Introducing the

LIHEAP ONLINE TRAINING TOOL

Webinar for LIHEAP Grant Recipients
September 30, 2026

Speakers: Kate Thomas, HHS/ACF/OCS
Cynthia Bryant, Georgia Department of Human Services
Bobbi Davis, Wisconsin Department of Administration
Lisa Goben-Toninato, Oregon Housing and Community Services
Michelle Gillham, Arkansas Department of Energy & Environment

LIHEAP Online Training Project



The LIHEAP Online Training Tool is being developed by the LIHEAP Performance Management Implementation Work Group (PMIWG).

The PMIWG is a group of grant recipients from across the country. They work together with federal LIHEAP staff and APPRISE to create Performance Management resources for the entire LIHEAP network.

LIHEAP Online Training Project

The goal of the LIHEAP Online Training Project is to make basic program training more accessible for grant recipients and their partners.

This includes:

- Distilling large amounts of information into manageable pieces
- Making the learning content interactive
- Housing finished courses in an online learning management system



The tool is still “in development” – being continuously improved and expanded. Your feedback is critical!

Purpose of this Webinar

The purpose of today's webinar is to:

- Demonstrate how to access the LIHEAP Online Training Tool
- Provide an overview of available training courses to date
- Encourage suggestions and feedback from LIHEAP administrators

Speakers, Team Members

- Sisavai’i Tuala-Tamaalelagi (American Samoa)
- Michelle Gillham (Arkansas)
- Cynthia Bryant (Georgia)
- Lisa Goben-Toninato (Oregon)
- Johana Hernandez (Puerto Rico)
- Bobbi Davis (Wisconsin)

Webinar Agenda and Logistics

Cynthia Bryant, MPH
LIHEAP/CSBG Unit Director
Georgia Department of Human Services

Webinar Agenda

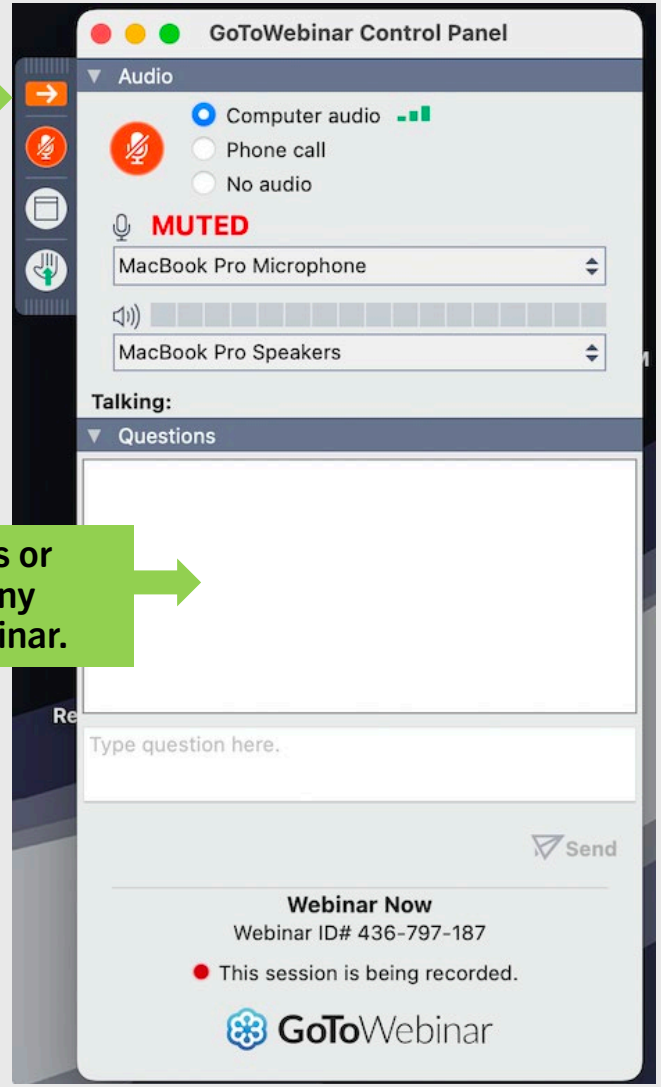
- Review how to get registered as a learner in the LIHEAP Training Tool
- Outline the training library, different types of courses, and how to move through each course
- Walk through latest addition to the training tool – the Program Administration Basics course
- Highlight the best ways for grant recipients to provide feedback and get involved

