Using the LIHEAP Data Warehouse and Performance Management Website to Inform Program Planning

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

MAY 7TH, 2024

WELCOME:
MEGAN MEADOWS (OCS)

PRESENTERS:

BRIAN WHORL (PENNSYLVANIA)
JANE BLANK (WISCONSIN)
THERESA KULLEN (COLORADO)
MICHELLE GILLHAM (ARKANSAS)

IAN VILLA-WATT (MINNESOTA)
CYNTHIA BRYANT (GEORGIA)
MELISSA TORGERSON (VERVE ASSOCIATES)
DAN BAUSCH (APPRISE)

Welcome

- **Introduction to Webinar**

  - <u>Purpose:</u> Show how the LIHEAP Data Warehouse and Performance Management Website can help grant recipients to access recent and historic data to inform planning for federal Fiscal Year (FY) 2025 and completing the Model Plan.

  - <u>Approach:</u> State Grant Recipients who are members of the Performance Management Implementation Work Group (PMIWG) will present information on the tools that the Work Group has developed and how they can be used for program planning and Model Plan preparation.

- **Audience for This Webinar**

  - State LIHEAP Coordinators.
  - Program staff that assist with FY2025 planning.
  - Program staff that assist with completing the Model Plan.

Presenter(s):
Megan Meadows

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Webinar Overview

- **Structure of the Webinar**

  o 60-minutes.

  o **Slides are available for download now** under "Handouts" in the GoToWebinar Sidebar.

  o The webinar is being recorded and will be published on the ACF YouTube channel.

Presenter(s):
Melissa Torgerson

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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.

Presenters & Presentation Outline

Introduction • **Melissa Torgerson (VERVE Associates)**	**Slide 6**
Grantee Profiles and Executive Summaries • **Brian Whorl (Pennsylvania)**	**Slide 8**
Using the Data Warehouse to Determine Funding Allocations • **Jane Blank (Wisconsin)**	**Slide 14**
Using the Data Warehouse to Target Vulnerable Populations • **Theresa Kullen (Colorado)** • **Michelle Gillham (Arkansas)**	**Slide 21**
Using the Data Warehouse to Better Target Benefits • **Ian Villa-Watt (Minnesota)** • **Cynthia Bryant (Georgia)**	**Slide 32**
Final Reminders • **Dan Bausch (APPRISE)**	**Slide 44**

Presenter(s):
Melissa Torgerson

Introduction

- Reporting is a two-way street

  - <u>Grant Recipients to OCS:</u> OCS uses grant recipient reports to prepare the Report to Congress and to respond to any questions from Congress, the Administration, and other Stakeholders.

  - <u>OCS to Grant Recipients:</u> OCS makes the data accessible to grant recipients through the LIHEAP Performance Management Website so that grant recipients can access the current year and historical program data even when their Information Technology (IT) system or staff are not available to provide this information.

- Use(s) of LIHEAP Performance Data

  - <u>Internal:</u> Grant recipients can examine whether the LIHEAP program is meeting the objectives that have been established by program stakeholders.

  - <u>External:</u> Grant recipients can explain to stakeholders how the program has been designed, what benefits are delivered to clients, and whether the program has effectively targeted vulnerable groups and high burden households.

Presenter(s):
Melissa Torgerson

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Introduction

- The **LIHEAP Performance Management Implementation Work Group (PMIWG)** began in 2010 to create new resources for grant recipients to better collect and report program data and improve program procedures.

- With the support of OCS, the Work Group help to design and implement the **Performance Management Website (PMW)**. Important tools include:

  - ○ LIHEAP Data Warehouse
  - ○ Grantee Profiles
  - ○ Executive Summaries
  - ○ LIHEAP Virtual Library
  - ○ And many more!

Presenter(s):
Melissa Torgerson

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Grantee Profiles and Executive Summaries

Grantee Profiles and Executive Summaries

- <u>Grantee Profile:</u> Furnishes a comprehensive picture of each grant recipient's program in a one-page report.

- <u>Performance Management SNAPSHOT:</u> Executive Summary furnishes key statistics on LIHEAP performance indicators.

- <u>Presenter:</u> Brian Whorl, who is the LIHEAP coordinator from the state of Pennsylvania, will present how these tools have been effective at illustrating key data on program operations.

Presenter(s):
Melissa Torgerson

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Grantee Profile

- The Grantee Profile uses information from the Household Report and Grantee Survey to summarize the main features of a LIHEAP program for each fiscal year.

- The Grantee Profile 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

- The Grantee Profile helps you to explain how the program works to your administration and other stakeholders.

Presenter(s):
Brian Whorl

Pennsylvania
LIHEAP FY2023 State Profile

Total Funding Available
$334,411,760

Total Households Served
312,789

Income Eligibility Requirements
$41,625
for a 4-person household

% of State Income-Eligible Population Served
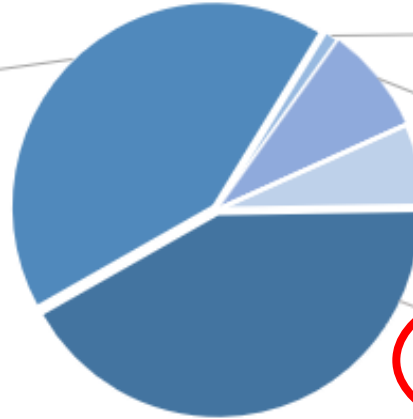## 36%

State Income-Eligible Population
870,599

Annual Funds, 2019-2023 ($ millions)

Year	Amount
'19	$219
'20	$253
'21	$530
'22	$479
'23	$334

Uses of Funds

- Heating Assistance $140,386,009 — 42%
- Weatherization Assistance $3,732,967 — 1%
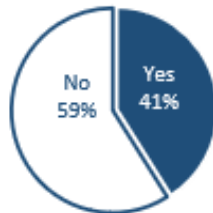- Administrative & Planning $28,054,434 — 8%
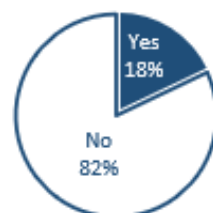- Other $21,439,214 — 7%
- Crisis Assistance $140,799,136 — 42%

The Other category consists of:
Carryover to FY 2024 ($14,174,042)
Nominal Payments ($7,265,172)

Vulnerable Recipient Households

Households with Elderly Member
- No 59%
- Yes 41%

Households with Young Child
- Yes 18%
- No 82%

Households with Disabled Member
- Yes 30%
- No 70%
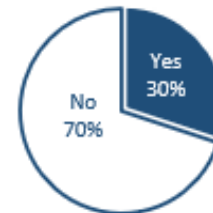
Households with Any Vulnerable Member
- No 27%
- Yes 73%
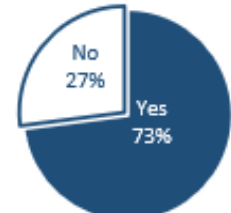
Types of Assistance

Heating Assistance served 312,165 households with reported average benefits of $450 (regular LIHEAP funds)
Winter Crisis Assistance served 98,771 households with reported average benefits of $1,005
Weatherization Assistance served 400 households with a calculated average benefit of $9,332

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

Performance Management SNAPSHOT - Executive Summary

- 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?
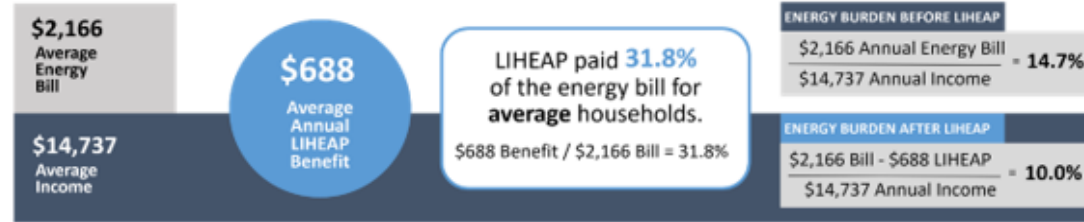
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Presenter(s):
Brian Whorl

PENNSYLVANIA FY2023 LIHEAP
PERFORMANCE MANAGEMENT SNAPSHOT

In FY2023, Pennsylvania furnished LIHEAP bill payment assistance to 312,789 households. They collected energy burden data for 102,304 households (32.7%).

Does LIHEAP furnish higher benefits to higher burden households?

Yes. In Pennsylvania, the total LIHEAP benefit received by high burden households in FY2023 was about **$323 (46.9%) more** than the total LIHEAP benefit received by the average recipient household.
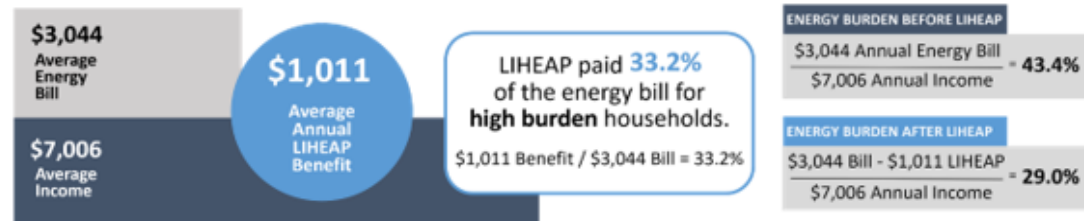
Does LIHEAP pay a larger share of the home energy bill for high burden households?

Yes. In FY2023, LIHEAP paid **31.8%** of the energy bill for average households in Pennsylvania, while LIHEAP paid **33.2%** of the energy bill for high burden households.

All Households

$2,166 Average Energy Bill

$14,737 Average Income

$688 Average Annual LIHEAP Benefit

LIHEAP paid **31.8%** of the energy bill for **average** households.

$688 Benefit / $2,166 Bill = 31.8%

ENERGY BURDEN BEFORE LIHEAP

$$\frac{\$2,166 \text{ Annual Energy Bill}}{\$14,737 \text{ Annual Income}} = 14.7\%$$

ENERGY BURDEN AFTER LIHEAP

$$\frac{\$2,166 \text{ Bill} - \$688 \text{ LIHEAP}}{\$14,737 \text{ Annual Income}} = 10.0\%$$

High Burden Households

$3,044 Average Energy Bill

$7,006 Average Income

$1,011 Average Annual LIHEAP Benefit

LIHEAP paid **33.2%** of the energy bill for **high burden** households.

