

Using the LIHEAP Clearinghouse to Access Program Resources

LIHEAP WEBINAR HOSTED BY THE OFFICE OF COMMUNITY SERVICES (OCS) IN THE ADMINISTRATION FOR
CHILDREN AND FAMILIES (ACF) PRESENTED BY APPRISE UNDER CONTRACT TO OCS

SEPTEMBER 24, 2024

WELCOME:

MEGAN MEADOWS(OCS)

PRESENTERS:

MELISSA TORGERSON (VERVE ASSOCIATES)

MARISA LARSON (NCAT)

JANE BLANK (WISCONSIN)

KATRINA METZLER (NEUAC)



Welcome

- **Purpose of this Webinar**

- Explain why there are three websites funded by OCS.
- Demonstrate how to navigate the LIHEAP Clearinghouse.
- Show how you can help us keep the LIHEAP Clearinghouse up-to-date.
 - **Much of the information on the Clearinghouse comes directly from grant recipients and other stakeholders. You need to check the Clearinghouse regularly and let us know if anything needs to be updated!**
- Highlight some important resources on the Clearinghouse for stakeholders.

- **Audience for this Webinar**

- All LIHEAP stakeholders.

- **Structure of this Webinar**

- 30 minutes.
- **Slides are available for download** under “Handouts” in the GoTo Webinar Sidebar.
- The webinar is being recorded and will be published on the ACF YouTube channel.

GoTo Webinar Question Box

Have a question?

- You are encouraged to ask questions as you have them by typing them into the GoTo Webinar “Question” box.
- Submitted questions will be reviewed and responded to at the end of the webinar or via an e-mail from APPRISE.

The screenshot shows the GoTo Webinar interface with a sidebar minimized. The sidebar contains three icons: a red arrow pointing right, a phone icon, and a hand icon. The main content area is divided into two sections: 'Audio' and 'Questions'. The 'Audio' section shows 'Computer audio' selected, with 'Phone call' also available. It lists dialing instructions: 'Dial: +1 (562) 247-8422', 'Access Code: 978-261-249 #', and 'Audio PIN: 45 #'. Below this is a 'Questions' section with a text input field containing the placeholder '[Enter a question for staff]' and a 'Send' button. A callout box points to the input field with the text 'Enter text here to ask a question.' Another callout box points to the red arrow icon in the sidebar with the text 'Click this button to expand sidebar.' A third callout box points to the minimized sidebar with the text 'If the sidebar is minimized, it will look like this:'. At the bottom of the interface, it says 'Test Webinar ID: 619-143-667' and the GoToWebinar logo.

3

Presenter:
Megan Meadows



Presenters & Presentation Outline

Introduction – Explaining the Three LIHEAP Websites • Melissa Torgerson (VERVE Associates)	Slide 5
Navigating the LIHEAP Clearinghouse • Marisa Larson (NCAT)	Slide 8
Clearinghouse Resources for LIHEAP Stakeholders • Jane Blank (Wisconsin)	Slide 18
Stakeholder Testimonial • Katrina Metzler (NEUAC)	Slide 19
Final Reminders • Melissa Torgerson (VERVE Associates)	Slide 20

Introduction

Explaining the Three LIHEAP Websites

Melissa Torgerson (VERVE)

OFFICE OF COMMUNITY SERVICES

An Office of the Administration for Children & Families



LIHEAP

Low Income Home Energy Assistance Program

**PERFORMANCE
MANAGEMENT**



LIHEAP

Low Income Home Energy Assistance Program

CLEARINGHOUSE

Introduction

Three LIHEAP websites, each with a different purpose

OFFICE OF COMMUNITY SERVICES

An Office of the Administration for Children & Families

acf.hhs.gov/ocs/programs/liheap

Federal LIHEAP page on Health and Human Services (HHS)/ACF website with official guidance regarding program rules, regulations, and policies. The site also includes training and other resources for program managers.



liheapch.acf.hhs.gov

Hub with detailed information about each state, territorial, and tribal LIHEAP grant recipient's program as well as other low-income energy assistance programs and resources.

Hosts the National Energy Assistance Referral (NEAR) service, which refers households needing assistance to a local LIHEAP office.

6



liheappm.acf.hhs.gov

Resources and tools to help program administrators, policymakers, the public, and other stakeholders access performance management information and performance measurement data.