Webinar Logistics

- Today's webinar will last around 45 minutes.
- The webinar will be recorded.
- There will be time for questions at the end of the presentation. However, you should enter questions throughout the webinar using the GoToWebinar sidebar.

If you don't see the webinar sidebar on your screen – look for the arrow and click to expand.

Enter your questions or comments here at any time during the webinar.



Getting Registered

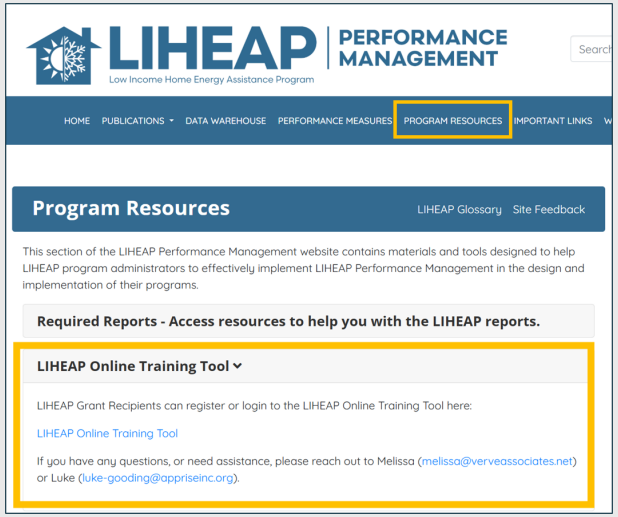
Bobbi Davis
LEAD WHEAP Program & Policy Analyst
Wisconsin Department of Administration

Self-Registration

Grant Recipients can access the LIHEAP Online Training Tool via self-registration.

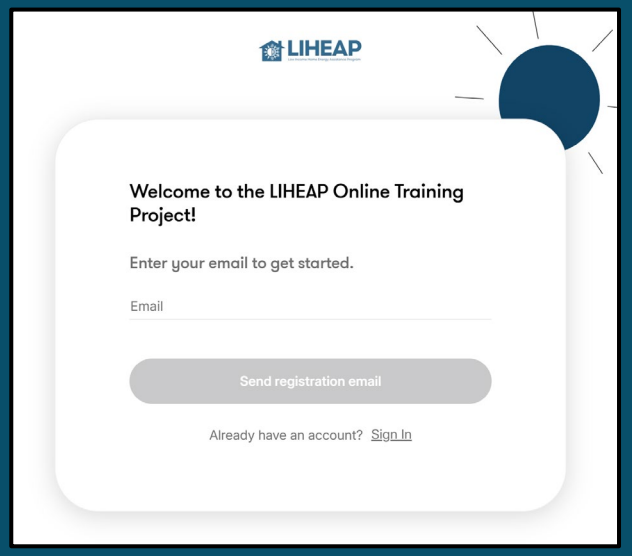
- Link sent out with the webinar announcement (will be sent again via email after the webinar).
- QR code on the screen.
- Link on the LIHEAP Performance Management Website (Program Resources Tab).

All of these can be also be used to log-in after a user is registered!