$1,011 Benefit / $3,044 Bill = 33.2%

ENERGY BURDEN BEFORE LIHEAP

$$\frac{\$3,044 \text{ Annual Energy Bill}}{\$7,006 \text{ Annual Income}} = 43.4\%$$

ENERGY BURDEN AFTER LIHEAP

$$\frac{\$3,044 \text{ Bill} - \$1,011 \text{ LIHEAP}}{\$7,006 \text{ Annual Income}} = 29.0\%$$

Prevention and Restoration of Home Energy Service Loss

As a Result of Bill Payment Assistance

Prevention (86%) 155,439 Occurrences

Restoration (14%) 24,735 Occurrences

As a Result of Equipment Repair or Replacement

Prevention (25%) 3,495 Occurrences

Restoration (75%) 10,527 Occurrences

- In FY2023, LIHEAP benefits in Pennsylvania **prevented the loss of service 155,439 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 3,495 times**.

- In FY2023, LIHEAP benefits **restored home energy service 24,735 times** for households who had been disconnected by their utility provider or who had run out of fuel oil, propane, or wood. In addition, the program **restored home energy service 10,527 times by repairing or replacing inoperable heating or cooling equipment.**

* 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.

Using the Data Warehouse to Determine Funding Allocations

Using the Data Warehouse to Determine Funding Allocations

- One of the first questions asked in the Model Plan is how a grant recipient plans to allocate funds by program component.

Estimated Funding Allocation, 2604(C), 2605(k)(1), 2605(b)(9), 2605(b)(16) - Assurances 9 and 16		
1.2 Estimate what amount of available LIHEAP funds will be used for each component that you will operate: The total of all percentages must add up to 100%.	**Percentage (%)**	**Prior year totals**
Heating assistance	0.00%	0.00%
Cooling assistance	0.00%	0.00%
Summer crisis assistance	0.00%	0.00%
Winter crisis assistance	0.00%	0.00%
Year round assistance	0.00%	0.00%
Weatherization assistance	0.00%	0.00%
Carryover to the following federal fiscal year	0.00%	0.00%
Administrative and planning costs	0.00%	0.00%
Services to reduce home energy needs including needs assessment (Assurance 16)	0.00%	0.00%
Used to develop and implement leveraging activities	0.00%	0.00%
TOTAL	0.00%	0.00%

Presenter(s):
Melissa Torgerson

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Using the Data Warehouse to Determine Funding Allocations

- The following questions should be considered when planning funding allocations:
  - How did we plan to allocate funds for FY2024? (Note: You should enter that amount in the FY2025 plan.)
  - Based on preliminary FY24 data, how did we *actually* allocate funds?
  - If there is a difference, why did that happen?

- It is also useful to consider how funding allocations have varied historically to put this year's funding allocation in context.

- It is useful to anticipate that funding needs can vary, and it is good practice to include in your state plan what you might do in different circumstances. For example, if prices were low this winter and fewer households applied for benefits, do you want to implement a cooling program or pay a supplemental benefit?

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Presenter(s):
Melissa Torgerson

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Using the Data Warehouse to Determine Funding Allocations

- LIHEAP Clearinghouse / LIHEAP Data Warehouse

  - LIHEAP Clearinghouse – FY2023 and FY2024 Planned Allocations [State Plans]

  - LIHEAP Data Warehouse – FY2023 Actual Allocation [Grantee Survey]

  - Internal Records – Projected FY2024 Actual Allocation

- Jane Blank from Wisconsin will present how their state used funding information from the Data Warehouse and their internal records to inform their allocations for the FY2025 program year.

Presenter(s):
Melissa Torgerson

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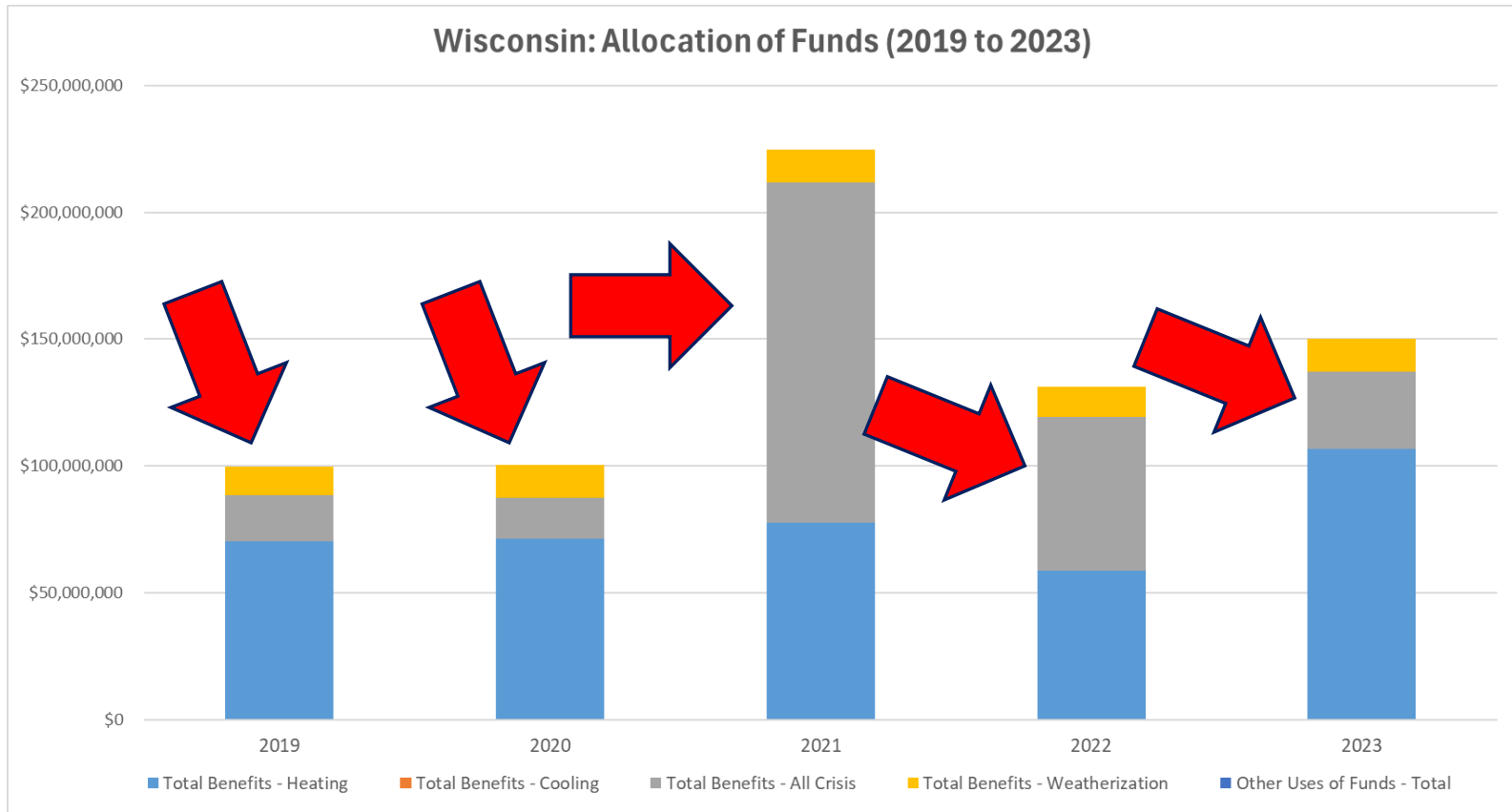# Using the Data Warehouse to Determine Funding Allocations

Wisconsin's Planned and Actual Expenditures

Assistance Type/Spending Category	Planned FY2023 Spending	Actual FY2023 Spending	Planned FY2024 Spending	Actual FY2024 Spending
Heating	61%	65%	61%	57%
Cooling	0%	0%	0%	0%
Crisis	9%	19%	9%	20%
Weatherization	15%	8%	15%	15%
Carryover to Next FY	5%	5%	5%	0%
Administrative	10%	3%	10%	8%
Assurance 16 Activities	0%	0%	0%	0%
Leveraging Activities	0%	0%	0%	0%
Total	**100%**	**100%**	**100%**	**100%**

