Common Issues and Reminders for Completing the FY 2017 Performance Data Form Module 2 (Performance Measures) & Optional Module 3
Introduction & Welcome

- Welcome & Reminders
  - Leon Litow, OCS Staff
  - Kate Thomas, OCS Staff

- Reporting Requirements and Data Validation
  - Melissa Torgerson, Verve Associates
The Performance Data Form is currently in review by the Office of Management and Budget (OMB).

Upon approval by OMB, HHS will publish an Action Transmittal with the final due date and instructions for accessing and submitting the form in OLDC.

Although grantees cannot currently certify or submit their FY 2017 report in OLDC, grantees are encouraged to prepare information needed for their report.

There are no changes in reporting items from the FY 2016 Performance Data Form.
Liaison Welcome

- All grantees have a liaison to assist them.
- Liaisons assist with guidance on…
  - Program operations
  - Resources
  - HHS requirements
  - OLDC Access
- Liaison Contact Information:
  https://www.acf.hhs.gov/ocs/resource/division-of-energy-assistance-federal-staff

Presenter(s): Kate Thomas
This webinar focuses on Module 2 of the LIHEAP Performance Data Form (Required for States and the District of Columbia). Optional Module 3 will also briefly be discussed.

A more in-depth Module 2 webinar (providing a line-by-line report overview) was presented on January 24, 2018.

This webinar focuses on common issues and reminders for completing the FY 2017 Performance Measures, including:

- Performance Data Report Rules (Consistency, Using the Notes Section)
- Overview of Module 2
- Data Validations and Checks
- Proactive Emails
- “Check Before You Submit” Document
- Common Reporting Issues
- Overview of Optional Module 3
- Grantee Resources

Breaks for Q&A

Presenter(s): Melissa Torgerson
LIHEAP is a block grant, giving grantees the freedom to design unique and diverse programs.

The Performance Data Form is a report required by OCS that all state grantees must complete.

OCS must report consistent information to Congress, even though grantees can have unique programs.

The Performance Data Form allows OCS to report uniform information across grantees.
As a newer reporting requirement, notes for Module 2 (Performance Measures) are especially important to help OCS understand nuances with your data.

If there is anything out of the ordinary with how your program is run, anything about your program operation that requires explanation, or any data collection and reporting issues, please add a note in the Notes section.

OCS uses these notes in tables and footnotes in the Report to Congress.
What is Module 2 (Performance Measures)?

- Module 2 asks grantees to report on the following LIHEAP outcomes:
  - Reduction of Home Energy Burden
  - Restoration of Home Energy Service
  - Prevention of Loss of Energy Service

- Accordingly, Module 2 (Performance Measures) consists of three sections:
  - Section V – Energy Burden Targeting
  - Section VI – Restoration of Home Energy Service
  - Section VII – Prevention of Loss of Energy Service

- Grantees must complete the information in Sections V, VI, and VII of Module 2.
Data Validations and Checks

Data Review

- APPRISE checks data in Module 2 of the Performance Data Form using the following:

  - **Internal consistency checks within Module 2**
    - APPRISE will contact grantees whose Performance Measures data are inconsistent across sections or across parts with sections. See “Step-by-Step Overview of the FY 2017 Performance Data Form – Module 2 (Performance Measures)” Webinar for detailed reporting explanations and guidance.

  - **Comparison of current year data to the Household Report**
    - APPRISE will contact grantees if the unduplicated count of households that received bill payment assistance differs between the Household Report and Part A of Section V of Module 2.

  - **Comparison of current year data to previous year data**
    - APPRISE will contact grantees if the Performance Measures data and results for FY 2017 differ substantially from FY 2016 without explanations explaining this in the Notes section.
In January, APPRISE sent grantees personalized emails to remind them of issues identified during the FY 2016 Performance Measures review.

Emails were customized for each grantee to draw attention to topics where follow-up was required last year.

Grantees are encouraged to review their FY 2017 data to ensure that these issues are addressed prior to submitting their final FY 2017 Performance Data Form.

This will minimize the time needed to revisit and revise your report after submission.
The “Check Before You Submit” document is a new resource for LIHEAP grantees in FY 2017.

