

LIHEAP Performance Measures Data Collection Guide

Supplement: Subgrantee Data Exchange Template

OVERVIEW

Module 2 of the annual *LIHEAP Performance Data Form* requires states and the District of Columbia to obtain annual main heating fuel and electric bill data from vendors for LIHEAP households. This document provides guidance specifically for data transfers of information needed from LIHEAP subgrantees for completing the *LIHEAP Performance Data Form – Module 2 (Performance Measures)*.

STEP 1 – Collect Necessary Data at Client Intake

We will ensure that the LIHEAP application collects all necessary data for the *LIHEAP Performance Data Form*. Program participants must have signed an Authorization Form that allows you to release data to us.

STEP 2 – Prepare a Data File with Client Information

Please furnish an electronic data file with the specified information for customers for the **reporting period**. The extract should furnish one record for each separate LIHEAP benefit paid to a client with the following information:

1. **Household Information.** Please provide the client name, social security number (if applicable), address, number of household members, and annual income.
2. **Vulnerability Status.** You will indicate whether the household contained an elderly member (60+), a disabled member, or a young child (<6).
3. **Benefit/Assistance Information.** Please report the LIHEAP benefit payment date, LIHEAP benefit type, LIHEAP benefit amount, and fuel type where the benefit was applied.
4. **Main Heating Fuel.** Please provide each client's main heating fuel type, main heating fuel vendor name, and main heating fuel vendor account number.
5. **Electric.** If electric is not the client's main heating fuel, please provide the client's electric vendor name and electric vendor account number.
6. **Home Energy Status.** You will report whether the client is disconnected or out of fuel. You will also report if the client is past due, has received a shut-off notice, or is nearly out of fuel.
7. **Equipment Repair/Replacement.** You will report whether the equipment repair/replacement assistance provided to the household restored home energy service or was necessary to prevent the loss of home energy service.

STEP 3 – Return Data File via CD or FTP

The data can be delivered in a password-protected file via e-mail, on a password-protected CD, or via a secure FTP site.

FREQUENTLY ASKED QUESTIONS

1. Why are we collecting this data?

The *LIHEAP Performance Data Form* is an annual report that requires grantees to obtain information on clients' energy burden and the effect of LIHEAP benefits in restoring home energy service and preventing loss of home energy service.

2. What data are to be reported and in what format?

See the attached forms for an example of how we would like the data formatted.

3. How do I know that this information request does not violate my customer's privacy?

All LIHEAP clients should have signed a client waiver to release their information to the state. Results will be reported to the federal government in the aggregate; information will not be associated with the housing units, account numbers, or the names of the clients in any way.

