

**Understanding LIHEAP Performance Measures**

**Hands-On Exercises – Tribal Track**

**INSTRUCTIONS**

Step #1 – Each group should have a copy of Wisconsin’s Executive Summary and State Snapshot.

Step #2 – Using the Executive Summary and the State Snapshot, answer the questions in the Question Sheet that begins on the next page.

- Note: there are hints provided at the end of each question to assist you in finding the correct information.

Step #3 – Record your answers in the accompanying Answer Sheet.

**Understanding LIHEAP Performance Measures**  
**Hands-On Exercises – Tribal Track**  
**QUESTION SHEET**

**Examining Wisconsin's Performance Measures Data**

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.