

LIHEAP Performance Management: *LIHEAP VIRTUAL LIBRARY*

LIHEAP Webinar hosted by the Office of Community Services (OCS) in the Administration for Families and Children (ACF) presented by APPRISE under contract to OCS

June 20, 2019

Welcome: Holly Raveslout (OCS)

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Welcome

Purpose of This Webinar

- To review LIHEAP Virtual Library “basics”
- To highlight changes and updates to the LIHEAP Virtual Library
- To demonstrate ways that grantees can use the LIHEAP Virtual Library in their daily work

Audience for This Webinar

- LIHEAP Grantees (including states, tribes, or territories) who are unfamiliar, or have minimal experience, with the LIHEAP Virtual Library. This includes:
 - ✓ *LIHEAP coordinators*
 - ✓ *LIHEAP fiscal staff*
 - ✓ *LIHEAP IT staff*

PMIWG LVL Team Overview

Members of the Performance Management Implementation Work Group (PMIWG) are working with NCAT and APPRISE to review, update, and further develop the LIHEAP Virtual Library.

Members of the LIHEAP Performance Management LIHEAP Virtual Library Team include:

- Andrew Bryk, New York
- Tracy Desmarais, New Hampshire
- Heather Jones, Missouri
- Susan Marshall, Alaska
- Holly Ravesloot, Office of Community Services

The above team members developed and are presenting this webinar.

Webinar Overview

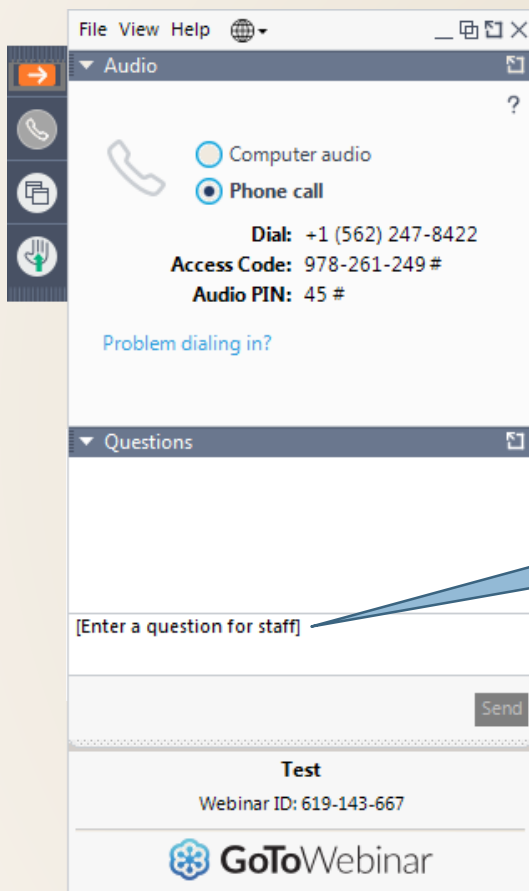
Structure of The Webinar

- 75 minutes to review and demonstrate features of the LIHEAP Virtual Library
- 15 minutes for Q&A
- Slides available for download under “Handouts” in the GoToWebinar Sidebar.

Have a question?

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

GoToWebinar Question Box



Enter text here to ask a question.

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

Click this button to expand sidebar.



Audience Poll

QUICKPOLL

Question 1:

How often do you use the LIHEAP Virtual Library?

- **Often** – It's my go-to website to get LIHEAP resources
- **Occasionally** – I sometimes look for resources in it
- **Rarely** – I prefer to look for resources elsewhere
- What is the LIHEAP Virtual Library?

Audience Poll



Review Audience Poll Responses

Audience Poll

QUICKPOLL

Question 2:

How comfortable are you using the LIHEAP Virtual Library?