This resource outlines many of the checks APPRISE uses during review of grantees’ Performance Measures data for Section V “Energy Burden Targeting”.

Grantees are strongly encouraged to use the “Check Before You Submit” resource to proactively identify and correct any reporting issues before submission.

Using this tool will reduce follow-up from APPRISE and the need to substantially revise reports after submission.
Grantees should review all of the checks in the “Check Before You Submit” list. If grantees can answer “Yes” to all of the questions, they are ready to certify and submit the LIHEAP Performance Measures.

More complicated checks have longer explanations.

- **Be sure to review the explanations that accompany each check to make sure you cover all aspects of the check.**

“Check Before You Submit” Document was emailed by APPRISE in January, and can also be found on the Performance Management website: [https://liheappm.acf.hhs.gov/sites/default/files/private/grantee_tools/best_practices/LIHEAP-PDF-Section-V-Before-You-Submit-Document.pdf](https://liheappm.acf.hhs.gov/sites/default/files/private/grantee_tools/best_practices/LIHEAP-PDF-Section-V-Before-You-Submit-Document.pdf)
Common Reporting Issues

Top 3 Issues Identified in FY 2016

- **Issue 1** – Calculating the “All Households” Column
- **Issue 2** – Identifying High Burden Households
- **Issue 3** - Reporting the Annual Energy Bill for Electric Main-Heat Households

Presenter(s): Melissa Torgerson
Common Reporting Issue #1
Calculating the “All Households” Column

- 28 grantees faced problems reporting data in the “All Households” column of Section V (Energy Burden Targeting).

```
V. ENERGY BURDEN TARGETING

<table>
<thead>
<tr>
<th></th>
<th>All Households</th>
<th>Bill Payment-Assisted Household Main Heating Fuel</th>
</tr>
</thead>
<tbody>
<tr>
<td>A. Unduplicated Number of LIHEAP Bill Payment-Assisted Households</td>
<td>164,731</td>
<td></td>
</tr>
<tr>
<td></td>
<td>17,412</td>
<td></td>
</tr>
<tr>
<td></td>
<td>89,855</td>
<td></td>
</tr>
<tr>
<td></td>
<td>43,122</td>
<td></td>
</tr>
<tr>
<td></td>
<td>3,883</td>
<td></td>
</tr>
<tr>
<td></td>
<td>10,459</td>
<td></td>
</tr>
<tr>
<td>B. All Households with 12 Consecutive Months of Bill Data (Main Fuel and Electric)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1. Unduplicated Number of Households with 12 Consecutive Months of Bill Data (Main Fuel and Electric)</td>
<td>76,742</td>
<td></td>
</tr>
<tr>
<td></td>
<td>8,673</td>
<td></td>
</tr>
<tr>
<td></td>
<td>36,205</td>
<td></td>
</tr>
<tr>
<td></td>
<td>27,804</td>
<td></td>
</tr>
<tr>
<td></td>
<td>2,484</td>
<td></td>
</tr>
<tr>
<td></td>
<td>1,576</td>
<td></td>
</tr>
<tr>
<td>2. Average Annual Household Income</td>
<td>$23,022.00</td>
<td>$20,430.00</td>
</tr>
<tr>
<td></td>
<td>$22,252.00</td>
<td></td>
</tr>
<tr>
<td></td>
<td>$24,977.00</td>
<td></td>
</tr>
<tr>
<td></td>
<td>$22,780.00</td>
<td></td>
</tr>
<tr>
<td></td>
<td>$20,881.00</td>
<td></td>
</tr>
<tr>
<td>3. Average Annual Total LIHEAP Benefit per Household (including Heating, Cooling, Crisis, Supplemental Benefit)</td>
<td>$672.00</td>
<td></td>
</tr>
<tr>
<td></td>
<td>$589.00</td>
<td></td>
</tr>
<tr>
<td></td>
<td>$602.00</td>
<td></td>
</tr>
<tr>
<td></td>
<td>$771.00</td>
<td></td>
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<tr>
<td></td>
<td>$787.00</td>
<td></td>
</tr>
<tr>
<td></td>
<td>$801.00</td>
<td></td>
</tr>
<tr>
<td>4. Average Annual Main Heating Fuel Bill</td>
<td>$1,479.00</td>
<td></td>
</tr>
<tr>
<td></td>
<td>$1,689.00</td>
<td></td>
</tr>
<tr>
<td></td>
<td>$1,141.00</td>
<td></td>
</tr>
<tr>
<td></td>
<td>$1,836.00</td>
<td></td>
</tr>
<tr>
<td></td>
<td>$1,763.00</td>
<td></td>
</tr>
<tr>
<td></td>
<td>$1,348.00</td>
<td></td>
</tr>
<tr>
<td>5. Average Annual Electricity Bill</td>
<td>$483.00</td>
<td></td>
</tr>
<tr>
<td></td>
<td>$0.00</td>
<td></td>
</tr>
<tr>
<td></td>
<td>$540.00</td>
<td></td>
</tr>
<tr>
<td></td>
<td>$571.00</td>
<td></td>
</tr>
<tr>
<td></td>
<td>$363.00</td>
<td></td>
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<tr>
<td></td>
<td>$487.00</td>
<td></td>
</tr>
</tbody>
</table>
```
Because the number of households with each main fuel type is different, you cannot calculate the “All Households” column values by doing a simple average of the five main heating columns.