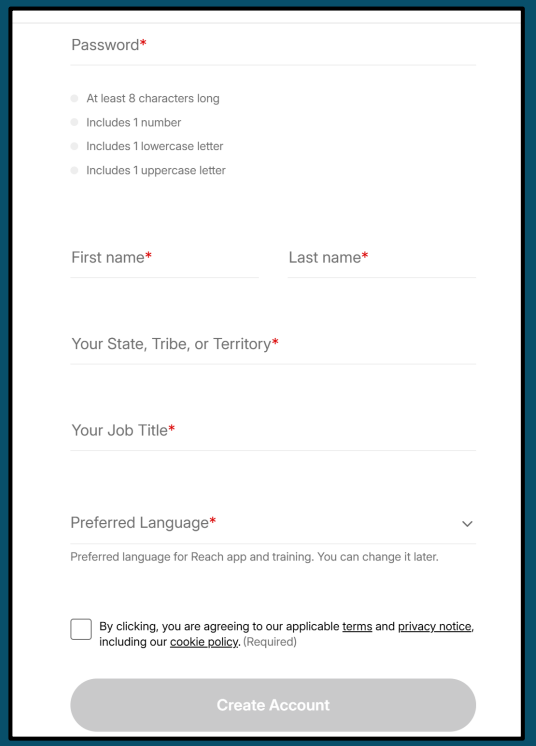
Self-Registration Link	
QR Code	
LIHEAP Performance Management Website	

Self-Registration Steps

Step 1: Upon clicking the link, new users will be asked to enter their email address.



Step 2: A registration form will be sent to the user via email.



After completing and verifying account set-up, the user will be taken to the online training library.

Benefits of Registration

By registering as a user, you'll not only have access to all training – but you'll also:

- Be notified when new training becomes available.
- Be able to track which trainings you've already taken
- Have the ability to "pick up where you left off" if you leave training modules before they are finished

It is important to note that PMIWG members, OCS, and APPRISE will not be using the system to track individual learning progress.

Intended Audience

Note:

While the self-registration link is posted on the public LIHEAP Performance Management Website – **the current intended audience for this tool includes state, tribe, and territory grant recipients.**

After initial testing and feedback, the team will explore expanding access to a wider audience.

Need Help with Registration?

If you have any questions, or need assistance, please reach out to:

- Melissa Torgerson (melissa@verveassociates.net)
- Luke Gooding (luke-gooding@appriseinc.org)