- The Model Plan is a guide for how funds will be allocated.
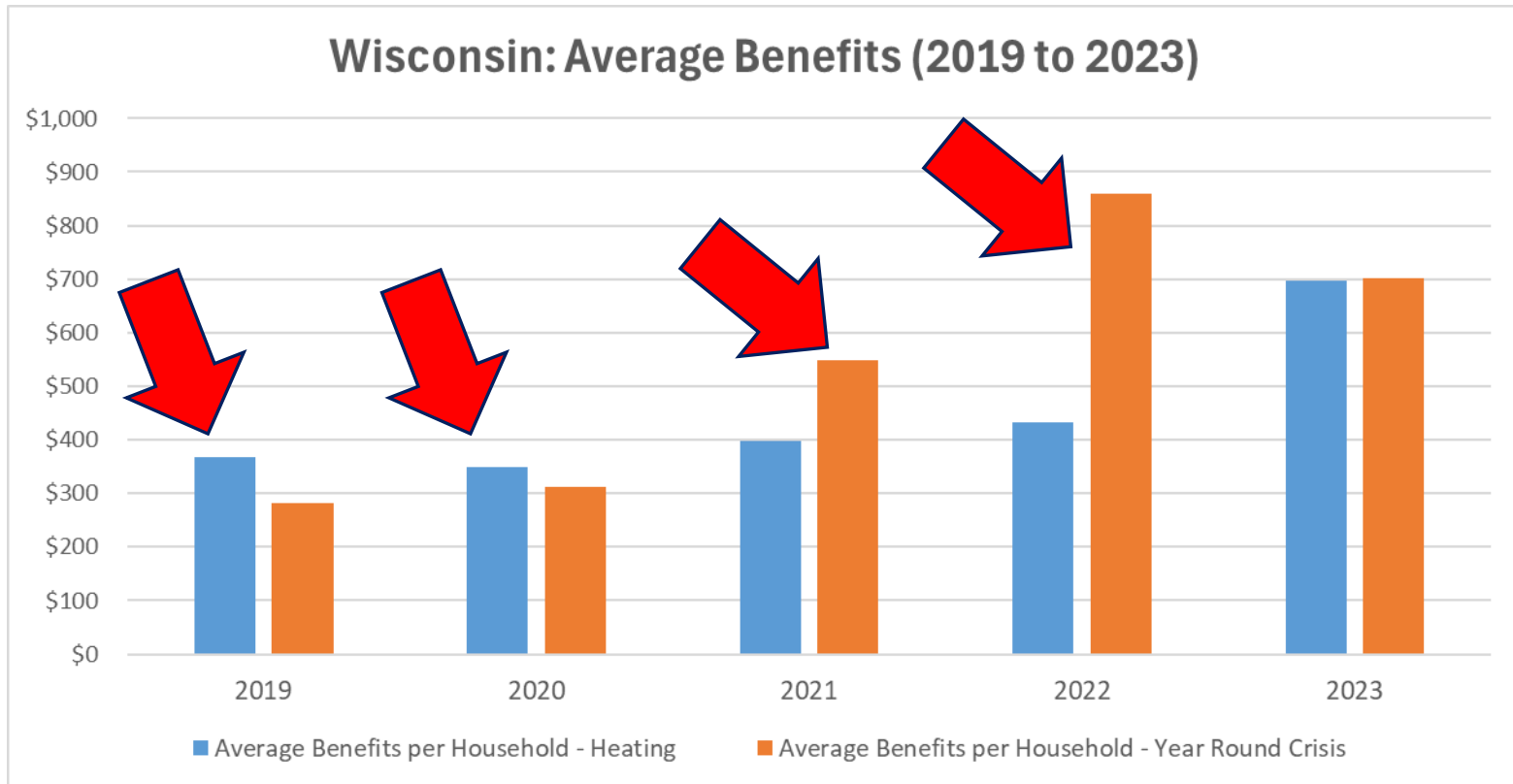- The program adapted to circumstances in each year.

Presenter(s):
Jane Blank

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Using the Data Warehouse to Determine Funding Allocations

Wisconsin: Allocation of Funds (2019 to 2023)

- Large variations in funding resulted in big changes each year.

Presenter(s):
Jane Blank

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Using the Data Warehouse to Determine Funding Allocations

Wisconsin: Average Benefits (2019 to 2023)

- Less funding in FY2025 might result in lower benefits.

Presenter(s):
Jane Blank

Using the Data Warehouse to Target Vulnerable Populations
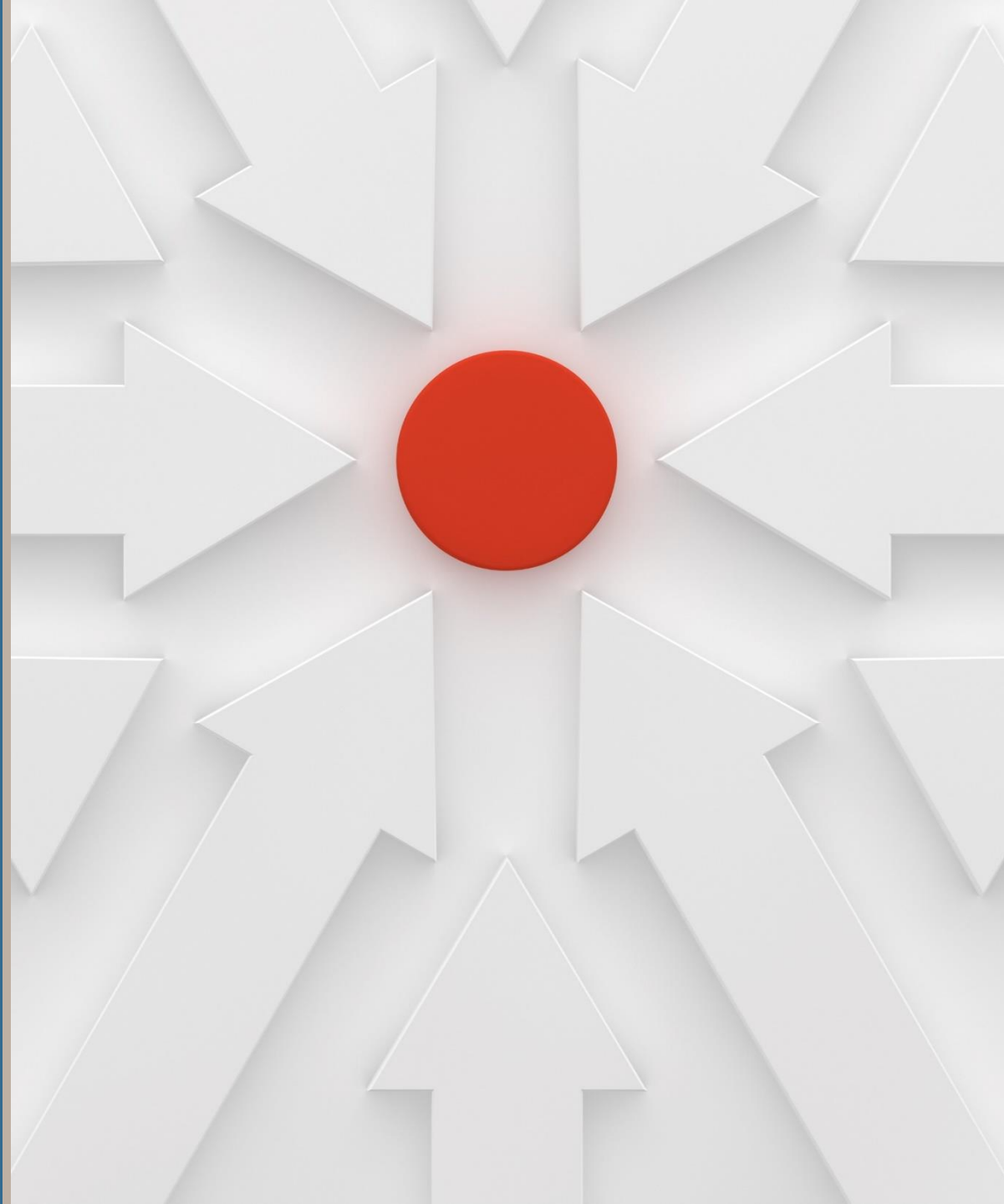
Using the Data Warehouse to Target Vulnerable Populations

- The LIHEAP Statute requires grant recipients to target households with vulnerable members.

APPLICATIONS AND REQUIREMENTS

Section 2605.

(b) As part of the annual application required by subsection (a), the chief executive officer of each State shall certify that the State agrees to—

(2) make payments under this title only with respect to--

(B) households with incomes which do not exceed the greater of—

(ii) an amount equal to 60 percent of the State median income; except that a State may not exclude a household from eligibility in a fiscal year solely on the basis of household income if such income is less than 110 percent of the poverty level for such State, but the State may give priority to those households with the highest home energy costs or needs in relation to household income;

DEFINITIONS

Section 2603.

4) The term "highest home energy needs" means the home energy requirements of a household determined by taking into account both the energy burden of such household and the unique situation of such household that results from having members of vulnerable populations, including very young children, individuals with disabilities, and frail older individuals.

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Presenter(s):
Melissa Torgerson

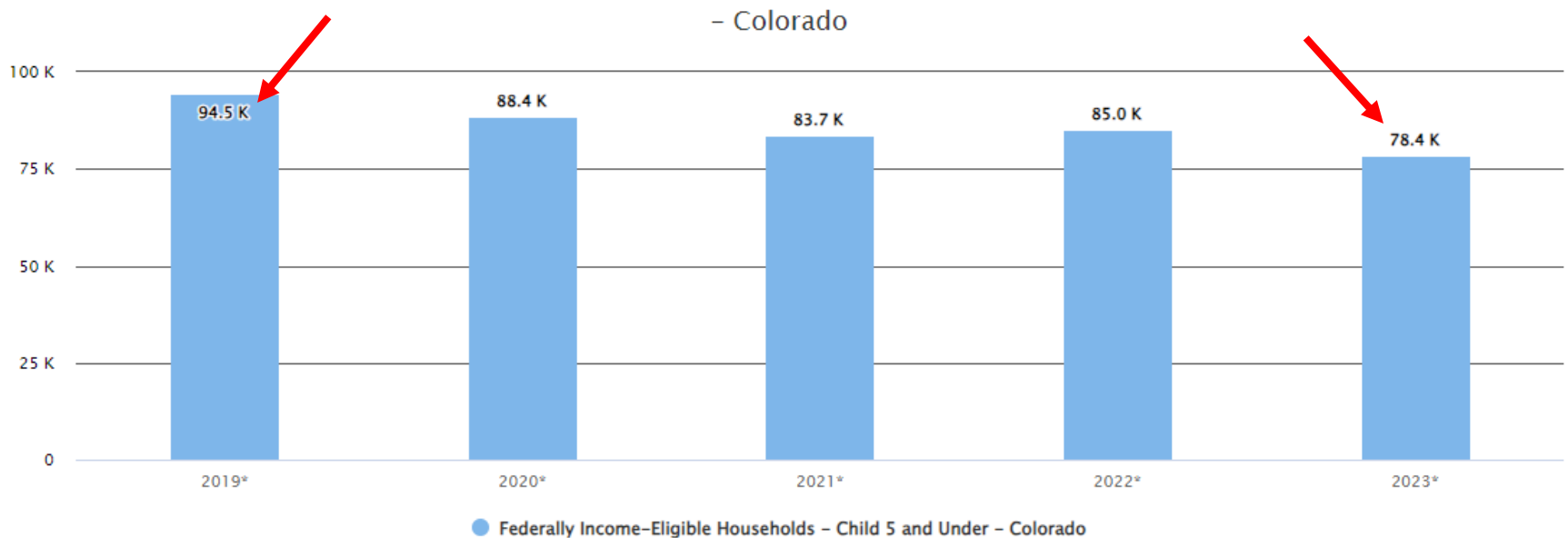# Using the Data Warehouse to Target Vulnerable Populations

- To target vulnerable populations, grant recipients require information to assess their current targeting efforts.