There are three ways to correctly calculate these data fields:

1. Calculate the averages directly from the household-level data in the grantee’s database.
2. Use the Excel form that automatically calculates the “All Household” column based on the information entered for each heating fuel type.
3. Calculate weighted averages based on the values reported in the individual fuel type columns of the grantee’s report.
Common Reporting Issue #1
Calculating the “All Households” Column

**Approach 1:** Calculate the averages directly from the household-level data in the grantee’s database.

- Use all households included in Part B to calculate the averages.
- Grantees can contact APPRISE for assistance with calculating the “All Households” averages directly from their household-level data.

Presenter(s): Melissa Torgerson
Approach 2: Use the Excel form that automatically calculates the “All Household” column based on the information entered for each heating fuel type.

- An Excel workbook of the Performance Data Form will auto-calculate the “All Households” column for you once you enter data into the main heat fuel columns.

- If approach 1 or 3 are used, we recommend that you use this spreadsheet to double-check that your database calculated these values correctly.
Common Reporting Issue #1
Calculating the “All Households” Column

- **Approach 3:** Calculate *weighted* averages based on the values reported in the individual fuel type columns of the grantee’s report.

  - Weighted averages account for each fuel type column including a different number of households.

  - For more information on weighted averages, see the document on *Calculations for the Performance Measures*.

  - In addition, grantees can contact APPRISE for assistance with calculating weighted averages.

Presenter(s): Melissa Torgerson
Common Reporting Issue #2
Identifying High Burden Households

- In the FY 2016 report, 32 grantees did not identify High Burden households correctly.

- For the Performance Data Form, *High Burden* has a specific definition:
  - *High Burden* = The top 25 percent of households from Part B of Section V with the highest calculated energy burden.

- **All Grantees** must identify high burden households using this definition to ensure consistent reporting.

- Identifying high burden households involves 5 steps.
**Common Reporting Issue #2**  
*Identifying High Burden Households*

- **Step 1:** For each household included in Part B, calculate the household’s *annual total residential energy bill*.
  - Add the annual main heating bill and annual electricity bill together.
  - Verify that the electricity bill doesn’t get double-counted when calculating the annual residential energy bill.

<table>
<thead>
<tr>
<th>Household ID</th>
<th>Main Heating Fuel</th>
<th>Annual Main Heating Bill</th>
<th>Annual Electricity Bill</th>
<th>Annual Total Residential Energy Bill</th>
</tr>
</thead>
<tbody>
<tr>
<td>Household 1</td>
<td>Propane</td>
<td>$2,800</td>
<td>$1,200</td>
<td>$4,000</td>
</tr>
<tr>
<td>Household 2</td>
<td>Fuel Oil</td>
<td>$1,500</td>
<td>$1,500</td>
<td>$3,000</td>
</tr>
<tr>
<td>Household 3</td>
<td>Electricity</td>
<td>$1,200</td>
<td>$0</td>
<td>$1,200</td>
</tr>
<tr>
<td>Household 4</td>
<td>Natural Gas</td>
<td>$1,000</td>
<td>$800</td>
<td>$1,800</td>
</tr>
<tr>
<td>Household 5</td>
<td>Electricity</td>
<td>$1,000</td>
<td>$0</td>
<td>$1,000</td>
</tr>
</tbody>
</table>