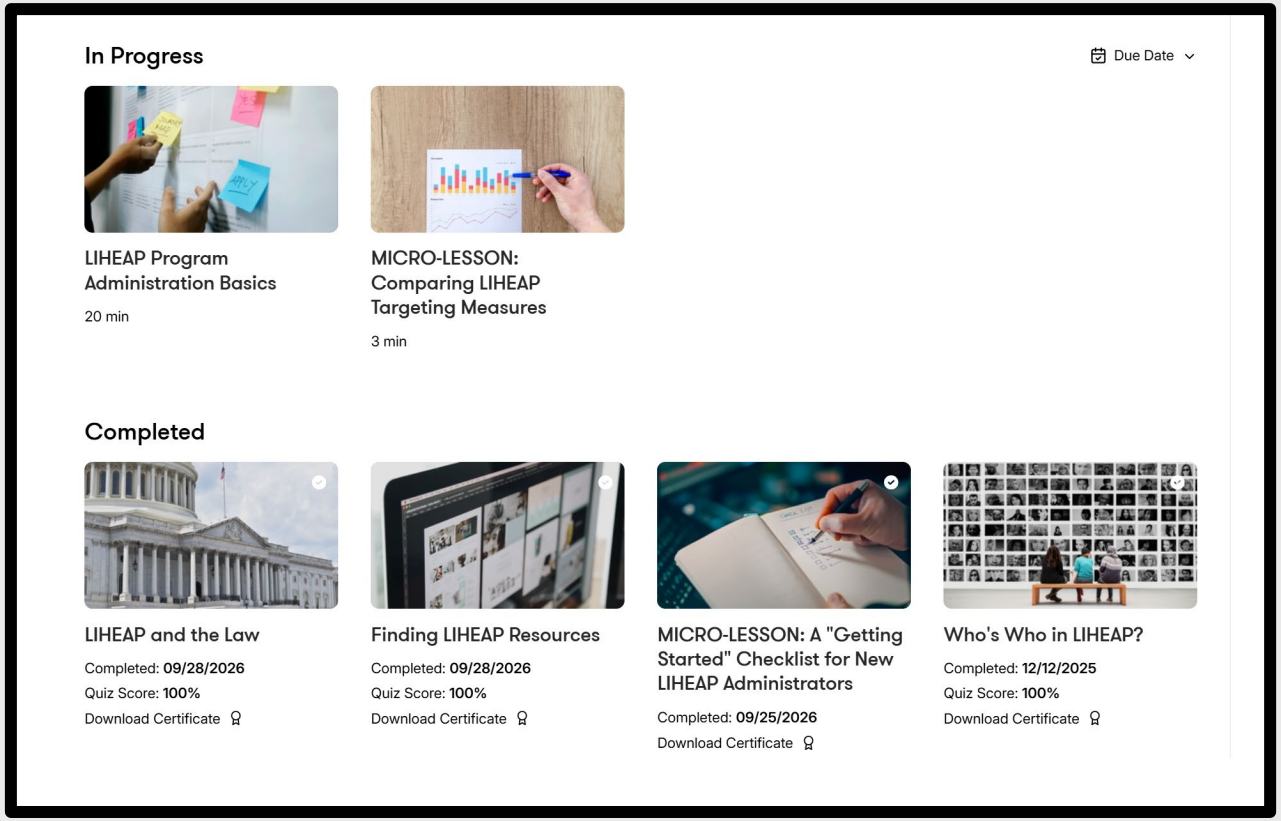
Navigating the Training Tool

Lisa Goben-Toninato
Sr. Energy Programs Compliance & Policy Officer
Oregon Housing and Community Services

The Library

Once registered, users will have access to all courses in the training library.

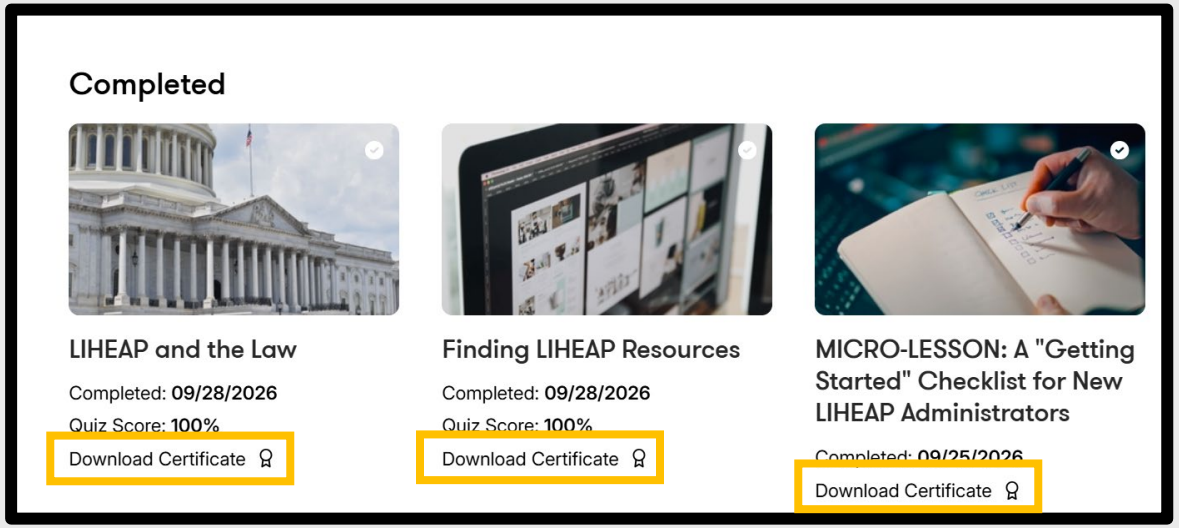
- Courses in the library are classified as “completed” or “in-progress.”
- The estimated duration for each course is listed below the course title.
- Courses can be taken in any order.