- LIHEAP Grantee Profiles break down the households served that had vulnerable members in the home. However, the Data Warehouse can provide more granular information on vulnerable populations, such as:
  - Eligible population figures by vulnerability
  - Assisted household counts by vulnerability
  - Share of households served compared to eligible populations by vulnerability

- Theresa Kullen from Colorado and Michelle Gillham from Arkansas will present how they've used household data from the Data Warehouse to inform their targeting efforts.

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Presenter(s):
Melissa Torgerson

Using the Data Warehouse to Target Vulnerable Populations

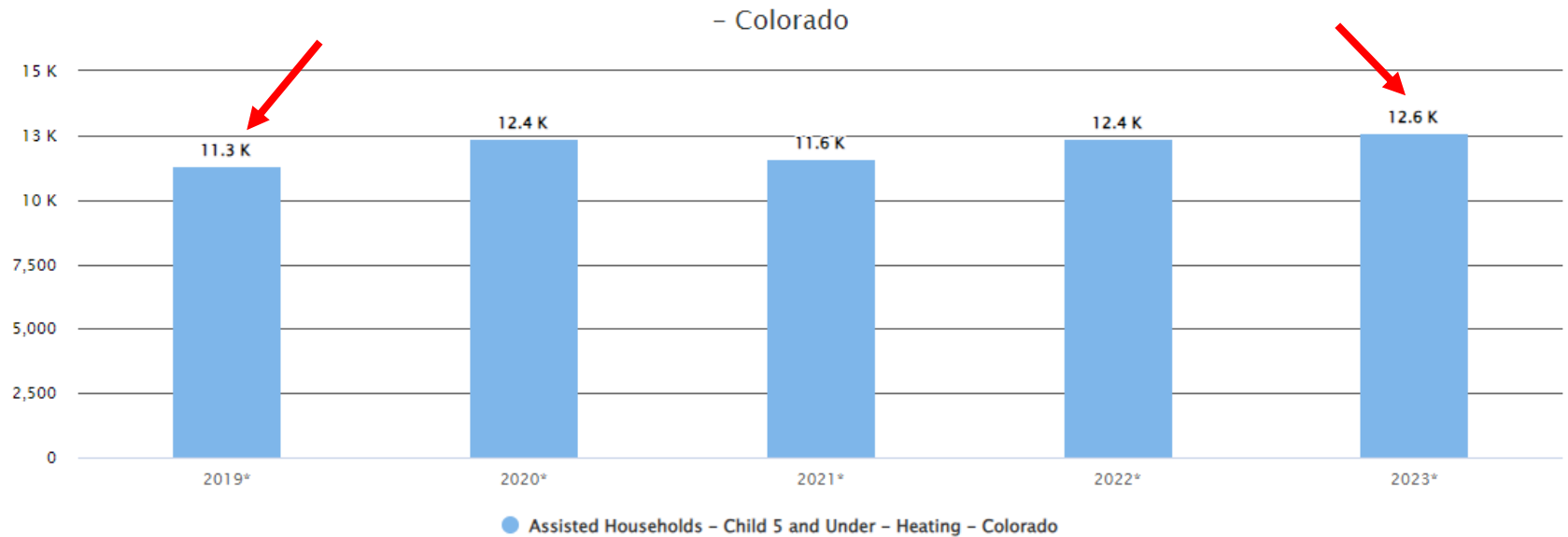## Colorado: Households with Young Children

- Federally income eligible households with a young child have dropped from about 94,000 in 2019 to around 78,000 in 2023.

– Colorado

| | 94.5 K | 88.4 K | 83.7 K | 85.0 K | 78.4 K |

● Federally Income–Eligible Households – Child 5 and Under – Colorado

Presenter(s):
Theresa Kullen

Using the Data Warehouse to Target Vulnerable Populations

Colorado: Households with Young Children

- But households served has risen from about 11,000 in 2019 to about 13,000 in 2023.

– Colorado

Assisted Households – Child 5 and Under – Heating – Colorado

Presenter(s):
Theresa Kullen

Using the Data Warehouse to Target Vulnerable Populations

Colorado: Households with Young Children

- Steadily increased the share of eligible households served from 12% to 17% and households with a young child from around 12% to 16%.
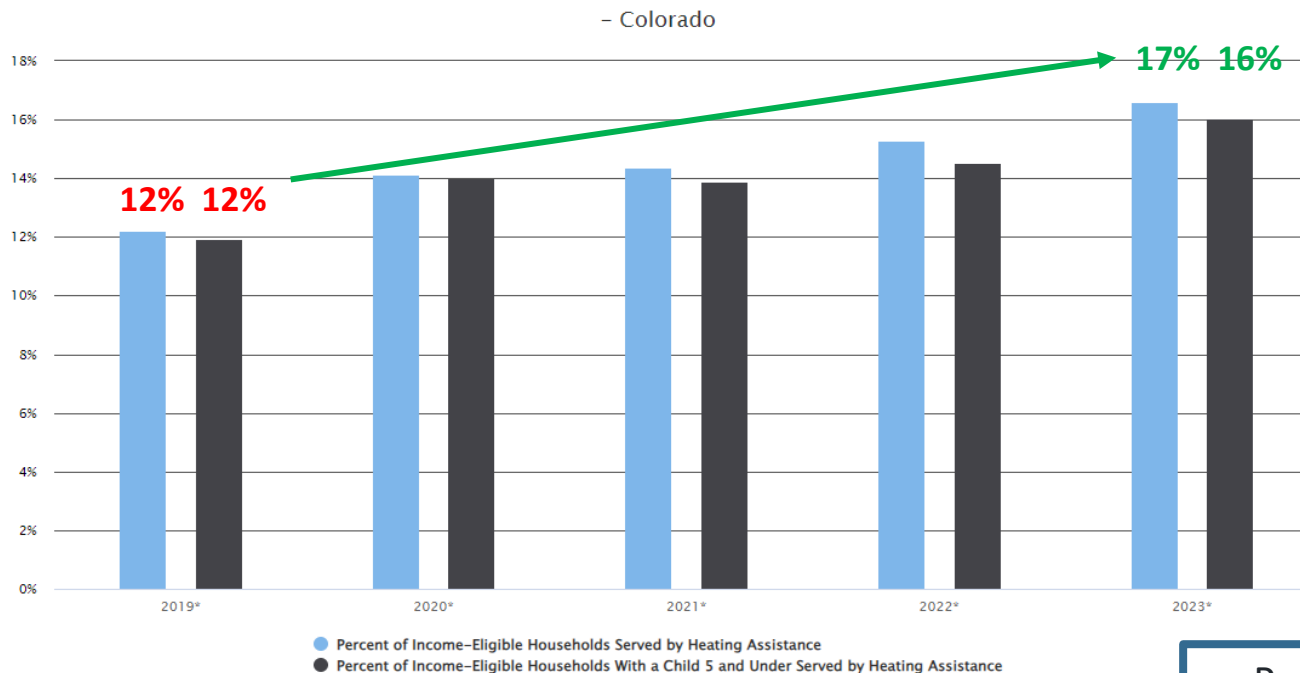
– Colorado

12% 12% ... **17% 16%**

● Percent of Income–Eligible Households Served by Heating Assistance
● Percent of Income–Eligible Households With a Child 5 and Under Served by Heating Assistance

2019* 2020* 2021* 2022* 2023*
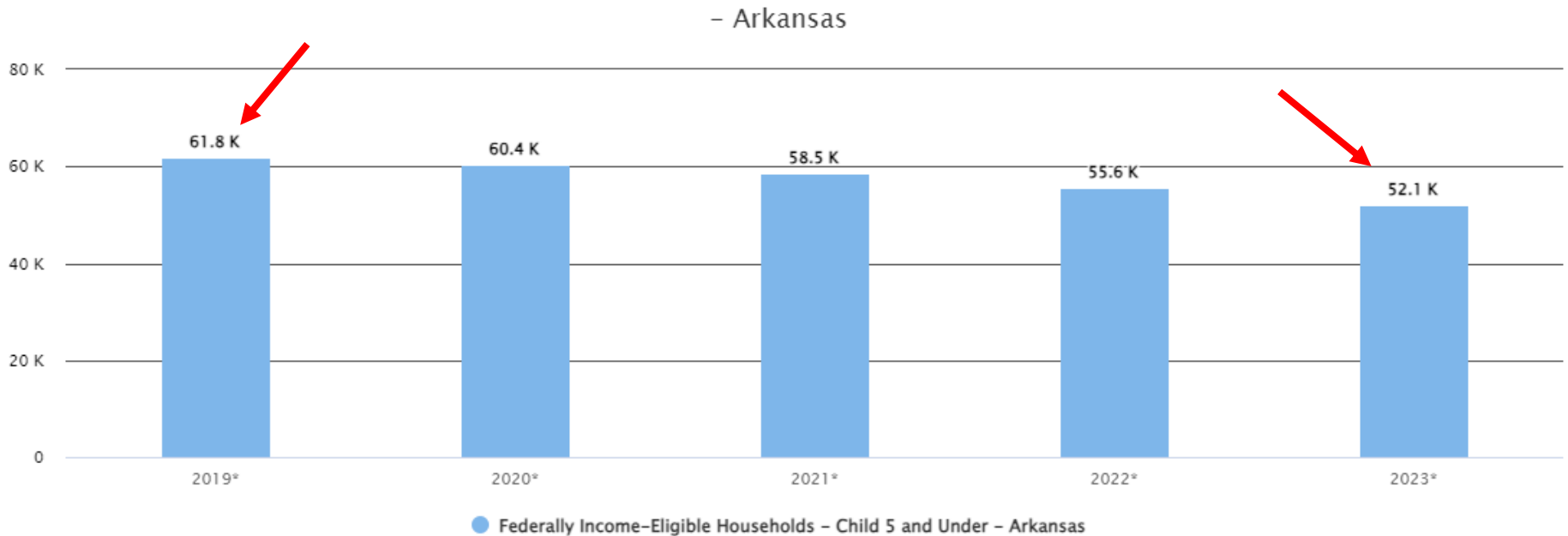
Presenter(s):
Theresa Kullen

Using the Data Warehouse to Target Vulnerable Populations

- Colorado has served a larger share of eligible households with a young child, but the average share of all eligible households served is greater.

