Putting LIHEAP Performance Measures Into Practice

2017 National Energy and Utility Affordability Conference

Melissa Torgerson
VERVE Associates LLC

Kevin McGrath
APPRISE Incorporated

Jennifer Lee
Alabama Department of Economic and Community Affairs

Putting LIHEAP Performance Measures into Practice
Session Objectives

By the end of this workshop, attendees will have a better understanding of:

- The LIHEAP Performance Management implementation timeline, including progress to date.

- The types of data and information states are gleaning from LIHEAP Performance Measures.

- The ways LIHEAP grantees are using data to analyze and make decisions about their programs.

- Ongoing efforts to improve collection, reporting, and use of data for Performance Management among grantees (and their partners).

- Where to find additional resources related to LIHEAP Performance Management.

Putting LIHEAP Performance Measures into Practice
Background

Both the development and design of LIHEAP Performance Measures are rooted in the LIHEAP Statute:

- *Section 2605(b) of the Low Income Home Energy Assistance Act of 1981 (42 U.S.C. §8624(b)) as amended by Sec. 311(b) of the Human Services Amendments of 1994 (Public Law 103-252) requiring* **HHS to develop, in consultation with LIHEAP grantees, model performance goals that measure the success of each State's LIHEAP activities.**

- *Section 2610(b)(2) of the Low Income Home Energy Assistance Act of 1981 (42 U.S.C. §8629(b)(2)) requiring that* **HHS annually report to Congress on the impact LIHEAP is making on recipient and income eligible households.**

- *Section 2605(b)(5) of the Low Income Home Energy Assistance Act of 1981 (42 U.S. C. §8624(b)(5)) requiring* **LIHEAP grantees to provide, in a timely manner, that the highest level of energy assistance will be furnished to those households that have the lowest incomes and the highest energy costs or needs in relation to income, taking into account family size.**

Putting LIHEAP Performance Measures into Practice
Background

LIHEAP Performance Measurement Timeline

2008-2010	Performance Management Work Group (PMWG) develops Performance Measurement Recommendations.
2010-2012	Performance Management Implementation Work Group (PMIWG) transforms PMWG recommendations into Performance Measures.
2012-2014	Development of OLDC and Performance Measurement Website. OMB Approves PMIWG recommendations.
2014-2016	PMIWG works with OCS and APPRISE Team on guidance and support. Grantees work on building systems to collect and report new data.
2017	Grantees required to report LIHEAP Performance Measures data for FY 2016. Grantees start using data for Performance Management.

Putting LIHEAP Performance Measures into Practice
Background

As of June 2017:

- **42** grantees submitted Performance Management data for FY 2016.

- Many grantees are actively working with vendors to increase the amount of data included in their Performance Data Forms.

- APPRISE will continue providing training and technical assistance to improve the quantity, accuracy, and reliability of data for FY 2017 LIHEAP reporting.

Putting LIHEAP Performance Measures into Practice
Background

From Performance Measures to Performance Management

Summer 2013	Performance Management Website Published for Grantees
Fall 2014	OMB Approval of LIHEAP Performance Measures
Summer 2015	PMIWG Launches LIHEAP Virtual Library and Data Warehouse Advanced Search Initiatives
Winter 2016	Publication of LIHEAP Virtual Library and Data Warehouse Advanced Search Capabilities
Spring 2016	Regional Training on Performance Management Techniques
Summer 2016	NEUAC Presentation on FY 2015 Performance Measures Reports
Winter 2017	Performance Management Website Goes Public
Spring 2017	T&TA on Using LIHEAP Performance Management Data Reported by Grantees
FY 2018	LIHEAP Model Plans Designed by Grantees with Performance Management in Mind

Putting LIHEAP Performance Measures into Practice
Session Overview

During the remainder of this session:

- **Kevin McGrath** *(APPRISE)* will highlight some results from FY 2016 LIHEAP Performance Measure data, and discuss where states are "going" in terms of using their data for performance management.

- **Jennifer Lee** *(Alabama Department of Economic and Community Affairs)* will share Alabama's experience with collecting, reporting, and using LIHEAP Performance Measure data for performance management.

We will conclude the session by reviewing some of the steps being taken to increase the use of Performance Measures data in LIHEAP performance management.

What have we learned from Performance Measures Data reported for FY 2016?

Kevin McGrath

APPRISE Incorporated

Presentation Outline

1. Overview of reporting for FY 2016

2. Examples of reported data for FY 2016

3. How grantees are using the data

4. Tools and resources available to help grantees get there

Overview of reporting for FY 2016

<u>Reporting Results</u> (as of 6/20/2017)

- 42 / 51 grantees have submitted usable PM data for FY 2016

  - Even more on path to report for FY 2017

- 21 grantees have submitted *final* PM data for FY 2016

- The reported data tell a lot of new information about their clients

  - Income, bill, and burden differences across groups

- Data collected helping grantees understand effectiveness of benefit determination procedures

Overview of reporting for FY 2016

Reporting Challenges

- 7 states unable to report baseload electric data

    - Can examine main heating fuel burden, but not total energy burden

    - Important because many delivered fuel clients use supplemental electric heat, and because cooling (part of home energy) is an electric use

- 9 states unable to report complete delivered fuel data

    - Incomplete analysis of clients across heating fuel types

- 7 states with high prevalence of "zero income" households

    - Average income < average total energy bill; difficult to interpret outcomes

Examples of reported data for FY 2016:
Prevention/Restoration Measures

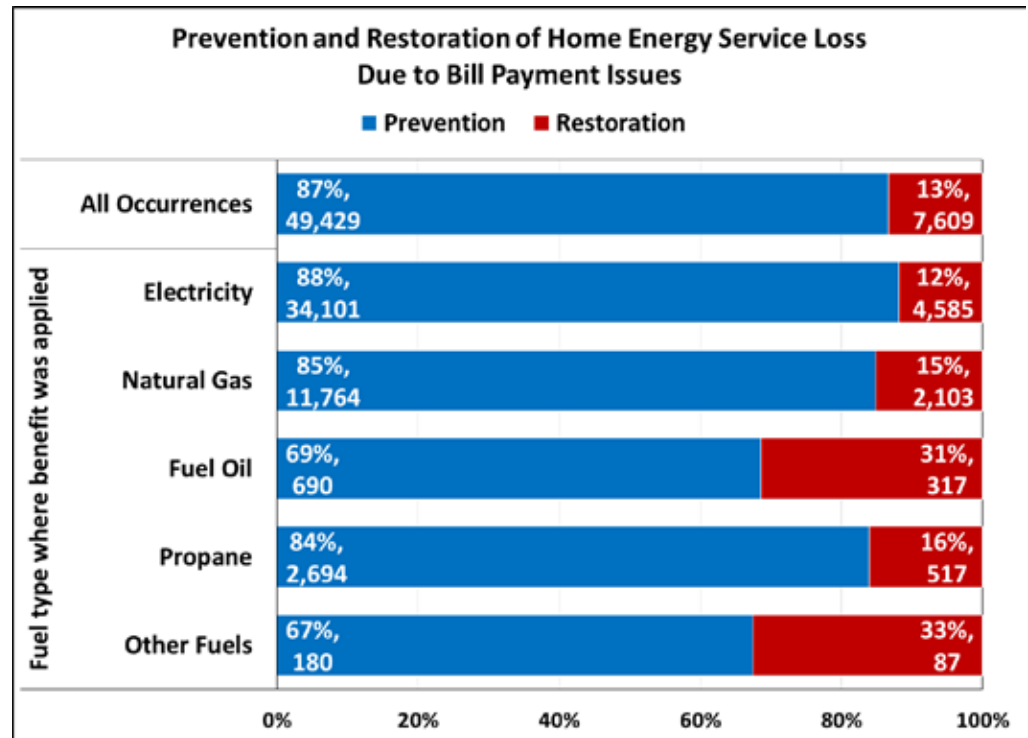- Don't forget the little guy (at the end of the report)!

  - A lot of attention paid to energy burden targeting measures BUT

  - Prevention/restoration measures tell a lot about impact of program

- Questions to examine:

  - Does the program effectively prevent home energy service loss? Are there policy decisions to keep in mind?

  - Are there differences across fuel type? Are there external factors to consider?

Examples of reported data for FY 2016: *Prevention/Restoration Measures*

Example: Minnesota, Prevention/Restoration Due to Bill Payment Issues

- Focus on preventing service loss

- Some variation by fuel type, but aligned with expectations and external factors
  - Shutoff rules for utilities
  - Nature of delivered fuel use

Prevention and Restoration of Home Energy Service Loss Due to Bill Payment Issues

■ Prevention ■ Restoration

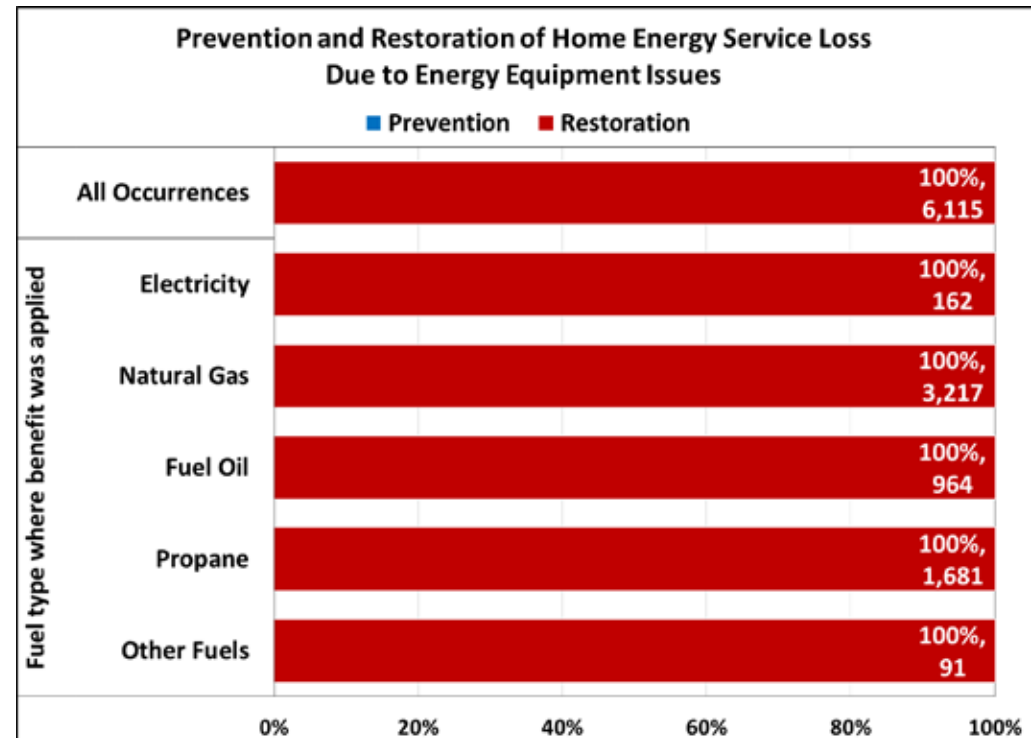| Fuel type where benefit was applied	Prevention	Restoration
All Occurrences	87%, 49,429	13%, 7,609
Electricity	88%, 34,101	12%, 4,585
Natural Gas	85%, 11,764	15%, 2,103
Fuel Oil	69%, 690	31%, 317
Propane	84%, 2,694	16%, 517
Other Fuels	67%, 180	33%, 87