Course Completion, Certificates

Once a course is completed, a certificate is generated and emailed directly to the user.





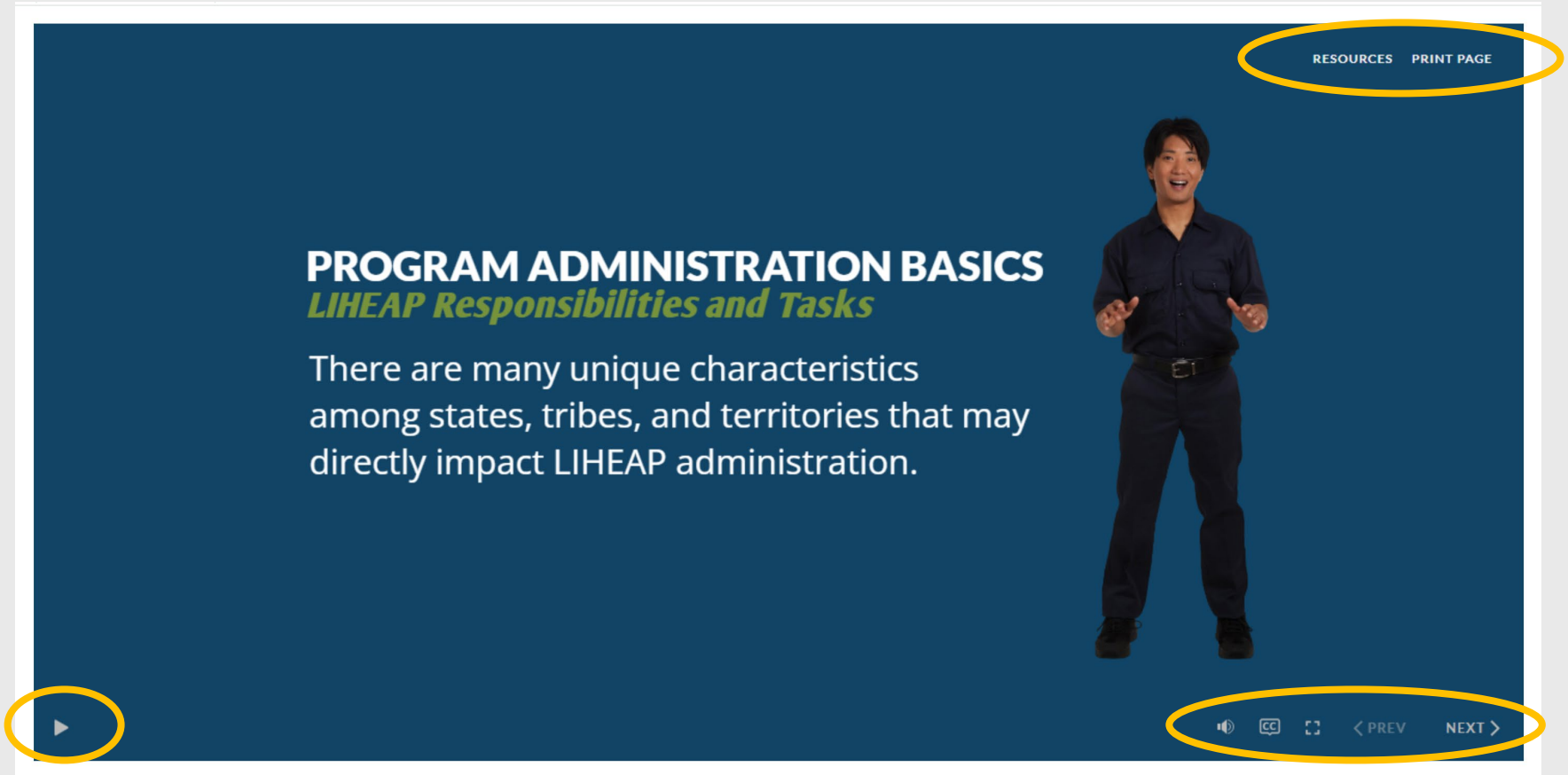
Certificates can also be downloaded from the library page, under completed courses

Player Window

The player window for each course includes the following controls:

- Play/pause
- Mute
- Closed Captions
- Full Screen
- Navigation Buttons
- Print Page

The window also includes a Resources Tab containing training related links and documents.



