

**Understanding LIHEAP Performance Measures**  
**Hands-On Exercises**  
**INSTRUCTIONS**

**Working with the LIHEAP Performance Management Website (PMW) Performance Measures Tab**

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

Step #2 – Log-in to the site using the account information provided.

Step #3 – Select the “Performance Measures” tab in the main menu bar at the top of the page.

Step #4 – Click the bolded “here” under the “Performance Management Integration Guide” section.

Step #5 – Under the “State Performance Measures Executive Summary”, select the state indicated in the exercise and open their Executive Summary.

Step #6 – Under “State Performance Measures Snapshot”, select the state indicated in the exercise and open their Snapshot.

Note: It might be helpful to open both the Executive Summary and State Snapshot in two different windows, as you will be using both during this exercise.

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**QUESTION SHEET**

**Example #1 – Wisconsin**

Please open Wisconsin's Executive Summary and State Snapshot, using the instructions above.

1. Does Wisconsin furnish higher benefits to higher burden households? *[Hint: Look at the first question in the gray box in the top-left of the Executive Summary]*
  - Circle Yes or No in the Answer Sheet.
  
2. The benefit for high burden households in Wisconsin is \$\_\_\_\_\_ higher / lower. *[Hint: Look at the first question in the gray box in the top-left of the Executive Summary]*
  - Record the dollar amount in the Answer Sheet.
  - Circle Higher or Lower to correctly complete the sentence in the Answer Sheet.
  
3. Does Wisconsin pay a larger share of the home energy bill for high burden households? *[Hint: Look at the second question in the gray box in the top-left of the Executive Summary]*
  - Circle Yes or No in the Answer Sheet.
  
4. Does Wisconsin prevent service loss more times than it restores service when clients face bill payment issues? *[Hint: Look at the figures and text in the bottom half of the Executive Summary]*
  - Circle Yes or No in the Answer Sheet.
  
5. Wisconsin prevented service loss \_\_\_\_\_ more / less times than it restored service when clients faced bill payment issues? *[Hint: Look at the figures and text in the bottom half of the Executive Summary]*
  - Record the number of occurrences in the Answer Sheet.
  - Circle More or Less to correctly complete the sentence in the Answer Sheet.
  
6. Does Wisconsin restore service more times than it prevents service loss when clients face energy equipment issues? *[Hint: Look at the figures and text in the bottom half of the Executive Summary]*
  - Circle Yes or No in the Answer Sheet.
  
7. Wisconsin restored service \_\_\_\_\_ more / less times than it prevented service loss when clients faced energy equipment issues? *[Hint: Look at the figures and text in the bottom half of the Executive Summary]*
  - Record the number of occurrences in the Answer Sheet.
  - Circle More or Less to correctly complete the sentence in the Answer Sheet.

8. What are the annual incomes of average households and high burden households in Wisconsin?  
*[Hint: Look at Figure 1-1 in the State Snapshot]*
- Record the dollar amount of the annual income for average households and high burden households in the Answer Sheet.
9. The annual income of high burden households is \_\_\_\_\_ % more / less than average households?  
*[Hint: Look at Figure 1-1 in the State Snapshot]*
- Record the percentage in the Answer Sheet.
  - Circle More or Less to correctly complete the sentence in the Answer Sheet.
10. What are the annual energy expenditures of average households and high burden households in Wisconsin? *[Hint: Look at Figure 1-2 in the State Snapshot]*
- Record the dollar amount of the annual energy expenditures for average households and high burden households in the Answer Sheet.
11. The annual energy expenditures of high burden households is \_\_\_\_\_ % more / less than average households? *[Hint: Look at Figure 1-2 in the State Snapshot]*
- Record the percentage in the Answer Sheet.
  - Circle More or Less to correctly complete the sentence in the Answer Sheet.
12. Before LIHEAP, the energy burden of high burden households is \_\_\_\_\_% of average households?  
*[Hint: Look at Figure 1-3 in the State Snapshot]*
- Record the percentage in the Answer Sheet.
13. The average benefit for high burden households is \_\_\_\_\_% of average households? *[Hint: Look at Figure 1-4 in the State Snapshot]*
- Record the percentage in the Answer Sheet.
14. After LIHEAP, the energy burden of high burden households is \_\_\_\_\_% of average households?  
*[Hint: Look at Figure 1-5 in the State Snapshot]*
- Record the percentage in the Answer Sheet.
15. After completing Questions #12 – 14, what are your thoughts about those comparisons?
- Write a sentence or two in the Answer Sheet.

