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 Ravesloot (OCS)

Andrew Bryk (PMIWG, State of New York)
Tracy Desmarais (PMIWG, State of New Hampshire)
Heather Jones (PMIWG, State of Missouri)
Susan Marshall (PMIWG, State of Alaska)
Erin Steuer (NCAT LIHEAP Clearinghouse)
Melissa Torgerson (Verve Associates)

ADMINISTRATION FOR CHILDREN & FAMILIES

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*

Presenter(s):
Holly Ravesloot

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

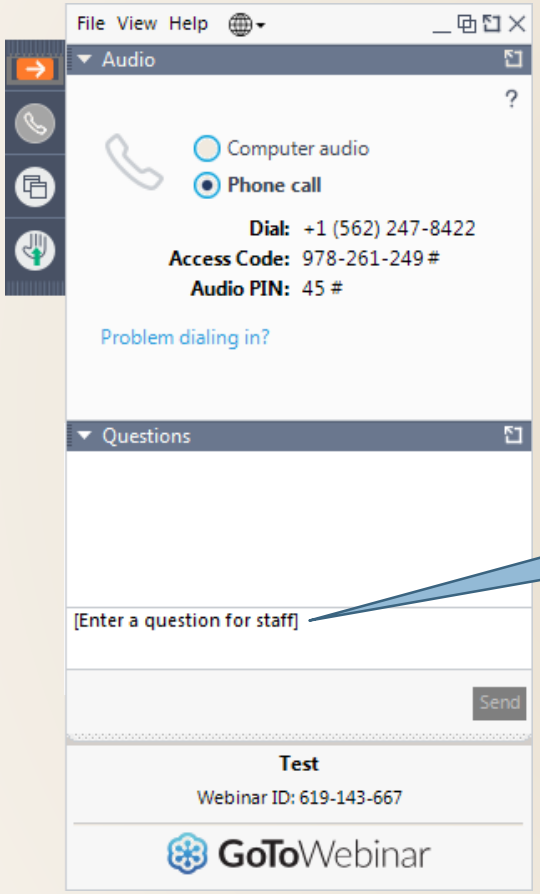
Structure of The Webinar

- 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



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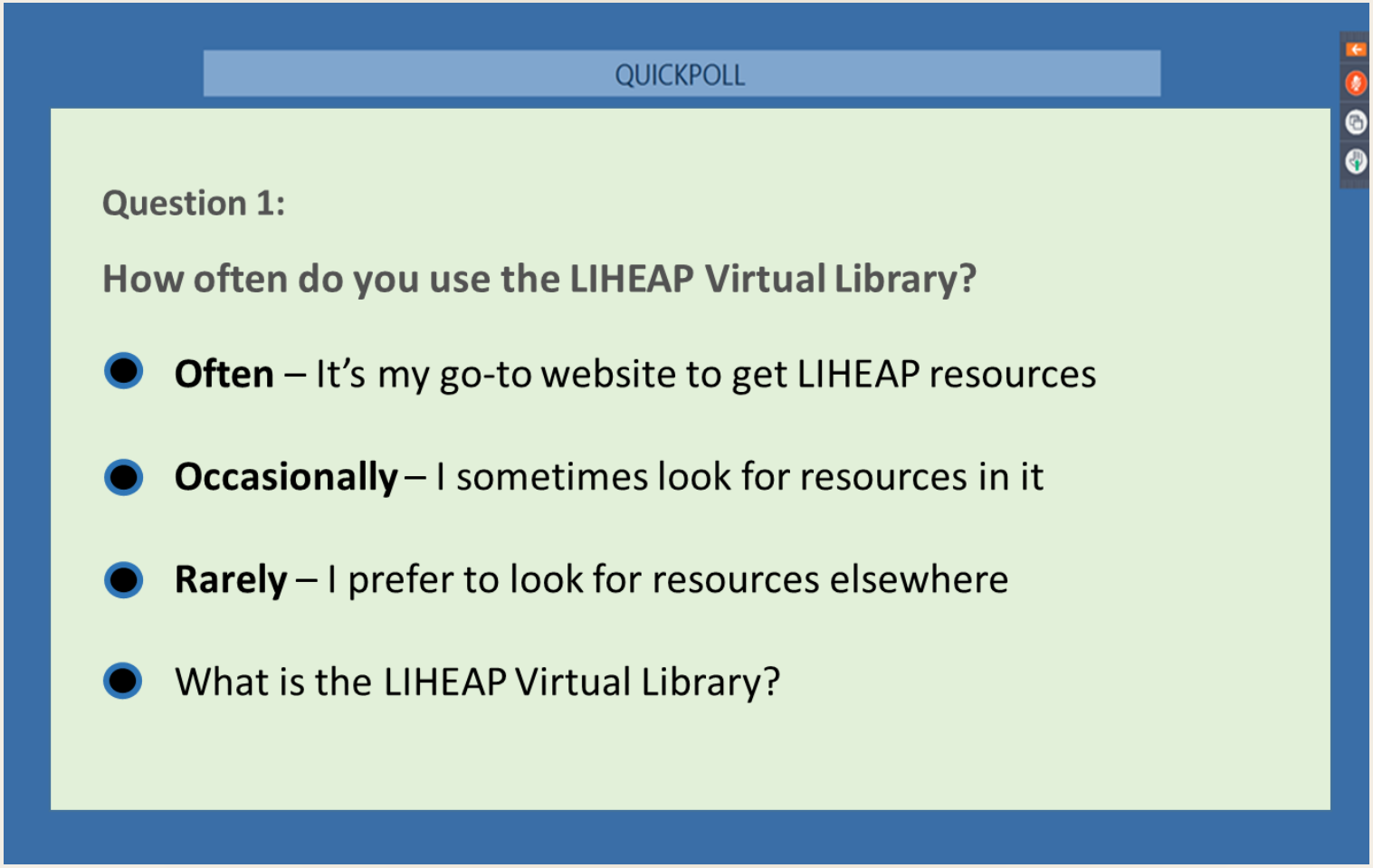
Click this button to expand sidebar.