- **Very Comfortable** – I could present this webinar
- **Pretty Comfortable** – I usually find stuff pretty quickly
- **Kind of Comfortable** – I can find resources, but it's hard
- **Not Comfortable** – This website is overwhelming
- **N/A** – This is the first time I hear about this resource

Audience Poll



Review Audience Poll Responses

Webinar Objectives

After this webinar:

- **Grantees will have a working knowledge of the LIHEAP Virtual Library (LVL)**
 - *Background:* When and why the LVL was developed
 - *Navigation:* Where to find the LVL and everything in it
 - *Features:* How to get the most out of the LVL
- **Grantees will better understand how the LIHEAP Virtual Library can help them do their jobs**

Webinar Outline

- Briefly outline LIHEAP Virtual Library background, rationale
- Highlight Basic Features of the LIHEAP Virtual Library
 - ✓ *“Mother Bubble”*
 - ✓ *Categories*
 - ✓ *Snapshots and Pathway Questions*
 - ✓ *Toolbox*
 - ✓ *Help, Suggestion Tools*
- Demonstration of LIHEAP Virtual Library to answer a program question
- Hands-on practice using the LIHEAP Virtual Library
- Conclusion, Additional Resources, Questions

LIHEAP Virtual Library: Background



LIHEAP VIRTUAL LIBRARY Background

LIHEAP Virtual Library: Background

The LIHEAP Virtual Library was designed by the Performance Management Implementation Work Group (PMIWG) to help grantees:

- Learn about key elements of a LIHEAP program
- Better use information to plan, design, manage, evaluate, and improve their programs (Performance Management)

LIHEAP Virtual Library: Background

The LIHEAP Virtual Library is currently available at:

<https://liheappm.acf.hhs.gov/assessment/#nbb>

Links to the virtual library can also be found at the following:

- OCS Website
- NCAT Clearinghouse
- LIHEAP Performance Management Website

Note: Although the Virtual Library is designed for LIHEAP grantees, it is accessible to the general public.

LIHEAP Virtual Library: Background

How does the Virtual Library “fit” with other LIHEAP resources?

- **NCAT LIHEAP Clearinghouse:** Houses all LIHEAP grantee resources in one location. Includes examples, summaries, and issue briefs.
- **ACF Website:** “Official” guidance, training resources, contact information.
- **LIHEAP Performance Management Website:** Performance Management training and technical assistance resources--including a data warehouse and report building capabilities.
- **NEADA Website:** Forum for NEADA members and national LIHEAP information.
- ★ **LIHEAP Virtual Library:** Provides a framework that helps grantees find and use information to manage their programs.

The Role of the Virtual Library

What makes the Virtual Library distinct?

Although the LIHEAP Virtual Library references and categorizes resources found across multiple websites, the primary purpose of the Virtual Library is to ***help grantees think about how they use information to design, manage, evaluate, and ultimately improve their programs.***

