

LIHEAP Performance Data Case Study
Hands-On Exercise
INSTRUCTIONS

Working with the LIHEAP Performance Management Website (PMW) Data Warehouse Tab

General Instructions:

Step #1 – Navigate to the LIHEAP PMW: <https://liheappm.acf.hhs.gov/>

Step #2 – Login to the site using the account information provided

Step #3 – Click the “Data Warehouse” tab in the main menu at the top of the page

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

Instructions for Question 1:

1. Click on “Guided Search” and a dropdown section will appear. Click on “Access the Guided Search”.
2. Under “Single State Program Reports”, click on “Access reports”.
3. Select “How are funds used” and a dropdown menu will appear. Click the item that says “LIHEAP Recipient Households by Type of Assistance”
4. Select your state and click “Next”.
5. Adjust the slider so that the years selected are 2012 to 2016. Then, click “View report”.
6. On the next page, a chart and table will appear. Answers the questions on the Q&A Sheet.

Helpful Tip: In the legend, click on all of the data points except for “Assisted Households – Total – Heating”. This will cause the graph to only display the bars for “Assisted Households – Total – Heating”.

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

Instructions for Question 2:

1. After recording the information on the Q&A Sheet for Question 1, above the chart, click on “Back to report selection”. This will bring you back to the Guided Search.
2. Select “How are funds used” and a dropdown menu will appear. Click the item that says, “Grantee Uses of LIHEAP Program Funds – Over Time”.
3. Select your state and click “Next”.
4. Adjust the slider so that the years selected are 2012 to 2016. Then, click “View report”.
5. On the next page, a chart and table will appear. Answers the questions on the Q&A Sheet.

Helpful Tip: In the legend, click on all of the data points except for “Total Benefits – Heating”. This will cause the graph to only display the bars for “Total Benefits– Heating”.

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?

Instructions for Question 3:

1. After recording the information on the Q&A Sheet for Question 2, above the chart, click on “Back to report selection”. This will bring you back to the Guided Search.
2. Select “How are funds used” and a dropdown menu will appear. Click the item that says, “Average Benefit Level by Type of Assistance”.
3. Select your state and click “Next”.
4. Adjust the slider so that the years selected are 2012 to 2016. Then, click “View report”.
5. On the next page, a chart and table will appear. Answers the questions on the Q&A Sheet.

Helpful Tip: In the legend, click on all of the data points except for “Average Benefits per Household – Heating”. This will cause the graph to only display the bars for “Average Benefits per Household – Heating”.

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

Instructions for Question 4:

1. After recording the information on the Q&A Sheet for Question 3, above the chart, click on “Back to report selection”. This will bring you back to the Guided Search.
2. Select “Who is income-eligible for assistance” and a dropdown menu will appear. Click the item that says, “LIHEAP Income-Eligible Households Based on Federal Maximum Income Guidelines”.
3. Select your state and click “Next”.
4. Adjust the slider so that the years selected are 2012 to 2016. Then, click “View report”.
5. On the next page, a chart and table will appear. Answers the questions on the Q&A Sheet.

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?

Instructions for Question 5:

1. After recording the information on the Q&A Sheet for Question 4, above the chart, click on “Back to report selection”. This will bring you back to the Guided Search.
2. Select “How are funds used” and a dropdown menu will appear. Click the item that says, “Percent of Federally Income-Eligible Households Receiving LIHEAP Heating Assistance”.
3. Select your state and click “Next”.
4. Adjust the slider so that the years selected are 2012 to 2016. Then, click “View report”.

5. On the next page, a chart and table will appear. Answers the questions on the Q&A Sheet.

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.

Instructions for Question 6:

Review the data recorded for Question 1 through Question 5, and the analysis you conducted, to summarize the overall changes in the state’s program.

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 (in thousands)? How do these changes compare to the change in the number of overall low-income households served?

Instructions for Question 7:

1. Click the “Data Warehouse” tab in the main menu at the top of the page.
2. Click on “Guided Search” and a dropdown section will appear. Click on “Access the Guided Search”.
3. Under “Single State Program Reports”, click on “Access reports”.
4. Select “Who is assisted” and a dropdown menu will appear. Click the item that says “Households Receiving Heating Assistance by Vulnerability”
5. Select your state and click “Next”.
6. Adjust the slider so that the years selected are 2012 to 2016. Then, click “View report”.
7. On the next page, a chart and table will appear. Answers the questions on the Q&A Sheet.

Helpful Tip: To make the graph easier to view, click on the data point for “Assisted Households – Total – Heating” in the legend. This will hide the orange bar from the chart and adjust the scale based on the remaining bars so that it is easier to view the vulnerable population served using the chart.

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

Instructions for Question 8:

1. After recording the information on the Q&A Sheet for Question 7, above the chart, click on “Back to report selection”. This will bring you back to the Guided Search.
2. Select “Who is income-eligible for assistance” and a dropdown menu will appear. Click the item that says “Federally Income-Eligible Households by Vulnerability”.
3. Select your state and click “Next”.
4. Adjust the slider so that the years selected are 2012 to 2016. Then, click “view report”.
5. On the next page, a chart and table will appear. Answers the questions on the Q&A Sheet.

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?

Instructions for Question 9:

1. After recording the information on the Q&A Sheet for Question 8, above the chart, click on “Back to report selection”. This will bring you back to the Guided Search.
2. Select “Who is assisted” and a dropdown menu will appear. Click the item that says “Percent of Federally Income-Eligible Households Receiving LIHEAP Heating Assistance by Vulnerable Group”.
3. Select your state and click “Next”.
4. Adjust the slider so that the years selected are 2012 to 2016. Then, click “view report”.
5. On the next page, a chart and table will appear. Answers the questions on the Q&A Sheet.

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?

Instructions for Question 10:

Review your answers from Questions 6, 7, 8, and 9, and the analysis you conducted, to summarize how the state has served its low-income vulnerable populations and compare to how the state has served the overall low-income population.