elderly, disabled, or child under six).

- Before LIHEAP, the average bill payment assisted household was paying **[%]** *Line B7, Column I, Part V of LIHEAP PDF* of their annual income on home energy costs (energy burden). As a result of LIHEAP, average home energy burden was reduced by **[%]** *Line B10, Column I, Part V of LIHEAP PDF* —leaving more room in limited household budgets for food, medicine, and housing expenses.

- One of the goals of LIHEAP is to address home energy crises. Households who become disconnected or run out of fuel face increased health and safety risks, as well as costly reconnection fees and deposits. During **[REPORTING PERIOD]**, LIHEAP benefits prevented **[#]** *Line A1, Column I, Part VII of LIHEAP PDF* occurrences of households having their main heat and/or electric service disconnected, and **[#]** *Line A2, Column I, Part VII of LIHEAP PDF* occurrences of households running out of deliverable fuels (oil, propane, wood). Additionally, in **[#]** *Line A3, Column I, Part VII of LIHEAP PDF* cases, the program repaired or replaced energy equipment at imminent risk of failure—thereby preventing home energy loss.

- LIHEAP benefits restored home energy **[#]** *Line A1, Column I, Part VI of LIHEAP PDF* times for households who were already disconnected by their utility provider and **[#]** *Line A2, Column I, Part VI of LIHEAP PDF* tim
etc). Additionally,
energy through re

Graphs and tables detail
Performance Managemen
of state and national LIHEA
populations, and more.

We believe that the quali
state LIHEAP program, ma
have any questions about
feel free to contact me at

Sincerely,

LIHEAP Coordinator/Manage

Enclosure

10 timeslots available for one-on-one training with APPRISE. Contact nicolas-mititelu@appriseinc.org to schedule your session.

Exploring the LIHEAP Virtual Library

Lisa Goben-Toninato (OR)

Presenter:
Lisa Goben-Toninato

LIHEAP | VIRTUAL LIBRARY

Low Income Home Energy Assistance Program

The LIHEAP Virtual Library allows grant recipients to locate resources based on their unique needs. This tool not only provides basic T/TA resources for each area, but also highlights those areas where Performance Management and the everyday administration of LIHEAP intersect. To begin, select an area of interest. The tool will allow you to select and review multiple program areas before generating resources.

Back to Main Page | Help | Suggest A Resource | Leave Feedback

Presenter:
Lisa Goben-Toninato

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LIHEAP Program Basics

Need a brief overview?
Get the LIHEAP Program Basics Training Snapshot

...or dig a little deeper:

Expand the categories below and check the items you'd like to add to your toolbox.

What are the basic responsibilities under the law?
expand/collapse

What requirements and guidance does OCS provide grant recipients under the law?
expand/collapse

What key activities and tasks should I plan each year to comply with the law?
expand/collapse

Presenter:
Lisa Goben-Toninato

LIHEAP PROGRAM BASICS SNAPSHOT

This is a grant recipient's first stop for information on LIHEAP. This page includes guidance on how to administer a LIHEAP program, as well as information for grant recipients on the structure of LIHEAP, grant recipients' legal and fiscal responsibilities, what grant recipients should expect to do to meet those responsibilities, and where grant recipients can find further information and resources.

What is LIHEAP?

The Low Income Home Energy Assistance Program (LIHEAP) is a federal government program which provides grants to states, tribes and territories so they can administer programs to provide home energy assistance to low income households. Since LIHEAP is a block-grant program, grant recipients have many options and flexibility for program design. These assistance programs can include components that provide standard credits applied to the energy bills of any applicants who meet certain income thresholds, individualized energy credits in emergencies, funding to make weatherization related home improvements, or other program assistance.

What are the Rules?

The LIHEAP statute and regulations provide a framework under which grant recipients administer LIHEAP and deliver program service. Grants are provided by the Office of Community Services (OCS) in the Administration for Children and Families (ACF) which also issues guidance to grant recipients on program administration and ensures compliance with the statute.

Highlighted Resources:

The following resources related to LIHEAP business processes are included in the Virtual Library. ***Note:*** *This list is not comprehensive.*
Download files individually by clicking the links or use the checkboxes to add them to your toolbox.