Course Walk-Through

Michelle Gillham
Energy & Environment Program Coordinator
Arkansas Department of Energy & Environment

Getting Involved

Cynthia Bryant, MPH
LIHEAP/CSBG Unit Director
Georgia Department of Human Services

Developmental Phase

The PMIWG team is excited to roll out this training resource. **As mentioned throughout this webinar, the LIHEAP Online Training Tool is still in its developmental phase.**

This means the team is:

- Actively developing and adding more courses (e.g., Reporting, Monitoring, Performance Management)
- Refining current course material
- Improving navigation and functionality of the tool

Your Expertise is Needed!

Your feedback is needed to make this tool more meaningful for LIHEAP administrators and their partners. More specifically:

Current Course Content	Did you learn what you hoped to? Were you left with outstanding questions?
Future Courses	What would you like to have training on?
Tool Navigation	Could you move through the course(s) easily? What would make this smoother?
Training Relevance	Are changes that would make training more relevant (e.g., tribes and territories)?

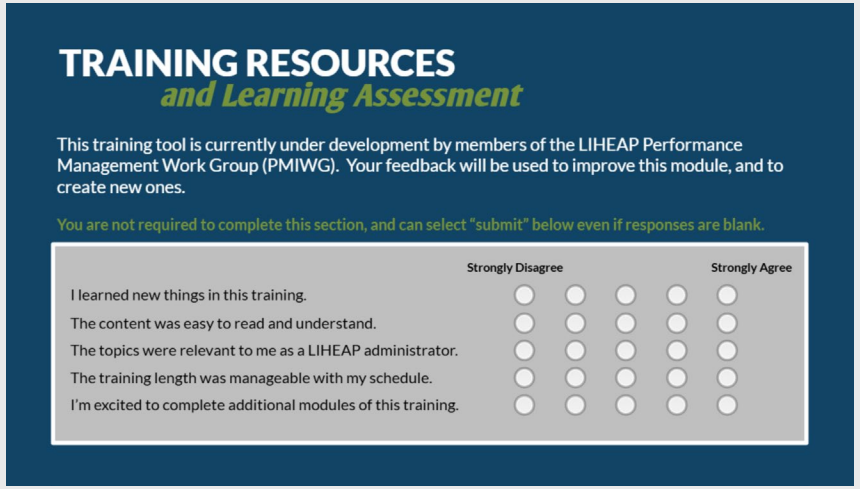


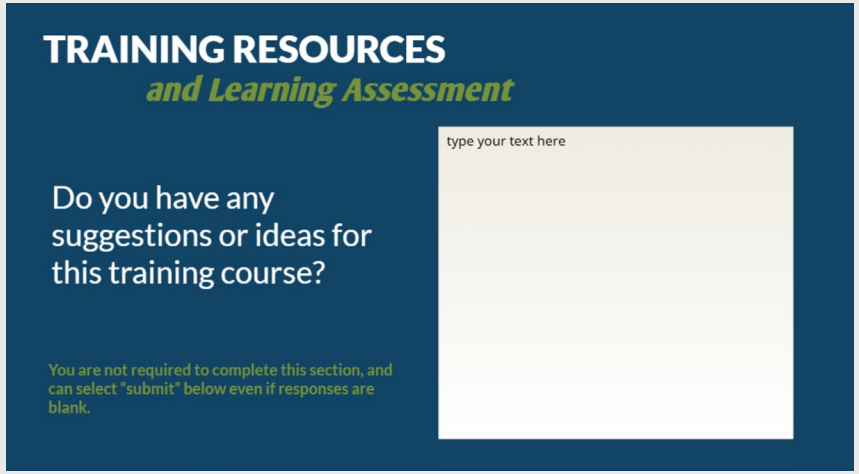
We'd love examples of training resources that grant recipients have used within their own states, tribes, and territories. These could help the team develop content or potentially be featured as a "guest courses" in the training library.