Presenter:
Melissa Torgerson



ADMINISTRATION FOR
CHILDREN & FAMILIES

Introduction

A Brief Overview of the LIHEAP Clearinghouse



History – Since 1998, the National Center for Appropriate Technology (NCAT) has operated the Clearinghouse under a contract from OCS to provide training and technical assistance (T/TA).

Role of the Clearinghouse – Collects, develops, organizes, and disseminates information on low-income energy issues to:

- LIHEAP grant recipients (state, tribal, territorial)
- Community Action Agencies and local government offices
- Low-income energy service organizations
- Utilities and utility regulatory commissions
- Other LIHEAP stakeholders

Overall Goal – Expand and enhance information exchange on low-income energy issues to:

- Improve the management and delivery of services
- Initiate innovative programmatic improvements
- Maximize cooperation among utilities, HHS, and organizations serving low-income households
- Investigate and obtain supplemental information on nonfederal funding
- Foster energy self-sufficiency and reduce dependency

Navigating the LIHEAP Clearinghouse

Marisa Larson (NCAT)





Welcome to the Clearinghouse!

Welcome to the official federal hub for information on how LIHEAP operates across states, tribes, and territories, as well as other energy assistance and efficiency resources that complement LIHEAP services in these areas. Here, you can also access the National Energy Assistance Referral (NEAR) service, which connects households in need with their local LIHEAP office and other available resources. Visit the About page to learn more about the LIHEAP Clearinghouse.

FEATURED NEWS

OCs Announces Resources to Address Wildfire and Extreme Heat Conditions

August 1, 2024 – The Office of Community Services (OCS) revealed new measures to support communities affected by extreme heat and wildfires, focusing on vulnerable populations and outdoor workers. By leveraging programs like LIHEAP and CSBG, OCS is providing flexible funding, guidance, and tools to help grant recipients respond to these increasing climate challenges.

[Read more](#)

July 16, 2024 - Action Transmittal Released Covering LIHEAP State-Tribe Agreements

June 26, 2024 - \$40.25 million Released in Third Round of FY 2024 Funding

April 22, 2024 - \$384 Million Released in Second Round of FY 2024 Funding

News Archives

[2024](#) | [2023](#) | [2022](#) | [2021](#) | [2020](#)

CLICK ON THE TABS ABOVE TO FIND INFORMATION ABOUT:

State & Territorial Programs

This page contains resources on LIHEAP funding allocations, administrative practices, program delivery and benefit determination, and more.

- The LIHEAP Funding page links past and present allocation tables with breakdowns of award amounts grant recipients received to administer their programs.
- The LIHEAP State and Territory Plans, Manuals, and Delegation Letters page links planned program operation and policy

NATIONAL ENERGY ASSISTANCE REFERRAL
1-866-674-6327
 ENERGYHELP.US

LIHEAP
 VIRTUAL LIBRARY

LIHEAP
 WEBSITE NAVIGATOR

MOST USED LINKS

Model Plans

- [States/Territories](#)
- [Tribes](#)

Policy Manuals

- [States/Territories](#)
- [Tribes](#)

Benefits

- [States/Territories](#)
- [Tribes](#)

Income Eligibility

- [States/Territories](#)
- [Tribes](#)

Categorical Eligibility

- [States/Territories](#)
- [Tribes](#)



State and Territorial Programs

What You'll Find Here

LIHEAP is a block grant, which means that state, territorial, and tribal programs as they see fit, based on their budgets, administrative and... As a result, the variations in state program practices are nearly endless.

Funding

This section includes both narrative descriptions and graphs related to...

Administration

This section outlines the statutory and regulatory frameworks of LIHEAP administrative practices and components therein, such as contracting... state-by-state tables on how LIHEAP is administered at the state and... administer their programs (budget sheets, contracts, agreements, ch...

Delivery

By contrast, the "Delivery" section focuses on how program services... as eligibility levels, benefits, heating, cooling, crisis and weatherization... Assurance 16.

Leveraging

This section details initiatives by states to supplement LIHEAP funds... descriptions of ratepayer-funded programs providing low-income ene...

Performance Measures

This section looks at performance measures proposed by the U.S. D... includes background related to why the performance measures were... approval process. It also includes information about the Performance Measures Implementation Work Group, and a link to a grantee-only website.

Funding

Includes narrative descriptions, tables, and graphs related to historical and current LIHEAP funding for each state/territory and the program overall.