- ☐ LIHEAP Statute
- ☐ LIHEAP Grant Recipient Resources
- ☐ LIHEAP Grant Recipient Resource Guide
- ☐ LIHEAP 101 Primer
- ☐ OCS LIHEAP Lifecycle Guide
- ☐ Grant Recipient Search Portal

Back to main page

Ways to use these resources:

1. **Review the basics** Review the Primer, the Statute and Assurances, and the Lifecycle Guide to get a better understanding of LIHEAP and the requirements on LIHEAP grant recipients.
2. **Survey your Options and Requirements.** Look through guidance from OCS for information on requirements and recommendations for LIHEAP grant recipients, and use the Grant Recipient Search Portal to find ideas for program structure used by other grant recipients.
3. **Keep an eye on strengthening program integrity**. Can areas of your vendor agreement be revised, or new areas added to reduce the potential for fraud, waste, and abuse?
4. **Reach out to OCS and your Peers.** OCS and other grant recipients can help answer any of your questions on LIHEAP, helping you with program design and outlining grant recipients 's responsibilities.
5. **Make a Model Plan.** Each year, grant recipients submit a Model Plan informing OCS of their planned program design. Use the Model Plan reference guide and the example planning timelines to plan out a LIHEAP program as a grant recipient and complete a Model Plan based on the program planned.

Presenter:
Lisa Goben-Toninato

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- ☐ LIHEAP Statute
- ☐ LIHEAP Assurances
- ☐ Training on Assurances
- ☐ LIHEAP Required Reports
- ☐ LIHEAP Model Plan Reference Guide
- ☐ State and Territory Model Plans and Manuals
- ☐ LIHEAP Program and Funding
- ☐ LIHEAP Grant Recipient Resource Guide (see Section C)

expand/collapse

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What key activities and tasks should I plan each year to comply with the law?

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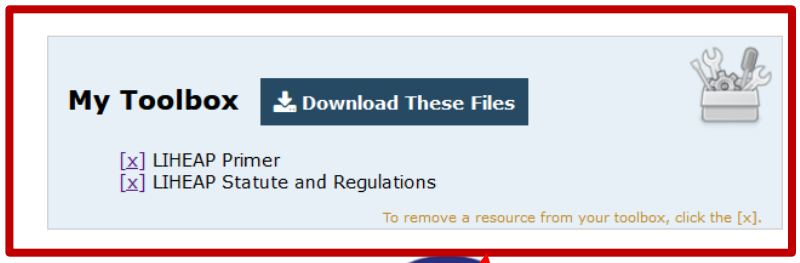
Presenter:
Lisa Goben-Toninato



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Presenter:
Lisa Goben-Toninato

My Toolbox Download These Files

[x] LIHEAP Primer
[x] LIHEAP Statute and Regulations

To remove a resource from your toolbox, click the [x].

Performance Management

Performance management is the process of gathering performance measurement data (both mandatory and voluntary), and then using this information to make informed program decisions.

Need a brief overview?
Get the Performance Management Snapshot

...or dig a little deeper:

Expand the categories below and check the items you'd like to add to your toolbox.

What are LIHEAP Performance Measures, and why are they important?
expand/collapse

What steps should I take to collect and report LIHEAP Performance Measure data?
expand/collapse

How do I make sure my LIHEAP Performance Measure data is accurate and reliable?
expand/collapse

What is my LIHEAP Performance Measure data telling me?
expand/collapse

What can I do with the LIHEAP Performance Measure data I have?
expand/collapse

How do I share my LIHEAP Performance Measure data with stakeholders?
expand/collapse

Presenter:
Lisa Goben-Toninato

PERFORMANCE MANAGEMENT SNAPSHOT

Performance management is the process of gathering performance measurement data (both mandatory and voluntary), and then using this information to make informed program decisions.

Why is this important?

Performance Management helps states do a better job of evaluating and improving their LIHEAP programs. This includes targeting resources to reduce energy burden and to maintain continuous home energy service for low-income households. LIHEAP performance measure data will also allow HHS to more consistently demonstrate national program results.

Who says so?

