LIHEAP Performance Management: Understanding How to Use Performance Data for Program Assessment

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

March 27, 2019

Welcome:
Holly Ravesloot (OCS)

Presenters:
Melissa Torgerson (Verve Associates)
Michael Schmitz (PMIWG, Minnesota Department of Commerce)
Christine Taylor (PMIWG, Iowa Department of Human Rights)
Brian Whorl (PMIWG, Pennsylvania Department of Human Services)

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Welcome

- **Purpose of This Webinar**
  - To provide an overview of how state grantees can assess their program performance using data.
  - To present new tools developed by the Performance Management Implementation Work Group (PMIWG) to assist LIHEAP coordinators and program staff with understanding program performance and outcomes.
  - To provide examples of how these tools have resulted in meaningful programmatic change to improve program performance.

- **Audience for This Webinar**
  - LIHEAP Coordinators and other program staff.

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Presenter(s):
Holly Ravesloot

Webinar Overview

- **Structure of The Webinar**
  - 45 minutes to demonstrate data case studies.
  - 15 minutes for Q&A.
  - Slides available for download now under "Handouts" in the GoToWebinar Sidebar.

- **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.
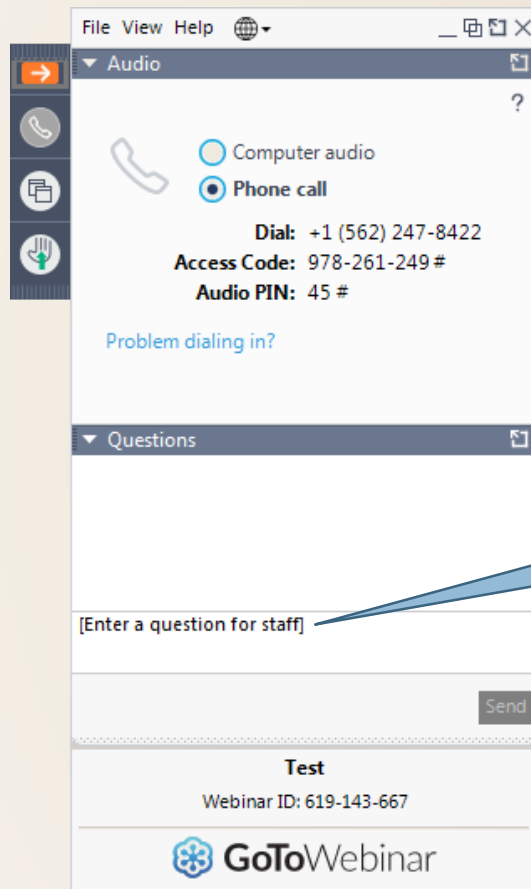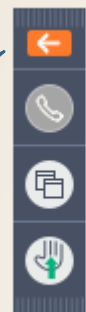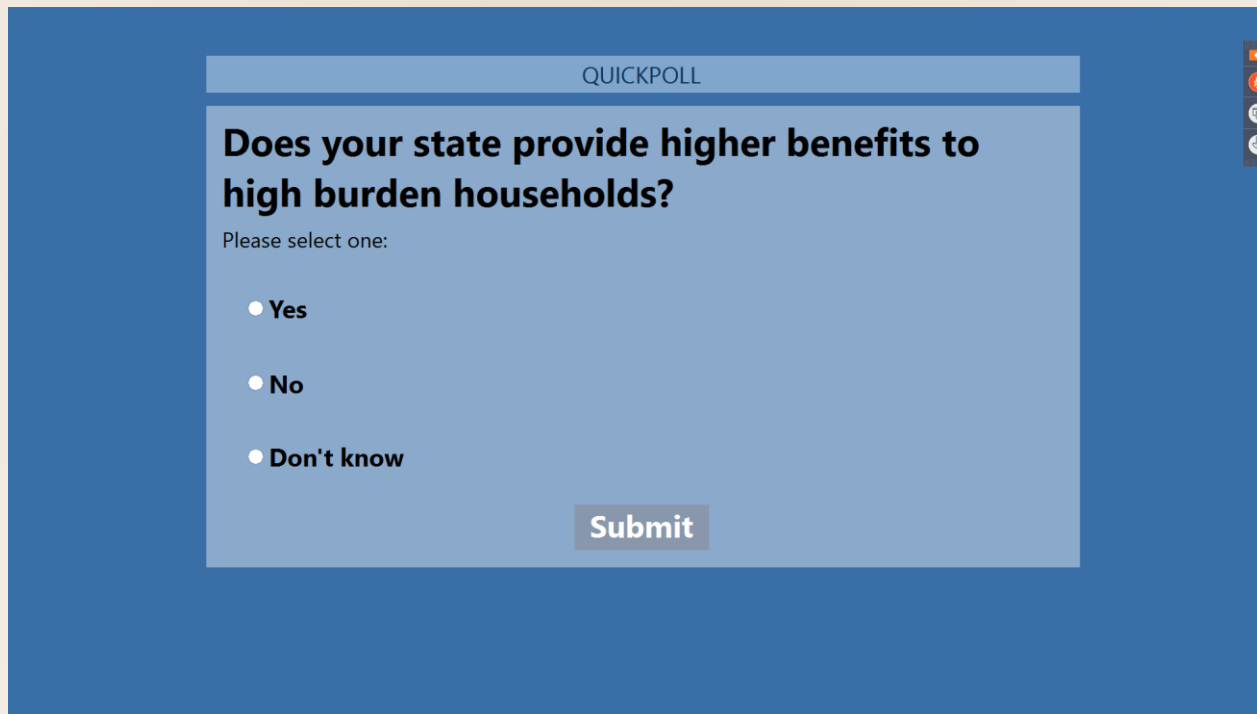
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Presenter(s):
Melissa Torgerson