LIHEAP Virtual Library: Navigation and Key Features



LIHEAP VIRTUAL LIBRARY

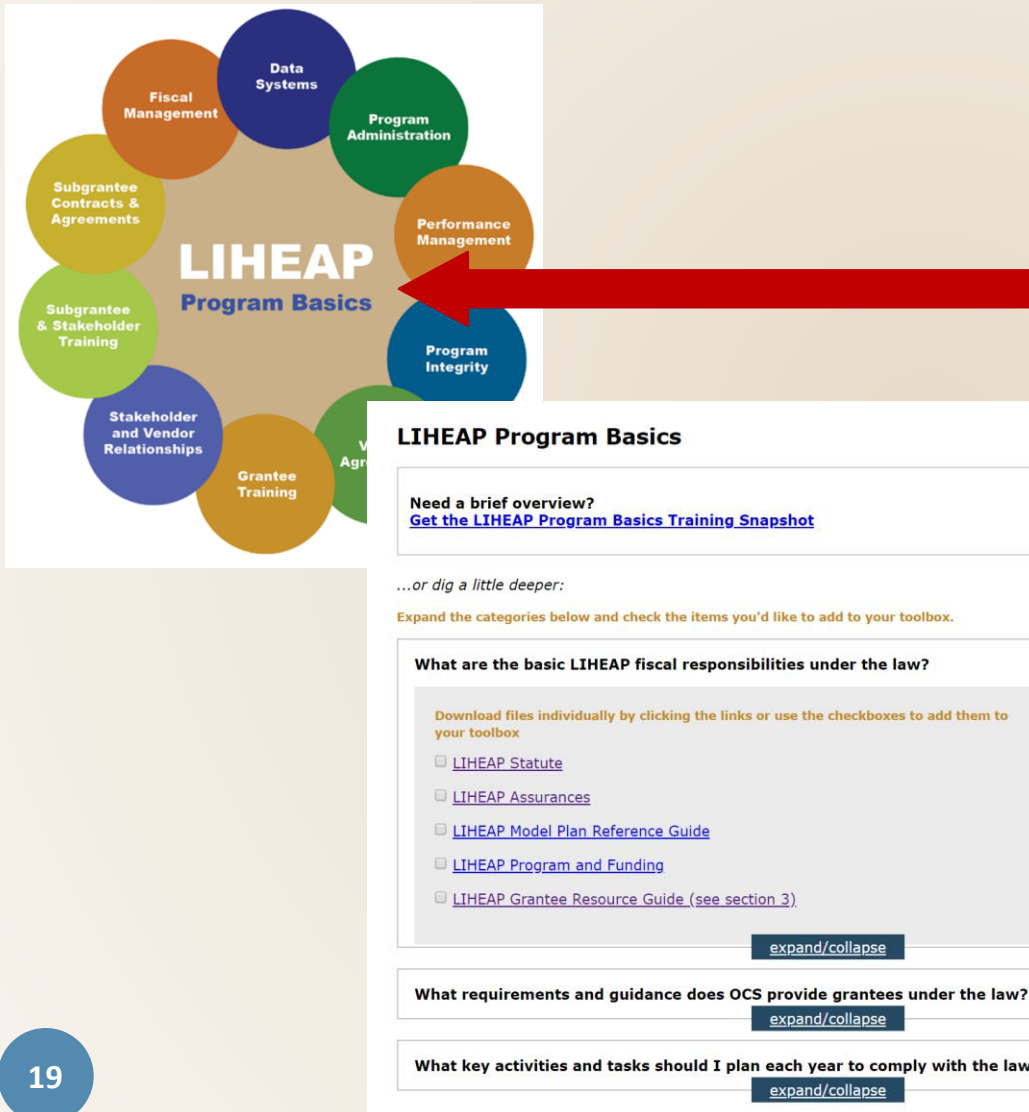
Navigation and Key Features

The LIHEAP Virtual Library—*Navigation and Features*

Key features of the LIHEAP Virtual Library include the following:

- LIHEAP Program Basics (“The Mother Bubble”)
- Key Program Topic Areas
- Snapshot and Pathway Questions in each Topic Area
- Toolbox for gathering and downloading resources
- Help and suggestion tools for grantees to ask questions or provide feedback

The LIHEAP Virtual Library—Navigation and Features



The center “Mother Bubble” covers LIHEAP Program Basics.

This includes links to:

- LIHEAP Law, Statute
- Information Memoranda
- Action Transmittals
- Dear Colleague Letters

Also included are examples of program lifecycles/timelines developed by OCS and various LIHEAP grantees.

The LIHEAP Virtual Library—*Navigation and Features*



The landing page graphic outlines ten focus areas for grantees as they plan, design, and evaluate their programs.

Within each focus area, there are two primary methods for exploring resources.

The LIHEAP Virtual Library—*Navigation and Features*

Performance Management

Performance management is the process of gathering performance measurement data (both mandatory and voluntary), and then using this information to make informed program decisions.

Need a brief overview?

[Get the Performance Management Snapshot](#)

...or dig a little deeper:

Expand the categories below and check the items you'd like to add to your toolbox.

I have no idea what LIHEAP Performance Measures are.

expand/collapse

I am confused about what LIHEAP Performance Measures are required and which are voluntary.

expand/collapse

I need help understanding why LIHEAP Performance Measures are important and how I will use them.

expand/collapse

I need concrete steps for updating various parts of my program in order to meet LIHEAP Performance Measure requirements.

expand/collapse

The Snapshot provides an overview of the specific focus area.

The Pathway Questions are intended to serve as a “road map” for grantees.

Presenter(s):
Tracy Desmarais

The LIHEAP Virtual Library—Navigation and Features

Each topic area (bubble) has its own “snapshot.” The snapshot provides an overview of the topic area for grantees.

Key elements of the snapshot include:

- Description of LIHEAP Topic (bubble)
- Why LIHEAP topic is Important
- Legal Citation, Statutory Relevance
- Highlighted Resources
- How Resources Can Be Used
- Cross-References

The entire snapshot can be added to the user’s toolbox, and also includes a link back to the landing page.

The LIHEAP Virtual Library allows grantees to locate resources based on their unique needs. This tool not only provides users with resources for each area, but also highlights those areas where Performance Management and the everyday administration of LIHEAP intersect. To begin, select an area of interest. The tool will allow you to select and review multiple program areas before generating resources.

