



LIHEAP Performance Measures ... to LIHEAP Performance Management

2016 NEUAC Conference

LIHEAP Mandatory Reports on Performance Measures - Timeline

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- 2010 – PMWG grantees make recommendations to Office of Community Services (OCS).
- 2012 – PMIWG grantees and OCS develop detailed LIHEAP Performance Measurement plan.
- 2014 – OMB grants approval for LIHEAP Performance Measures Report
- FY 2015 – 15 grantees voluntarily report on LIHEAP Performance Measures
- FY 2016 – All grantees required to report on LIHEAP Performance Measures

LIHEAP Mandatory Reports - Targeted Performance Measures

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- Energy Burden Targeting
 - Benefit Targeting – Do high burden clients receive higher benefits?
 - Burden Reduction Targeting – Do high burden clients have a greater percentage reduction in burden?
- Energy Services
 - Service Restoration – How many clients have service restored by LIHEAP?
 - Service Loss Prevention – How many clients have service loss prevented by LIHEAP?

LIHEAP Mandatory Reports on Performance Measures – Training and Technical Assistance

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- 2014 – 2016: Training on Data Collection and Reporting
 - Information from Clients – Main heat and electric accounts, status of energy service at the time of application
 - Information from Agencies – Services delivered to clients including benefit amounts and services
 - Information from Energy Vendors – Client annual energy expenditures
- T&TA Format: Guidance Documents, Templates, Webinars, One-on-One Technical Assistance

LIHEAP Performance Management

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- Performance Management: Using the data to review, assess, and potentially change that way that the LIHEAP program is implemented
 - Benefits – Are you making the best use of benefit dollars in terms of being able to serve those clients with the greatest needs?
 - Outreach and Enrollment – Are you reaching clients before they are in a crisis situation?
 - Weatherization and Equipment – What role are LIHEAP funded energy services playing in meeting client energy needs?
- Data are used to BOTH document LIHEAP program impacts and to consider ways to increase those impacts.

LIHEAP Performance Management - Presentations

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- Jane Blank – Wisconsin
 - Insights from a grantee that is a Performance Management pioneer.
- Kevin McGrath – APPRISE
 - What have we learned from the reports filed by grantees for FY 2015?