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Presenter(s): Melissa Torgerson

Audience Poll

- Does your state provide higher benefits to high burden households

Presenter(s):
Melissa Torgerson

Webinar Outline

- Objectives
- Importance of assessing program performance
- Case study overview
- Summary of Case Study #1
- Summary of Case Study #2
- Assessment

Presenter(s):
Michael Schmitz

Objectives

- Demonstrate the importance of assessing program performance
- Empower grantees to:
  - Assess their own program performance
  - Use data to make programmatic decisions

  By
- Demonstrating tools developed by states for performance management

Presenter(s):
Michael Schmitz

Importance of Assessing Program Performance

- All programs have objectives
  - Some are strategic – e.g., reducing energy burden for high burden households more than average burden households
  - Some are tactical – e.g., managing benefit amounts to ensure adequate funding throughout the heating or cooling season
- But how do we know if we are meeting our objectives?
- How do we make changes to better align with our objectives?

Presenter(s):
Michael Schmitz

Importance of Assessing Program Performance

- Performance monitoring, assessment, and evaluation are a set of management tools for making performance-based decisions about program strategies and activities
- To determine if we are meeting our objectives
  - Are we accomplishing what we set out to accomplish?
  - Who are we serving?
  - Who aren't we serving?
  - Are we operating effectively? Efficiently?
- To communicate results
- To identify opportunities for program improvement

Presenter(s):
Michael Schmitz

Case Study Overview

- The Performance Management Implementation Work Group (PMIWG) established a Data Case Study team to develop real world, LIHEAP-specific narratives demonstrating performance management

- To provide examples of how LIHEAP grantees already conduct performance management

- To spur conversations and spark ideas about performance management

- To provide tools that build performance management capacity

- To identify promising practices and build a community of assessment

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Presenter(s):
Michael Schmitz

Case Study Overview

- Two case studies have been completed to date:
  - Case Study #1 – Changes in Targeting Vulnerable Populations Over Time
  - Case Study #2 – Energy Burden Targeting
- Two case studies are in progress:
  - Case Study #2 Supplement – Putting Energy Burden Targeting Into Action
  - Case Study #3 – Forecasting Application Intake in Real Time

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Presenter(s):
Michael Schmitz

Summary of Case Study #1: *Changes in Targeting Vulnerable Populations Over Time*

- The LIHEAP statute requires states to prioritize households with vulnerable members:
  - Adults age 60 and over
  - Individuals with disabilities
  - Children age 5 and under
- Requires outreach to target assistance to these households
- This case study demonstrates how states can assess their targeting of these households
- Indiana is the case study subject

Presenter(s):
Michael Schmitz

Summary of Case Study #1: *Changes in Targeting Vulnerable Populations Over Time*

- Between 2012 and 2016, Indiana saw a 23% decrease in households served, but only 5% decrease in estimated eligible low-income households

Presenter(s):
Michael Schmitz

Summary of Case Study #1: *Changes in Targeting Vulnerable Populations Over Time*