➤ Allocations

- Descriptions of funding releases by fiscal year
- Links to download OCS LIHEAP Dear Colleague Letters announcing funding releases

➤ History

- Low-Income Energy Programs Funding History
- LIHEAP Funding by State
- LIHEAP Funding Graph

NATIONAL ENERGY ASSISTANCE REFERRAL
1-800-674-6327
 ENERGYHELP.US

LIHEAP
 VIRTUAL LIBRARY

LIHEAP
 WEBSITE NAVIGATOR

USED LINKS

- ans
- es/Territories
- es
- annuals
- es/Territories
- es



State and Territorial Programs

What You'll Find Here

LIHEAP is a block grant, which means that state, territorial, and tribal programs as they see fit, based on their budgets, administrative and... As a result, the variations in state program practices are nearly endless.

Funding

This section includes both narrative descriptions and graphs related to...

Administration

This section outlines the statutory and regulatory frameworks of LIHEAP administrative practices and components therein, such as contracting... state-by-state tables on how LIHEAP is administered at the state and... administer their programs (budget sheets, contracts, agreements, ch...

Delivery

By contrast, the "Delivery" section focuses on how program services... as eligibility levels, benefits, heating, cooling, crisis and weatherization... Assurance 16.

Leveraging

This section details initiatives by states to supplement LIHEAP funds... descriptions of ratepayer-funded programs providing low-income ene...

Performance Measures

This section looks at performance measures proposed by the U.S. D... includes background related to why the performance measures were... approval process. It also includes information about the Performance Measures Implementation Work Group, and a link to a grantee-only website.

Administration

Outlines statutory and regulatory frameworks of LIHEAP administration. Details the variations in state administrative practices and program components.

- Plans, Manuals, and Delegation Letters
- Costs & Definitions
- Administering Agencies
- Energy Vendor & Local Agency Contacts
- Fiscal Management
- Oversight & Monitoring
- Program Integrity

NATIONAL ENERGY ASSISTANCE REFERRAL
1-800-674-6327
 ENERGYHELP.US

LIHEAP
 VIRTUAL LIBRARY

LIHEAP
 WEBSITE NAVIGATOR

USED LINKS

ans
es/Territories
es

annuals
es/Territories
es



State and Territorial Programs

What You'll Find Here

LIHEAP is a block grant, which means that state, territorial, and tribal programs as they see fit, based on their budgets, administrative and... As a result, the variations in state program practices are nearly endless.

Funding

This section includes both narrative descriptions and graphs related to...

Administration

This section outlines the statutory and regulatory frameworks of LIHEAP administrative practices and components therein, such as contracting... state-by-state tables on how LIHEAP is administered at the state and... administer their programs (budget sheets, contracts, agreements, ch...

Delivery

By contrast, the "Delivery" section focuses on how program services... as eligibility levels, benefits, heating, cooling, crisis and weatherization... Assurance 16.

Leveraging

This section details initiatives by states to supplement LIHEAP funds... descriptions of ratepayer-funded programs providing low-income ene...

Performance Measures

This section looks at performance measures proposed by the U.S. D... includes background related to why the performance measures were... approval process. It also includes information about the Performance Measures Implementation Work Group, and a link to a grantee-only website.

Delivery

Focuses on how program services are delivered; contains relevant statutes and regulations as well as state-by-state tables on key program areas such as:

- Outreach
- Eligibility
- Eligibility Verification
- Program Components
- Operation Dates
- Benefits
- Assurance 16



USED LINKS

ans
es/Territories
es

annuals
es/Territories
es



Tribal Programs

What You'll Find Here

The LIHEAP statute allows Indian tribes and tribal organizations that v energy to apply for a LIHEAP block grant. As of FY 2024, 151 tribes a them to directly operate LIHEAP programs. Check the links below for leveraging. The tribal manual provides specific LIHEAP information an

Funding

This section includes both narrative descriptions and graphs related to

Administration

This section outlines the statutory and regulatory frameworks of LIHE administrative practices and components therein, such as contracting tribe or tribal organization's Plan , as well as examples of materials us (budget sheets, contracts, agreements, checklists, and monitoring too

Delivery

By contrast, the "Delivery" section focuses on how program services a levels, benefits, heating, cooling, crisis and weatherization componen

Leveraging

This section details initiatives by tribes and tribal organizations to sup It also includes example leveraging reports.

LIHEAP Grantee Resource Guide

This section contains a tribal manual that was developed by tribal rep Human Services as a guide to actual tribal practices. It gives several acts as a primer for the Low Income Home Energy Assistance Program.