Presenter(s):
Melissa Torgerson

Audience Poll

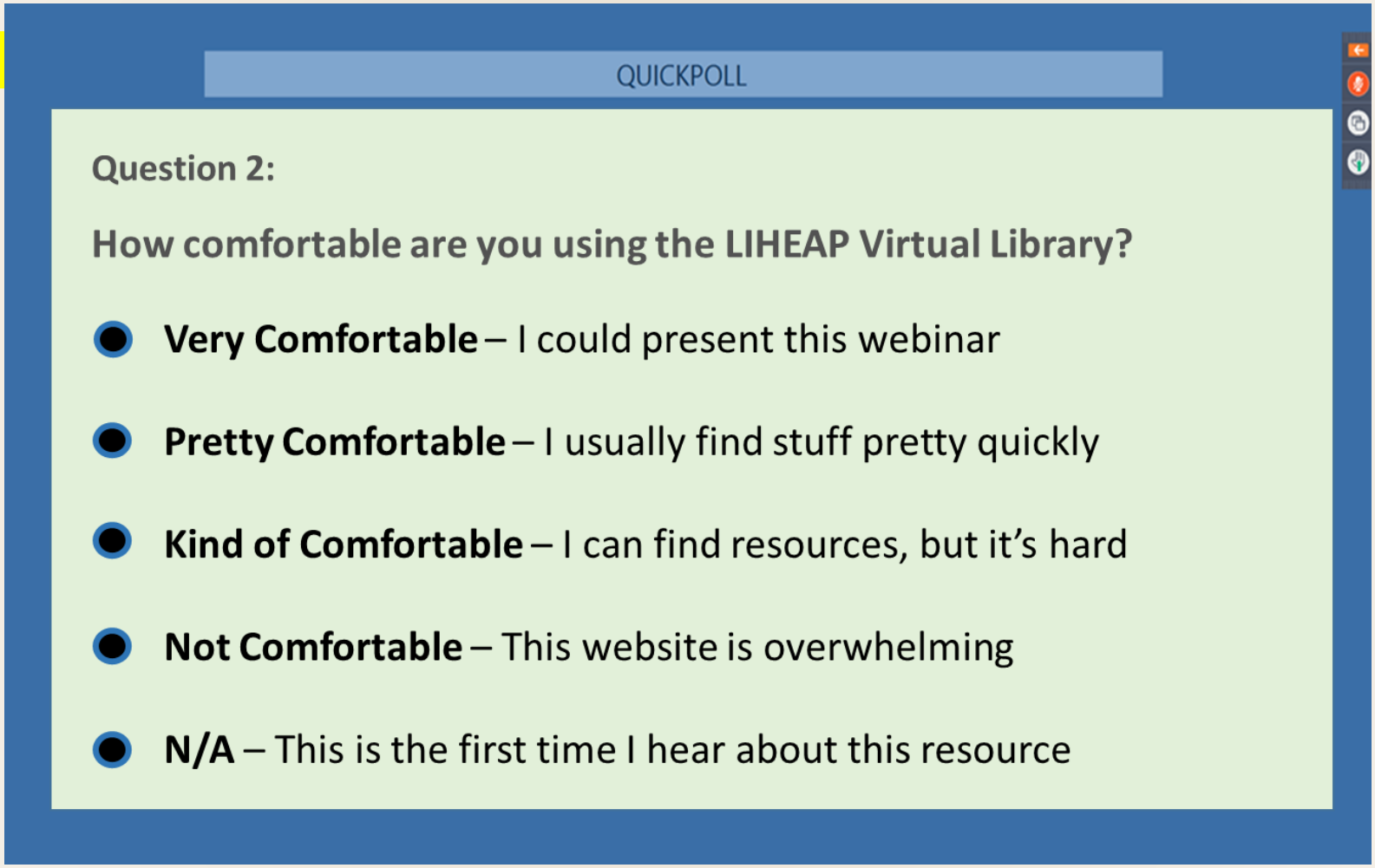


Audience Poll

Review Audience Poll Responses

Presenter(s):
Melissa Torgerson

Audience Poll



Audience Poll

Review Audience Poll Responses

Presenter(s):
Melissa Torgerson

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 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

Presenter(s):
Heather Jones