Income-Eligible Households & Households Served- Indiana
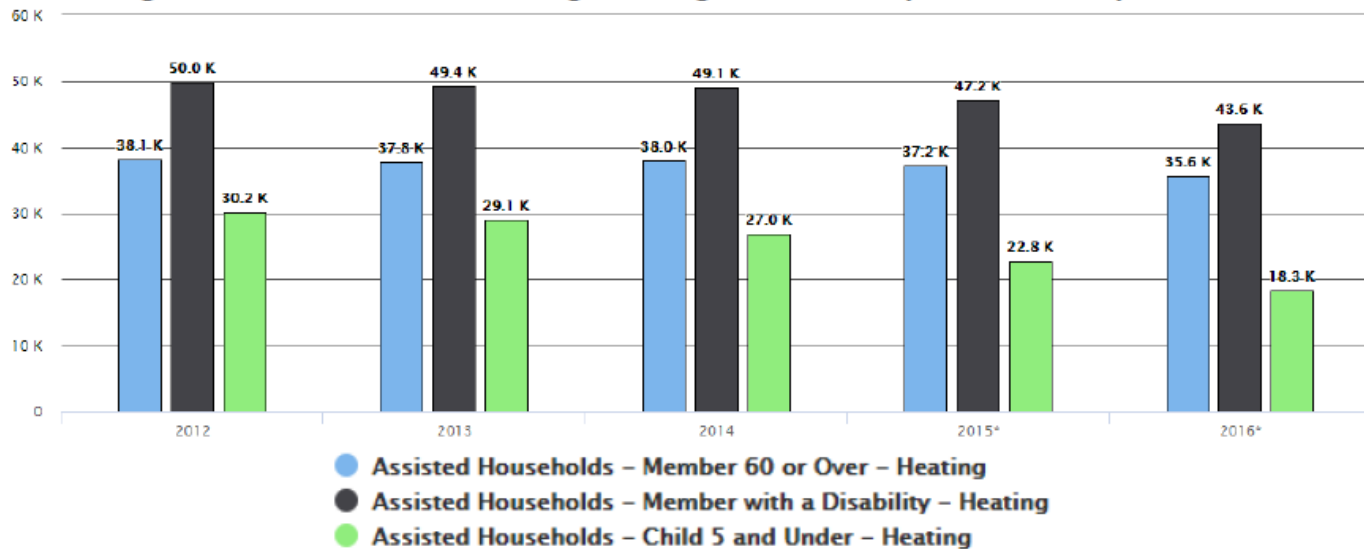
Presenter(s):
Michael Schmitz
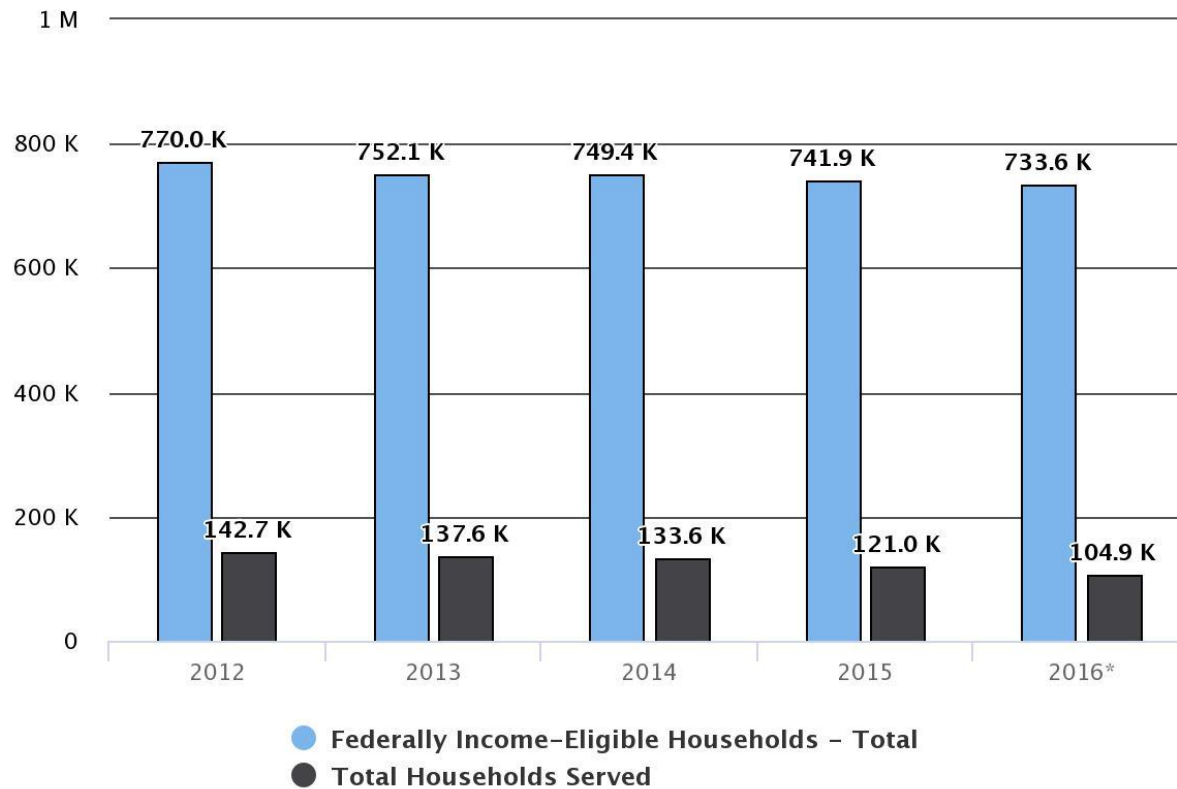
Summary of Case Study #1: *Changes in Targeting Vulnerable Populations Over Time*

- During this time, Indiana saw:
  - 6% decrease in elderly served, but same number eligible
  - 13% decrease in disabled served, but same number eligible
  - 39% decrease in young children served; 12% decrease in number eligible

Presenter(s):
Michael Schmitz

Summary of Case Study #1: *Changes in Targeting Vulnerable Populations Over Time*

Figure 2: Households Receiving Heating Assistance by Vulnerability - Indiana

- 🔵 Assisted Households – Member 60 or Over – Heating
- ⬛ Assisted Households – Member with a Disability – Heating
- 🟢 Assisted Households – Child 5 and Under – Heating

Fiscal Year	Households Receiving Heating Assistance - Member 60 or Over	Households Receiving Heating Assistance - Member with a Disability	Households Receiving Heating Assistance - Child 5 and Under
2012	38,100	49,962	30,203
2013	37,829	49,377	29,051
2014	38,019	49,050	26,979
2015*	37,195	47,161	22,795
2016*	35,640	43,562	18,307

*Data for fiscal years 2015 and 2016 should be considered preliminary pending final data.