[Back to Main Page](#) [Help](#) [Suggest A Resource](#) [Leave Feedback](#)

LIHEAP PERFORMANCE MANAGEMENT SNAPSHOT

Performance management is the process of gathering performance measurement data (both mandatory and voluntary), and then using this information to make informed pro

Why is this important?

Performance Management helps states do a better job of evaluating and improving their LIHEAP programs. This includes targeting resources to reduce energy burden and to r continuous home energy service for low-income households. LIHEAP performance measure data will also allow HHS to more consistently demonstrate national program result

Who says so?

In November 2014, HHS received approval from the federal Office of Management and Budget (OMB) to proceed with requiring state LIHEAP grantees to collect and report on performance measures related to home energy burden and continuity of home energy service. [See more here.](#)

Highlighted Resources:

The following resources related to LIHEAP business processes are included in the Virtual Library. **Note:** This list is not comprehensive. Download files individually by clicking the links or use the checkboxes to add them to your toolbox.

- [LIHEAP Performance Measurement FAQ](#)
- [2014 NEUAC Performance Management Presentation #1 \(Nuts and Bolts Section\)](#)
- [2018 NEUAC Performance Management Presentation #2](#)
- [Performance Measurement Data Collection Guide](#)
- [Data Quality Guide \(Pending\)](#)
- [LIHEAP Performance Measures State Executive Summary and Snapshot](#) (Requires Login)
- [Presenting LIHEAP Performance Measures to Stakeholders \[PPT\]](#)

[Back to main page](#)

Ways to use these resources:

- 1. Review the basics.** Use training slides, overviews, and FAQ documents to get a better understanding of LIHEAP Performance Measure requirements.
- 2. Identify what data you are currently collecting.** Many states are already collecting the data needed to meet part or all of the Performance Measure requirements.
- 3. Pinpoint data gaps and make necessary changes.** Does your application, client information waiver, and/or vendor agreement need to be updated to collect data ne Performance Measurement? Do fields need to be added to your current system? Do you need to collect different data from subgrantees?
- 4. Partner with vendors.** Many states report that working alongside vendors to implement LIHEAP Performance Management makes the process easier.
- 5. Collaborate with peers.** Many home energy suppliers have multi-state territories. Working together with grantees who “share” a vendor may help when negotiating ne vendor data exchanges.
- 6. Use the Data Quality guide to assure the data you are collecting is accurate and reliable.** Looking ahead, are there specific steps you can take to improve the c collecting and reporting each year?
- 7. Review your state LIHEAP Performance Measure Executive Summary and Snapshot.** What impact is LIHEAP having in your state? How does this compare with i goals?
- 8. Use the “Talking Points” examples and templates to share Performance Measure data with your leadership, subgrantees, vendors, legislators, and othe** How does Performance Measure data jive with what partners are seeing on the ground? Can partners provide context that makes the data more meaningful? How does t affirm (or call into question) statewide program goals? How can subgrantees and vendors help to improve data collection over time?

Performance Management impacts many areas of LIHEAP
For more information, also see:

- [Vendor Agreements](#)
- [Program Integrity](#)
- [Stakeholder Relationships](#)

Check to Add this Snapshot to your Tool

[Return to T](#)

The LIHEAP Virtual Library—*Navigation and Features*

For each topic area (bubble), **Pathway Questions** are also available. These are intended to serve as a “road map” for grantees.

...or dig a little deeper:

Expand the categories below and check the items you'd like to add to your toolbox.

I don't understand all of this hullabaloo about LIHEAP Program Integrity.

expand/collapse

I'd like to learn about ways to increase program integrity across various aspects of the LIHEAP program.

expand/collapse

I'd like to learn more about how I can use Performance Measure data to increase program integrity.

expand/collapse

Category headings help users systematically think about each focus area.

...or dig a little deeper:

Expand the categories below and check the items you'd like to add to your toolbox.

I don't understand all of this hullabaloo about LIHEAP Program Integrity.

Download files individually by clicking the links or use the checkboxes to add them to your toolbox.

- [LIHEAP: Greater Fraud Prevention Controls are Needed \(GAO Report, June 2010\)](#)
- [LIHEAP Program Integrity Work Group Report](#)
- [LIHEAP AT 2010-6 Plan Supplement Required for FY 2011](#)
- [LIHEAP Program Integrity: States Make Progress on Documentation and Verification of Client Information](#) (Clearinghouse Brief, August 2014)
- [NCAT LIHEAP Clearinghouse Program Integrity Web Page](#)

expand/collapse

I'd like to learn about ways to increase program integrity across various aspects

Resources are sorted within each category to help grantees learn more based on their needs.