| Sub ID | HH Information | | | | | | | | | Vulnerable in HH (Y/N) | | | Benefit/Assistance Information | | | | Main Heating Fuel Type | | | | | Electric (if not main heating fuel) | | | | Home Energy Status | | Equipment Repair/Replace | |
|--------|----------------|---------------|--------------|-------------|------------------|------------------|-------|-----|-----------|------------------------|---------------|----------|--------------------------------|---------------|--------------|----------------|---------------------------------------|------------------------|---------------------------|--------------------------|--------|-------------------------------------|---|--|-----------------|--------------------|-------------------------------------|---|-----------------------------|
| | CAA Name or ## | HH First Name | HH Last Name | SSN | Street Address 1 | Street Address 2 | City | ZIP | # in HH | Annual Income | Elderly (60+) | Disabled | Child (<6) | Payment Date | Benefit Type | Benefit Amount | Fuel type (where benefit was applied) | Main Heating Fuel Type | Account Holder First Name | Account Holder Last Name | Vendor | Acct Number | Account Holder First Name (if diff. from main heating fuel) | Account Holder Last Name (if diff. from main heating fuel) | Electric Vendor | Acct Number | Disconnect ed or Out of Fuel? (Y/N) | Past Due, Shut-off Notice, Nearly Out of Fuel (Y/N) | Restored Home Energy? (Y/N) |
| CCAP | Charlotte | Lucas | 444-44-4444 | 678 Collins | APT 2 | LucasLodge | 33333 | 2 | \$ 3,000 | N | N | N | 3/14/2015 | WX | N/A | Gas | Gas | Charlotte | Lucas | P&P Gas | 78787 | Keith | Lucas | Austen | 3451 | N | N | N | Y |
| CCAP | Charlotte | Lucas | 444-44-4444 | 678 Collins | APT 2 | LucasLodge | 33333 | 2 | \$ 3,000 | N | N | N | 11/14/2014 | Heating | \$ 200 | Gas | Gas | Charlotte | Lucas | P&P Gas | 78787 | Keith | Lucas | Austen | 3451 | N | N | N | N |
| CCAP | Charlotte | Lucas | 444-44-4444 | 678 Collins | APT 2 | LucasLodge | 33333 | 2 | \$ 3,000 | N | N | N | 1/9/2015 | Winter Crisis | \$ 400 | Gas | Gas | Charlotte | Lucas | P&P Gas | 78787 | Keith | Lucas | Austen | 3451 | N | Y | N | N |
| CCAP | Tom | Watson | 101-11-1010 | 367 | | LucasLodge | 33333 | 2 | \$ 2,000 | N | N | N | 11/23/2014 | Heating | \$ 200 | Electric | Electric | Tom | Watson | Austen | 61616 | N/A | N/A | N/A | N/A | N | N | N | N |
| CCAP | William | Collins | 131-31-1313 | 111 | | Westerham | 0 | 3 | \$ 1,500 | Y | N | N | 1/3/2015 | Year Round | \$ 300 | Propane | Propane | William | Collins | Jane | 14141 | Amy | Collins | Austen | 41414 | Y | N | N | N |
| CCAP | William | Collins | 131-31-1313 | 111 | | Westerham | 0 | 3 | \$ 1,500 | Y | N | N | 5/6/2015 | Cooling | \$ 200 | Electric | Propane | William | Collins | Jane | 14141 | Amy | Collins | Austen | 41414 | N | N | N | N |
| CCAP | Carl | Harris | 080-08-0808 | 999 Druid | | Kympton | 6060 | 4 | \$ 5,000 | Y | Y | N | 4/25/2015 | Summer | \$ 350 | Electric | Electric | Casey | Harris | Austen | 21212 | N/A | N/A | N/A | N/A | N | Y | N | N |
| HCAA | Jeremy | Edwards | 666-66-6666 | 88 Thomas | UNIT 1 | Hertfordshir | 77777 | 1 | \$ 1,000 | N | Y | N | 10/26/2014 | Heating | \$ 250 | Electric | Electric | Jeremy | Edwards | Austen | 89898 | N/A | N/A | N/A | N/A | N | N | N | N |
| HCAA | Jeremy | Edwards | 666-66-6666 | 88 Thomas | UNIT 1 | Hertfordshir | 77777 | 1 | \$ 1,000 | N | Y | N | 2/5/2015 | Year Round | \$ 150 | Electric | Electric | Jeremy | Edwards | Austen | 89898 | N/A | N/A | N/A | N/A | Y | N | N | N |
| HCAA | Hannah | Scott | 999-99-9999 | 222 Pecan | | LucasLodge | 33333 | 2 | \$ 6,000 | N | N | Y | 4/3/2015 | Cooling | \$ 250 | Gas | Gas | Hannah | Scott | P&P Gas | 32323 | N/A | N/A | Austen | 95959 | N | N | N | N |
| HCAA | George | Wickham | 151-15-1515 | 363 Elm | | Lambton | 10101 | 1 | \$ 1,000 | N | Y | N | 12/10/2014 | Winter Crisis | \$ 200 | Oil | Oil | George | Wickham | J.A. Oil | 15151 | N/A | N/A | Austen | 51515 | N | Y | N | N |
| HCAA | George | Wickham | 151-15-1515 | 363 Elm | | Lambton | 10101 | 1 | \$ 1,000 | N | Y | N | 2/10/2015 | Equipment | N/A | Oil | Oil | George | Wickham | J.A. Oil | 15151 | N/A | N/A | Austen | 51515 | N | N | N | Y |
| HCAA | Dexter | Gordon | 020-02-0202 | 171 Blue | FRNT | Westerham | 0 | 3 | \$ 2,000 | N | N | N | 1/5/2015 | Heating | \$ 150 | Gas | Gas | Dexter | Gordon | P&P Gas | 18181 | N/A | N/A | Austen | 81818 | N | N | N | N |