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Presenter(s):
Michael Schmitz

Summary of Case Study #1: *Changes in Targeting Vulnerable Populations Over Time*

- Relative change:
  - Overall, the percentage of eligible households actually served decreased
  - But rates of service to the three target groups evened out somewhat
  - In 2012, 19.2% of income-eligible households with children were served, but only 14.8% of households with seniors
  - By 2016, rates of service for these three groups ranged from 13.3% to 14.8%
  - Rates of service for households with children dropped significantly, from 19.2% to 13.3%

Presenter(s):
Michael Schmitz

Summary of Case Study #1: *Changes in Targeting Vulnerable Populations Over Time*

Figure 3: Percent of Federally Income-Eligible Households Receiving LIHEAP Heating Assistance by Vulnerable Group - Indiana

- ● Percent of Income–Eligible Households With a Member 60 or Over Served by Heating Assistance
- ● Percent of Income–Eligible Households With a Disabled Member Served by Heating Assistance
- ● Percent of Income–Eligible Households With a Child 5 and Under Served by Heating Assistance
- ● Percent of Income–Eligible Households Served by Heating Assistance
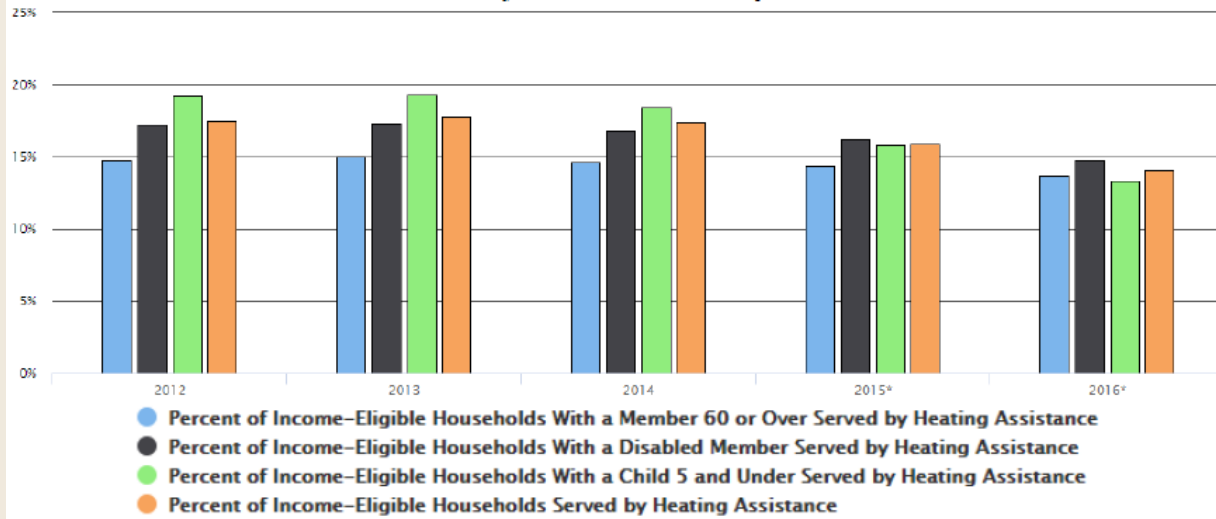
Fiscal Year	Percent of Income-Eligible Households Served by Heating Assistance - Member 60 or Over	Percent of Income-Eligible Households Served by Heating Assistance - Disabled Member	Percent of Income-Eligible Households Served by Heating Assistance - Child 5 and Under	Percent of Income-Eligible Households Served by Heating Assistance
2012	14.77%	17.22%	19.24%	17.42%
2013	15.01%	17.29%	19.28%	17.75%
2014	14.61%	16.85%	18.41%	17.40%
2015*	14.35%	16.18%	15.83%	15.87%
2016*	13.68%	14.80%	13.30%	14.06%

*Data for fiscal years 2015 and 2016 should be considered preliminary pending final data.

Presenter(s): Michael Schmitz

Summary of Case Study #1: *Changes in Targeting Vulnerable Populations Over Time*

- This case study provides an example of how to use available data to craft an outreach strategy to groups of households that may be underserved.

- Identifying changes in rates of service helps states to:
  - Understand changes in households served in context of changing demographic and economic conditions
  - Target outreach to groups that are served at disproportionately lower rates (e.g. households with young children, who saw a large decrease in percent of eligible served, from ~19% down to ~13%)
  - Communicate the effectiveness of their current outreach and targeting efforts

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Presenter(s):
Michael Schmitz

Summary of Case Study #1: *Changes in Targeting Vulnerable Populations Over Time*

- How to create this data using the LIHEAP Data Warehouse

- LIHEAP Performance Management Website: https://liheappm.acf.hhs.gov/

Presenter(s): Christine Taylor

Summary of Case Study #2: *Energy Burden Targeting*

- The LIHEAP statute requires grantees to provide the highest level of assistance to households with the highest energy burden

- LIHEAP grantees implement this requirement in a variety of ways

- This case study explores how a state could assess whether their benefit determination procedures are achieving the desired outcome

