

LIHEAP Logic Model *(Drafted in 2010 by LIHEAP Performance Measures Work Group)¹*

Problem	Strategy	Tier 1 (Outputs)	Tier 2 (Short-Term Outcomes)	Tier 3 (Intermediate Outcomes)	Tier 4 (Long-Term Outcomes)
Energy is not affordable	Provide direct payment assistance	Households receive energy assistance	Households have reduced energy burden	<ul style="list-style-type: none"> Households make payments for energy bill consistently. Households lowered or maintained arrearages and fewer Households are in arrears Reduced # of service interruptions after receiving benefit 	Households can maintain continuous, safe, affordable energy service
Energy service is threatened	Provide timely direct payment assistance	Households receive crisis assistance	Households have no-energy crises mitigated Households have energy service restored		Households can maintain continuous , safe, affordable energy service
Energy equipment not available or malfunctioning	Install or repair equipment	Households receive energy equipment services	Equipment is available and operates properly in Households	Equipment is available and operates properly throughout the year	Households can maintain continuous, safe , affordable energy service
Energy inefficient homes	Provide weatherization	Homes are weatherized	Homes can use less energy to reach a certain level of service	Homes actually use less energy during the year	Households can maintain continuous, safe, affordable energy service
Energy used ineffectively in Households	Provide energy education	Residents receive energy education	Residents learn how to use energy more effectively	Residents change how they use energy	Households can maintain continuous, safe, affordable energy service
Households lack market power	Provide advocacy and consumer education	Households receive advocacy	Payment program is established in Households	Households maintained a payment program	Households can maintain continuous, safe, affordable energy service
Shortage of or uncoordinated resources	Leverage resources	Households receive additional resources	<ul style="list-style-type: none"> More HH receive benefits Average benefits are increased 	<ul style="list-style-type: none"> HH have even lower energy burdens HH make payments for energy bill consistently HH lowered or maintained arrearages and fewer HH are in arrears Reduced # of service interruptions after receiving benefit 	Households can maintain continuous, safe, affordable energy service

¹ Full report available at: <http://www.acf.hhs.gov/programs/ocs/resource/implementing-liheap-outcome-performance-measures>