0%   20%   40%   60%   80%   100%

Examples of reported data for FY 2016: *Prevention/Restoration Measures*

Example: Minnesota, Prevention/Restoration Due Energy Equipment Issues

- Focus on restoring service loss

- Policy decision made to focus on repairing/replacing inoperable equipment

Prevention and Restoration of Home Energy Service Loss Due to Energy Equipment Issues

■ Prevention   ■ Restoration

Fuel type where benefit was applied	Restoration
All Occurrences	100%, 6,115
Electricity	100%, 162
Natural Gas	100%, 3,217
Fuel Oil	100%, 964
Propane	100%, 1,681
Other Fuels	100%, 91

0%   20%   40%   60%   80%   100%

Examples of reported data for FY 2016:
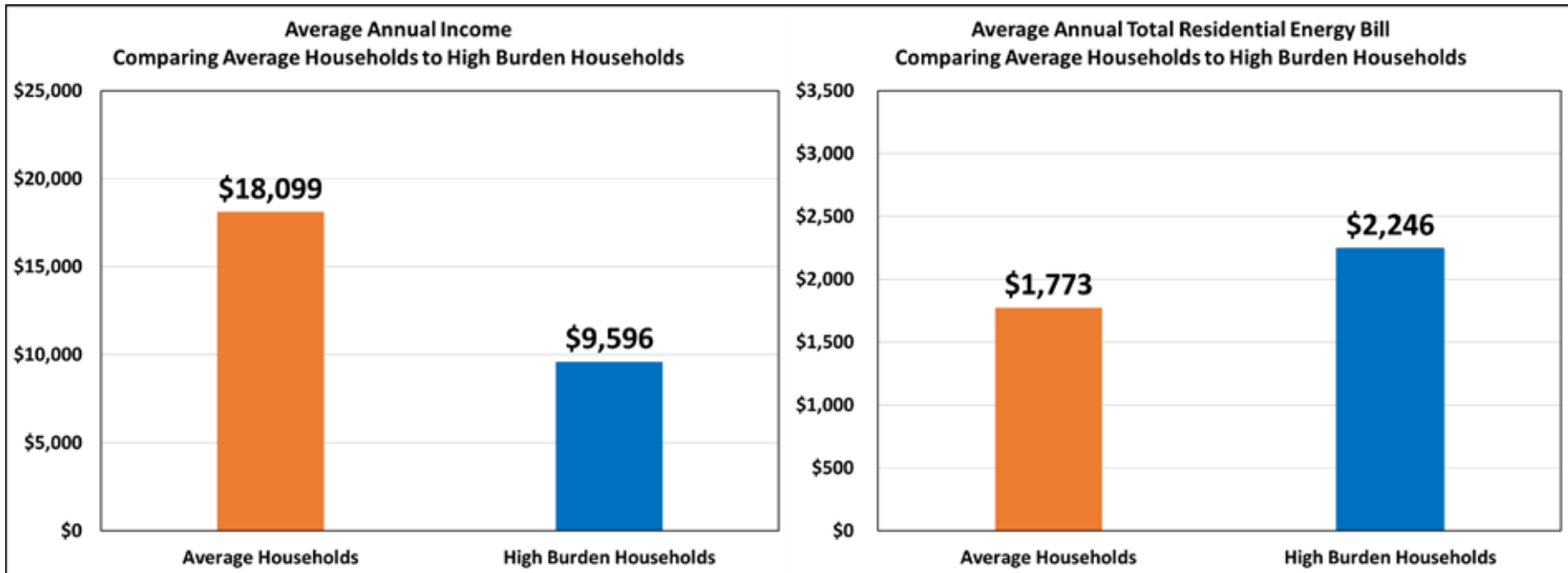## *Energy Burden Targeting Measures*

- Remember, it's not just about the targeting indexes!

- Performance Data Form gives you a lot more information:

    - Average income, bills (heating, baseload electric, total), total benefits, and burden (pre/post)

    - Average households, high burden households

    - Across fuel types

- Start by understanding these data, then examine the indexes

Examples of reported data for FY 2016:
Energy Burden Targeting Measures
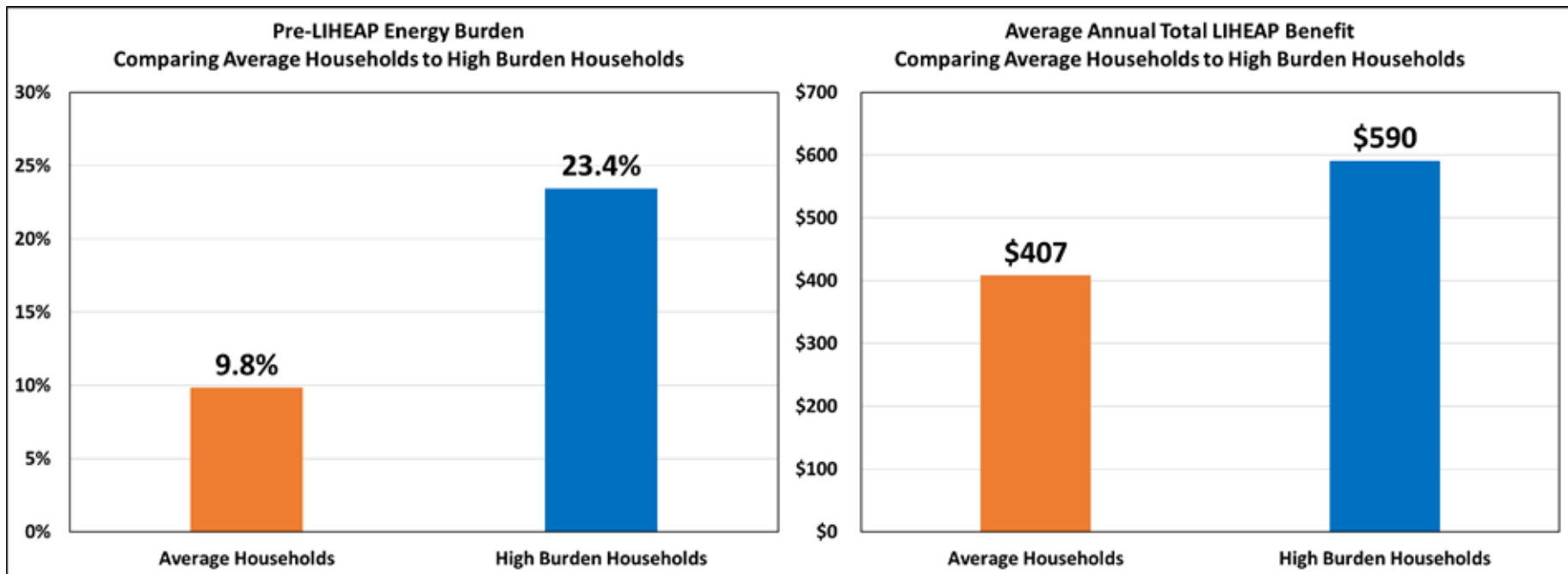
Example: Wisconsin, Comparing Average Recipients to High Burden Recipients

Examples of reported data for FY 2016:
Energy Burden Targeting Measures

Example: Wisconsin, Comparing Average Recipients to High Burden Recipients

Examples of reported data for FY 2016:
Energy Burden Targeting Measures

Example: Wisconsin, Comparing Average Recipients to High Burden Recipients

Post-LIHEAP Energy Burden
Comparing Average Households to High Burden Households

- Average Households: 7.5%
- High Burden Households: 17.3%

Percentage Reduction in Energy Burden Due to LIHEAP
Comparing Average Households to High Burden Households