Presenter(s):
Tracy Desmarais

The LIHEAP Virtual Library—Navigation and Features

Resources listed anywhere in the Virtual Library can be opened and previewed in a new tab, or added to a “toolbox.”

The screenshot displays the LIHEAP Virtual Library interface. On the left, a central hub labeled 'LIHEAP' is surrounded by nine colored circles representing different categories: Data Systems (blue), Business Processes (green), Performance Management (orange), Program Integrity (blue), Vendor Agreements (green), Subgrantee & Stakeholder Training (light green), Subgrantee Contracts & Agreements (yellow), and two unlabeled circles (purple and orange). To the right, the 'Program Integrity' article is shown. At the top left, a 'My Toolbox' section contains a 'Download These Files' button and a list of resources. A red arrow points to the 'My Toolbox' header. Another red arrow points to the 'Program Integrity' article title. The article content includes a brief overview, a link to 'Get the Program Integrity Snapshot', and a list of related documents with checkboxes for adding them to the toolbox. The first item in the list, 'LIHEAP: Greater Fraud Prevention Controls are Needed (GAO Report, June 2010)', is checked.

My Toolbox [Download These Files](#)

[x] LIHEAP: Greater Fraud Prevention Controls are Needed (GAO Report, June 2010)

To remove a resource from your toolbox, click the [x].

Program Integrity

Increasing policy and program integrity is a continuous process aimed at creating an efficient and effective LIHEAP program. By streamlining processes, establishing third-party verification, and actively monitoring vendors and subgrantees, we can reduce fraud and waste and develop best management practices to better serve the low-income households in our State and Tribes.

Need a brief overview?
[Get the Program Integrity Snapshot](#)

A Summary and Citation of Legal Requirements Related to LIHEAP Program Integrity

...or dig a little deeper:

Expand the categories below and check the items you'd like to add to your toolbox.

I don't understand all of this hullabaloo about LIHEAP Program Integrity.

Download files individually by clicking the links or use the checkboxes to add them to your toolbox.

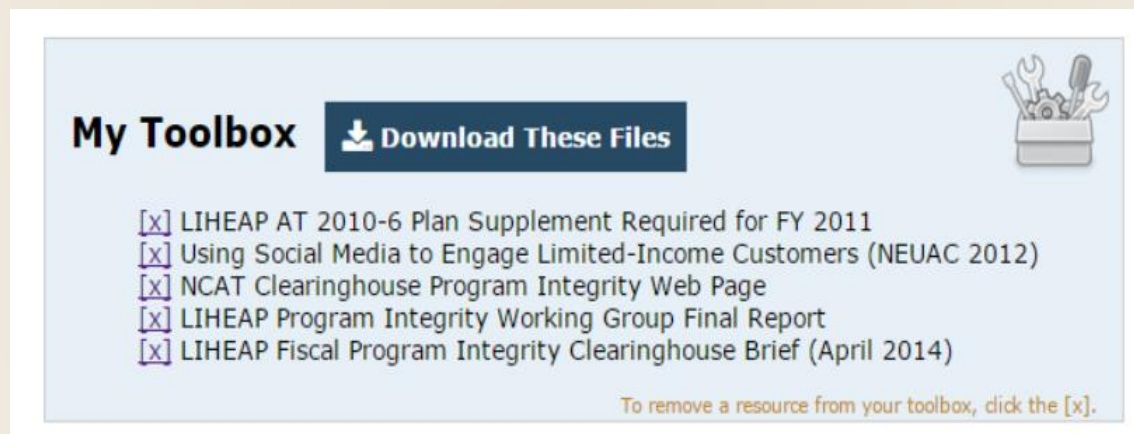
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Presenter(s):
Tracy Desmarais

The LIHEAP Virtual Library—*Navigation and Features*

Just like online shopping, users can select resources from the Virtual Library to add to their “toolbox.”

Once a customized toolbox is created, the user can download all resources into one folder for printing or later viewing.