- Colorado is investigating how to bring the share of households with a young child served up to a level higher than other types of households.

Presenter(s):
Theresa Kullen

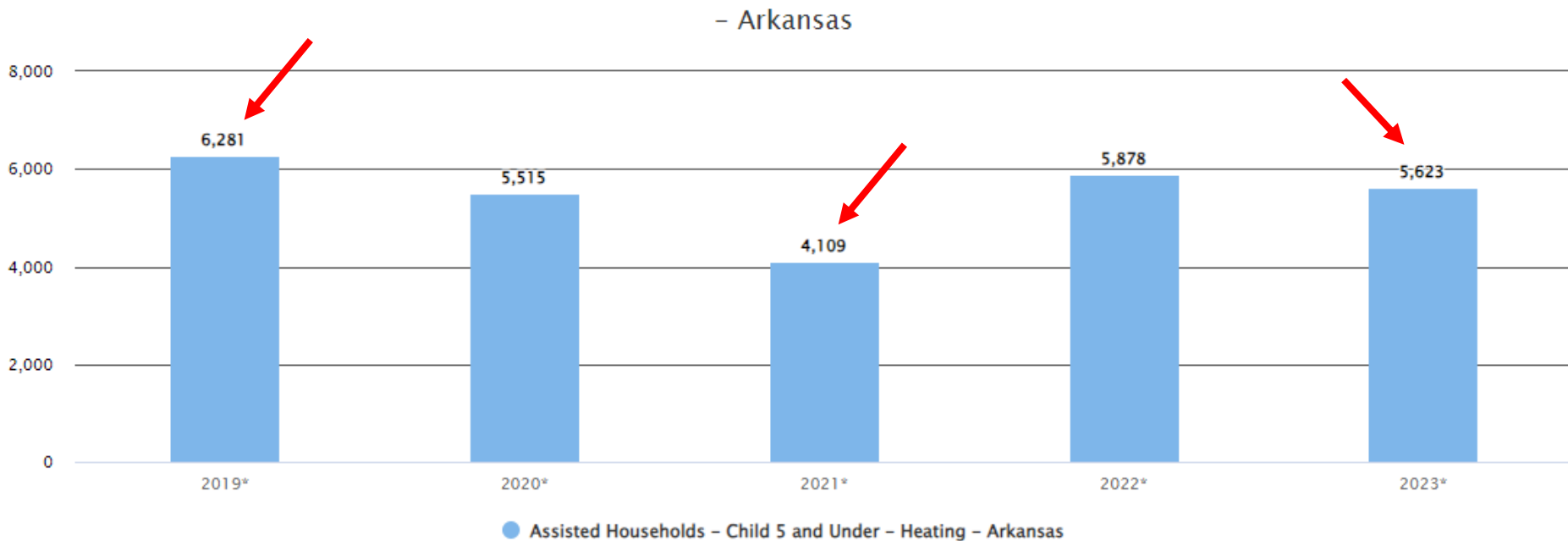# Using the Data Warehouse to Target Vulnerable Populations

Arkansas: Households with Young Children

- Federally income eligible households with a young child have decreased from about 62,000 in 2019 to 52,000 in 2023.

– Arkansas

Federally Income–Eligible Households – Child 5 and Under – Arkansas

Presenter(s):
Michelle Gillham

Using the Data Warehouse to Target Vulnerable Populations

Arkansas: Households with Young Children

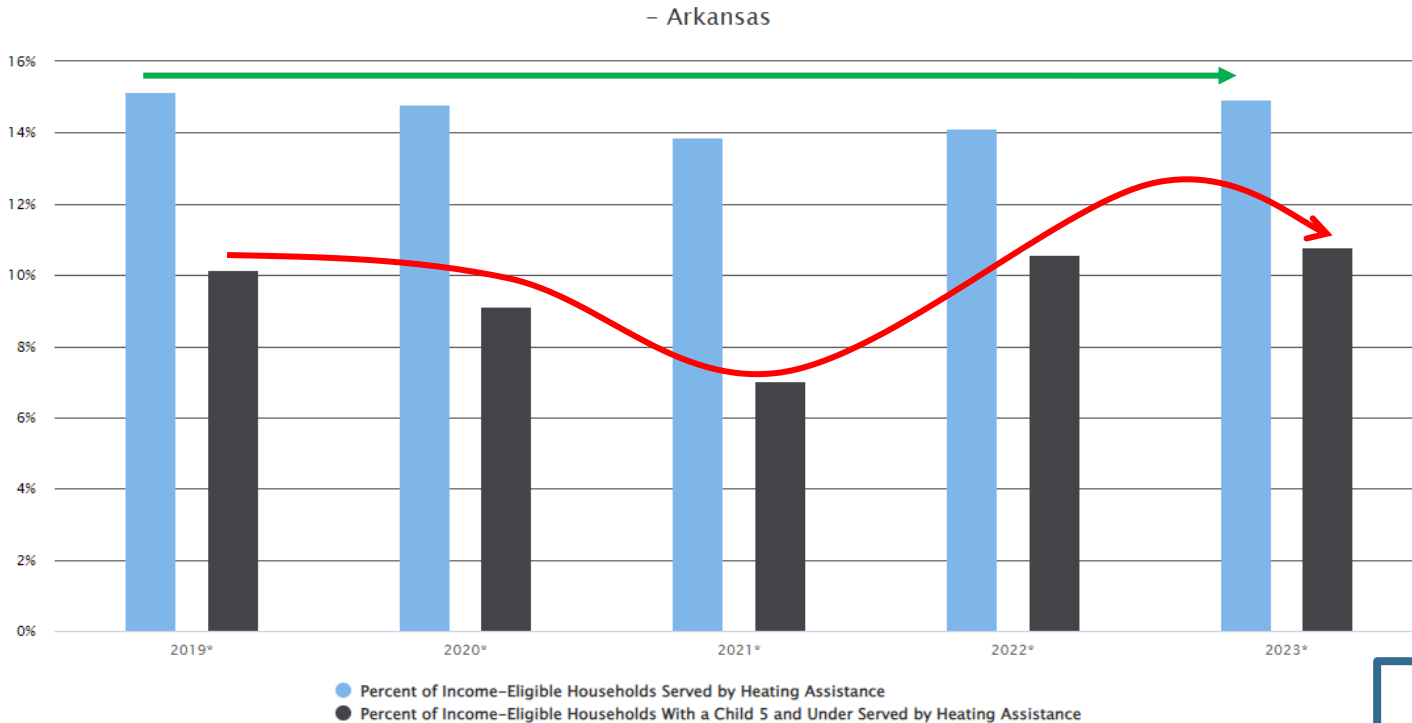- The number of households with a young child served has fluctuated over the years.

– Arkansas

Bar chart titled "– Arkansas". Y-axis: 0 to 8,000. X-axis years:
- 2019*: 6,281
- 2020*: 5,515
- 2021*: 4,109
- 2022*: 5,878
- 2023*: 5,623

Legend: ● Assisted Households – Child 5 and Under – Heating – Arkansas

Presenter(s):
Michelle Gillham

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Using the Data Warehouse to Target Vulnerable Populations

Arkansas: Households with Young Children

- Arkansas has maintained serving around 14% of eligible households overall and around 7-10% of eligible households with a young child.

– Arkansas

Legend:
- Percent of Income–Eligible Households Served by Heating Assistance
- Percent of Income–Eligible Households With a Child 5 and Under Served by Heating Assistance

Presenter(s):
Michelle Gillham

Using the Data Warehouse to Target Vulnerable Populations

- Arkansas has maintained assisting the same share of eligible households over the years, but the share of eligible households with a young child being served is much smaller.

- While Arkansas has increased the share of eligible households with a young child served, the state has more progress to make in its effort to target these households.

Presenter(s):
Michelle Gillham

Using the Data Warehouse to Better Target Benefits

Using the Data Warehouse to Better Target Benefits

- The LIHEAP Statute requires grant recipients to target households with the highest energy needs, which has been interpreted to mean households with the highest energy burdens.

APPLICATIONS AND REQUIREMENTS

Section 2605.

(b) As part of the annual application required by subsection (a), the chief executive officer of each State shall certify that the State agrees to—

(5) provide, in a timely manner, that the highest level of assistance will be furnished to those households which have the lowest incomes and the highest energy costs or needs in relation to income, taking into account family size, except that the State may not differentiate in implementing this section between the households described in clauses (2)(A) and (2)(B) of this subsection;

Presenter(s): Melissa Torgerson

Using the Data Warehouse to Better Target Benefits

- Furnishing higher benefits to higher burden households means:
  - Providing larger benefits to households with lower incomes and larger household sizes.
  - Providing larger benefits to households with more expensive heating fuels/higher energy bills.

- The data collected from clients and energy vendors for federal reports already provides grant recipients with the information to ensure the benefit matrix meets these requirements:
  - Income – This is collected from all households, including those categorically eligible for benefits, so that the largest benefits can target the lowest income households.
  - Energy Costs – Energy expenditures are collected from energy vendors which allows grant recipients to track which heating fuels are the most expensive for households.

Presenter(s):
Melissa Torgerson

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Using the Data Warehouse to Better Target Benefits

- Benefit Targeting is an ongoing process and varies significantly by state.

  o Minnesota has more than 20 years of experience analyzing client expenditure data. They have done well targeting benefits and are still working on improvements.

  o Georgia would like to improve their targeting of benefits, and Cynthia has begun working with her team to review their data to update their benefit matrix.

- Ian Villa-Watt (Minnesota) and Cynthia Bryant (Georgia) will demonstrate the use of the Data Warehouse for accessing key energy burden statistics to assess benefit targeting.

- More detailed information on benefit determination procedures will be shared at the NEUAC Conference.