| MCAA | Elizabeth | Bennett | 111-11-1111 | 123 Main | | Hertfordshir | 77777 | 7 | \$ 2,000 | Y | N | N | 11/4/2014 | Heating | \$ 250 | Gas | Gas | Elizabeth | Bennett | P&P Gas | 12345 | Tom | Bennett | Austen | 45768 | N | N | N | N |
| MCAA | Elizabeth | Bennett | 111-11-1111 | 123 Main | | Hertfordshir | 77777 | 7 | \$ 2,000 | Y | N | N | 2/10/2015 | Year Round | \$ 500 | Gas | Gas | Elizabeth | Bennett | P&P Gas | 12345 | Tom | Bennett | Austen | 45768 | N | Y | N | N |
| MCAA | Peter | Smith | 555-55-5555 | 100 Second | | Meryton | 88888 | 3 | \$ 4,000 | N | N | Y | 12/8/2014 | Heating | \$ 300 | Electric | Electric | Peter | Smith | Austen | 33445 | N/A | N/A | N/A | N/A | N | N | N | N |
| MCAA | Peter | Smith | 555-55-5555 | 100 Second | | Meryton | 88888 | 3 | \$ 2,000 | N | N | Y | 1/8/2015 | Winter Crisis | \$ 200 | Electric | Electric | Peter | Smith | Austen | 33445 | N/A | N/A | N/A | N/A | Y | N | N | N |
| MCAA | Kate | Stewart | 040-04-0404 | 188 Fourth | | Rosings | 5050 | 1 | \$ 7,000 | N | N | N | 5/5/2015 | Cooling | \$ 150 | Electric | Electric | Kate | Stewart | Austen | 20202 | N/A | N/A | N/A | N/A | N | N | N | N |
| MCAA | Charles | Parker | 161-16-1616 | 1776 | | Delaware | 11111 | 2 | \$ 4,000 | N | N | N | 1/17/2015 | Year Round | \$ 350 | Electric | Propane | Charles | Parker | Jane | 16161 | Theresa | Parker | Austen | 61616 | N | Y | N | N |
| MCAA | Charles | Parker | 161-16-1616 | 1776 | | Delaware | 11111 | 2 | \$ 4,000 | N | N | N | 11/17/2015 | Heating | \$ 350 | Propane | Propane | Charles | Parker | Jane | 16161 | Theresa | Parker | Austen | 61616 | N | N | N | N |
| VCAP | Charles | Bingley | 222-22-2222 | 456 Jane | | Derbyshire | 99999 | 2 | \$ 5,000 | N | N | N | 1/8/2015 | Heating | \$ 150 | Electric | Electric | Tina | Bingley | Austen | 22334 | N/A | N/A | N/A | N/A | N | N | N | N |
| VCAP | Charles | Bingley | 222-22-2222 | 456 Jane | | Derbyshire | 99999 | 2 | \$ 5,000 | N | N | N | 3/17/2015 | Equipment | N/A | Electric | Electric | Tina | Bingley | Austen | 22334 | N/A | N/A | N/A | N/A | N | N | Y | N |
| VCAP | James | Sanchez | 888-88-8888 | 202 First | | Derbyshire | 99999 | 4 | \$ 7,000 | N | N | N | 1/14/2015 | WX | N/A | Gas | Gas | James | Sanchez | P&P Gas | 36363 | Susan | Yates | Austen | 74747 | N | N | N | N |
| VCAP | Mike | Yates | 010-01-0101 | 333 Third | 5th Floor | Hunsford | 12121 | 5 | \$ 5,500 | N | N | Y | 2/20/2015 | WX | N/A | Oil | Oil | Mike | Yates | J.A. Oil | 17171 | Susan | Yates | Austen | 71717 | N | N | N | Y |
| VCAP | Mike | Yates | 010-01-0101 | 333 Third | 5th Floor | Hunsford | 12121 | 5 | \$ 5,500 | N | N | Y | 4/23/2015 | Cooling | \$ 300 | Electric | Oil | Mike | Yates | J.A. Oil | 17171 | Susan | Yates | Austen | 71717 | N | N | N | N |
| VCAP | Ella | Fitzgerald | 060-06-0606 | 444 Blue | | Longbourn | 3030 | 1 | \$ 3,500 | N | N | N | 3/2/2015 | Heating | \$ 200 | Gas | Gas | Ella | Fitzgerald | P&P Gas | 19191 | N/A | N/A | Austen | 91919 | N | N | N | N |
| YCAP | George | Wickham | 333-33-3333 | 123 Militia | | Meryton | 88888 | 1 | \$ 1,000 | N | N | N | 12/15/2014 | Heating | \$ 200 | Electric | Gas | George | Wickham | P&P Gas | 44556 | N/A | N/A | Austen | 65432 | N | N | N | N |
| YCAP | Fitzwilliam | Darcy | 777-77-7777 | 98 | | Hertfordshir | 77777 | 2 | \$ 10,000 | N | N | N | 1/10/2015 | Heating | \$ 400 | Electric | Gas | Kate | Darcy | P&P Gas | 98765 | N/A | N/A | Austen | 11110 | N | N | N | N |
| YCAP | Fitzwilliam | Darcy | 777-77-7777 | 98 | | Hertfordshir | 77777 | 2 | \$ 10,000 | N | N | N | 2/17/2015 | Year Round | \$ 250 | Electric | Gas | Kate | Darcy | P&P Gas | 98765 | N/A | N/A | Austen | 11110 | Y | N | N | N |
| YCAP | Lauren | Thomas | 121-11-1212 | 555 Jones | APT 95 | Meryton | 88888 | 1 | \$ 2,000 | Y | N | N | 3/2/2015 | Year Round | \$ 300 | Electric | Electric | Lauren | Thomas | Austen | 37373 | N/A | N/A | N/A | N/A | Y | N | N | N |
| YCAP | Paul | Peterson | 232-23-2323 | 77 Arizona | | Rosings | 5050 | 2 | \$ 500 | N | Y | Y | 11/11/2014 | Winter Crisis | \$ 200 | Propane | Propane | Paul | Peterson | Jane | 24242 | N/A | N/A | Austen | 42424 | N | Y | N | N |
| YCAP | Paul | Peterson | 232-23-2323 | 77 Arizona | | Rosings | 5050 | 2 | \$ 500 | N | Y | Y | 5/11/2015 | Equipment | N/A | Propane | Propane | Paul | Peterson | Jane | 24242 | N/A | N/A | Austen | 42424 | N | N | N | Y |

* Highlighted row = case where income changes between receipt of first and second benefit.