LIHEAP Grantee Resource Guide

- Tribal manual developed by tribal representatives and HHS staff as a guide to actual tribal practices.
- It gives several examples of how tribal programs across the country are run.
- The guide contains information on:
 - Laws and requirements
 - Policy decisions
 - Application requirements for receiving direct funding
 - Funding
 - Running the program
 - Monitoring
 - And more



Alabama

[Last updated: 07/18/2024]

Low-Income Energy Programs

Federal | State | Utility | Charitable

Federal

LIHEAP Contact

Public Inquiry: 800-392-8098

Website

Local LIHEAP Administering Agency Contacts

<https://adeca.alabama.gov/wp-content/uploads/LIHEAPR>

Weatherization Assistance Program

Local Administering Agency Contacts

Website

LIHEAP FY 2024 Funding

\$61,720,544

**including additional \$1,090,089 from Infrastructure and J*

LIHEAP Income Eligibility Level

150% Federal Poverty Level

LIHEAP FY 2024 Benefit

Heating: \$280 minimum; \$580 maximum

Cooling: \$320 minimum; \$520 maximum

Crisis: heating \$1,110 maximum; cooling crisis \$990 maximum

LIHEAP Program Dates

Heating: October 1 - May 31

Cooling: June 1 - September 30

State Snapshots

- Contact information
 - State LIHEAP office
 - Local LIHEAP administering agency contacts
 - Weatherization Assistance Program (WAP)
- Link to online application (if available)
- Funding for current fiscal year
- Income eligibility criteria
- Benefit levels
- Number of households served in previous fiscal year
- Other non-federal low-income energy assistance programs
 - State programs
 - Utility-run programs
 - Emergency charitable assistance programs

Benefits



Disconnect Policies

This page provides a comprehensive summary of disconnection policies and resources by state. To view a specific state, please select the state below or scroll down.

NOTE: These policies may not apply to all utilities in your state. Public Utility Commissions (PUCs) and Public Service Commissions (PSCs) are charged with regulating utility companies and with ensuring that the utility companies provide their services at a reasonable price. In general, municipal utilities, rural electric cooperatives and deliverable fuel providers are not regulated by PUCs/PSCs. The policies do not apply to them, though they may choose to comply with the regulations. Check with your PUC/PSC contacts and/or websites below to see if the state policy applies to your utility and read the Consumer FAQs or Bill of Rights for more information. If you have a dispute with your utility, you should try to resolve it with the utility first before calling your PUC/PSC.

LAST UPDATED: July 2024

- [Alabama](#)
- [Alaska](#)
- [Arizona](#)
- [Arkansas](#)
- [California](#)
- [Colorado](#)
- [Connecticut](#)
- [Delaware](#)
- [District of Columbia](#)
- [Florida](#)
- [Georgia](#)
- [Hawaii](#)
- [Idaho](#)
- [Illinois](#)
- [Indiana](#)
- [Iowa](#)
- [Kansas](#)
- [Kentucky](#)
- [Louisiana](#)
- [Maine](#)
- [Maryland](#)
- [Massachusetts](#)
- [Michigan](#)
- [Minnesota](#)
- [Mississippi](#)
- [Missouri](#)
- [Montana](#)
- [Nebraska](#)
- [Nevada](#)
- [New Hampshire](#)
- [New Jersey](#)
- [New Mexico](#)
- [New York](#)
- [North Carolina](#)
- [North Dakota](#)
- [Ohio](#)
- [Oklahoma](#)
- [Oregon](#)
- [Pennsylvania](#)
- [Rhode Island](#)
- [South Carolina](#)
- [South Dakota](#)
- [Tennessee](#)
- [Texas](#)
- [Utah](#)
- [Vermont](#)
- [Virginia](#)
- [Washington](#)
- [West Virginia](#)
- [Wisconsin](#)
- [Wyoming](#)

NATIONAL ENERGY ASSISTANCE REFERRAL
1-866-674-6327
 ENERGYHELP.US

LIHEAP
VIRTUAL LIBRARY

LIHEAP
WEBSITE NAVIGATOR

MOST USED LINKS

Model Plans

- [States/Territories](#)
- [Tribes](#)

Policy Manuals

- [States/Territories](#)
- [Tribes](#)

Benefits

Alabama



Cold Weather Policies

Date-based Protections During Colder Months?

- No

Temperature-based Protections During Colder Months?

