

LIHEAP Performance Data Case Study
Hands-on Exercise
QUESTIONS AND ANSWERS SHEET

The goal of this exercise is to help you understand the performance of your state's LIHEAP program. During this exercise, you will observe and interpret different trends in your state's data between 2012 and 2016. Please choose a state that one of your team members is from and answer the following questions about the chosen state.

Group Members: _____

State Chosen: _____

To get a general sense of the performance of your state's LIHEAP program, you want to see how many overall low-income households have been served with heating assistance, the amount of funding your state had available, and the average heating assistance benefit.

Question 1: In the following table, please record the number of households that received heating assistance between 2012 and 2016 (rounded to the nearest thousand). What changes do you notice? Has the number of households served increased, decreased, or remained about the same?

Fiscal Year	Households Receiving Heating Assistance (in thousands)
2012	
2013	
2014	
2015	
2016	

Between 2012 and 2016, the number of households that received heating assistance _____ (increased / decreased/ remained the same) by _____ households or _____ %.

Question 2: Please record the total funding for heating assistance between 2012 and 2016 in the following table (rounded to the nearest million). What changes do you notice? Has the amount of funding for heating assistance increased, decreased, or remained about the same?

Fiscal Year	Total Funding for Heating Assistance (in millions)
2012	
2013	
2014	
2015	
2016	

Between 2012 and 2016, the total funding for heating assistance _____ (increased / decreased / remained the same) by \$ _____ or _____ %.

Question 3: Please record the average heating assistance benefit between 2012 and 2016 in the following table. What changes do you notice? Has the average heating assistance benefit increased, decreased, or remained about the same?

Fiscal Year	Reported Average Heating Assistance Benefit
2012	
2013	
2014	
2015	
2016	

Between 2012 and 2016, the average heating assistance benefit _____ (increased / decreased / remained the same) by \$ _____ or _____ %.

To better understand the overall performance of your state’s LIHEAP program, you will also want to look at the number of income-eligible households in your state and the percent of income-eligible households served.

Question 4: Please record the number of federally income-eligible households in your state between 2012 and 2016 (rounded to the nearest thousand). What changes do you notice? Has the number of income-eligible households increased, decreased, or remained about the same?

Fiscal Year	Number of Federally Income-Eligible Households (in thousands)
2012	
2013	
2014	
2015	
2016	

Between 2012 and 2016, the number of income-eligible households _____ (increased / decreased/ remained the same) by _____ households or _____ %.

Question 5: Please record the percent of income-eligible households served between 2012 and 2016. What changes do you notice? Has the percent of income-eligible households increased, decreased, or remained about the same?

Fiscal Year	Percent of Federally Income-Eligible Households Served
2012	
2013	
2014	
2015	
2016	

Between 2012 and 2016, the percent of income-eligible households served _____ (increased / decreased/ remained the same) by _____ percentage points or _____ %.

Question 6: Now that you have a general understanding of your state’s LIHEAP program performance, please summarize the overall changes you see in your state’s LIHEAP program in a few sentences.

We have examined the changes in your state’s overall LIHEAP program performance. Now, we want to see if similar changes are happening to the low-income vulnerable population.

Question 7: Let’s examine how vulnerable households in your state have been served. What changes do you see in the number of low-income households served for each of the vulnerable groups (elderly, disabled, young children) in 2012 and 2016? Round to the nearest thousand. How do these changes compare to the change in the number of overall low-income households served?

Fiscal Year	Households Receiving Heating Assistance – Elderly (in thousands)	Households Receiving Heating Assistance – Disabled (in thousands)	Households Receiving Heating Assistance – Young Child (in thousands)
2012			
2016			

Between 2012 and 2016 for low-income elderly households, the number of households that received heating assistance _____ (increased / decreased / remained the same) by _____ households or _____ %. This was a _____ (bigger / smaller / similar) change compared to all low-income households served.

Between 2012 and 2016 for low-income disabled households, the number of households that received heating assistance _____ (increased / decreased / remained the same) by _____ households or _____ %. This was a _____ (bigger / smaller / similar) change compared to all low-income households served.

Between 2012 and 2016 for low-income young child households, the number of households that received heating assistance _____ (increased / decreased / remained the same) by _____ households or _____ %. This was a _____ (bigger / smaller / similar) change compared to all low-income households served.

Question 8: What changes do you see in the number of income-eligible households for each vulnerable group (elderly, disabled, young children)? Round to the nearest thousand. How do these changes compare to the change in the number of overall income-eligible households?

Fiscal Year	Number of Federally Income-Eligible Households – Elderly (in thousands)	Number of Federally Income-Eligible Households – Disabled (in thousands)	Number of Federally Income-Eligible Households – Young Child (in thousands)
2012			
2016			

Between 2012 and 2016 for low-income elderly households, the number of income-eligible households _____ (increased / decreased / remained the same) by _____ households or _____ %. This was a _____ (bigger / smaller / similar) change compared to the overall number of income-eligible households.

Between 2012 and 2016 for low-income disabled households, the number of income-eligible households _____ (increased / decreased / remained the same) by _____ households or _____ %. This was a _____ (bigger / smaller / similar) change compared to the overall number of income-eligible households.

Between 2012 and 2016 for low-income young child households, the number of income-eligible households _____ (increased / decreased / remained the same) by _____ households or _____ %. This was a _____ (bigger / smaller / similar) change compared to the overall number of income-eligible households.

Question 9: What changes do you see in the percent of income-eligible households served for each vulnerable group (elderly, disabled, young children)? How do these changes compare to the change in the percent of overall income-eligible households served?

Fiscal Year	Percent of Federally Income-Eligible Households Served - Elderly	Percent of Federally Income-Eligible Households Served - Disabled	Percent of Federally Income-Eligible Households Served – Young Child
2012			
2016			

Between 2012 and 2016 for low-income elderly households, the percent of income-eligible households served _____ (increased / decreased / remained the same) by _____ percentage points or _____ %. This was a _____ (bigger / smaller / similar) change compared to the percent of overall income-eligible households served.

Between 2012 and 2016 for low-income disabled households, the percent of income-eligible households served _____ (increased / decreased / remained the same) by _____ percentage points or _____ %. This was a _____ (bigger / smaller / similar) change compared to the percent of overall income-eligible households served.

Between 2012 and 2016 for low-income young child households, the percent of income-eligible households served _____ (increased / decreased / remained the same) by _____ percentage points or _____ %. This was a _____ (bigger / smaller / similar) change compared to the percent of overall income-eligible households served.

Question 10: Summarize the changes you see in how the state has served its low-income vulnerable populations. How do these changes compare to the changes you observed for the overall LIHEAP program? Why do you think these changes are happening?