# Using the LIHEAP Clearinghouse

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

SEPTEMBER 10, 2024

**WELCOME:** 

MEGAN MEADOWS(OCS)

PRESENTERS:

DAVID CARROLL (APPRISE)
MARISA LARSON (NCAT)
JANE BLANK (WISCONSIN)



# Welcome

#### Purpose of this Webinar

- Explain why there are three websites funded by OCS.
- Demonstrate how to navigate the LIHEAP Clearinghouse.
- Show how you can help us keep the LIHEAP Clearinghouse up-to-date.
  - Much of the information on the Clearinghouse comes directly from grant recipients. You need to check the Clearinghouse regularly and let us know if anything needs to be updated!
- Highlight some important resources on the Clearinghouse for LIHEAP program managers.

#### Audience for this Webinar

- State, territory, and tribal LIHEAP coordinators and relevant staff.
- There will be another webinar on the Clearinghouse for other stakeholders on September 24, 2024, at 3:00 PM EDT.

#### Structure of this Webinar

- 30 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.

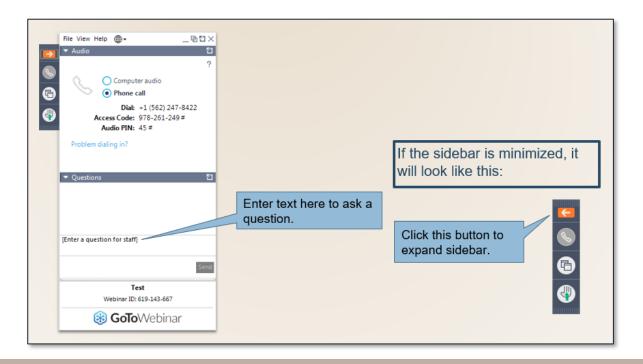
Presenter: Megan Meadows



# 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 • David Carroll (APPRISE)	Slide 5
Navigating the LIHEAP Clearinghouse • Marisa Larson (NCAT)	Slide 8
Clearinghouse Resources for LIHEAP Program Managers • Jane Blank (Wisconsin)	Slide 18
Final Reminders • David Carroll (APPRISE)	Slide 19

Presenter: Megan Meadows



# Introduction

# Explaining the Three LIHEAP Websites

David Carroll (APPRISE)

# **OFFICE OF COMMUNITY SERVICES**

An Office of the Administration for Children & Families





# Introduction

# 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.



liheapch.acf.hhs.gov

Hub with detailed information about the design of each LIHEAP grant recipient's program.

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



liheappm.acf.hhs.gov

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

Presenter: David Carroll



# Introduction A Brief Overview of the LIHEAP Clearinghouse



**History** – Since 1998, the National Center for Appropriate Technology (NCAT) has operated the Clearinghouse under a contract from OCS to provide training and technical assistance (T/TA).

**Role of the Clearinghouse** – Collects, develops, organizes, and disseminates information on low-income energy issues to:

- · LIHEAP grant recipients (state, tribal, territorial)
- Community Action Agencies and local government offices
- Low-income energy service organizations
- Utilities and utility regulatory commissions
- Other LIHEAP stakeholders

#### **Overall Goal** – Expand and enhance information exchange on low-income energy issues to:

- Improve the management and delivery of services
- Initiate innovative programmatic improvements
- Maximize cooperation among utilities, HHS, and organizations serving low-income households
- Investigate and obtain supplemental information on nonfederal funding
- Foster energy self-sufficiency and reduce dependency

Presenter: David Carroll



# Navigating the LIHEAP Clearinghouse

Marisa Larson (NCAT)



STATE & TER PROGRAMS

TRIBAL PROGRAMS

STATE SNAPSHOTS

**DISCONNECT POLICIES** 

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#### Welcome to the Clearinghouse!

This federal website serves as a hub for information about the variation that exists among LIHEAP grantees in the operation of their programs. We also provide the National Energy Assistance Referral (NEAR) service, which refers households needing assistance to a local LIHEAP office and other assistance entities if available.

To learn more about the LIHEAP Clearinghouse, please see the "About" page.

If you need help paying your energy bills, please visit, ENERGYHELP.US.

#### CLICK ON THE TABS ABOVE TO FIND INFORMATION ABOUT:

#### State & Territorial Programs

This page contains resources on LIHEAP funding allocations, administrative practices, program delivery and benefit determination, and more.