Presenter(s):
Melissa Torgerson

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MINNESOTA FY2023 LIHEAP
PERFORMANCE MANAGEMENT SNAPSHOT

In FY2023, Minnesota furnished LIHEAP bill payment assistance to 133,000 households. They collected energy burden data for 89,114 households (67%).
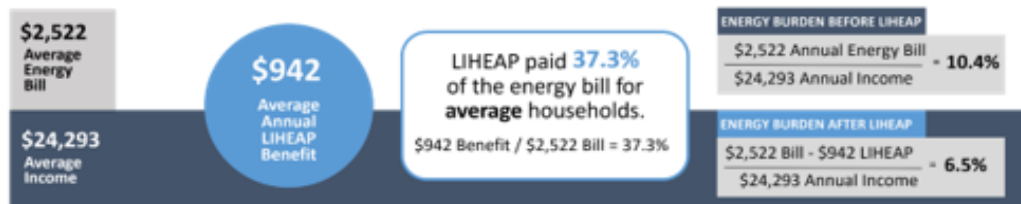
Does LIHEAP furnish higher benefits to higher burden households?

Yes. In Minnesota, the total LIHEAP benefit received by high burden households in FY2023 was about *$515 (54.7%) more* than the total LIHEAP benefit received by the average recipient household.
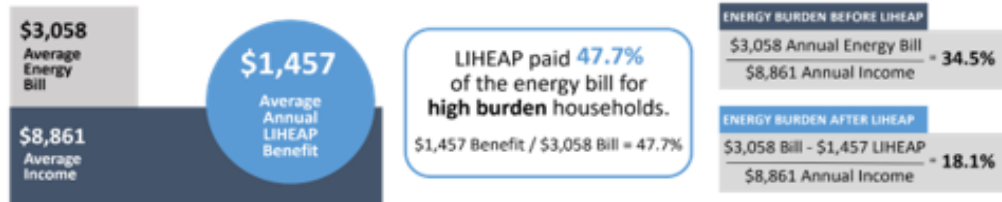
Does LIHEAP pay a larger share of the home energy bill for high burden households?

Yes. In FY2023, LIHEAP paid *37.3%* of the energy bill for average households in Minnesota, while LIHEAP paid *47.7%* of the energy bill for high burden households.

All Households

$2,522 Average Energy Bill

$24,293 Average Income

$942 Average Annual LIHEAP Benefit

LIHEAP paid **37.3%** of the energy bill for **average** households.

$942 Benefit / $2,522 Bill = 37.3%

ENERGY BURDEN BEFORE LIHEAP

$$\frac{\$2,522 \text{ Annual Energy Bill}}{\$24,293 \text{ Annual Income}} = 10.4\%$$

ENERGY BURDEN AFTER LIHEAP

$$\frac{\$2,522 \text{ Bill} - \$942 \text{ LIHEAP}}{\$24,293 \text{ Annual Income}} = 6.5\%$$

High Burden Households

$3,058 Average Energy Bill

$8,861 Average Income

$1,457 Average Annual LIHEAP Benefit

LIHEAP paid **47.7%** of the energy bill for **high burden** households.

$1,457 Benefit / $3,058 Bill = 47.7%

ENERGY BURDEN BEFORE LIHEAP

$$\frac{\$3,058 \text{ Annual Energy Bill}}{\$8,861 \text{ Annual Income}} = 34.5\%$$

ENERGY BURDEN AFTER LIHEAP

$$\frac{\$3,058 \text{ Bill} - \$1,457 \text{ LIHEAP}}{\$8,861 \text{ Annual Income}} = 18.1\%$$

Prevention and Restoration of Home Energy Service Loss

As a Result of Bill Payment Assistance

Prevention (93%) 88,893 Occurrences | Restoration (7%) 6,947 Occurrences

As a Result of Equipment Repair or Replacement

Prevention (0%) 0 Occurrences | Restoration (100%) 5,687 Occurrences

- In FY2023, LIHEAP benefits in Minnesota *prevented the loss of service 88,893 times*, by stopping threatened utility service disconnections and by delivering fuels to homes that were at risk of running out.

- In FY2023, LIHEAP benefits *restored home energy service 6,947 times* for households who had been disconnected by their utility provider or who had run out of fuel oil, propane, or wood. In addition, the program *restored home energy service 5,687 times by repairing or replacing inoperable heating or cooling equipment.*

* 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.

Using the Data Warehouse to Better Target Benefits

Minnesota: Total Residential Bill Amount by Main Heating Fuel
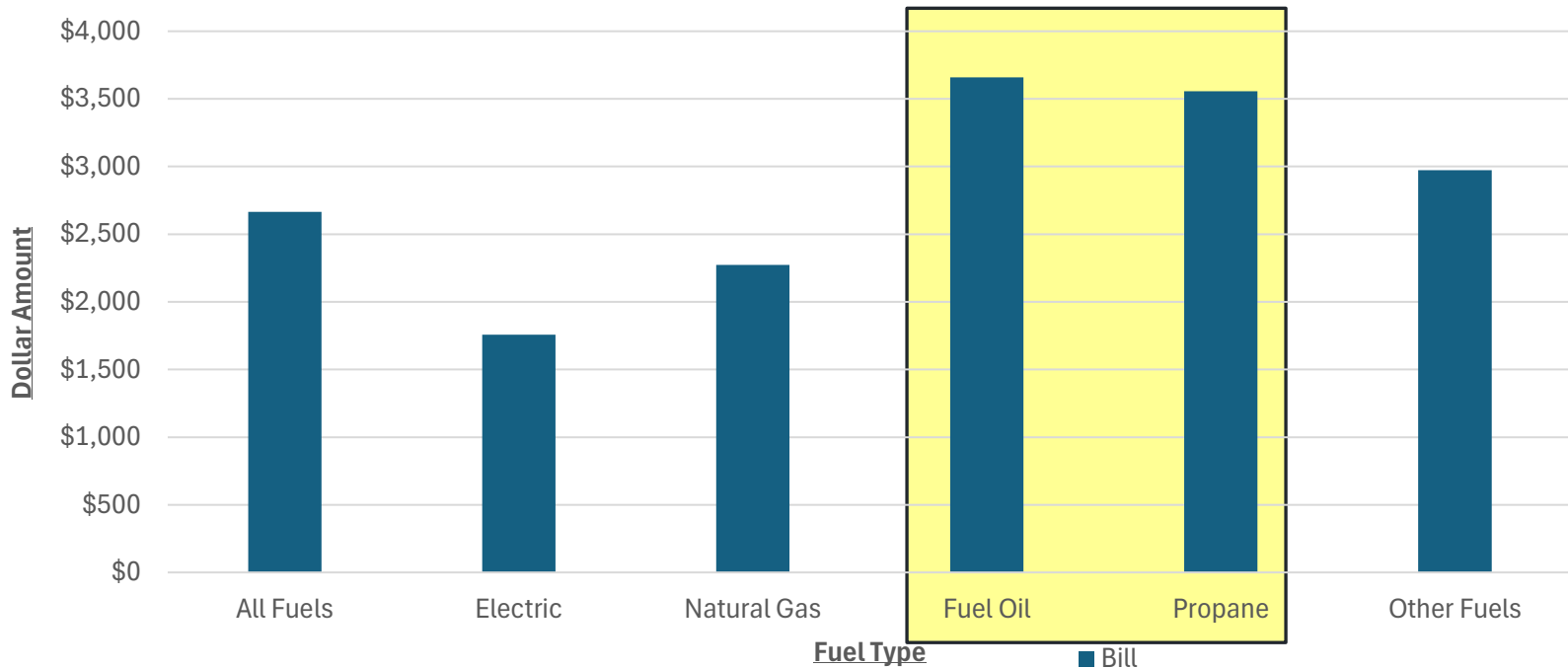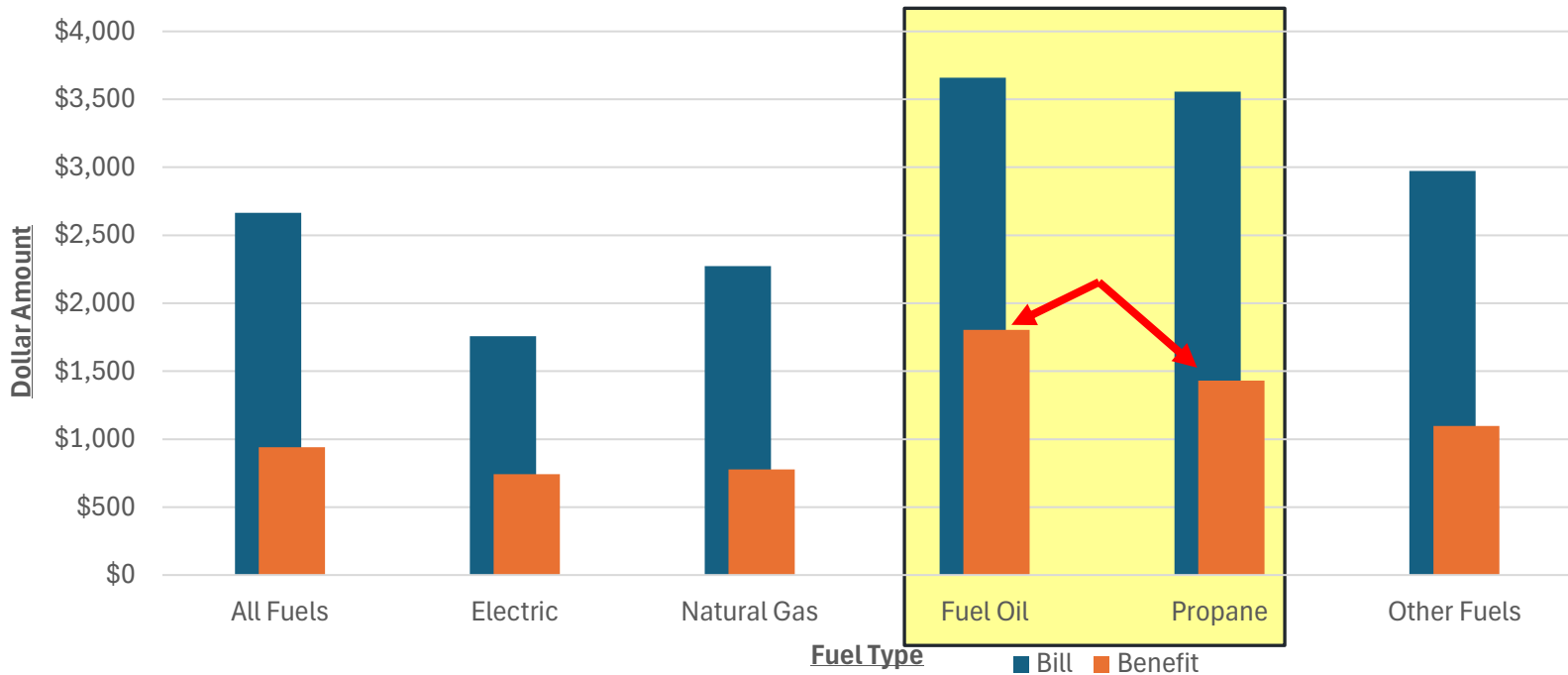

- Energy expenditures are higher for households with delivered fuels.