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)

Presenter(s):
Heather Jones

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.

Presenter(s):
Heather Jones

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.***

Presenter(s):
Heather Jones

LIHEAP VIRTUAL LIBRARY

Navigation and Key Features

Presenter(s):
Tracy Desmarais

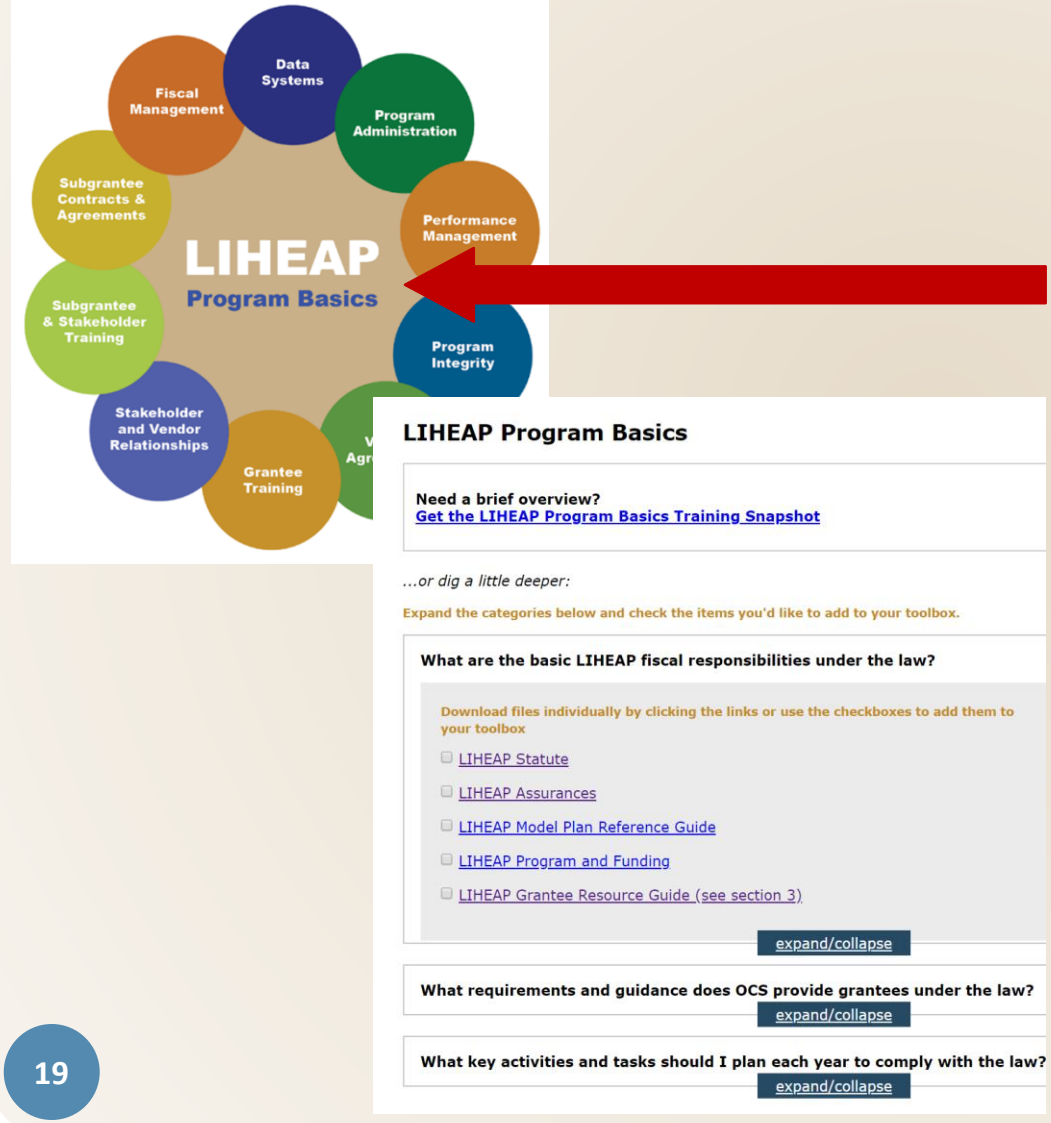
The LIHEAP Virtual Library—*Navigation and Features*