- Average Households: 23.0%
- High Burden Households: 26.3%

Examples of reported data for FY 2016:
Energy Burden Targeting Measures

Example: Wisconsin, Average Households, Income & Bills Across Fuel Type
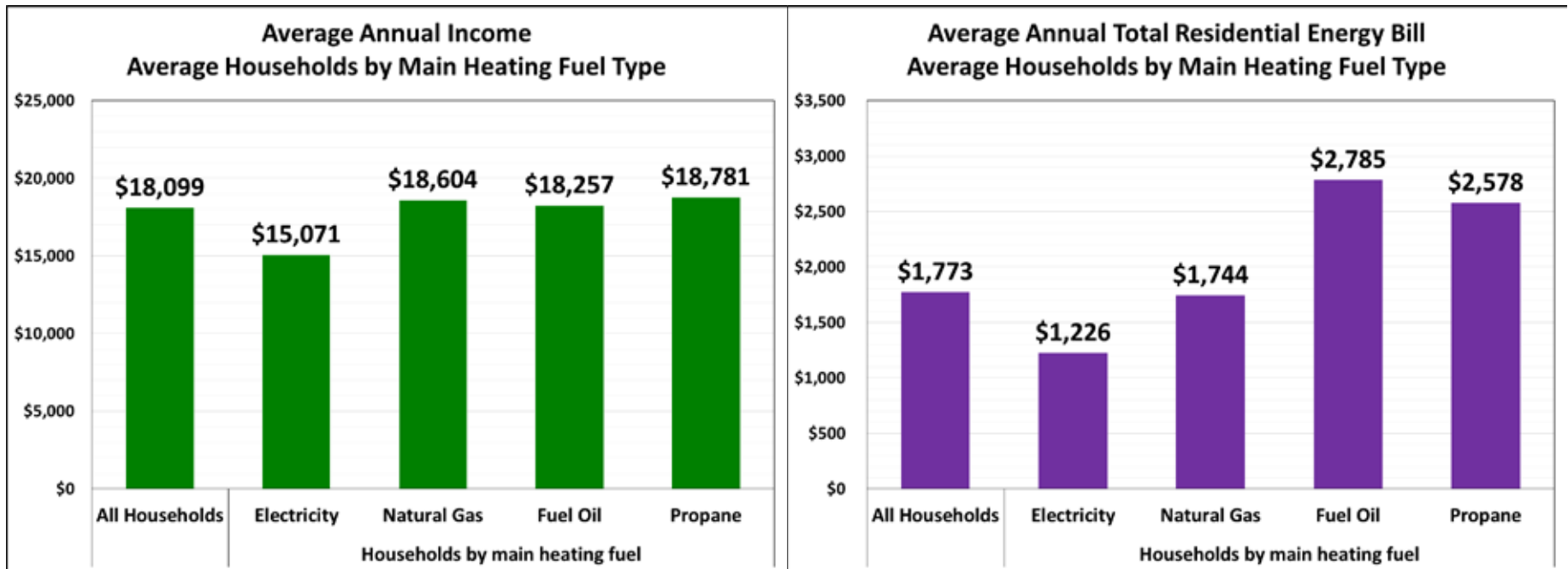
Examples of reported data for FY 2016:
Energy Burden Targeting Measures

Example: Wisconsin, Pre-LIHEAP Burden & Benefits Across Fuel Type
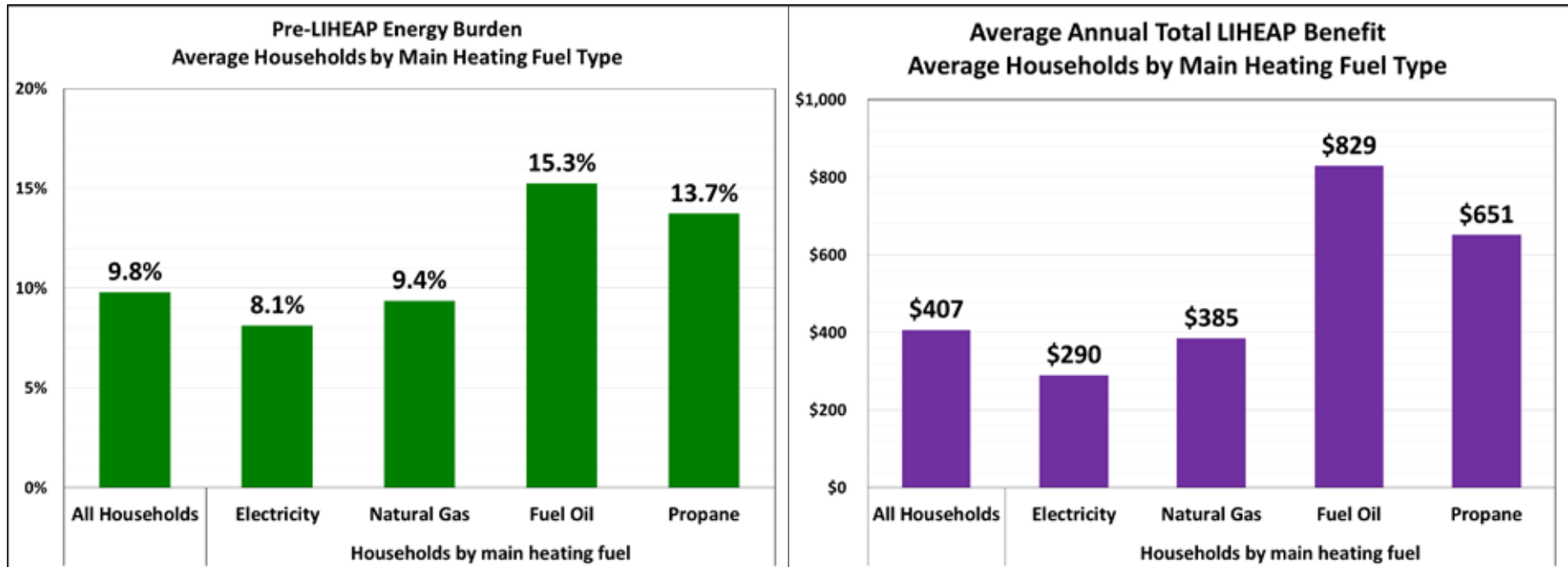
Examples of reported data for FY 2016:
Energy Burden Targeting Measures

Example: Wisconsin, Targeting Index Results

- **Benefit Targeting Index Score of 145 = 45 percent higher benefit** to high burden households than average households

- **Burden Reduction Targeting Index Score of 114 = 14 percent greater** share of energy burden covered/bill paid for high burden households than average households
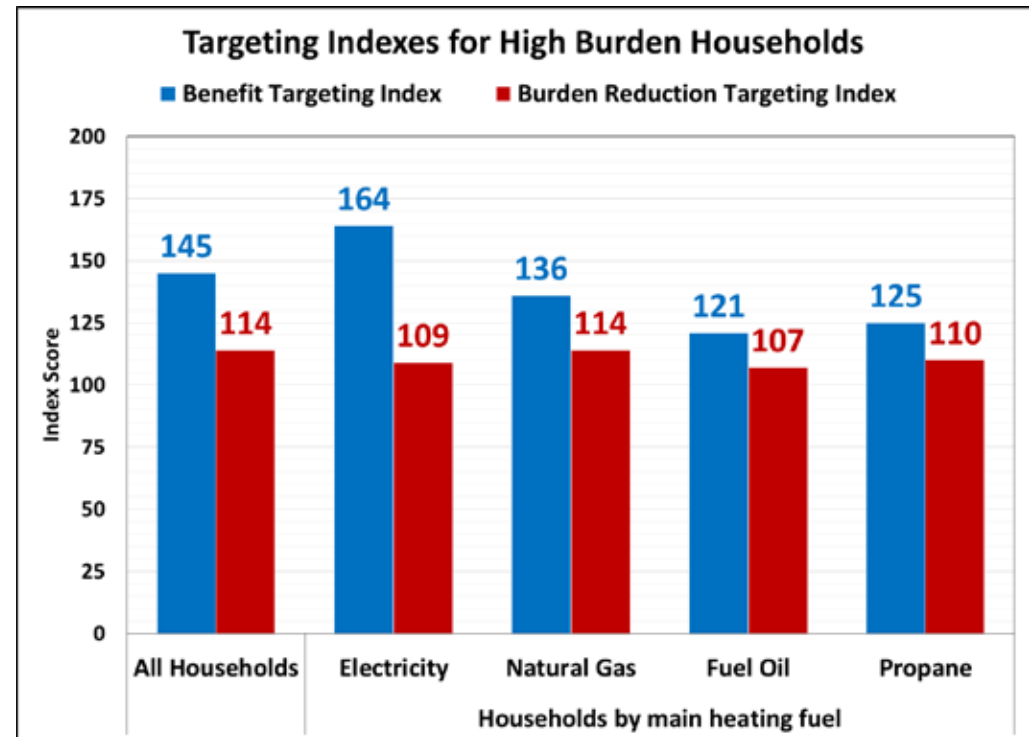
Targeting Indexes for High Burden Households
■ Benefit Targeting Index   ■ Burden Reduction Targeting Index

Examples of reported data for FY 2016:
Energy Burden Targeting Measures

Example: Wisconsin, Pre/Post-LIHEAP Energy Burden

Pre/Post-LIHEAP Energy Burden
Comparing Average Households to High Burden Households
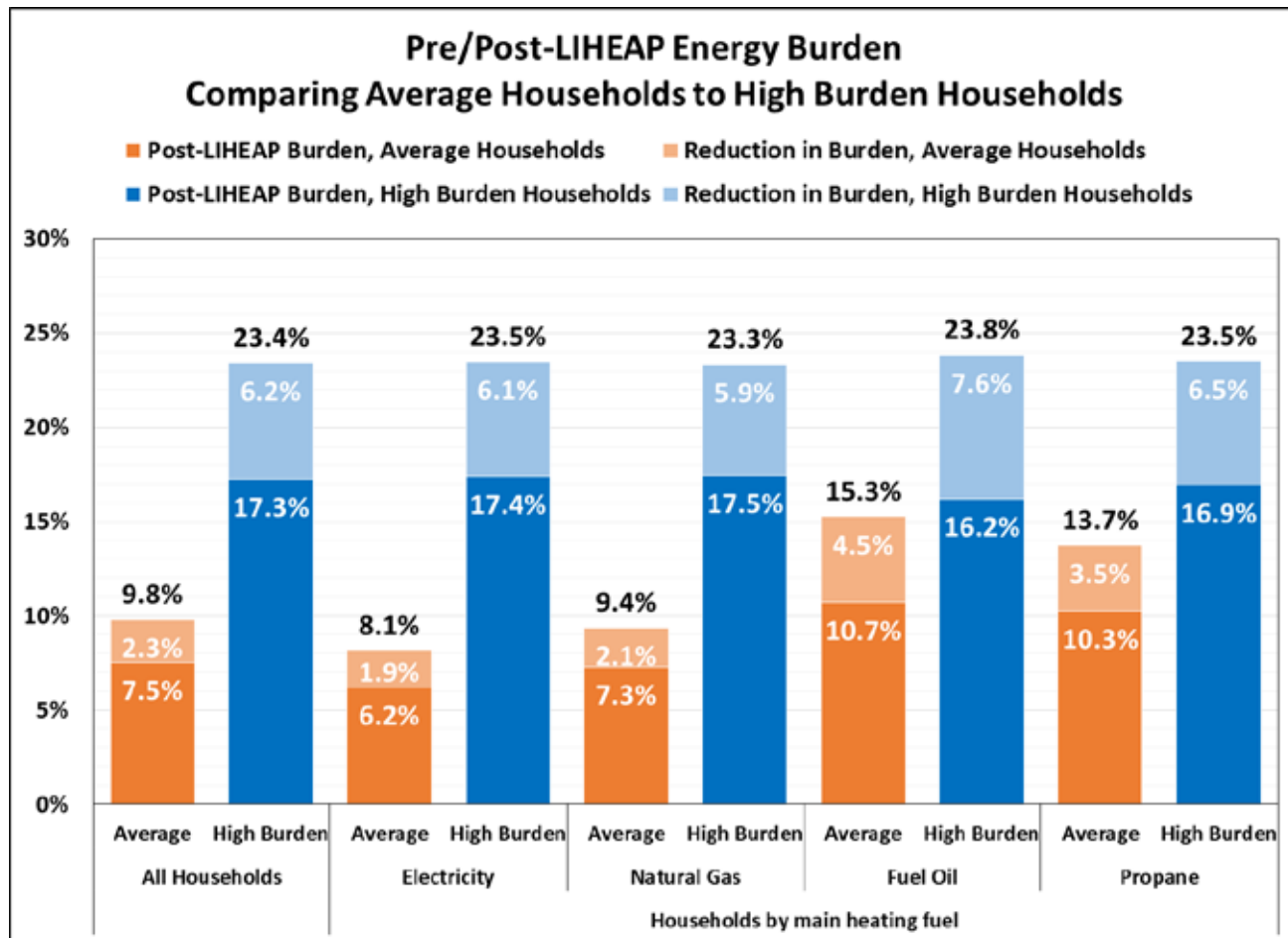
How grantees are using the data:
Using data to update benefit matrixes