The screenshot shows a user interface for a 'My Toolbox'. At the top left, it says 'My Toolbox' in bold. To its right is a dark blue button with a white download icon and the text 'Download These Files'. On the far right is an icon of a toolbox containing various tools. Below these elements is a list of five resources, each preceded by a small square checkbox containing an 'x'. The resources are:

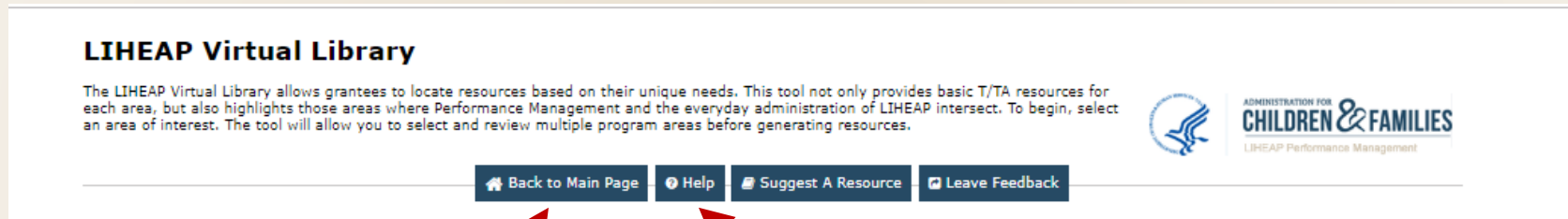
- LIHEAP AT 2010-6 Plan Supplement Required for FY 2011
- Using Social Media to Engage Limited-Income Customers (NEUAC 2012)
- NCAT Clearinghouse Program Integrity Web Page
- LIHEAP Program Integrity Working Group Final Report
- LIHEAP Fiscal Program Integrity Clearinghouse Brief (April 2014)

At the bottom right of the toolbox area, there is a small note: 'To remove a resource from your toolbox, click the [x].'

Note: The toolbox is saved locally. This means that if you exit the site, your resources will no longer be in your toolbox when you come back.

The LIHEAP Virtual Library—*Navigation and Features*

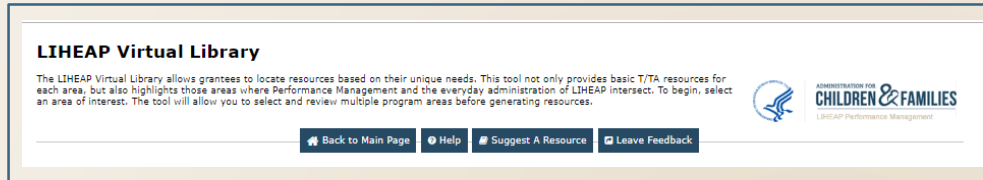
The “top of page” menu is available to users from anywhere in the tool.



The “Back to Main Page” button helps users navigate throughout the tool. The back button has been disabled to keep users from accidentally exiting the tool.

The “Help” button allows users to submit a help request ticket. Questions will be sent on to appropriate staff.

The LIHEAP Virtual Library—Navigation and Features



LIHEAP Virtual Library

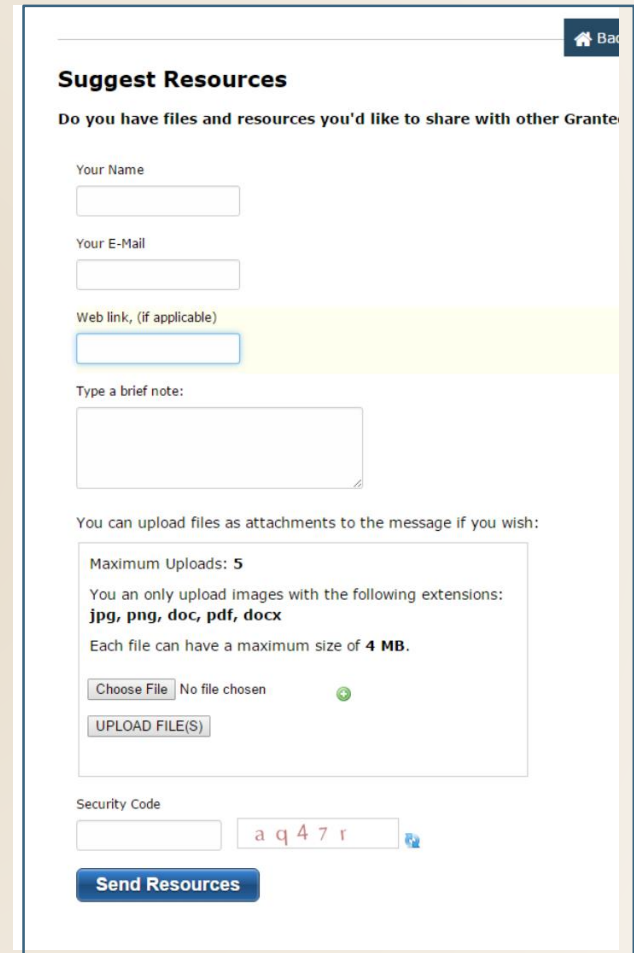
The LIHEAP Virtual Library allows grantees to locate resources based on their unique needs. This tool not only provides basic T/TA resources for each area, but also highlights those areas where Performance Management and the everyday administration of LIHEAP intersect. To begin, select an area of interest. The tool will allow you to select and review multiple program areas before generating resources.