**Note:** Correct - Electricity bill was not double-counted.

Presenter(s): Melissa Torgerson
Common Reporting Issue #2
Identifying High Burden Households

- **Step 2:** Calculate energy burden for each of these households.

\[
\frac{\text{Household's Total Annual Residential Energy Bill}}{\text{Household's Annual Income}} \times 100
\]

- **Step 3:** Assign a value of 100% energy burden to households with income equal to $0 or with an annual **total residential energy bill** that is larger than the household’s annual income.

- **Step 4:** Sort the combined set of ALL households from highest to lowest energy burden.

- **Step 5:** Draw the top 25% of households with the highest energy burden, regardless of fuel type.

Presenter(s): Melissa Torgerson
## Common Reporting Issue #2
### Identifying High Burden Households

<table>
<thead>
<tr>
<th>Household ID</th>
<th>Main Heating Fuel</th>
<th>Annual Income</th>
<th>Step 1: Annual Total Residential Energy Bill</th>
<th>Step 2: Energy Burden</th>
</tr>
</thead>
<tbody>
<tr>
<td>Household 5</td>
<td>Electricity</td>
<td>$0</td>
<td>$1,000</td>
<td>100%</td>
</tr>
<tr>
<td>Household 2</td>
<td>Fuel Oil</td>
<td>$10,000</td>
<td>$3,000</td>
<td>30%</td>
</tr>
<tr>
<td>Household 1</td>
<td>Propane</td>
<td>$20,000</td>
<td>$4,000</td>
<td>25%</td>
</tr>
<tr>
<td>Household 8</td>
<td>Natural Gas</td>
<td>$10,000</td>
<td>$1,500</td>
<td>15%</td>
</tr>
<tr>
<td>Household 7</td>
<td>Fuel Oil</td>
<td>$24,000</td>
<td>$2,400</td>
<td>10%</td>
</tr>
<tr>
<td>Household 6</td>
<td>Electricity</td>
<td>$10,000</td>
<td>$800</td>
<td>8%</td>
</tr>
<tr>
<td>Household 3</td>
<td>Electricity</td>
<td>$15,000</td>
<td>$1,200</td>
<td>8%</td>
</tr>
<tr>
<td>Household 4</td>
<td>Natural Gas</td>
<td>$30,000</td>
<td>$1,800</td>
<td>6%</td>
</tr>
</tbody>
</table>

**Step 3:** Zero-Income Household was assigned 100% energy burden

**Step 4:** Households sorted by energy burden

**Step 5:** Top 25% Selected

**Presenter(s):** Melissa Torgerson
13 grantees incorrectly reported the annual energy bills for Electric main-heat households in Section V (Energy Burden Targeting).

For both Parts B and C of Section V, two lines collect average energy bill amounts:
- Line 4 “Average Annual Main Heating Fuel Bill”
- Line 5 “Average Annual Electricity Bill”

For electricity main-heat households, the electricity bill is the main heating fuel bill.
- The means that grantees should...
  - Report the average electricity bill, in full, for electric main heat households under Line 4 “Average Annual Main Heating Fuel Bill”.
  - Report a value of $0 for electric main heat households under Line 5 “Average Annual Electricity Bill”.

Presenter(s): Melissa Torgerson
Common Reporting Issue #3
Reporting the Annual Energy Bill for Electric Main-Heat Households

- NOTE: While calculating the “Average Annual Electricity Bill” (Line 5, Parts B & C) for the “all households” column, grantees must include the counts of electric main heat households, even though their reported bill is $0.
- This allows for the correct calculation of the “Average Annual Total Residential Energy Bill” (Line 6, Parts B & C).