Remember, these data are not just for purposes of reporting. They are useful to your program!

For example, how might you use these data to examine benefit determination procedures?

- **Q:** Does the variation by fuel type in benefit matrix make sense?

- **R:** Use the Performance Data Form to check current assumptions and consider changes, if necessary

How grantees are using the data:
Using data to update benefit matrixes

Example: Iowa

FY 2017 LIHEAP PAYMENT MATRIX*	
FUEL TYPE	**POINTS**
Natural Gas	4
Electric	4
Liquid Petroleum	5
Fuel Oil	5
Wood/Coal/Corn	2
*Just shows the fuel type component, not income or other factors	

V. ENERGY BURDEN TARGETING			
	Bill Payment-Assisted Household Main Fuel		
	Electricity	Natural Gas	Propane
B. All Households with 12 Consecutive Months of Bill Data (Main Fuel and			
1. Unduplicated Number of Households with 12 Consecutive Months of Bill Data (Main Fuel and Electric)	9,416	32,761	370
2. Average Annual Household Income	$13,118	$16,328	$16,692
3. Average Annual Total LIHEAP Benefit per Household (including Heating, Cooling, Crisis, Supplemental Benefits)	**$403**	**$465**	**$538**
4. Average Annual Main Heating Fuel Bill	$1,194	$538	$857
5. Average Annual Electricity Bill	$0	$1,173	$1,324
6. Average Annual Total Residential Energy Bill	**$1,194**	**$1,711**	**$2,181**

How grantees are using the data:
Using data to update benefit matrixes

Example: Iowa

Previous slide shows one that Iowa may have some issues with their benefit matrix

- Electric Main Heat – Benefit is 34% of Total Expenditures ($403 / $1,194)

- Natural Gas Main Heat – Benefit is 27% of Total Expenditures ($465 / $1,711)

- Propane Main Heat – Benefit is 25% of Total Expenditures ($538 / $2,181)

This is NOT the only way to think about benefits. But, it is one way.

How grantees are using the data:
Using data to update benefit matrixes

Example: Iowa

- Currently, benefit matrix assigns additive points based on fuel type.

- Alternative approach would be to develop fuel type adjustment factors and *multiply* the points assigned based on income:

  - Electric main heat adj. factor = $1,194 / $1,194 = 1.0
  - Natural gas main heat adj. factor = $1,711 / $1,194 = 1.4
  - Propane main heat adj. factor = $2,181 / $1,194 = 1.8

How grantees are using the data:
Using data to update benefit matrixes

Example: Iowa

Just using <=75% HHSPG as income level & points for fuel type:

- Income = 8 points
- Fuel type (current is additive with income points; alternative is multiplicative)
  - Electric: current = 4 points; alternative = 1.0 points
  - Natural Gas: current = 4 points; alternative = 1.4 points
  - Propane: current = 5 points; alternative = 1.8 points
- $50 per point

Main Heating Fuel	Benefits Using Current Proc.	Benefit Using Alternative Proc.	Group Ave. Total Energy Bill
Electric	$600	$400	$1,194
Natural Gas	$600	$560	$1,711
Propane	$650	$720	$2,181

How grantees are using the data:
Looking beyond the benefit matrix

Example: Mississippi

- Reviewed their benefit matrix, which is designed to provide the highest benefits to:
  - Lowest income, adjusted for household size (good!)
  - Highest priced fuels (good!)
- But the Performance Measures data did not demonstrate this variation to the extent expected. Why?
- Looked *beyond* the matrix to program delivery:
  - Clients receive benefits according to the bill amount presented at application
  - Clients who come for assistance once during year are unlikely to receive the maximum benefit
  - Change in program delivery may improve index scores

How grantees are using the data:
Total residential energy or main heating analysis?

Example: Alaska

- For *reporting*, grantees are to report both the average main heating fuel bill & baseload electric bill by fuel type
  - Targeting index scores are calculated using total residential energy bill
- But, many states design their benefit matrixes factoring in just heating costs
- In these cases, it's perfectly reasonable to examine *main heating fuel burden* (in addition to total energy burden completed for reporting)
  - Is the program effectively targeting main heating fuel burden? Does it also target total energy burden?
  - Do the data indicate that non-electric heaters might be using supplemental heating sources? Should the benefit matrix account for this?

How grantees are using the data:
Total residential energy or main heating analysis?

Example: Alaska

Analysis of Total Residential Energy Bill

Average Households (Section B)
Average Energy Bill and LIHEAP Benefits
■ Ave. Annual Benefit   ■ Ave. Annual Net Bill

	All Households	Electricity	Natural Gas	Fuel Oil	Propane
Total	$3,113	$2,339	$2,800	$3,774	$2,984
Net Bill	$1,877	$1,621	$2,109	$1,618	$2,137
Benefit	$1,236	$718	$691	$2,156	$847

Households by main heating fuel

The average household had a total energy bill = $3,113. LIHEAP helped pay $1,236 of that bill, leaving $1,877 to be paid by the average household and other sources.

Analysis of Main Heating Fuel Bill

Average Households (Section B)
Average Main Heating Fuel Bill and LIHEAP Benefits
■ Ave. Annual Benefit   ■ Ave. Annual Net Bill

The average fuel oil household had an average main heating fuel bill of $1,823. On average, the annual LIHEAP benefit paid more than 100% of their main heating bill.

	All Households	Electricity	Natural Gas	Fuel Oil	Propane
Total	$1,524	$2,339	$1,153		$1,118
Net Bill	$288	$1,621	$462		$271
Benefit	$1,236	$718	$691	$2,156	$847

Households by main heating fuel

The average household had a main heat bill = $1,524. LIHEAP helped pay $1,236 of that bill, leaving $288 to be paid by the average household and other sources.
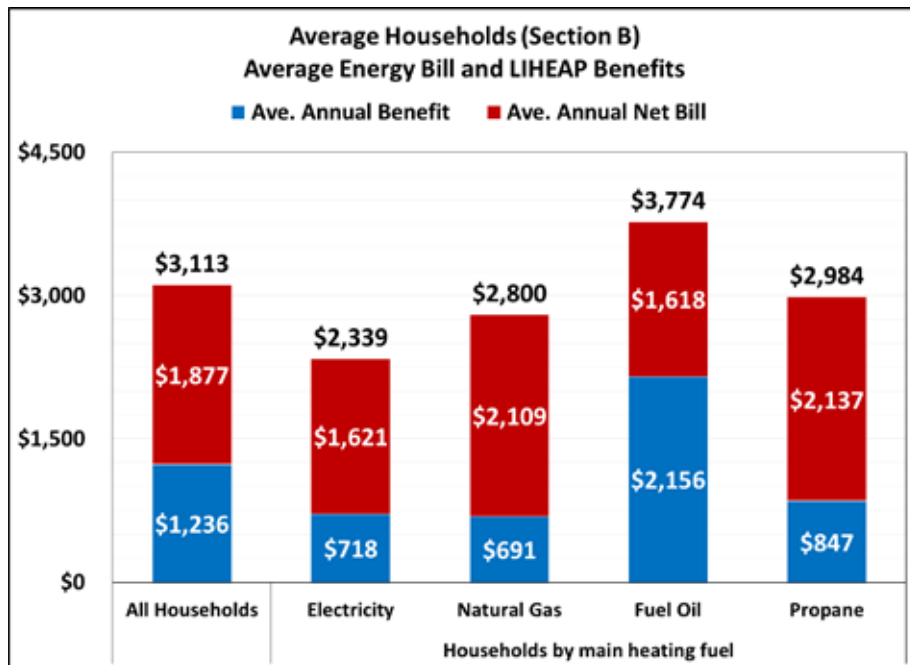
How grantees are using the data:
Total residential energy or main heating analysis?