Presenter(s):
Ian Villa-Watt

Using the Data Warehouse to Better Target Benefits

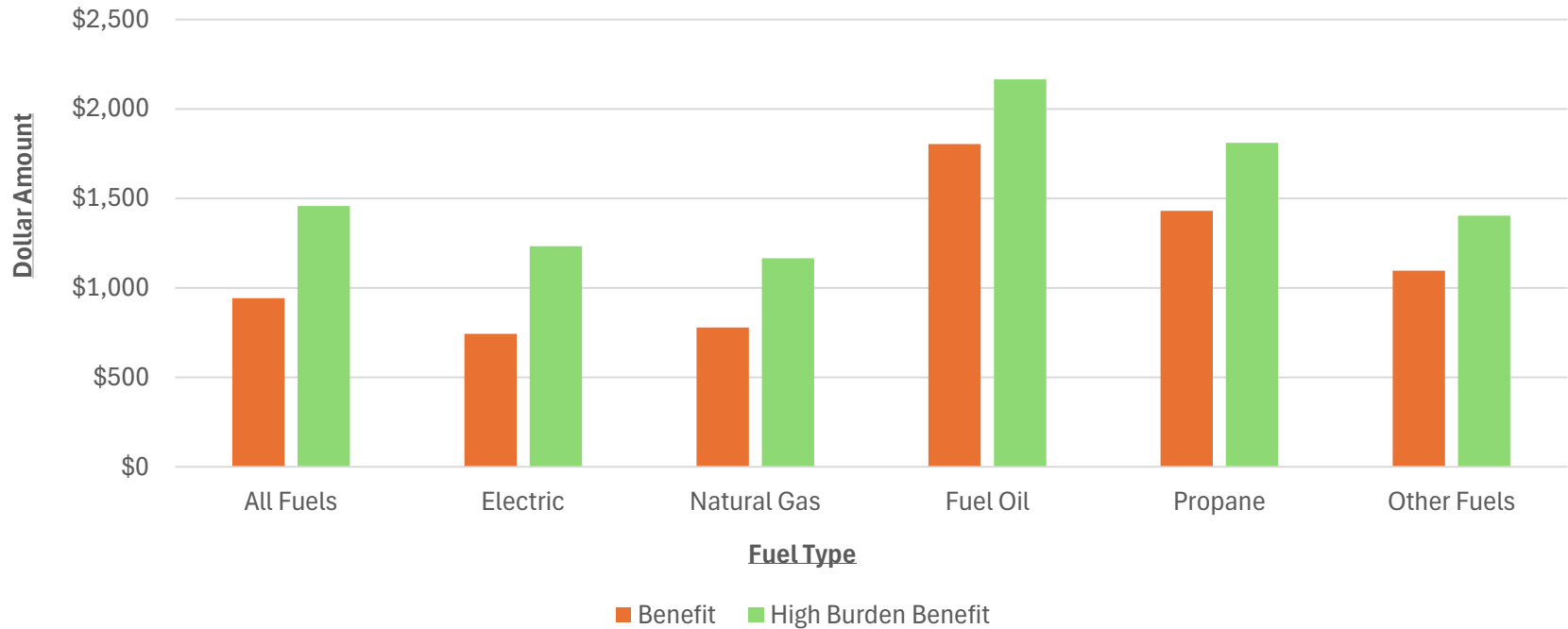**Minnesota: Share of Bill covered by LIHEAP Benefit for Each Main Heating Fuel Type**

- Benefits are higher for those with higher cost fuels.

Presenter(s):
Ian Villa-Watt

Using the Data Warehouse to Better Target Benefits

Minnesota: Benefit Amounts by Main Heating Fuel
All Households vs. High Burden Households

- For each main heating fuel, high burden households get higher benefits.

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Presenter(s):
Ian Villa-Watt

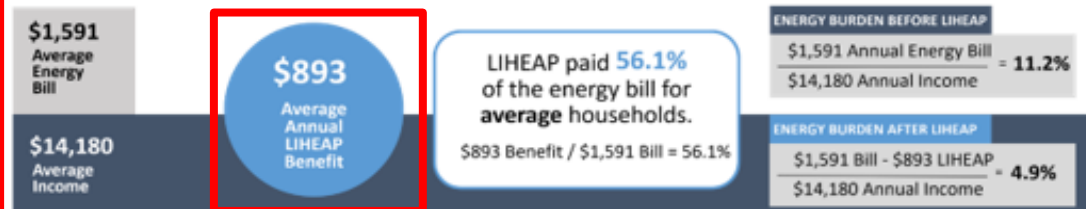# GEORGIA FY2023 LIHEAP
PERFORMANCE MANAGEMENT SNAPSHOT

Does LIHEAP furnish higher benefits to higher burden households?

No. In Georgia, the total LIHEAP benefit received by high burden households in FY2023 was about **$36 (4.0%) less** than the total LIHEAP benefit received by the average recipient household.
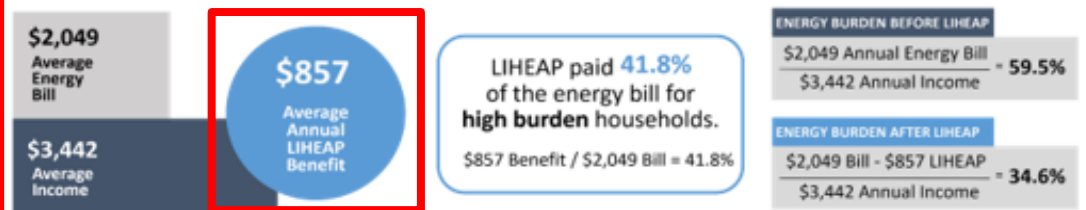
Does LIHEAP pay a larger share of the home energy bill for high burden households?

No. In FY2023, LIHEAP paid **56.1%** of the energy bill for average households in Georgia, while LIHEAP paid **41.8%** of the energy bill for high burden households.

All Households

$1,591 Average Energy Bill

$14,180 Average Income

$893 Average Annual LIHEAP Benefit

LIHEAP paid **56.1%** of the energy bill for **average** households.

$893 Benefit / $1,591 Bill = 56.1%

ENERGY BURDEN BEFORE LIHEAP

$$\frac{\$1,591 \text{ Annual Energy Bill}}{\$14,180 \text{ Annual Income}} = 11.2\%$$

ENERGY BURDEN AFTER LIHEAP

$$\frac{\$1,591 \text{ Bill} - \$893 \text{ LIHEAP}}{\$14,180 \text{ Annual Income}} = 4.9\%$$

High Burden Households

$2,049 Average Energy Bill

$3,442 Average Income

$857 Average Annual LIHEAP Benefit

LIHEAP paid **41.8%** of the energy bill for **high burden** households.

$857 Benefit / $2,049 Bill = 41.8%

ENERGY BURDEN BEFORE LIHEAP

$$\frac{\$2,049 \text{ Annual Energy Bill}}{\$3,442 \text{ Annual Income}} = 59.5\%$$

ENERGY BURDEN AFTER LIHEAP

$$\frac{\$2,049 \text{ Bill} - \$857 \text{ LIHEAP}}{\$3,442 \text{ Annual Income}} = 34.6\%$$

Prevention and Restoration of Home Energy Service Loss

As a Result of Bill Payment Assistance

Prevention (93%)	Restoration (7%)
16,965 Occurrences	1,190 Occurrences

### As a Result of Equipment Repair or Replacement

Georgia did not report preventions or restoration as a result of equipment repair or replacement

- In FY2023, LIHEAP benefits in Georgia **prevented the loss of service 16,965 times**, by stopping threatened utility service disconnections and by delivering fuels to homes that were at risk of running out.

- In FY2023, LIHEAP benefits **restored home energy service 1,190 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.