16. For which fuel types does LIHEAP furnish higher benefits to high burden households compared to average households? *[Hint: Look at Figure 2-4 in the State Snapshot]*
- Circle all fuel types for which high burden households receive a higher benefit in the Answer Sheet.
17. For which fuel types does LIHEAP pay a higher share of the energy bill for high burden households compared to average households? *[Hint: Look at Figure 2-6 in the State Snapshot]*
- Circle all fuel types for which LIHEAP pays a higher share of the energy bill for high burden households in the Answer Sheet.
18. For which fuel types does LIHEAP furnish more preventions than restorations due to bill payment issues? *[Hint: Look at Figure 5-1 in the State Snapshot]*
- Circle all fuel types for which LIHEAP furnishes more preventions than restorations in the Answer Sheet.
19. For which fuel types does LIHEAP furnish more preventions than restorations due to energy equipment issues? *[Hint: Look at Figure 5-2 in the State Snapshot]*
- Circle all fuel types for which LIHEAP furnishes more preventions than restorations in the Answer Sheet.
20. Based on the investigation above, do you think that Wisconsin needs to examine some aspect of their program related to targeting benefits? If so, what?
- Write a sentence or two in the Answer Sheet.
21. Based on the investigation above, do you think that Wisconsin needs to examine some aspect of their program related to preventions and restorations? If so, what?
- Write a sentence or two in the Answer Sheet.

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**Example #2 – Minnesota**

Please open Minnesota's Executive Summary and State Snapshot, using the instructions in the beginning of this document.

1. Does Minnesota furnish higher benefits to higher burden households? *[Hint: Look at the first question in the gray box in the top-left of the Executive Summary]*
  - Circle Yes or No in the Answer Sheet.
  
2. The benefit for high burden households in Minnesota is \$\_\_\_\_\_ higher / lower. *[Hint: Look at the first question in the gray box in the top-left of the Executive Summary]*
  - Record the dollar amount in the Answer Sheet.
  - Circle Higher or Lower to correctly complete the sentence in the Answer Sheet.
  
3. Does Minnesota pay a larger share of the home energy bill for high burden households? *[Hint: Look at the second question in the gray box in the top-left of the Executive Summary]*
  - Circle Yes or No in the Answer Sheet.
  
4. Does Minnesota prevent service loss more times than it restores service when clients face bill payment issues? *[Hint: Look at the figures and text in the bottom half of the Executive Summary]*
  - Circle Yes or No in the Answer Sheet.
  
5. Minnesota prevented service loss \_\_\_\_\_ more / less times than it restored service when clients faced bill payment issues? *[Hint: Look at the figures and text in the bottom half of the Executive Summary]*
  - Record the number of occurrences in the Answer Sheet.
  - Circle More or Less to correctly complete the sentence in the Answer Sheet.
  
6. Does Minnesota restore service more times than it prevents service loss when clients face energy equipment issues? *[Hint: Look at the figures and text in the bottom half of the Executive Summary]*
  - Circle Yes or No in the Answer Sheet.
  
7. Minnesota restored service \_\_\_\_\_ more / less times than it prevented service loss when clients faced energy equipment issues? *[Hint: Look at the figures and text in the bottom half of the Executive Summary]*
  - Record the number of occurrences in the Answer Sheet.
  - Circle More or Less to correctly complete the sentence in the Answer Sheet.

8. What are the annual incomes of average households and high burden households in Minnesota?  
*[Hint: Look at Figure 1-1 in the State Snapshot]*
- Record the dollar amount of the annual income for average households and high burden households in the Answer Sheet.
9. The annual income of high burden households is \_\_\_\_\_ % more / less than average households?  
*[Hint: Look at Figure 1-1 in the State Snapshot]*
- Record the percentage in the Answer Sheet.
  - Circle More or Less to correctly complete the sentence in the Answer Sheet.
10. What are the annual energy expenditures of average households and high burden households in Minnesota? *[Hint: Look at Figure 1-2 in the State Snapshot]*
- Record the dollar amount of the annual energy expenditures for average households and high burden households in the Answer Sheet.
11. The annual energy expenditures of high burden households is \_\_\_\_\_ % more / less than average households? *[Hint: Look at Figure 1-2 in the State Snapshot]*
- Record the percentage in the Answer Sheet.
  - Circle More or Less to correctly complete the sentence in the Answer Sheet.
12. Before LIHEAP, the energy burden of high burden households is \_\_\_\_\_% of average households?  
*[Hint: Look at Figure 1-3 in the State Snapshot]*
- Record the percentage in the Answer Sheet.
13. The average benefit for high burden households is \_\_\_\_\_% of average households? *[Hint: Look at Figure 1-4 in the State Snapshot]*
- Record the percentage in the Answer Sheet.
14. After LIHEAP, the energy burden of high burden households is \_\_\_\_\_% of average households?  
*[Hint: Look at Figure 1-5 in the State Snapshot]*
- Record the percentage in the Answer Sheet.
15. After completing Questions #12 – 14, what are your thoughts about those comparisons?
- Write a sentence or two in the Answer Sheet.