Example: Alaska
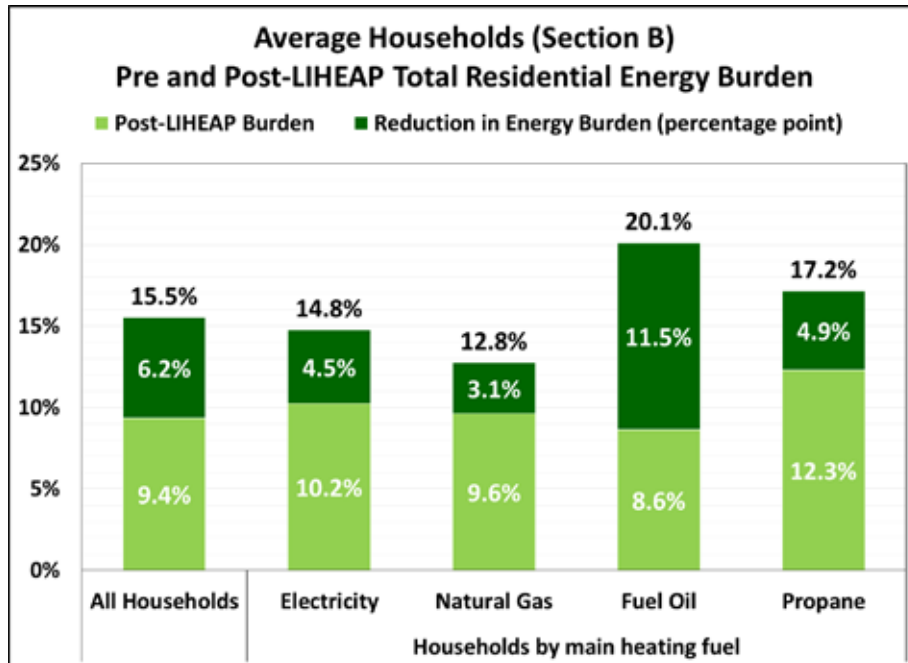
Analysis of Total Residential Energy Burden

Average Households (Section B)
Pre and Post-LIHEAP Total Residential Energy Burden

- Post-LIHEAP Burden
- Reduction in Energy Burden (percentage point)

Households by main heating fuel	Post-LIHEAP Burden	Reduction in Energy Burden	Total
All Households	9.4%	6.2%	15.5%
Electricity	10.2%	4.5%	14.8%
Natural Gas	9.6%	3.1%	12.8%
Fuel Oil	8.6%	11.5%	20.1%
Propane	12.3%	4.9%	17.2%

Before receiving LIHEAP, the average household had a total residential energy burden of 15.5%. After LIHEAP, it was 9.4%.

Analysis of Main Heating Fuel Burden

Average Households (Section B)
Pre and Post-LIHEAP Main Heating Fuel Burden

- Post-LIHEAP Burden
- Reduction in Energy Burden (percentage point)

Because the average annual total LIHEAP benefit was greater than the average annual heating fuel bill, the post-LIHEAP main heating fuel burden was less than 0.0% for fuel oil households.

Households by main heating fuel	Post-LIHEAP Burden	Reduction in Energy Burden	Total
All Households	1.4%	6.2%	7.6%
Electricity	10.2%	4.5%	14.8%
Natural Gas	2.1%	3.1%	5.3%
Fuel Oil		>9.7%	9.7%
Propane	1.6%	4.9%	6.4%

Before receiving LIHEAP, the average household had a main heating fuel burden of 7.6%. After LIHEAP, it was 1.4%.

- The *reported* Performance Measures data are specific to LIHEAP.
  - However, many grantees have ratepayer and other energy assistance programs that are combined with LIHEAP or operate in tandem.
  - And, many of these grantees have IT systems that allow for combined analysis of LIHEAP plus other energy assistance programs.
- For a more complete picture of energy burden faced by recipients, grantees might want to examine the Performance Measures by combining their LIHEAP program data with other program data.
- APPRISE will be looking into this topic in the near future.

Tools & resources available

Over the past few years, many resources have been developed by the PMIWG, APPRISE, and others to assist grantees in completing and understanding their Performance Measures data, including (links at end of presentation slides):

- LIHEAP Performance Management Website, including the Data Warehouse
- LIHEAP Virtual Library
- Training webinars
- National training presentations and curriculum
- Performance Management Integration Guide
- Other resources

We strongly encourage you to use these resources and, if there's something missing, let us know. APPRISE is available to assist grantees examine special issues or topics unique to your state.

The Alabama Perspective

Jennifer Lee
Alabama Department of Economic and Community Affairs

Putting LIHEAP Performance Measures into Practice:
Alabama's Perspective

- How Alabama currently determines LIHEAP benefits

- Our data collection approach

- Overview of 2016 Performance Measures results

- What did we learn and where are we headed?

Putting LIHEAP Performance Measures into Practice:
Alabama's Perspective

Our Program Components

- General Heating/Crisis Heating* (October-May)

- General Cooling/Crisis Cooling* (June-September)

> *Alabama defines a crisis as a situation where a household member's health and/or well-being would likely be endangered if LIHEAP assistance is not provided.

- Weatherization

Putting LIHEAP Performance Measures into Practice:
Alabama's Perspective

How do we determine general LIHEAP benefits?

- All subgrantees use a state-wide database to determine eligibility and LIHEAP benefit (CSBG and Weatherization also uses system).

- Currently, Alabama does not include energy expenditure data to determine LIHEAP benefit.

- Benefit matrix takes into account the household size, household gross monthly income and fuel type.

- Subgrantees may provide an additional $50 benefit to high energy user households.

Putting LIHEAP Performance Measures into Practice:
Alabama's Perspective

Data Collection Approach

- Because we had not collected energy expenditure data in the past, we had to develop a process to collect it.

- Alabama is primarily an electric-heat state with some natural gas, propane, fuel oil and wood households.

  - Helpful tool - LIHEAP Clearinghouse developed a tool that shows Energy Expenditure data by state *(based on 2014 LIHEAP Allocation Formula)*.

Putting LIHEAP Performance Measures into Practice:
Alabama's Perspective

Low-income Heating/Cooling Expenditures by Fuel Type	
State Name	Alabama
Percent of Total Expenditures on EL-HEAT	30.63%
Percent of Total Expenditures on EL-COOL	40.25%
Percent of Total Expenditures on NG	19.78%
Percent of Total Expenditures on FUEL OIL/KEROSENE	0.51%
Percent of Total Expenditures on LPG	7.65%
Percent of Total Expenditures on COAL	0.00%
Percent of Total Expenditures on WOOD	1.18%
TOTAL HEAT + COOL Expenditures	$384,891,090
TOTAL PERCENT	100.00%
Natural Gas % + Total Electric %	90.65%
Will the state need to go beyond Gas and Electric vendors to collect data?	NO

Putting LIHEAP Performance Measures into Practice: *Alabama's Perspective*

- Based on that, we identified our top 10 vendors for electric and natural gas (only) and began a dialogue.

- We conducted the data exchange in November/December 2016 and the following vendors participated:

  1. Alabama Power Company - largest regulated vendor

  2. Alagasco - second largest regulated vendor

  3. City of Huntsville Utilities - provides electric and natural gas

  4. City of Decatur Utilities - provides electric and natural gas

  5. City of Florence Utilities- provides electric and natural gas

  6. Economy Gas - propane

Putting LIHEAP Performance Measures into Practice:
Alabama's Perspective

- We did not include the other vendors from the top 10 lists in our data exchange. *Why not?*

  - The vendors were electric cooperatives and municipalities that did not have system capabilities, or

  - The vendors served a small percentage of our total households (1% or less), or

  - The vendors were propane, fuel oil, and wood.

Putting LIHEAP Performance Measures into Practice:
Alabama's Perspective

Prevention of Loss of Service and Restoration of Service

- Our subgrantees handle applications in face-to-face interviews.

- All clients bring in their most recent energy bill.

- Based on the bill (or a phone call to the vendor), the intake staff determine if the LIHEAP benefit would prevent a loss of service or if the benefit would restore service.

- This is entered in our database so that the State LIHEAP Office can pull the data at the end of the fiscal year.
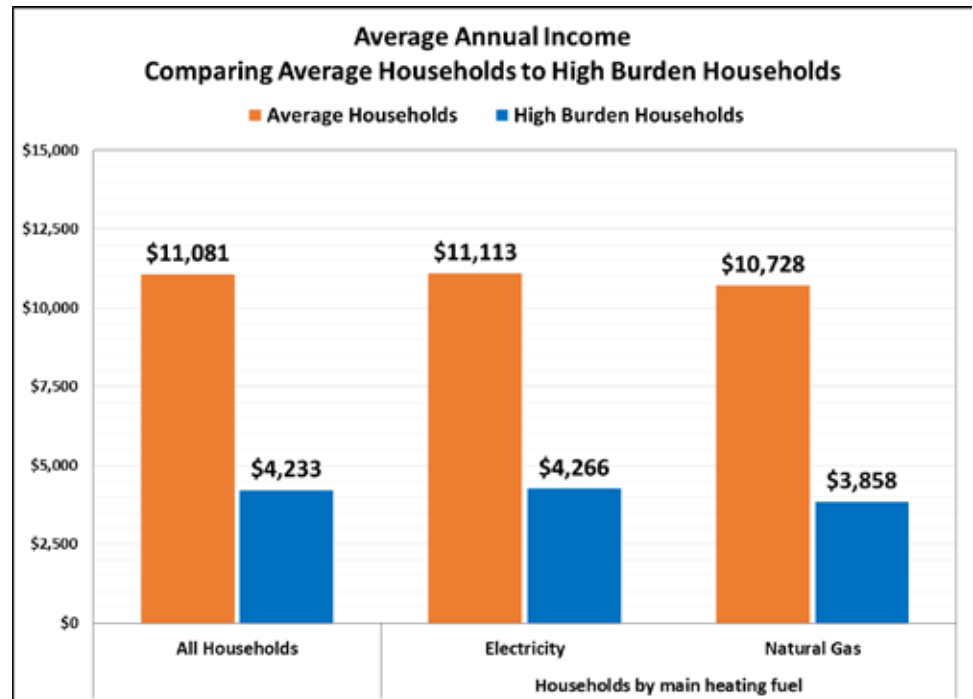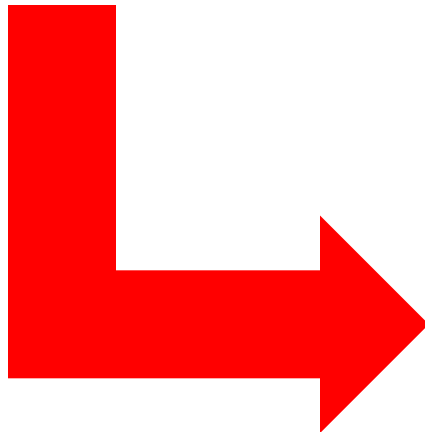
Putting LIHEAP Performance Measures into Practice:
Alabama's Perspective

- **Overview of 2016 Performance Measures results**

  - We were able to report on all required elements.