[Back to Main Page](#) [Help](#) [Suggest A Resource](#) [Leave Feedback](#)

Within some topic areas, grantees may have resources or examples that would be useful to others.

The “**Suggest a Resource**” button allows grantees to submit resources to be added to the Virtual Library.

Note: All resources are vetted by the PMIWG and OCS before being added to the Virtual Library.



[Home](#) [Bad](#)

Suggest Resources

Do you have files and resources you'd like to share with other Grantees?

Your Name


Your E-Mail


Web link, (if applicable)

Type a brief note:

You can upload files as attachments to the message if you wish:

Maximum Uploads: 5
You can only upload images with the following extensions:
jpg, png, doc, pdf, docx
Each file can have a maximum size of **4 MB**.

No file chosen 

Security Code
 a q 4 7 r 

Presenter(s):
Tracy Desmarais


Grantee Role in Developing the Virtual Library

LIHEAP Virtual Library


The LIHEAP Virtual Library allows grantees to locate resources based on their unique needs. This tool not only provides basic T/TA resources for each area, but also highlights those areas where Performance Management and the everyday administration of LIHEAP intersect. To begin, select an area of interest. The tool will allow you to select and review multiple program areas before generating resources.




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 [Back to Main Page](#)

 [Help](#)

 [Suggest A Resource](#)

 [Leave Feedback](#)



The “Leave Feedback” button at the top of each page allows grantees to provide their suggestions or ideas.

For example:

- a. **Usability, Navigation**—How could we make the Virtual Library easier to use?
- b. **Pathway Questions**—Are there categories missing?
- c. **Resources**—Are there gaps you can help fill? Were you expecting to see something, but didn't?

Presenter(s):
Tracy Desmarais

The LIHEAP Virtual Library—*Demonstration*

LIHEAP VIRTUAL LIBRARY

Using the LVL to Answer Program Questions

[Demonstration]

The LIHEAP Virtual Library—*Demonstration #1*

Demonstration #1

I'm a new coordinator, and don't have any clue what questions to ask or where to focus my time first.

The LIHEAP Virtual Library—*Demonstration #2*

Demonstration #2

What LIHEAP reports am I required to submit each year to OCS?

The LIHEAP Virtual Library—*Hands On Activity*

LIHEAP VIRTUAL LIBRARY

Using the LVL to Answer Program Questions

[Hands-On Activity]

The LIHEAP Virtual Library—*Hands-On Activity #1*

Hands-On Activity #1

My vendors are telling me that all of these Performance Measure requirements are a bunch of hooey.

How can I convince them that these data are required (and will benefit them too)?!

Using the LVL, find as many resources as possible that help you answer the question above.

- Note: This exercise is focused on locating resources (rather than reading them!)
- Remember to use your toolbox to keep track of the resources you find!

Hands-On Activity #1—Audience Poll

QUICKPOLL

Hands On Activity #1

How many resources were you able to find?

- 3 or more resources
- 2 resources
- 1 resource
- None – I knew what to look for, but couldn't find it
- None – I didn't know what I was looking for

The LIHEAP Virtual Library—*Hands-On Activity #2*

Hands-On Activity #2

I've been told I need to develop better subgrantee risk assessment and monitoring tools.

What resources are available to help me get started?

Using the LVL, find as many resources as possible that help you answer the question above.

- Note: This exercise is focused on locating resources (rather than reading them!)
- Remember to use your toolbox to keep track of the resources you find!