- The LIHEAP Funding page links past and present allocation tables with breakdowns of award amounts grant recipients received to administer their programs.
- The LIHEAP State and Territory Plans, Manuals, and Delegation Letters page links planned program operation and policy documents as well as official designation letters.
- The Benefits page provides state-by-state tables with information on benefit levels and benefit determination criteria. In addition, you can find the latest publications on benefit procedures as well as the latest benefit matrices for each state grant recipient.

#### LIHEAP Funding Allocation

Model Plans, Manuals, and Delegation Letters



LIHEAP State and Letters	Territory	Plans,	Manuals	and	Delegation
Set union 505000F					
Statu FT 2024 LINEAF Plans					
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#### FEATURED NEWS

\$384 Million Released in Second Round of FY 2024 Funding



NATIONAL ENERGY





#### MOST USED LINKS

#### Model Plans

- States/Territories
- Tribes

#### **Policy Manuals**

- · States/Territories
- Tribes

#### Benefits

- States/Territories
- Tribes

#### Income Eligibility

- States/Territories
- Tribes

#### Categorical Eligibility

- States/Territories
- Tribes

#### **Funding**

- States/Territories
- Tribes

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# State and Territorial Program

#### What You'll Find Here

LIHEAP is a block grant, which means that state, territorial, and triba programs as they see fit, based on their budgets, administrative and As a result, the variations in state program practices are nearly endle

#### **Funding**

This section includes both narrative descriptions and graphs related

#### Administration

This section outlines the statutory and regulatory frameworks of LIHE administrative practices and components therein, such as contracting state-by-state tables on how LIHEAP is administered at the state and administer their programs (budget sheets, contracts, agreements, ch

#### Delivery

By contrast, the "Delivery" section focuses on how program services as eligibility levels, benefits, heating, cooling, crisis and weatherization Assurance 16.

#### Leveraging

This section details initiatives by states to supplement LIHEAP funds descriptions of ratepayer-funded programs providing low-income energy

#### Performance Measures

This section looks at performance measures proposed by the U.S. D includes background related to why the performance measures were

# **Funding**

Includes narrative descriptions, tables, and graphs related to historical and current LIHEAP funding for each state/territory and the program overall.



- Descriptions of funding releases by fiscal year
- Links to download OCS LIHEAP Dear Colleague Letters announcing funding releases
- History
  - Low-Income Energy Programs Funding History
  - LIHEAP Funding by State
  - LIHEAP Funding Graph

TONAL ENERGY TANCE REFERRAL

6-674-6327

VERGYHELP.US





#### USED LINKS

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Benefits

approval process. It also includes information about the Performance Measures Implementation Work Group, and a link to a grantee-only website.

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# State and Territorial Program

#### What You'll Find Here

HOME

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# Administration

Outlines statutory and regulatory frameworks of LIHEAP administration. Details the variations in state administrative practices and program components.

- Plans, Manuals, and Delegation Letters
- **Costs & Definitions**
- **Administering Agencies**
- Energy Vendor & Local Agency Contacts
- Fiscal Management
- Oversight & Monitoring
- **Program Integrity**

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#### USED LINKS

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### **Delivery**

Focuses on how program services are delivered; contains relevant statutes and regulations as well as state-by-state tables on key program areas such as:

- Outreach
- Eligibility
- Eligibility Verification
- Components
- Benefits
- Self Sufficiency

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# **Tribal Programs**

#### What You'll Find Here

The LIHEAP statute allows Indian tribes and tribal organizations that venergy to apply for a LIHEAP block grant. As of FY 2024, 151 tribes a them to directly operate LIHEAP programs. Check the links below for leveraging. The tribal manual provides specific LIHEAP information are

#### **Funding**

This section includes both narrative descriptions and graphs related to

#### Administration

This section outlines the statutory and regulatory frameworks of LIHE administrative practices and components therein, such as contracting tribe or tribal organization's Plan, as well as examples of materials us (budget sheets, contracts, agreements, checklists, and monitoring too

#### Delivery

By contrast, the "Delivery" section focuses on how program services a levels, benefits, heating, cooling, crisis and weatherization component

#### Leveraging

This section details initiatives by tribes and tribal organizations to sup It also includes example leveraging reports.

#### LIHEAP Grantee Resource Guide

This section contains a tribal manual that was developed by tribal rep Human Services as a guide to actual tribal practices. It gives several acts as a primer for the Low Income Home Energy Assistance Program.