  - Of the 76,876 LIHEAP households, we received 12 months of energy expenditure data on 29,252 households (37%).

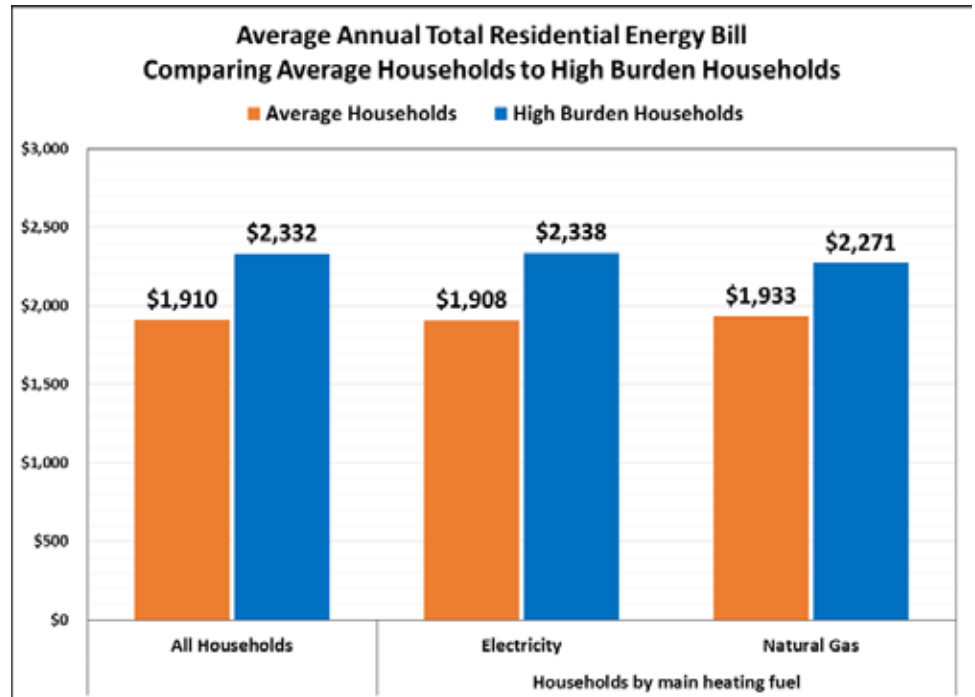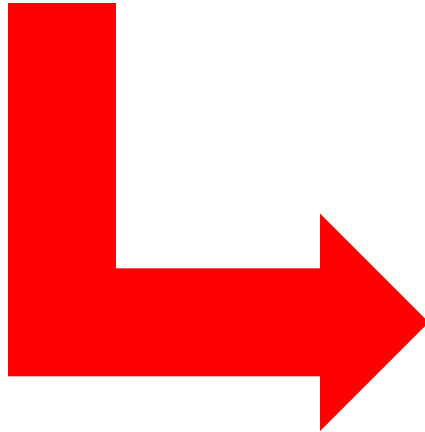# Putting LIHEAP Performance Measures into Practice:
Alabama's Perspective

OMB Control No. 0970-0449	LIHEAP Performance Data Form for Federal Fiscal Year (FFY) 2016	Expiration Date: 10/31/17
	LIHEAP Performance Measures	

V. ENERGY BURDEN TARGETING

	All Households	Bill Payment-Assisted Household Main Fuel				
		Electricity	Natural Gas	Fuel Oil	Propane	Other Fuels
A. Unduplicated Number of LIHEAP Bill Payment-Assisted Households	76,876	56,586	12,974	0	7,285	31
B. All Households with 12 Consecutive Months of Bill Data (Main Fuel and Electric)						
1. Unduplicated Number of Households with 12 Consecutive Months of Bill Data (Main Fuel and Electric)	29,252	26,793	2,445	0	14	0
2. Average Annual Household Income	$11,081	$11,113	$10,728	NA	$11,606	NA
3. Average Annual Total LIHEAP Benefit per Household (including Heating, Cooling, Crisis, Supplemental Benefits)	$313	$314	$304	NA	$311	NA
4. Average Annual Main Heating Fuel Bill	$1,791	$1,908	$511	NA	$565	NA
5. Average Annual Electricity Bill	$120	$0	$1,422	NA	$1,387	NA
6. Average Annual Total Residential Energy Bill	$1,910	$1,908	$1,933	NA	$1,952	NA
7. Average Annual Burden Before Receiving LIHEAP	17.2%	17.2%	18.0%	NA	16.8%	NA
8. Average Annual Burden After Receiving LIHEAP	14.4%	14.3%	15.2%	NA	14.1%	NA
9. Average Percentage Point Change in Energy Burden	2.8%	2.8%	2.8%	NA	2.7%	NA
10. Average Percentage Reduction in Energy Burden	16.4%	16.5%	15.7%	NA	15.9%	NA
C. High Burden Households with 12 Consecutive Months of Bill Data (Main Fuel and Electric)						
1. Unduplicated Number of High Burden Households (Top 25%) with 12 Consecutive Months of Bill Data (Main Fuel and Electric)	7,313	6,705	605	0	3	0
2. Average Annual Household Income for High Burden Households	$4,233	$4,266	$3,858	NA	$6,344	NA
3. Average Annual Total LIHEAP Benefit per High Burden Household (including Heating, Cooling, Crisis, Supplemental Benefits)	$338	$341	$303	NA	$343	NA
4. Average Annual Main Heating Fuel Bill for High Burden Households	$2,194	$2,338	$603	NA	$610	NA
5. Average Annual Electricity Bill for High Burden Households	$139	$0	$1,668	NA	$1,758	NA
6. Average Annual Total Residential Energy Bill for High Burden Households	$2,332	$2,338	$2,271	NA	$2,368	NA
7. Average Annual Burden Before Receiving LIHEAP for High Burden Households	55.1%	54.8%	58.9%	NA	37.3%	NA
8. Average Annual Burden After Receiving LIHEAP for High Burden Households	47.1%	46.8%	51.0%	NA	31.9%	NA
9. Average Percentage Point Change in Energy Burden for High Burden Households	8.0%	8.0%	7.9%	NA	5.4%	NA
10. Average Percentage Reduction in Energy Burden for High Burden Households	14.5%	14.6%	13.3%	NA	14.5%	NA
D. Benefit Targeting Index for High Burden Households:	108	109	100	NA	110	NA
E. Burden Reduction Targeting Index for High Burden Households:	88	89	85	NA	91	NA

VI. RESTORATION OF HOME ENERGY SERVICE

	All Occurrences	Energy Source (where LIHEAP benefit was applied)				
		Electricity	Natural Gas	Fuel Oil	Propane	Other Fuels
A. All Occurrences of LIHEAP Households that Had:						
1. Energy Service Restored After Disconnection	3,170	2,329	841			
2. Fuel Delivered to Home that Ran Out of Fuel	1,136			0	1,134	2
3. Repair/Replacement of Inoperable Home Energy Equipment	47	31	12	0	4	0

VII. PREVENTION OF LOSS OF HOME ENERGY SERVICE

	All Occurrences	Energy Source (where LIHEAP benefit was applied)				
		Electricity	Natural Gas	Fuel Oil	Propane	Other Fuels
A. All Occurrences of LIHEAP Households that Had:						
1. Past Due Notice or Utility Disconnect Notice	49,236	39,508	9,728			
2. Imminent Risk of Running out of Fuel	2,950			0	2,937	13
3. Repair/Replacement of Operable Equipment to Prevent Imminent Home Energy Loss	0	0	0	0	0	0

Putting LIHEAP Performance Measures into Practice:
Alabama's Perspective

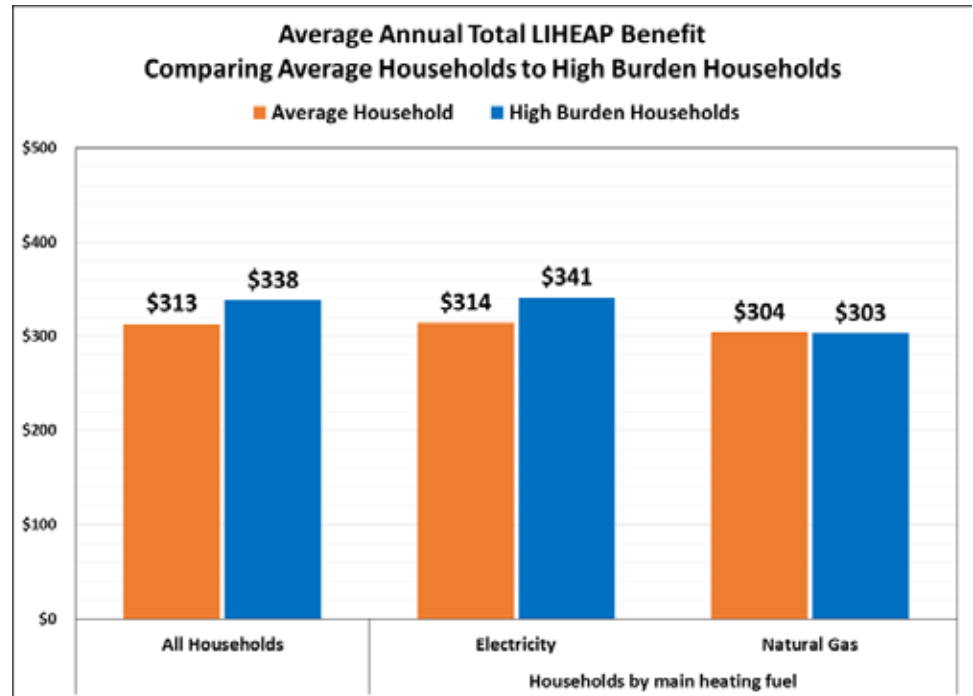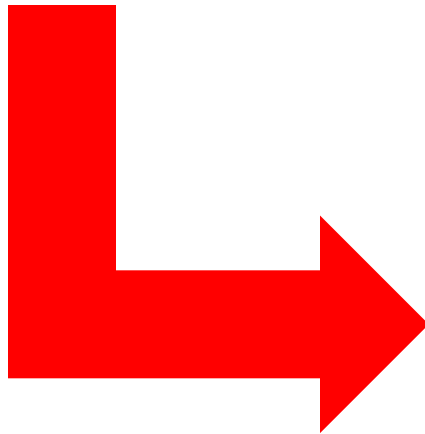| OMB Control No. 0970-0449	LIHEAP Performance Data Form for Federal Fiscal Year (FFY) 2016 LIHEAP Performance Measures				Expiration Date: 10/31/17	
V. ENERGY BURDEN TARGETING						
B. All Households with 12 Consecutive Months of Bill Data (Main Fuel and Electric)	*All Households*	Electricity	Natural Gas	Fuel Oil	Propane	Other Fuels
1. Unduplicated Number of Households with 12 Consecutive Months of Bill Data (Main Fuel and Electric)	29,252	26,793	2,445	0	14	0
2. Average Annual Household Income	$11,081	$11,113	$10,728	NA	$11,606	NA
C. High Burden Households with 12 Consecutive Months of Bill Data (Main Fuel and Electric)	*All Households*	Electricity	Natural Gas	Fuel Oil	Propane	Other Fuels
1. Unduplicated Number of High Burden Households (Top 25%) with 12 Consecutive Months of Bill Data (Main Fuel and Electric)	7,313	6,705	605	0	3	0
2. Average Annual Household Income for High Burden Households	$4,233	$4,266	$3,858	NA	$6,344	NA