Submitting Feedback

To provide training tool feedback:

- Survey or open-ended question at end of each course
- Reach out to work group (see “Contacts” slide)





What did you think of this webinar?

- **Post-webinar email.** All attendees will receive a post-webinar email with a link to register for the online tool, and a chance to share your feedback or thoughts.
- **Poll.** Let’s capture your thoughts right now!

Poll

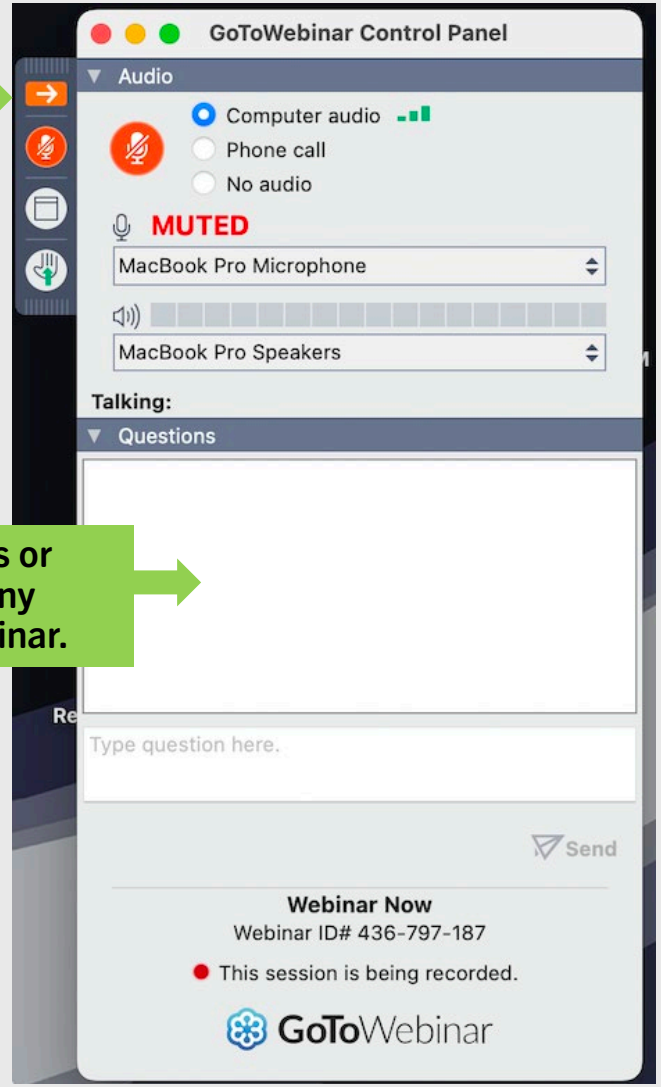
Questions?

Questions or Feedback? Post these in the GoToWebinar questions box.

Note: If we run out of time, your question will be answered via email after the webinar is concluded.

If you don't see the webinar sidebar on your screen – look for the arrow and click to expand.

Enter your questions or comments here at any time during the webinar.



Contacts

PMIWG Speakers:

Cynthia Bryant	Cynthia.Bryant@dhs.ga.gov	404-463-1679
Bobbi Davis	bobbi.davis@wisconsin.gov	608-266-9518
Michelle Gillham	michelle.gillham@arkansas.gov	501-682-0816
Lisa Goben-Toninato	lisa.goben@oregon.gov	503-986-2094

To provide feedback or get assistance with the LIHEAP Online Training Tool, please contact:

Melissa Torgerson	melissa@verveassociates.net	503-706-2647
Luke Gooding	Luke-Gooding@appriseinc.org	609-454-3777