16. For which fuel types does LIHEAP furnish higher benefits to high burden households compared to average households? *[Hint: Look at Figure 2-4 in the State Snapshot]*
- Circle all fuel types for which high burden households receive a higher benefit in the Answer Sheet.
17. For which fuel types does LIHEAP pay a higher share of the energy bill for high burden households compared to average households? *[Hint: Look at Figure 2-6 in the State Snapshot]*
- Circle all fuel types for which LIHEAP pays a higher share of the energy bill for high burden households in the Answer Sheet.
18. For which fuel types does LIHEAP furnish more preventions than restorations due to bill payment issues? *[Hint: Look at Figure 5-1 in the State Snapshot]*
- Circle all fuel types for which LIHEAP furnishes more preventions than restorations in the Answer Sheet.
19. For which fuel types does LIHEAP furnish more preventions than restorations due to energy equipment issues? *[Hint: Look at Figure 5-2 in the State Snapshot]*
- Circle all fuel types for which LIHEAP furnishes more preventions than restorations in the Answer Sheet.
20. Based on the investigation above, do you think that Minnesota needs to examine some aspect of their program related to targeting benefits? If so, what?
- Write a sentence or two in the Answer Sheet.
21. Based on the investigation above, do you think that Minnesota needs to examine some aspect of their program related to preventions and restorations? If so, what?
- Write a sentence or two in the Answer Sheet.

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**Example #3 – Mississippi**

Please open Mississippi's Executive Summary and State Snapshot, using the instructions in the beginning of this document.

1. Does Mississippi furnish higher benefits to higher burden households?
  - Circle Yes or No in the Answer Sheet.
2. The benefit for high burden households in Mississippi is \$\_\_\_\_\_ higher / lower.
  - Record the dollar amount in the Answer Sheet.
  - Circle Higher or Lower to correctly complete the sentence in the Answer Sheet.
3. Does Mississippi pay a larger share of the home energy bill for high burden households?
  - Circle Yes or No in the Answer Sheet.
4. Does Mississippi prevent service loss more times than it restores service when clients face bill payment issues?
  - Circle Yes or No in the Answer Sheet.
5. Mississippi prevented service loss \_\_\_\_\_ more / less times than it restored service when clients faced bill payment issues?
  - Record the number of occurrences in the Answer Sheet.
  - Circle More or Less to correctly complete the sentence in the Answer Sheet.
6. Does Mississippi restore service more times than it prevents service loss when clients face energy equipment issues?
  - Circle Yes or No in the Answer Sheet.
7. Mississippi restored service \_\_\_\_\_ more / less times than it prevented service loss when clients faced energy equipment issues?
  - Record the number of occurrences in the Answer Sheet.
  - Circle More or Less to correctly complete the sentence in the Answer Sheet.
8. What are the annual incomes of average households and high burden households in Mississippi?
  - Record the dollar amount of the annual income for average households and high burden households in the Answer Sheet.



9. The annual income of high burden households is \_\_\_\_\_ % more / less than average households?
- Record the percentage in the Answer Sheet.
  - Circle More or Less to correctly complete the sentence in the Answer Sheet.
10. What are the annual energy expenditures of average households and high burden households in Mississippi?
- Record the dollar amount of the annual energy expenditures for average households and high burden households in the Answer Sheet.
11. The annual energy expenditures of high burden households is \_\_\_\_\_ % more / less than average households?
- Record the percentage in the Answer Sheet.
  - Circle More or Less to correctly complete the sentence in the Answer Sheet.
12. Before LIHEAP, the energy burden of high burden households is \_\_\_\_\_% of average households?
- Record the percentage in the Answer Sheet.
13. The average benefit for high burden households is \_\_\_\_\_% of average households?
- Record the percentage in the Answer Sheet.
14. After LIHEAP, the energy burden of high burden households is \_\_\_\_\_% of average households?
- Record the percentage in the Answer Sheet.
15. After completing Questions #12 – 14, what are your thoughts about those comparisons?
- Write a sentence or two in the Answer Sheet.
16. For which fuel types does LIHEAP furnish higher benefits to high burden households compared to average households?
- Circle all fuel types for which high burden households receive a higher benefit in the Answer Sheet.
17. For which fuel types does LIHEAP pay a higher share of the energy bill for high burden households compared to average households?
- Circle all fuel types for which LIHEAP pays a higher share of the energy bill for high burden households in the Answer Sheet.