- The subject of the case study is Minnesota

Presenter(s):
Michael Schmitz

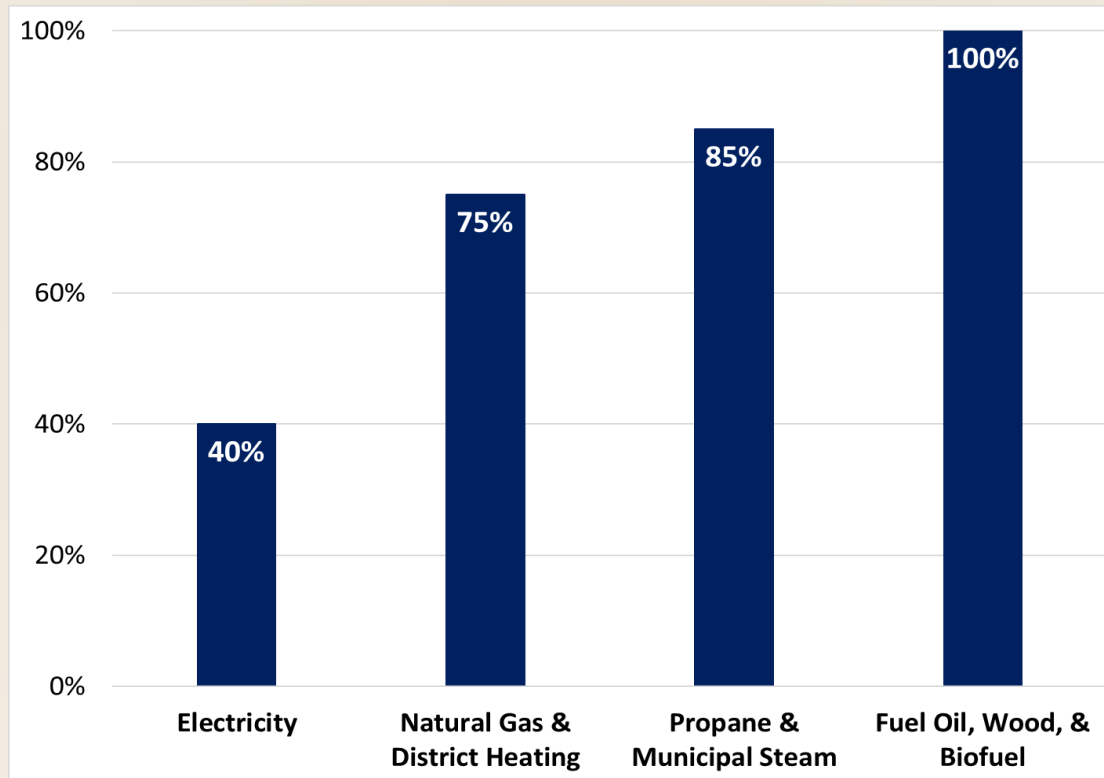# Summary of Case Study #2: *Energy Burden Targeting*

- The case study examines Minnesota's benefit determination procedures, which target larger benefits to higher burden households by accounting for:
  - Household income
  - Household size
  - Main heating fuel type
  - Actual or estimated heating bills from the previous year

Presenter(s):
Michael Schmitz

Summary of Case Study #2: *Energy Burden Targeting*

- Benefit determination procedure:
  - Obtain energy expenditure data for the past 12 months (via online web application)
  - Estimate the portion of these expenditures that are for heat based on heating fuel type (using averages from the Residential Energy Consumption Survey)
  - Provide a benefit that is a percentage of the prior year heating costs, increasing as income decreases (accounting for household size)

Presenter(s):
Michael Schmitz

Summary of Case Study #2: *Energy Burden Targeting*

- Figure 1: Estimated Percentage Heat Factor by Fuel Type

Presenter(s):
Michael Schmitz

Summary of Case Study #2: *Energy Burden Targeting*

- Figure 2: Share of Heating Expenditures to Pay

Presenter(s):
Michael Schmitz
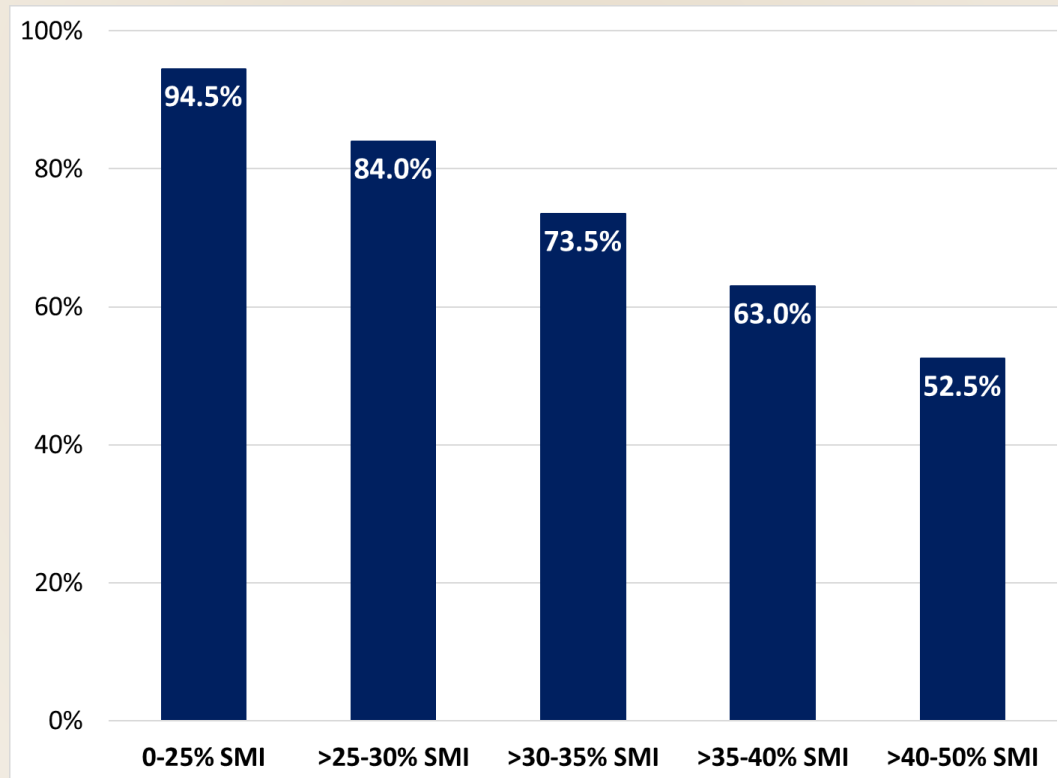
Summary of Case Study #2: *Energy Burden Targeting*