Hands-On Activity #2—Audience Poll

QUICKPOLL

Hands On Activity #2

How many resources were you able to find?

- 3 or more resources
- 2 resources
- 1 resource
- None – I knew what to look for, but couldn't find it
- None – I didn't know what I was looking for

The LIHEAP Virtual Library—*Conclusion, Resources*

LIHEAP VIRTUAL LIBRARY Conclusion, Additional Resources

Audience Poll

QUICKPOLL

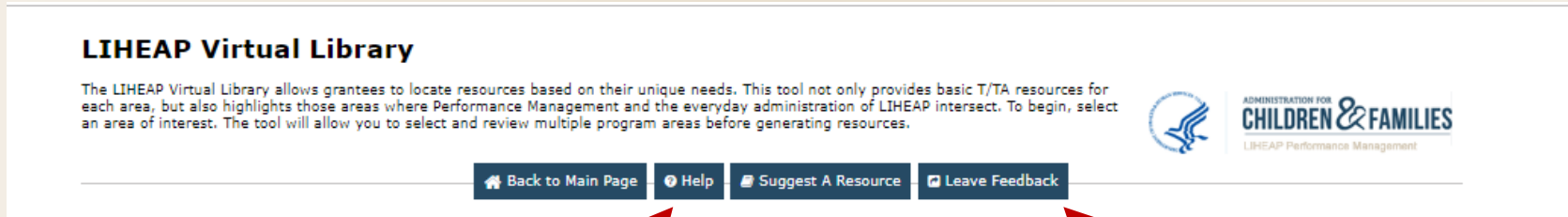
How did this webinar impact your confidence in terms of using the LIHEAP Virtual Library?

- I had already mastered the LIHEAP Virtual Library
- I was already quite confident, but I feel bolstered
- I feel better and I will try to use it more often
- I am still very confused. I will not use it often

Reminders

There are many ways for LIHEAP grantees to:

- obtain assistance using the LIHEAP Virtual Library
- help improve the LIHEAP Virtual Library



The **“Help”** button allows users to submit a help request ticket. Questions will be sent on to appropriate staff.

The **“Leave Feedback”** button allows grantees to provide their suggestions or ideas.

The **“Suggest a Resource”** button allows grantees to submit resources to be added to the Virtual Library.

Contact Information

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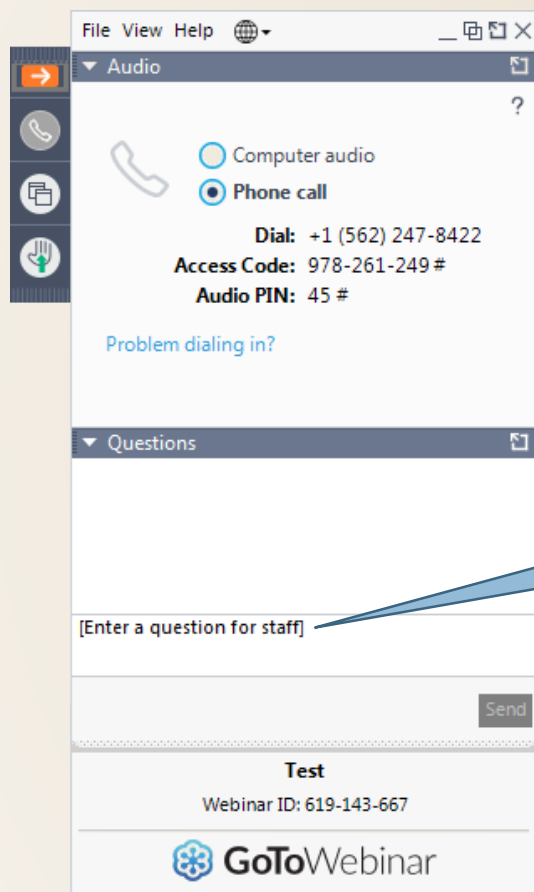
907-465-3099

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Q&A: GoToWebinar Question Box



Enter text here to ask a question.

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

Click this button to expand sidebar.



Questions & Answers

If we do not respond to your question during the webinar, we will follow-up via e-mail.

If you have additional questions, please e-mail us:

- Kevin McGrath, Kevin-McGrath@appraiseinc.org
- Melissa Torgerson, melissa@verveassociates.net

Thank you for attending the webinar!