<table>
<thead>
<tr>
<th></th>
<th>76,742</th>
<th>8,673</th>
<th>36,205</th>
<th>27,804</th>
<th>2,484</th>
<th>1,576</th>
</tr>
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<tr>
<td>1. Unduplicated Number of Households with 12 Consecutive Months of Bill Data (Main Fuel and Electric)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>2. Average Annual Household Income</td>
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<td>$589.00</td>
<td>$602.00</td>
<td>$771.00</td>
<td>$787.00</td>
<td>$801.00</td>
</tr>
<tr>
<td>4. Average Annual Main Heating Fuel Bill</td>
<td>$1,479.00</td>
<td>$1,689.00</td>
<td>$1,141.00</td>
<td>$1,836.00</td>
<td>$1,763.00</td>
<td>$1,348.00</td>
</tr>
<tr>
<td>5. Average Annual Electricity Bill</td>
<td>$483.00</td>
<td>$0.00</td>
<td>$540.00</td>
<td>$571.00</td>
<td>$363.00</td>
<td>$487.00</td>
</tr>
<tr>
<td>6. Average Annual Total Residential Energy Bill</td>
<td>$1,962.00</td>
<td>$1,689.00</td>
<td>$1,681.00</td>
<td>$2,407.00</td>
<td>$2,126.00</td>
<td>$1,835.00</td>
</tr>
</tbody>
</table>
Optional Module 3
(Optional Performance Measures)

- Module 3 is an optional module that allows grantees to voluntarily report supplementary information that compliments the required performance measures data in Module 2.

- This optional Module is intended to assist grantees with analyzing and interpreting their Module 2 Performance Measures results and to provide more data to support LIHEAP program management.

- Module 3 allows grantees to report on the following LIHEAP outcomes:
  - Average Annual Energy Usage
  - Number of Households Using Supplemental Heating & Air Conditioning
  - Unduplicated household count of Restorations of Energy Service
  - Unduplicated household count of Prevention of Loss of Energy Service

- For FY 2016, 13 grantees voluntarily reported data in Module 3.

- For more information on Module 3, please consult the FY 2016 instructions found here: https://www.acf.hhs.gov/sites/default/files/ocs/liheap_performance_data_form_instructions_for_fy2016_19dec2016_0.pdf
Final Reminders

Reporting Deadlines

- The Performance Data Form is currently in review by the Office of Management and Budget (OMB).

- Upon approval by OMB, HHS will publish an Action Transmittal with the final due date and instructions for accessing and submitting the form in OLDC.

- Although grantees cannot currently certify or submit their FY 2017 report in OLDC, grantees are encouraged to prepare information needed for their report.

- There are no changes in reporting items from the FY 2016 Performance Data Form.
Final Reminders
Data Submission and Review

Submit – official submission to ACF

Certify – applies electronic signature

Validate – runs validation checks and updates automatic sums; saves data

Save - retains information

Presenter(s): Melissa Torgerson
Final Reminders

Module 2 (Performance Measures) Resources

- “Check Before You Submit” Tool:

- FY 2016 Action Transmittal and Instructions (for reference)

- Step-by-Step Overview of Module 2 (Performance Measures) Webinar
  - Recording coming soon; Contact APPRISE for the slide deck.

Presenter(s):
Melissa Torgerson
Final Reminders

OLDC Resources

- OLDC is accessed through Grant Solutions.
- Log-in to Grant Solutions at https://www.grantsolutions.gov/gs
- Once logged in, click “OLDC” in the top taskbar to access the OLDC homepage.
- If you need assistance, please contact Grants Center Of Excellence Systems Help Desk:
  - (202) 401-5282 or (866) 577-0771
  - help@grantsolutions.gov
Final Reminders

Support Resources

OCS liaisons


APPRISE Team

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- Michelle Wadolowski, Michelle-Wadolowski@appriseinc.org; 609-252-9057

Presenter(s): Melissa Torgerson
Questions?
If you wish to call in and ask a question, you MUST call in by phone rather than connect your audio through your computer.

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- Phone Call

Make sure you enter your audio pin if you would like to ask a question over the phone.

Enter text here to ask a question.

If the sidebar is minimized, it will look like this:

Click this button to expand sidebar.
Click this button to raise your hand.