In November 2014, HHS received approval from the federal Office of Management and Budget (OMB) to proceed with requiring state LIHEAP grant recipients to collect and report on four new performance measures related to home energy burden and continuity of home energy service. See more here...

Highlighted Resources:

The following resources related to LIHEAP business processes are included in the Virtual Library. ***Note:*** *This list is not comprehensive.*

Download files individually by clicking the links or use the checkboxes to add them to your toolbox.

- ☐ LIHEAP Performance Measurement FAQ
- ☐ 2018 NEUAC Performance Management Presentation #1 (Nuts and Bolts Section)
- ☐ 2018 NEUAC Performance Management Presentation #2
- ☐ Performance Measurement Data Collection Guide
- ☐ Data Quality Guide (Pending)
- ☐ LIHEAP Performance Measures State Executive Summary and Snapshot (Requires Login)
- ☐ Presenting LIHEAP Performance Measures to Stakeholders [PPT]

Back to main page

Ways to use these resources:

1. **Review the basics**. Use training slides, overviews, and FAQ documents to get a better understanding of LIHEAP Performance Measure requirements.
2. **Identify what data you are currently collecting**. Many states are already collecting the data needed to meet part or all of the Performance Measure requirements.
3. **Pinpoint data gaps and make necessary changes**. Does your application, client information waiver, and/or vendor agreement need to be updated to collect data necessary for Performance Measurement? Do fields need to be added to your current system? Do you need to collect different data from subgrantees?
4. **Partner with vendors**. Many states report that working alongside vendors to implement LIHEAP Performance Management makes the process easier.
5. **Collaborate with peers**. Many home energy suppliers have multi-state territories. Working together with grant recipients who "share" a vendor may help when negotiating new or updated vendor data exchanges.
6. **Use the Data Quality guide to assure the data you are collecting is accurate and reliable.** Looking ahead, are there specific steps you can take to improve the data you are collecting and reporting each year?

Presenter:
Lisa Goben-Toninato

My Toolbox Download These Files

[x] LIHEAP Primer
[x] LIHEAP Statute and Regulations

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- ☐ What are LIHEAP Performance Measures
- ☐ Clearinghouse Overview on LIHEAP PM
- ☐ 2018 NEUAC PM Presentation #1 ("Nuts and Bolts" section)
- ☐ LIHEAP Action Transmittals on Performance Measures
- ☐ LIHEAP PM FAQ

expand/collapse

What steps should I take to collect and report LIHEAP Performance Measure data?

Download files individually by clicking the links or use the checkboxes to add them to your toolbox.

- ☐ LIHEAP Performance Measures Data Collection Guide
- ☐ LIHEAP AT - FY21 Performance Data Form & Instructions
- ☐ FY 2021 Performance Data Form (Module 2) – 2022 ACF Webinar

expand/collapse

Presenter:
Lisa Goben-Toninato

My Toolbox Download These Files

[x] LIHEAP Primer
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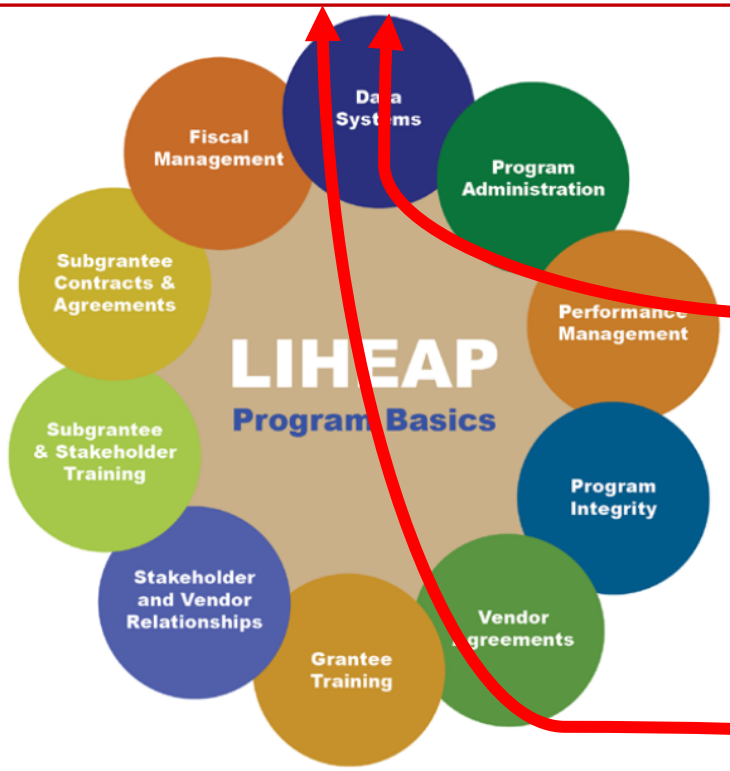