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

Presenter(s):
Tracy Desmarais

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.

Presenter(s):
Tracy Desmarais

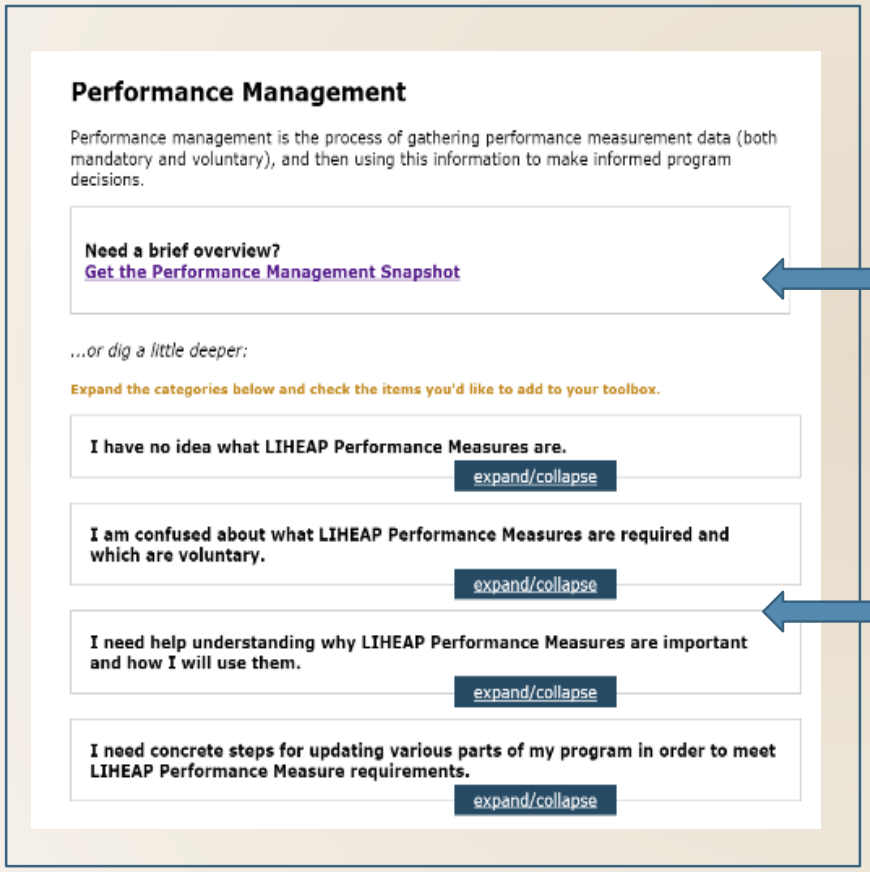
The LIHEAP Virtual Library—*Navigation and Features*

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.