#### **LIHEAP Grantee Resource Guide**

- Tribal manual developed by tribal representatives and HHS staff as a guide to actual tribal practices.
- It gives several examples of how tribal programs across the country are run.
- The guide contains information on:
  - Laws and requirements
  - Policy decisions
  - Application requirements for receiving direct funding
  - Funding
  - Running the program
  - Monitoring
  - And more

HOME STATE & TER. PROGRAMS

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## Alabama

[Last updated: 07/18/2024]

#### Low-Income Energy Programs

Federal | State | Utility | Charitable

#### Federal

#### **LIHEAP Contact**

Public Inquiry: 800-392-8098

Website

#### **Local LIHEAP Administering Agency Contacts**

https://adeca.alabama.gov/wp-content/uploads/LIHEAPR

#### Weatherization Assistance Program

Local Administering Agency Contacts Website

#### LIHEAP FY 2024 Funding

\$61,720,544

\*including additional \$1,090,089 from Infrastructure and J

#### LIHEAP Income Eligibility Level

150% Federal Poverty Level

#### LIHEAP FY 2024 Benefit

Heating: \$280 minimum; \$580 maximum Cooling: \$320 minimum; \$520 maximum

Crisis: heating \$1,110 maximum; cooling crisis \$990 max

#### State Snapshots

- Contact information
  - State LIHEAP office
  - Local LIHEAP administering agency contacts
  - Weatherization Assistance Program (WAP)
- Link to online application (if available)
- Funding for current fiscal year
- Income eligibility criteria
- Benefit levels
- Number of households served in previous fiscal year
- Other non-federal low-income energy assistance programs
  - State programs
  - Utility-run programs
  - Emergency charitable assistance programs







#### **LIHEAP Program Dates**

Heating: October 1 - May 31 Cooling: June 1 - September 30

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**DISCONNECT POLICIES** 

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## Disconnect Policies

This page provides a comprehensive summary of disconnection policies and resources by state. To view a specific state, please select the state below or scroll down.

NOTE: These policies may not apply to all utilities in your state. Public Utility Commissions (PUCs) and Public Service Commissions (PSCs) are charged with regulating utility companies and with ensuring that the utility companies provide their services at a reasonable price. In general, municipal utilities, rural electric cooperatives and deliverable fuel providers are not regulated by PUCs/PSCs. The policies do not apply to them, though they may choose to comply with the regulations. Check with your PUC/PSC contacts and/or websites below to see if the state policy applies to your utility and read the Consumer FAQs or Bill of Rights for more information. If you have a dispute with your utility, you should try to resolve it with the utility first before calling your PUC/PSC.

LAST UPDATED: July 2024



- Alabama
- Alaska
- Arizona
- Arkansas
- California
- Sept. Compaction
- Colorado
- Connecticut
- Delaware
- District of Columbia
- Florida
- Georgia
- Hawaii

- · Idaho
- Illinois
- Indiana
- C CONTRACTOR
- Iowa
- Kansas
- Kentucky
- Louisiana
- Maine
- Maryland
- Massachusetts
- Michigan
- Minnesota
- Mississippi

- Missouri
- Montana
  - Nebraska
  - 100
- Nevada
  - New Hampshire
  - New Jersey
  - · New Mexico
  - New York
  - Hen fork
  - · North Carolina
  - North Dakota
  - · Ohio
  - Oklahoma
  - Oregon

- Pennsylvania
- · Rhode Island
- · South Carolina
- · South Dakota
- Tennessee
- Texas
- Utah
- Vermont
- Virginia
- Washington
- · West Virginia
- Wisconsin
- Wyoming

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





#### MOST USED LINKS

#### **Model Plans**

- States/Territories
- Tribes

#### **Policy Manuals**

- · States/Territories
- Tribes

#### Alabama



#### **Cold Weather Policies**

Date-based Protections During Colder Months?

No

Temperature-based Protections During

- Yes
- · Criteria: 32°F or below



#### **Hot Weather Policies**

Date-based Protections During Hotter Me

No

Temperature-based Protections During H

No



**Extreme Weather Protection Policie** 

No



#### **Vulnerable Population Policies**

- Yes
- Criteria: "Each utility shall adopt, and telephone toll service) when life or he because of age or handicap, or other Public service Commission Rule 12(8)

#### Additional Disconnect Policy Inforn

None

#### **Resources for Consumers**

- Public Service Commission
  - Phone: 800-392-8050 or 334-242-5211
     Website: https://psc.alabama.gov/
  - Complaint Form: https://psc.alabama.gov/file-a-complaint/
- Energy Assistance Programs and Resources

# Funding

- States/Territories
- Tribes

Tribes

Program Components

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#### **Disconnect Policies**

- Cold weather policies
- Hot weather policies
- Extreme weather protection policies
- Vulnerable population policies
- Additional disconnect policy information
- Resources for consumers
  - Contact information for Board of Public Utilities/Public Service Commission
  - Energy assistance programs and resources
- Policy information source(s)

# Help Us Keep the LIHEAP Clearinghouse Up to Date

Much of the information on the Clearinghouse comes directly from grant recipients.