- Example:
  - Household of 2 people with annual income of $18,000 (35-40% SMI)
  - Heats with Natural Gas
  - Annual Natural Gas Expenditures of $900

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Presenter(s):
Michael Schmitz

Summary of Case Study #2: *Energy Burden Targeting*

- Example:
  - Estimated heating expenditure is $675 ($900 x 75%)

Presenter(s):
Michael Schmitz
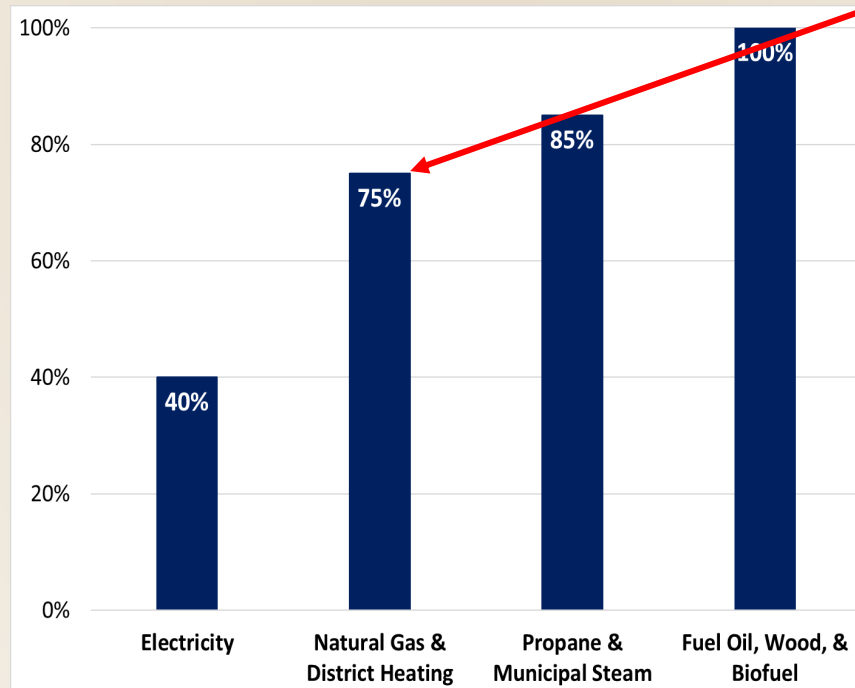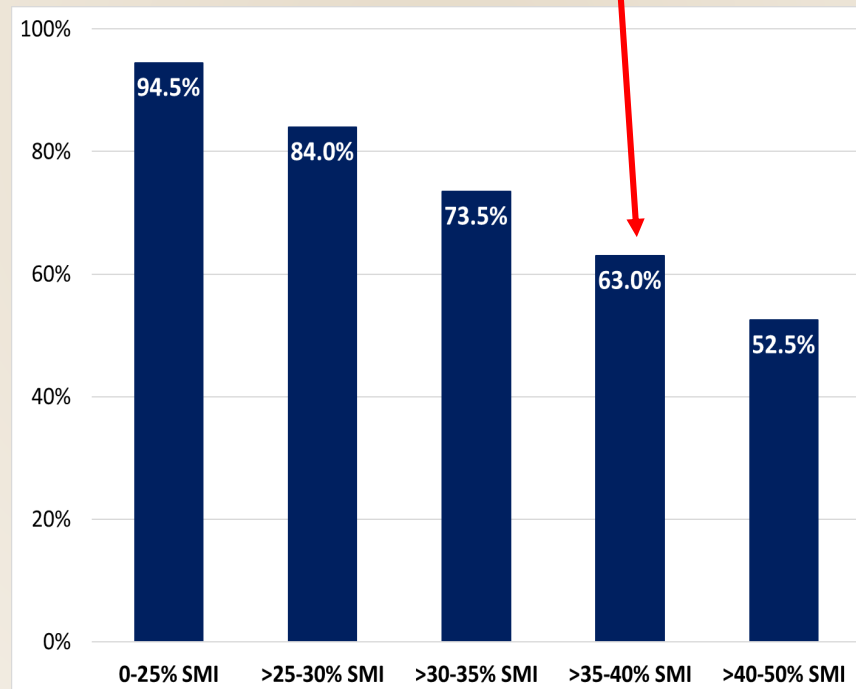
Summary of Case Study #2: *Energy Burden Targeting*

- Example:
  - Benefit amount is $425 ($675 x 63%)