18. For which fuel types does LIHEAP furnish more preventions than restorations due to bill payment issues?
- Circle all fuel types for which LIHEAP furnishes more preventions than restorations in the Answer Sheet.
19. For which fuel types does LIHEAP furnish more preventions than restorations due to energy equipment issues?
- Circle all fuel types for which LIHEAP furnishes more preventions than restorations in the Answer Sheet.
20. Based on the investigation above, do you think that Mississippi needs to examine some aspect of their program related to targeting benefits? If so, what?
- Write a sentence or two in the Answer Sheet.
21. Based on the investigation above, do you think that Mississippi needs to examine some aspect of their program related to preventions and restorations? If so, what?
- Write a sentence or two in the Answer Sheet.

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**Example #4 – Wyoming**

Please open Wyoming's Executive Summary and State Snapshot, using the instructions in the beginning of this document.

1. Does Wyoming furnish higher benefits to higher burden households?
  - Circle Yes or No in the Answer Sheet.
2. The benefit for high burden households in Wyoming is \$\_\_\_\_\_ higher / lower.
  - Record the dollar amount in the Answer Sheet.
  - Circle Higher or Lower to correctly complete the sentence in the Answer Sheet.
3. Does Wyoming pay a larger share of the home energy bill for high burden households?
  - Circle Yes or No in the Answer Sheet.
4. Does Wyoming prevent service loss more times than it restores service when clients face bill payment issues?
  - Circle Yes or No in the Answer Sheet.
5. Wyoming prevented service loss \_\_\_\_\_ more / less times than it restored service when clients faced bill payment issues?
  - Record the number of occurrences in the Answer Sheet.
  - Circle More or Less to correctly complete the sentence in the Answer Sheet.
6. Does Wyoming restore service more times than it prevents service loss when clients face energy equipment issues?
  - Circle Yes or No in the Answer Sheet.
7. Wyoming restored service \_\_\_\_\_ more / less times than it prevented service loss when clients faced energy equipment issues?
  - Record the number of occurrences in the Answer Sheet.
  - Circle More or Less to correctly complete the sentence in the Answer Sheet.
8. What are the annual incomes of average households and high burden households in Wyoming?
  - Record the dollar amount of the annual income for average households and high burden households in the Answer Sheet.

9. The annual income of high burden households is \_\_\_\_\_ % more / less than average households?
- Record the percentage in the Answer Sheet.
  - Circle More or Less to correctly complete the sentence in the Answer Sheet.
10. What are the annual energy expenditures of average households and high burden households in Wyoming?
- Record the dollar amount of the annual energy expenditures for average households and high burden households in the Answer Sheet.
11. The annual energy expenditures of high burden households is \_\_\_\_\_ % more / less than average households?
- Record the percentage in the Answer Sheet.
  - Circle More or Less to correctly complete the sentence in the Answer Sheet.
12. Before LIHEAP, the energy burden of high burden households is \_\_\_\_\_% of average households?
- Record the percentage in the Answer Sheet.
13. The average benefit for high burden households is \_\_\_\_\_% of average households?
- Record the percentage in the Answer Sheet.
14. After LIHEAP, the energy burden of high burden households is \_\_\_\_\_% of average households?
- Record the percentage in the Answer Sheet.
15. After completing Questions #12 – 14, what are your thoughts about those comparisons?
- Write a sentence or two in the Answer Sheet.
16. For which fuel types does LIHEAP furnish higher benefits to high burden households compared to average households?
- Circle all fuel types for which high burden households receive a higher benefit in the Answer Sheet.
17. For which fuel types does LIHEAP pay a higher share of the energy bill for high burden households compared to average households?
- Circle all fuel types for which LIHEAP pays a higher share of the energy bill for high burden households in the Answer Sheet.

18. For which fuel types does LIHEAP furnish more preventions than restorations due to bill payment issues?
- Circle all fuel types for which LIHEAP furnishes more preventions than restorations in the Answer Sheet.
19. For which fuel types does LIHEAP furnish more preventions than restorations due to energy equipment issues?
- Circle all fuel types for which LIHEAP furnishes more preventions than restorations in the Answer Sheet.
20. Based on the investigation above, do you think that Wyoming needs to examine some aspect of their program related to targeting benefits? If so, what?
- Write a sentence or two in the Answer Sheet.
21. Based on the investigation above, do you think that Wyoming needs to examine some aspect of their program related to preventions and restorations? If so, what?
- Write a sentence or two in the Answer Sheet.