- Yes
- Criteria: 32°F or below



Hot Weather Policies

Date-based Protections During Hotter Months?

- No

Temperature-based Protections During Hotter Months?

- No



Extreme Weather Protection Policies

- No



Vulnerable Population Policies

- Yes
- Criteria: "Each utility shall adopt, and provide (including but not limited to, telephone toll service) when life or health is in jeopardy because of age or handicap, or other reasons." Public Service Commission Rule 12(B)

Additional Disconnect Policy Information

- None

Resources for Consumers

- **Public Service Commission**
 - **Phone:** 800-392-8050 or 334-242-5211
 - **Website:** <https://psc.alabama.gov/>
 - **Complaint Form:** <https://psc.alabama.gov/file-a-complaint/>
- **Energy Assistance Programs and Resources**

- Tribes

Funding

- States/Territories
- Tribes

Program Components

States

Territories

Disconnect Policies

- Cold weather policies
- Hot weather policies
- Extreme weather protection policies
- Vulnerable population policies
- Additional disconnect policy information
- Resources for consumers
 - Contact information for Board of Public Utilities/Public Service Commission
 - Energy assistance programs and resources
- Policy information source(s)

Help Us Keep the LIHEAP Clearinghouse Up to Date

Much of the information on the Clearinghouse comes directly from grant recipients and other LIHEAP stakeholders.

Please check the Clearinghouse regularly and contact us if any information needs to be updated!

Marisa Larson
marisal@ncat.org
406-723-7578



Clearinghouse Resources for LIHEAP Stakeholders

Jane Blank (WI)



Stakeholder Testimonial

Katrina Metzler (NEUAC)



Final Reminders

Melissa Torgerson (VERVE)



Final Reminders

Upcoming & Past Webinars & Presentations

Upcoming Webinars

- Using the LIHEAP Performance Management Website – October 22, 2024

Past Webinars & Presentations on OCS LIHEAP Tools Training Resources Website

- NEUAC 2024 PMIWG Presentations:
 - [LIHEAP 101: Serving Clients & Empowering Staff](#)
 - [LIHEAP 102: Delivering Benefits that Match Clients' Needs](#)
 - [LIHEAP State-Tribe Agreements](#)
- Visit [OCS's LIHEAP Tools Training Resources website](#) for other webinars, presentations, and trainings.

GoTo Webinar Question Box

Have a question?

- You are encouraged to ask questions as you have them by typing them into the GoTo Webinar “Question” box.
- Submitted questions will be reviewed and responded to at the end of the webinar or via an e-mail from APPRISE.

The screenshot shows the GoTo Webinar interface with a sidebar on the left. The sidebar contains icons for audio, chat, and help. The main content area is divided into two sections: 'Audio' and 'Questions'. The 'Audio' section shows options for 'Computer audio' and 'Phone call', along with dialing information: 'Dial: +1 (562) 247-8422', 'Access Code: 978-261-249 #', and 'Audio PIN: 45 #'. The 'Questions' section has a text input field with the placeholder '[Enter a question for staff]' and a 'Send' button. A callout points to the input field with the text 'Enter text here to ask a question.' Another callout points to the sidebar with the text 'Click this button to expand sidebar.' A third callout points to the sidebar with the text 'If the sidebar is minimized, it will look like this:'. The GoTo Webinar logo and 'Webinar ID: 619-143-667' are visible at the bottom of the interface.

Final Reminders

Support Resources

HHS/ACF/OCS Clearinghouse DEA Contact

- Katina Lawson, katina.lawson@acf.hhs.gov, 202-401-9351

NCAT & APPRISE Team

- Systems Administrator – John English, johne@ncat.org, 406-494-8679
- Content Manager – Marisa Larson, marisa@ncat.org, 406-723-7578
- LIHEAP Reports – Dan Bausch, daniel-bausch@appraiseinc.org, 609-252-9050
- Support – Nicolas Mititelu, nicolas-mititelu@appraiseinc.org, 609-252-9055
- Communications – Kevin Schwartzbach, kevin-schwartzbach@appraiseinc.org, 609-252-9031

Presenters' Contact Information

- Melissa Torgerson, VERVE Associates, melissa@verveassociates.net, 503-706-2647
- Jane Blank, Wisconsin HEAP, Jane.Blank@wisconsin.gov, 608-264-9762
- Katrina Metzler, NEUAC, kmetzler@neuac.org, 202-838-8375