Please check the Clearinghouse regularly and contact us if any information needs to be updated!

Marisa Larson marisal@ncat.org 406-723-7578



Presenter: Marisa Larson



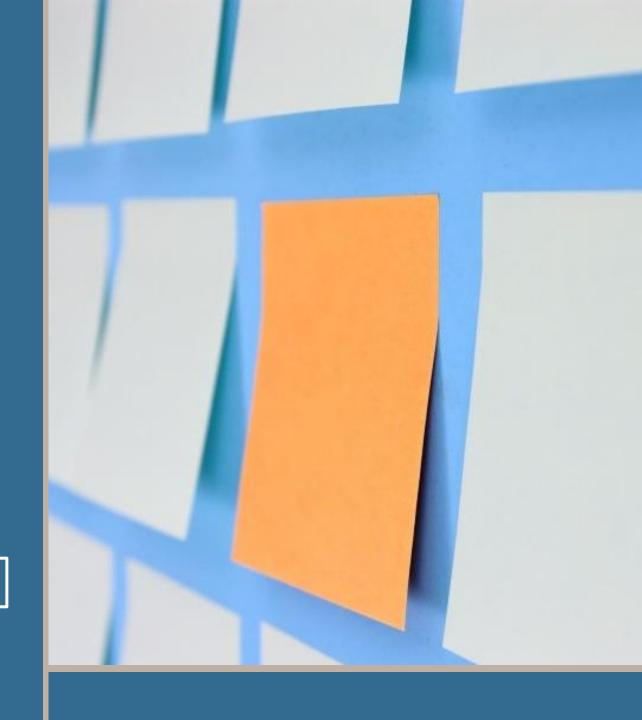
Clearinghouse Resources for LIHEAP Program Managers

Jane Blank (WI)



# Final Reminders

David Carroll (APPRISE)



# Final Reminders Upcoming & Past Webinars

#### **Upcoming Webinars**

- LIHEAP Clearinghouse For Other Stakeholders: September 24, 2024
  - Don't forget to invite your contacts!
- LIHEAP Performance Management Website For Grant Recipients: [date TBD]
- LIHEAP Performance Management Website For Other Stakeholders: [date TBD]

#### **Past Webinars**

- Using the LIHEAP Data Warehouse to Inform Program Planning
  - Video: <a href="https://www.youtube.com/watch?v=EPbX7QWqrfE">https://www.youtube.com/watch?v=EPbX7QWqrfE</a>
  - Slides: <a href="https://liheappm.acf.hhs.gov/sites/default/files/private/webinars/2024/Using-the-Data-Warehouse-for-Program-Planning.pdf">https://liheappm.acf.hhs.gov/sites/default/files/private/webinars/2024/Using-the-Data-Warehouse-for-Program-Planning.pdf</a>
- Other Performance Management Webinars: <a href="https://liheappm.acf.hhs.gov/pm-webinars">https://liheappm.acf.hhs.gov/pm-webinars</a>

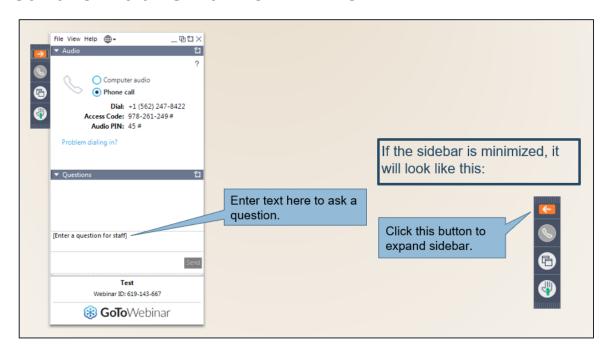
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Presenter: David Carroll



# Final Reminders Support Resources

## **HHS/ACF/OCS Clearinghouse DEA Contact**

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- Support Nicolas Mititelu, nicolas-mititelu@appriseinc.org, 609-252-9055
- Communications Kevin Schwartzbach, <u>kevin-schwartzbach@appriseinc.org</u>, 609-252-9031