Estimated Heating Cost

Targeting Factor

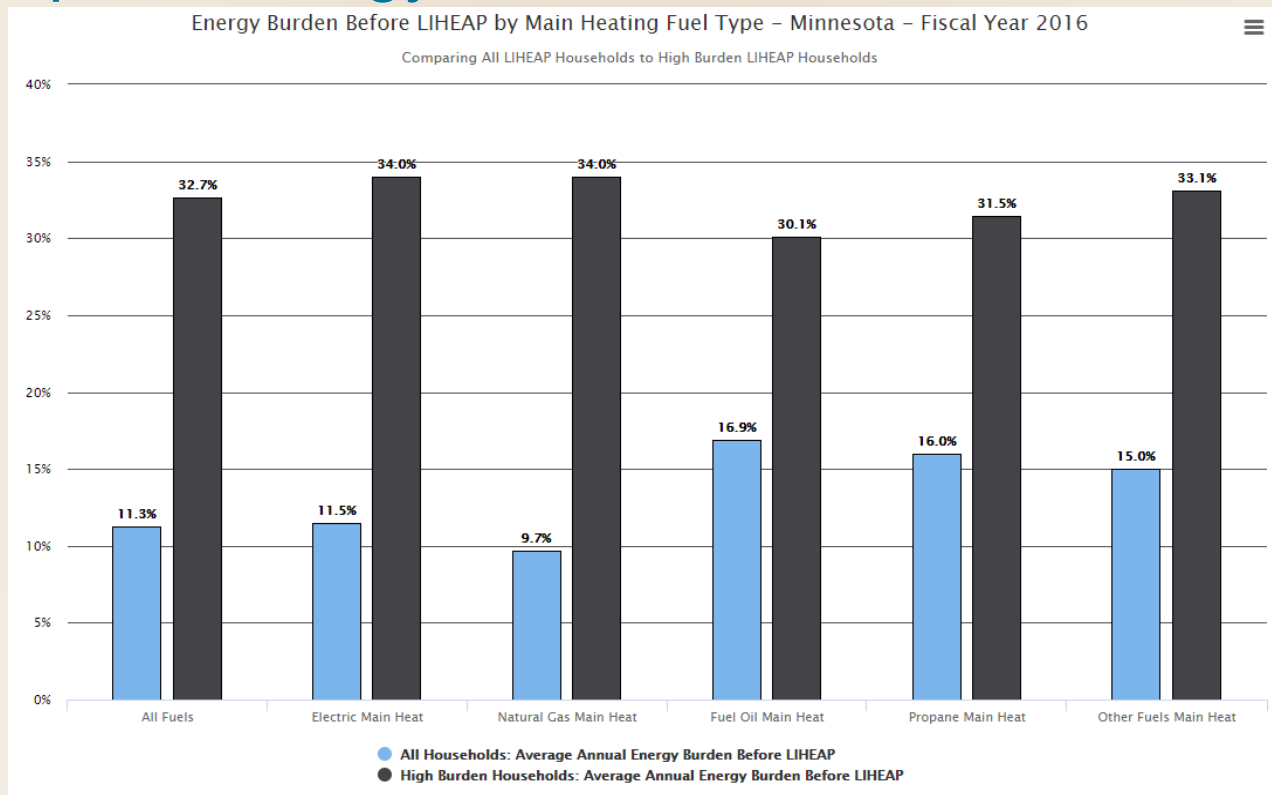|	0-25% SMI	>25-30% SMI	>30-35% SMI	>35-40% SMI	>40-50% SMI
	94.5%	84.0%	73.5%	63.0%	52.5%

Presenter(s):
Michael Schmitz

Summary of Case Study #2: *Energy Burden Targeting*

- Table 1: MN Cost-Based Matrix – Share to Pay of Heating Fuel Bill by Fuel Type & Income Category

Income Category	Heating Fuel Type			
	Electricity	Natural Gas & District Heating	Propane & Municipal Steam	Fuel Oil, Wood, & Biofuel
0-25% SMI	37.8%	70.9%	80.3%	94.5%
>25-30% SMI	33.6%	63.0%	71.4%	84.0%
>30-35% SMI	29.4%	55.1%	62.5%	73.5%
>35-40% SMI	25.2%	47.2%	53.5%	63.0%
>40-50% SMI	21.0%	39.4%	44.6%	52.5%

Presenter(s):
Michael Schmitz

Summary of Case Study #2: *Energy Burden Targeting*

- ## MN's Impact: Energy Burden Before LIHEAP

Energy Burden Before LIHEAP by Main Heating Fuel Type – Minnesota – Fiscal Year 2016