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expand/collapse

Presenter:
Lisa Goben-Toninato

Future Improvements

Dan Bausch (APPRISE)

Future Improvements to the Performance Management Website

- Adding tribal and territorial data to the Data Warehouse
- Tribal Grant Recipient Profiles
- American Rescue Plan Act (ARPA) Grant Recipient Profiles
- Additional Standard Reports in the Data Warehouse

Presenter:
Dan Bausch

Final Reminders

Melissa Torgerson (VERVE)

Final Reminders
Upcoming & Past Webinars

Upcoming Webinars

- October 22, 2024 (3pm – 3:45pm EDT): Using the LIHEAP PMW webinar for stakeholders
- October 31, 2024:
  - (1pm – 2pm EDT) : Completing the FY 2024 LIHEAP Household Report - Long Form for States and Select Territories
  - (2:30pm – 3:30pm EDT): Completing the FY 2024 LIHEAP Household Report - Short Form for Tribes and Select Territories

Past Webinars & Presentations on OCS LIHEAP Tools Training Resources Website

- Using the LIHEAP Clearinghouse to Access Program Resources:
  - Webinar for grant recipients – September 10, 2024 [LINK COMING SOON]
  - Webinar for other stakeholders – September 24, 2024
- Visit OCS's LIHEAP Tools Training Resources website for other webinars, presentations, and trainings.

Presenter:
Melissa Torgerson

Final Reminders
Additional Technical Assistance

Help Page

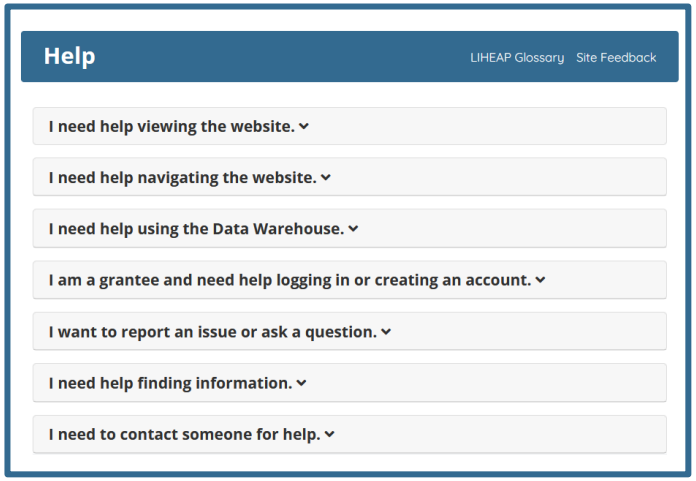
- Need additional tips finding resources or using tools? Please visit the LIHEAP Help Page for additional guidance: https://liheappm.acf.hhs.gov/help

Help Desk

- Please visit the Help Desk to request one-on-one assistance. APPRISE staff are available to answer questions and help you locate or use resources: https://liheappm.acf.hhs.gov/help-desk

One-on-one Communication Template Training

- APPRISE has 10 timeslots available for one-on-one training sessions on how to use the communication templates.
- Contact to schedule session: nicolas-mititelu@appriseinc.org



The **LIHEAP Performance Management Help Desk** is available to help LIHEAP grant recipients access all the resources and tools hosted on the LIHEAP Performance Management Website (PMW). APPRISE manages the Help Desk and is available to furnish the following types of personalized one-on-one technical assistance:

- Training and demonstrations on how to use the Data Warehouse
- Providing statistics and reports available through the Data Warehouse
- Assistance with understanding Performance Measures data and how it can be used to inform program planning

The Help Desk will be available on weekdays from 9:00 AM to 4:00 PM ET. APPRISE staff are generally available to respond to requests. We encourage you to contact the Help Desk with any requests or questions.