Average Annual Income
Comparing Average Households to High Burden Households

*Recipients using propane main heat excl. from figure because data received for a limited number of recipients

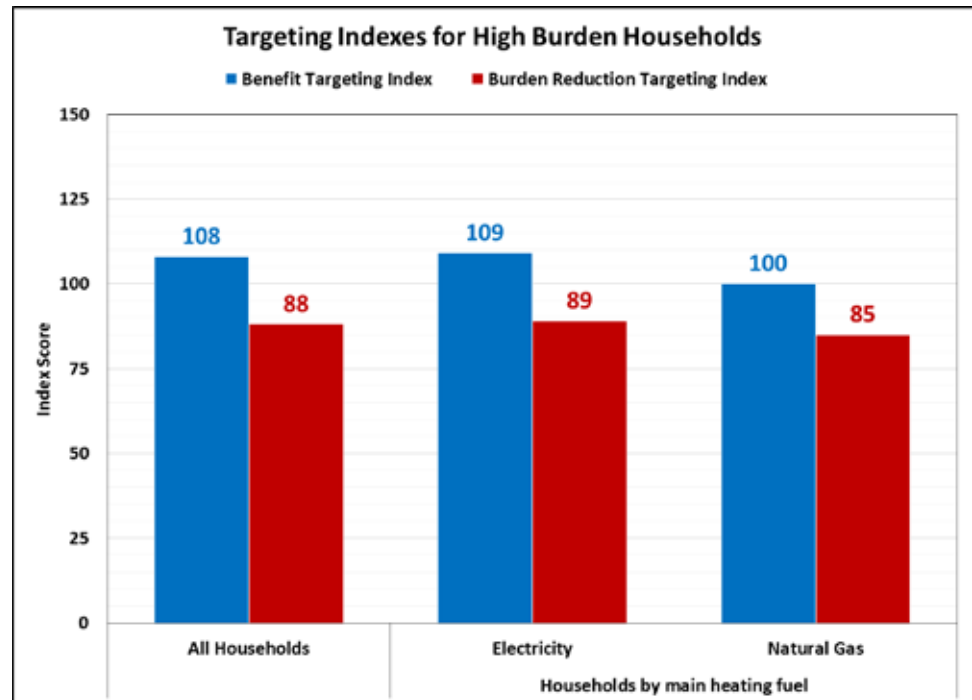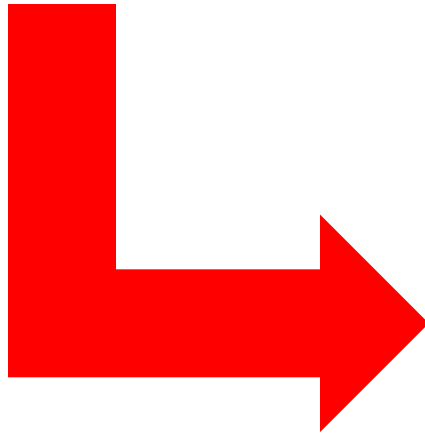# Putting LIHEAP Performance Measures into Practice:
Alabama's Perspective

OMB Control No. 0970-0449	LIHEAP Performance Data Form for Federal Fiscal Year (FFY) 2016 LIHEAP Performance Measures				Expiration Date: 10/31/17	
V. ENERGY BURDEN TARGETING						
B. All Households with 12 Consecutive Months of Bill Data (Main Fuel and Electric)	*All Households*	Electricity	Natural Gas	Fuel Oil	Propane	Other Fuels
1. Unduplicated Number of Households with 12 Consecutive Months of Bill Data (Main Fuel and Electric)	29,252	26,793	2,445	0	14	0
6. Average Annual Total Residential Energy Bill	**$1,910**	**$1,908**	**$1,933**	**NA**	**$1,952**	**NA**
C. High Burden Households with 12 Consecutive Months of Bill Data (Main Fuel and Electric)	*All Households*	Electricity	Natural Gas	Fuel Oil	Propane	Other Fuels
1. Unduplicated Number of High Burden Households (Top 25%) with 12 Consecutive Months of Bill Data (Main Fuel and Electric)	7,313	6,705	605	0	3	0
6. Average Annual Total Residential Energy Bill for High Burden Households	**$2,332**	**$2,338**	**$2,271**	**NA**	**$2,368**	**NA**

Average Annual Total Residential Energy Bill
Comparing Average Households to High Burden Households

*Recipients using propane main heat excl. from figure because data received for a limited number of recipients

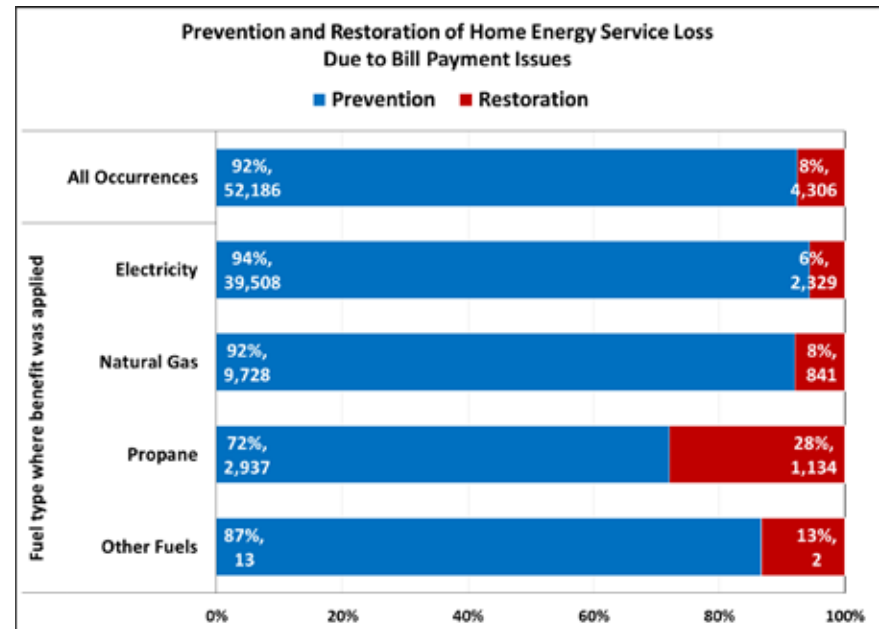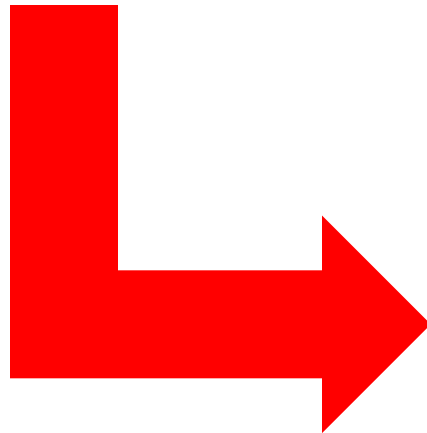# Putting LIHEAP Performance Measures into Practice:
Alabama's Perspective

LIHEAP Performance Data Form for Federal Fiscal Year (FFY) 2016						
OMB Control No. 0970-0449 — LIHEAP Performance Measures — Expiration Date: 10/31/17						
V. ENERGY BURDEN TARGETING						
B. All Households with 12 Consecutive Months of Bill Data (Main Fuel and Electric)	*All Households*	Electricity	Natural Gas	Fuel Oil	Propane	Other Fuels
1. Unduplicated Number of Households with 12 Consecutive Months of Bill Data (Main Fuel and Electric)	29,252	26,793	2,445	0	14	0
3. **Average Annual Total LIHEAP Benefit per Household (including Heating, Cooling, Crisis, Supplemental Benefits)**	**$313**	**$314**	**$304**	**NA**	**$311**	**NA**
C. High Burden Households with 12 Consecutive Months of Bill Data (Main Fuel and Electric)	*All Households*	Electricity	Natural Gas	Fuel Oil	Propane	Other Fuels
1. Unduplicated Number of High Burden Households (Top 25%) with 12 Consecutive Months of Bill Data (Main Fuel and Electric)	7,313	6,705	605	0	3	0
3. **Average Annual Total LIHEAP Benefit per High Burden Household (including Heating, Cooling, Crisis, Supplemental Benefits)**	**$338**	**$341**	**$303**	**NA**	**$343**	**NA**

Average Annual Total LIHEAP Benefit Comparing Average Households to High Burden Households

Legend: ■ Average Household   ■ High Burden Households

All Households: Average Household $313, High Burden Households $338
Electricity: Average Household $314, High Burden Households $341
Natural Gas: Average Household $304, High Burden Households $303

Households by main heating fuel

*Recipients using propane main heat excl. from figure because data received for a limited number of recipients