Comparing All LIHEAP Households to High Burden LIHEAP Households
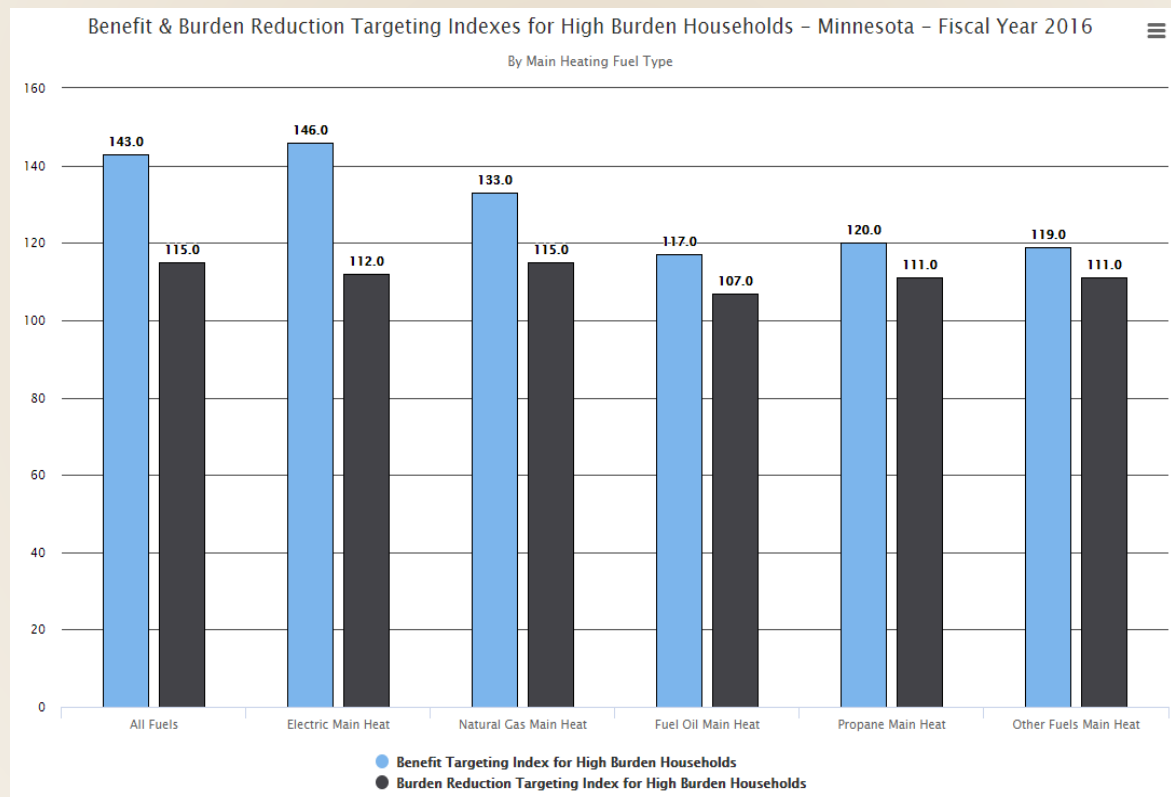
Presenter(s):
Michael Schmitz

Summary of Case Study #2: *Energy Burden Targeting*

- MN's Impact: Benefit & Burden Reduction Targeting
  - Benefit Targeting Index – measures whether larger benefits are provided to higher burden households
  - Burden Reduction Targeting Index – measures whether the energy burdens of higher burden households are reduced more than the average burden household
- Index scores greater than 100 demonstrate that grantees do target benefits to high burden households

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Presenter(s):
Michael Schmitz

Summary of Case Study #2: *Energy Burden Targeting*

- MN's Impact: Benefit & Burden Reduction

Benefit & Burden Reduction Targeting Indexes for High Burden Households – Minnesota – Fiscal Year 2016

By Main Heating Fuel Type

Presenter(s):
Michael Schmitz

Summary of Case Study #2: *Energy Burden Targeting*

- MN's Impact: Benefit & Burden Reduction Targeting
- According to these measures, Minnesota does target high burden households, as intended

Presenter(s):
Michael Schmitz

Summary of Case Study #2: *Energy Burden Targeting*

- How to create this data using the LIHEAP Data Warehouse

- LIHEAP Performance Management Website: https://liheappm.acf.hhs.gov/

Presenter(s): Brian Whorl

Contact Information

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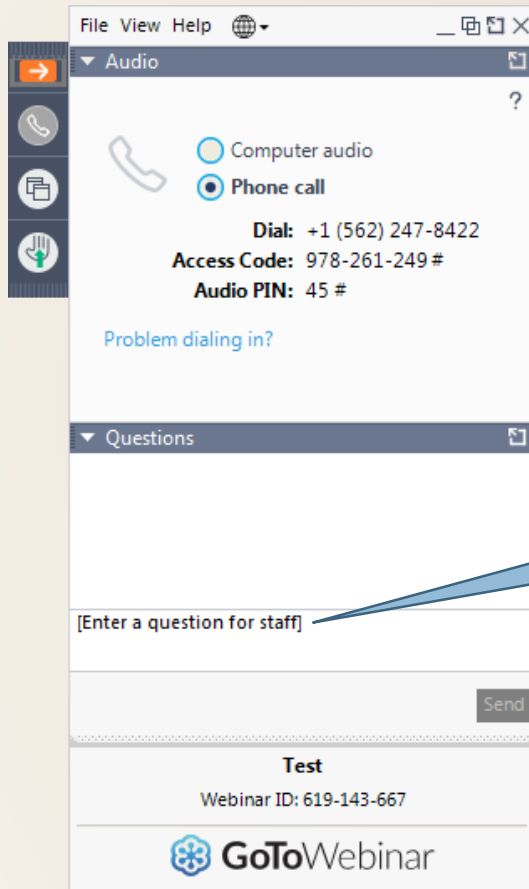
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Questions & Answers

- If we do not respond to your question during the webinar, we will follow-up via e-mail.

- If you have additional questions, please e-mail us:
  - Kevin McGrath, Kevin-McGrath@appriseinc.org
  - Melissa Torgerson, melissa@verveassociates.net

Thank you for attending the webinar!