To contact the Help Desk, please email or call us: Dan Bausch: Daniel-Bausch@appriseinc.org / 609-252-9050 Kevin Schwartzbach: kevin-schwartzbach@appriseinc.org / 609-252-9031 Nicolas Mititelu: Nicolas-Mititelu@appriseinc.org / 646-854-4982

Presenter:
Melissa Torgerson

Final Reminders
Support Resources

HHS/ACF/OCS Performance Management Website DEA Contact

- Sharnice Mitchell, sharnice.mitchell@acf.hhs.gov, 202-401-4046

NCAT & APPRISE Team

- Systems Administrator – John English, johne@ncat.org, 406-494-8679
- LIHEAP Reports – Dan Bausch, daniel-bausch@appriseinc.org, 609-252-9050
- Support – Nicolas Mititelu, nicolas-mititelu@appriseinc.org, 646-854-4982
- Communications – Kevin Schwartzbach, kevin-schwartzbach@appriseinc.org, 609-252-9031

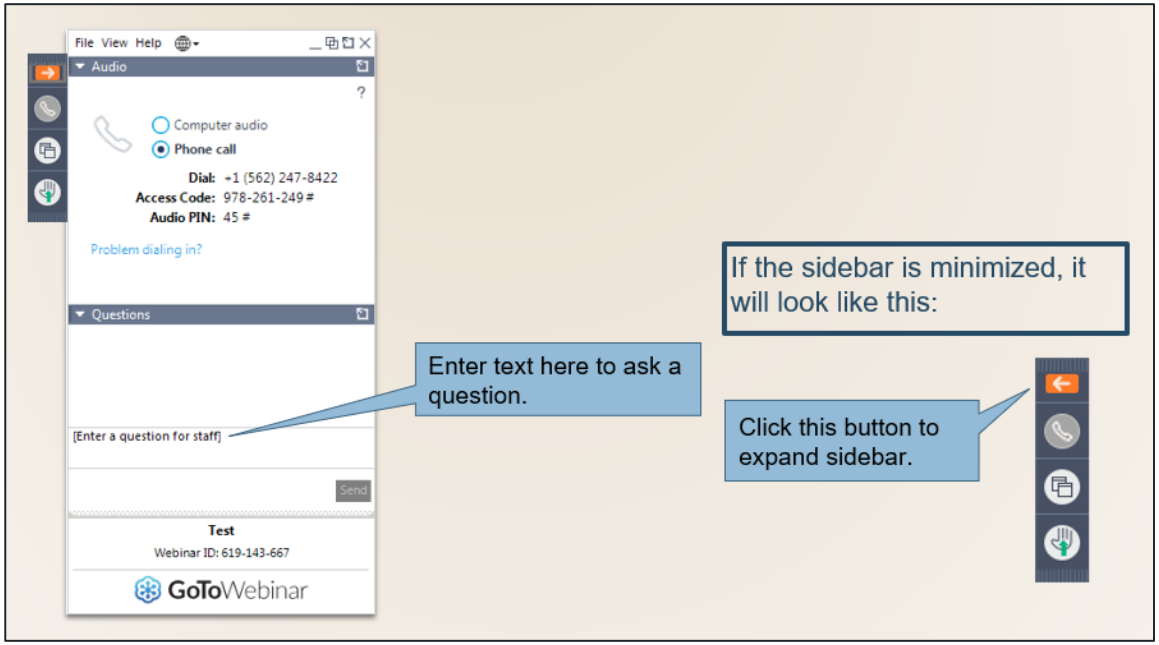
Presenters' Contact Information

- Melissa Torgerson, VERVE Associates, melissa@verveassociates.net, 503-706-2647
- Michelle Gillham, Arkansas Energy & Environment, michelle.gillham@arkansas.gov, 501-682-0816
- Richard Giddings, Department for Children & Families, richard.giddings@vermont.gov, 802-786-5986
- Lisa Goben-Toninato, Oregon Housing & Community Services, lisa.goben@hcs.oregon.gov, 503-986-2094

GoTo Webinar Question Box

Have a question?

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



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