Putting LIHEAP Performance Measures into Practice:
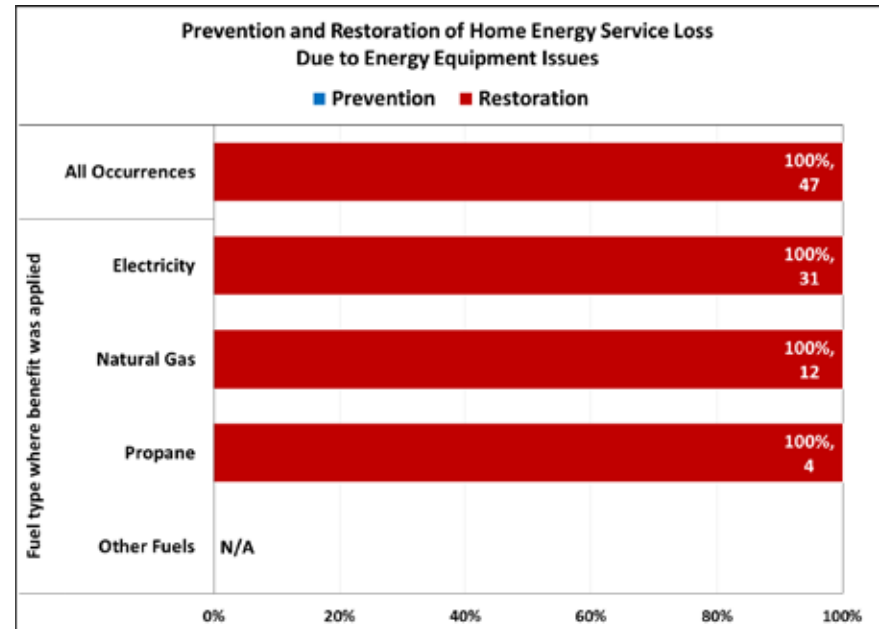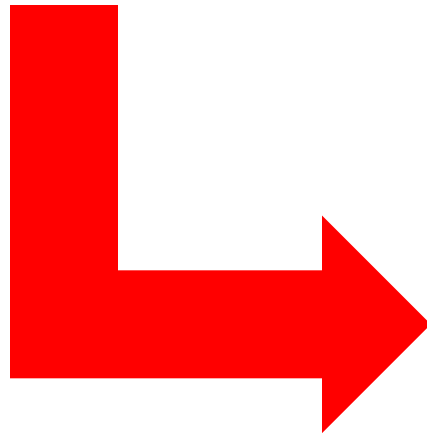## *Alabama's Perspective*

OMB Control No. 0970-0449	LIHEAP Performance Data Form for Federal Fiscal Year (FFY) 2016 LIHEAP Performance Measures				Expiration Date: 10/31/17	
V. ENERGY BURDEN TARGETING						
	All Households	Electricity	Natural Gas	Fuel Oil	Propane	Other Fuels
D. Benefit Targeting Index for High Burden Households:	108	109	100	NA	110	NA
E. Burden Reduction Targeting Index for High Burden Households:	88	89	85	NA	91	NA

Targeting Indexes for High Burden Households

■ Benefit Targeting Index   ■ Burden Reduction Targeting Index

*Recipients using propane main heat excl. from figure because data received for a limited number of recipients

Putting LIHEAP Performance Measures into Practice:
Alabama's Perspective

OMB Control No. 0970-0449	LIHEAP Performance Data Form for Federal Fiscal Year (FFY) 2016		Expiration Date: 10/31/17			
	LIHEAP Performance Measures					

VI. RESTORATION OF HOME ENERGY SERVICE

A. All Occurrences of LIHEAP Households that Had:	All Occurrences	Electricity	Natural Gas	Fuel Oil	Propane	Other Fuels
		Energy Source *(where LIHEAP benefit was applied)*				
1. Energy Service Restored After Disconnection	3,170	2,329	841			
2. Fuel Delivered to Home that Ran Out of Fuel	1,136			0	1,134	2
3. Repair/Replacement of Inoperable Home Energy Equipment	47	31	12	0	4	0

VII. PREVENTION OF LOSS OF HOME ENERGY SERVICE

A. All Occurrences of LIHEAP Households that Had:	All Occurrences	Electricity	Natural Gas	Fuel Oil	Propane	Other Fuels
		Energy Source *(where LIHEAP benefit was applied)*				
1. Past Due Notice or Utility Disconnect Notice	49,236	39,508	9,728			
2. Imminent Risk of Running out of Fuel	2,950			0	2,937	13
3. Repair/Replacement of Operable Equipment to Prevent Imminent Home Energy Loss	0	0	0	0	0	0

*Fuel oil excluded from figure because no recipients in FY 2016 used fuel oil as their main heating fuel

Putting LIHEAP Performance Measures into Practice:
Alabama's Perspective

| OMB Control No. 0970-0449 | LIHEAP Performance Data Form for Federal Fiscal Year (FFY) 2016 LIHEAP Performance Measures | | | | Expiration Date: 10/31/17 | |

VI. RESTORATION OF HOME ENERGY SERVICE

A. All Occurrences of LIHEAP Households that Had:	All Occurrences	Energy Source (where LIHEAP benefit was applied)				
		Electricity	Natural Gas	Fuel Oil	Propane	Other Fuels
1. Energy Service Restored After Disconnection	3,170	2,329	841			
2. Fuel Delivered to Home that Ran Out of Fuel	1,136			0	1,134	2
3. Repair/Replacement of Inoperable Home Energy Equipment	47	31	12	0	4	0

VII. PREVENTION OF LOSS OF HOME ENERGY SERVICE

A. All Occurrences of LIHEAP Households that Had:	All Occurrences	Energy Source (where LIHEAP benefit was applied)				
		Electricity	Natural Gas	Fuel Oil	Propane	Other Fuels
1. Past Due Notice or Utility Disconnect Notice	49,236	39,508	9,728			
2. Imminent Risk of Running out of Fuel	2,950			0	2,937	13
3. Repair/Replacement of Operable Equipment to Prevent Imminent Home Energy Loss	0	0	0	0	0	0

Prevention and Restoration of Home Energy Service Loss Due to Energy Equipment Issues

*Fuel oil excluded from figure because no recipients in FY 2016 used fuel oil as their main heating fuel

Putting LIHEAP Performance Measures into Practice: *Alabama's Perspective*

What did we learn and what questions were raised?

- Propane households

  - In FY 2016, approximately 7,197 households (10% of all unduplicated households) used propane as their main heat source.

  - We want to reach out to our largest propane vendors to see if they have system capabilities to participate in future data exchanges.

  - We feel it's important to get a more complete picture of our program's impact on households that heat with that fuel type.

Putting LIHEAP Performance Measures into Practice:
Alabama's Perspective

- <u>Invalid account numbers</u>

  - For one of our vendors, approximately 25% of the account numbers we provided to them through our data exchange were invalid.

    - Intake data error?

    - Did the LIHEAP clients move and were assigned new account numbers and vendor system could not track?

Putting LIHEAP Performance Measures into Practice:
Alabama's Perspective

- <u>Crisis benefits</u>

  - Do they impact our targeting indexes?

  - Crisis benefits are awarded for the amount that will maintain or restore service for the next 30 days.

  - The amount varies – some vendors require the entire bill amount, others require only a portion of the bill or the past due amount.

Putting LIHEAP Performance Measures into Practice:
Alabama's Perspective

- <u>Utility allowances</u>

  - Do they impact our targeting indexes?

  - We deduct the utility allowance (for public housing and Section 8 households) from the LIHEAP benefit amount.

  - Example: Household is eligible for $320 LIHEAP benefit and their utility allowance is $200, they would receive only $120.

Putting LIHEAP Performance Measures into Practice:
Alabama's Perspective

Where are we headed?

- We do not intend on making significant changes to our program for FY 2018.

- We have received the Performance Management Integration Guide from APPRISE with the What-If tool. This provides options of adjusting our benefit matrix to target high burden households more effectively.

- We intend to analyze What-If scenarios and discuss our options within our network.

Final Thoughts……

- Don't panic! FY2016 was the first year of reporting and we are ALL trying to understand our data.

  - Review the State Snapshot from APPRISE, it may help you draw conclusions that may not have been as clear on the PM form.

- Analysis paralysis? The PM Implementation Workgroup is developing materials to walk you through steps to consider before making programmatic design decisions.

Moving Forward

Putting LIHEAP Performance Measures into Practice
Building Upon What We've Learned

- LIHEAP Grantees, the Performance Management Implementation Work Group (PMIWG), OCS, and APPRISE have maintained a consistent feedback loop via conference calls, site visits, webinars, and training sessions.

- APPRISE is continuing to work with grantees to improve the quantity and quality of their Performance Measure data.

- The PMIWG and APPRISE are working with grantees to better understand and analyze data in context of program design differences.

Putting LIHEAP Performance Measures into Practice
Emphasis on Performance Management

- This Spring, APPRISE offered two webinars, as well as a three part national training workshop, focused on using LIHEAP data for Performance Management.

- The PMIWG is actively working on tools (like the Performance Management Integration Guide) to help grantees better understand their data, and use it to consider potential changes to their programs.

- Grantees are actively engaging partners (subgrantees and vendors) to review data and incorporate LIHEAP findings into program and policy discussions.

Tools and Resources

Tools and Resources

LIHEAP Performance Management Website

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

Includes grantee resources, data warehouse, and reporting tools. Also includes newsletters and updates from the Performance Management Implementation Work Group.

LIHEAP Virtual Library

https://liheappm.acf.hhs.gov/assessment/#nbb

Provides an easy to use interface that guides grantees to resources associated with different areas of program administration.

Putting LIHEAP Performance Measures into Practice
Tools and Resources

LIHEAP Clearinghouse
https://liheapch.acf.hhs.gov/stateplans.htm

Contains state model plans, state program manuals, and descriptions of various state program components.

ACF Training Resources Website
https://www.acf.hhs.gov/ocs/resource/liheap-trainings

Archived webinars, regional training, and national training sessions.

Individual Training and Technical Assistance
melissa@verveassociates.net, Kevin-McGrath@appriseinc.org

APPRISE will work with grantees to assist with data collection, reporting, vendor data exchanges, IT systems, and more.

Putting LIHEAP Performance Measures into Practice
Contact Information

Melissa Torgerson
melissa@verveassociates.net
503-706-2647

Kevin McGrath
Kevin-McGrath@appriseinc.org
609-252-2081

Jennifer Lee
Jennifer.Lee@adeca.alabama.gov
334-353-3005