Using the Data Warehouse to Better Target Benefits

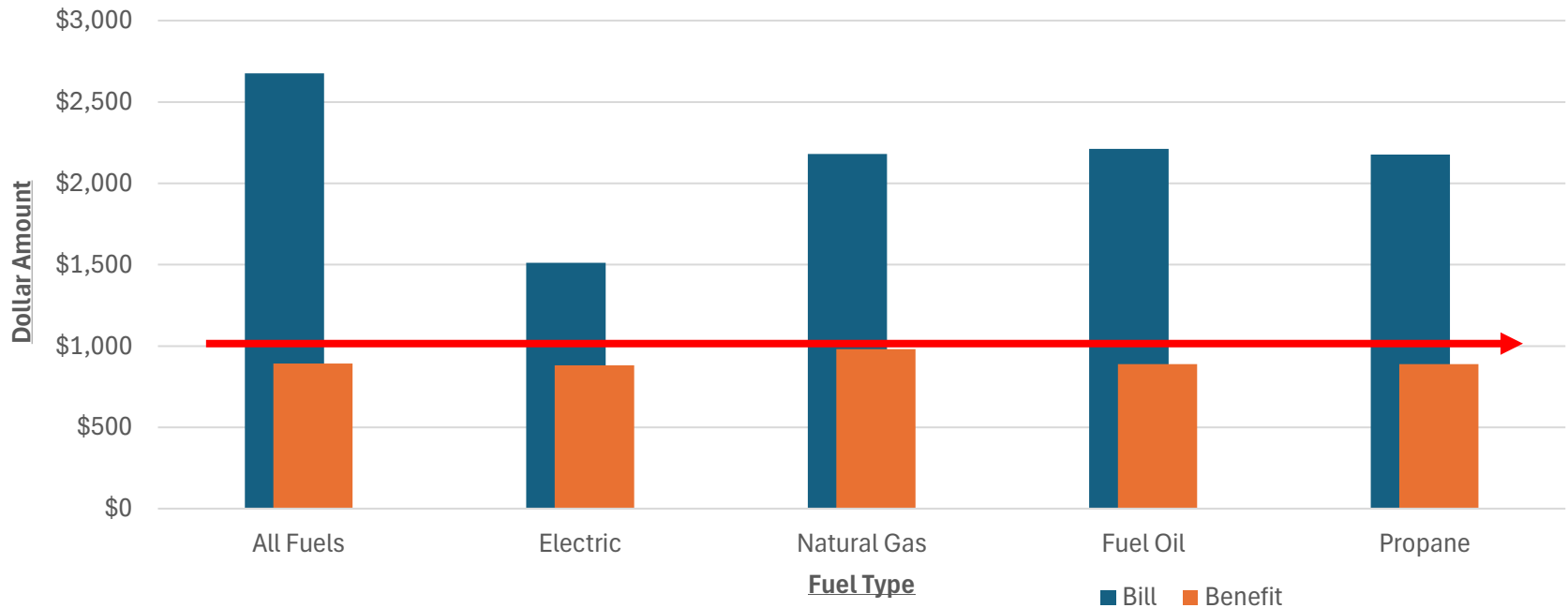## Georgia: Total Residential Bill Amount by Main Heating Fuel
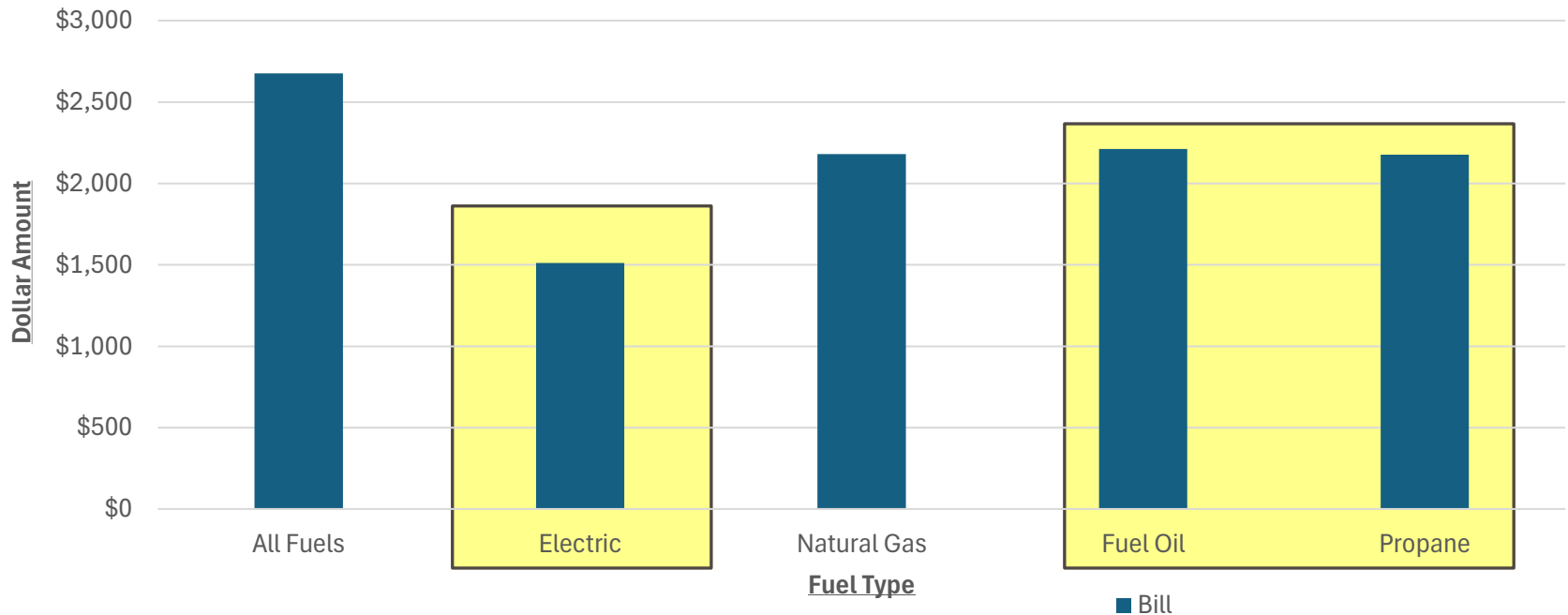
- By collecting expenditure data, we learned that electric main heat households have the lowest energy bills.

Presenter(s):
Cynthia Bryant

Using the Data Warehouse to Better Target Benefits

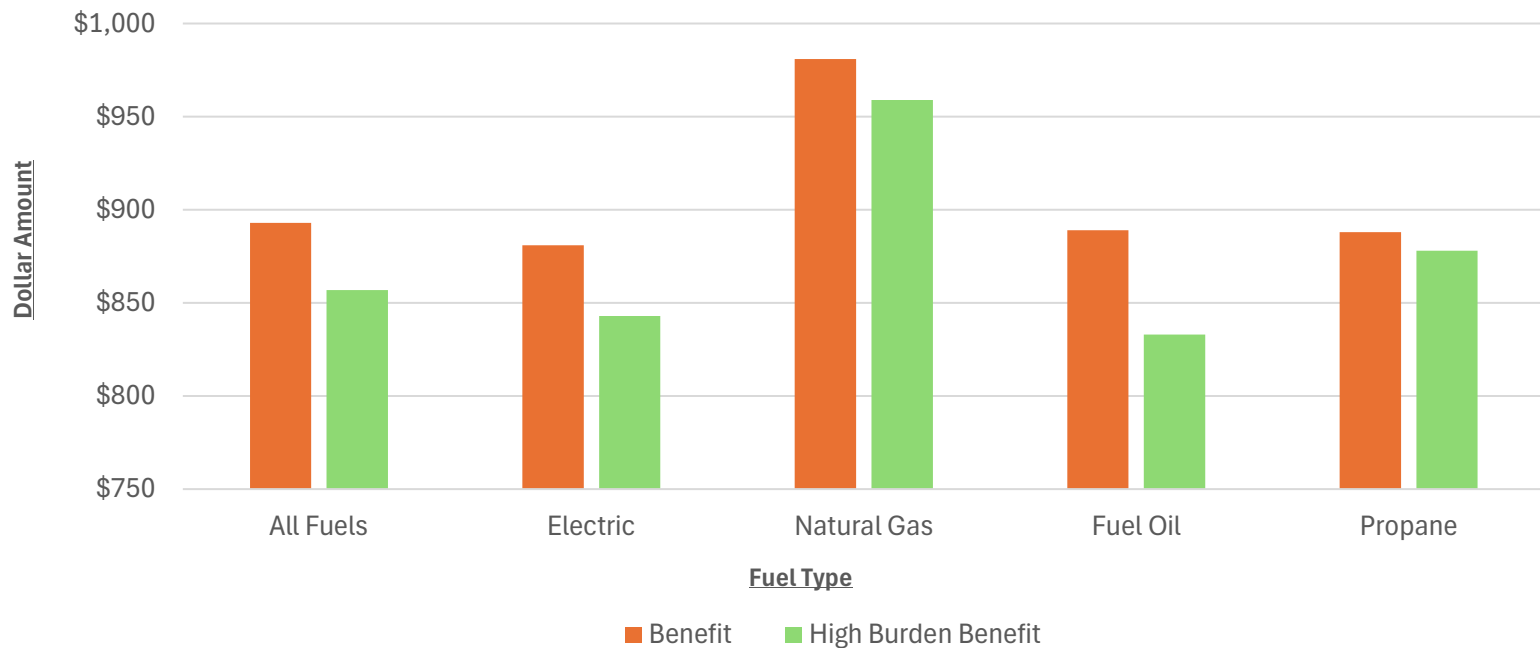## Georgia: Share of Bill covered by Benefit for Each Main Heating Fuel

- But we see here that we give about the same benefit to all households.

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Presenter(s): Cynthia Bryant

Using the Data Warehouse to Better Target Benefits

Georgia: Benefit Amounts by Main Heating Fuel
All Households vs. High Burden Households

- And that the higher burden households get a lower benefit.

Presenter(s):
Cynthia Bryant

Final Reminders

Final Reminders
What APPRISE can do to Help

- APPRISE sent FY2023 Executive Summaries last week.

- FY2023 Grantee Profiles are coming soon! FY2023 data is also being added to the LIHEAP Data Warehouse.

- APPRISE can assist grant recipients with accessing the LIHEAP Data Warehouse and the reports/data shown in the previous slides.

- APPRISE can help with understanding data results and providing T&TA to address data items.

Presenter(s):
Dan Bausch

Final Reminders
Resources

- **LIHEAP Performance Management Website:**

  o https://liheappm.acf.hhs.gov/

- **Data Warehouse:**

  o https://liheappm.acf.hhs.gov/datawarehouse

- **OCS Website:**

  o https://www.acf.hhs.gov/ocs/programs/liheap

- **OCS Liaisons – You can reach out to your regional liaison here:**

  o http://www.acf.hhs.gov/programs/ocs/resource/division-of-energy-assistance-federal-staff

- **Performance Measures Page and Resources (including Executive Summaries):**

  o https://liheappm.acf.hhs.gov/performance-measures/

- **Grantee Resources:**

  o https://liheappm.acf.hhs.gov/grantee-resources

Presenter(s):
Dan Bausch

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.

Presenter(s):
Melissa Torgerson

Final Reminders
Support Resources

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