Presenter(s):
Tracy Desmarais

The LIHEAP Virtual Library—*Navigation and Features*



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

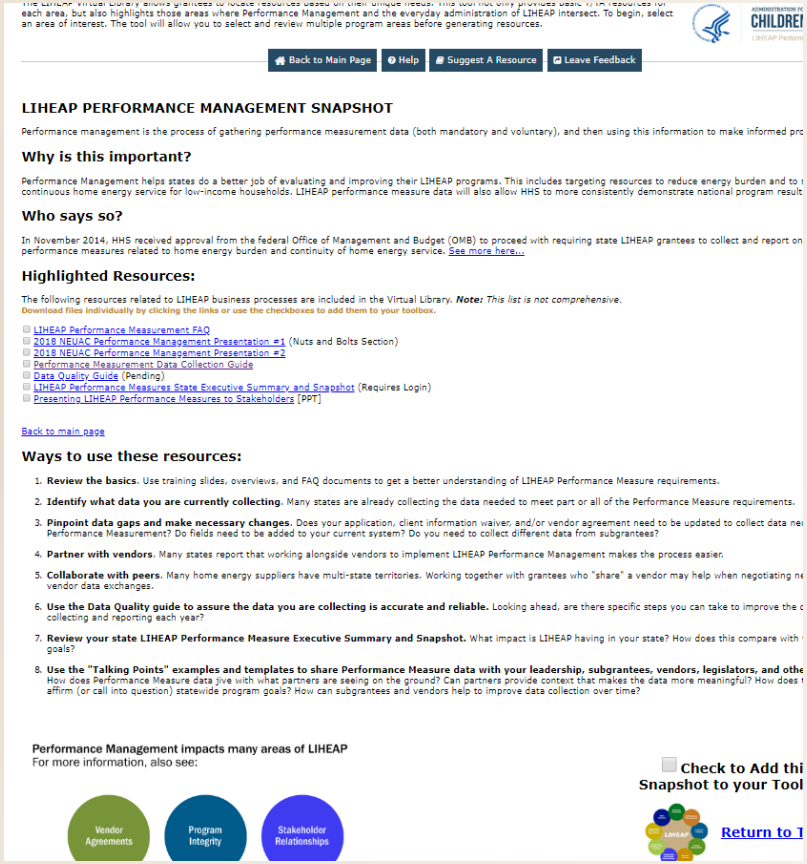
The LIHEAP Virtual Library—*Navigation and Features*

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

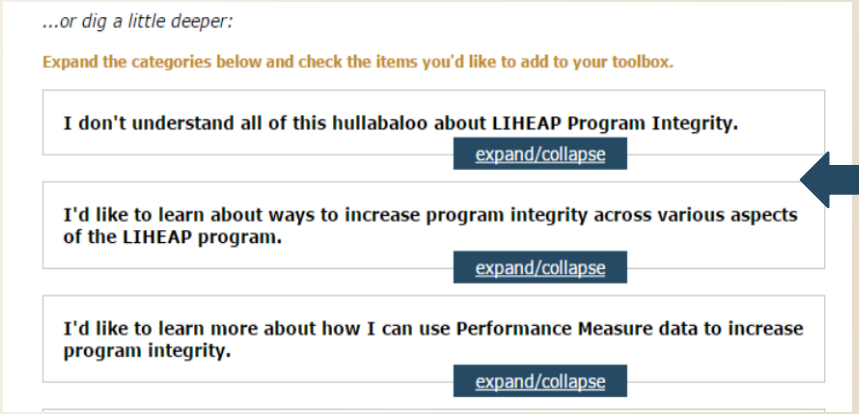
The entire snapshot can be added to the user's toolbox, and also includes a link back to the landing page.



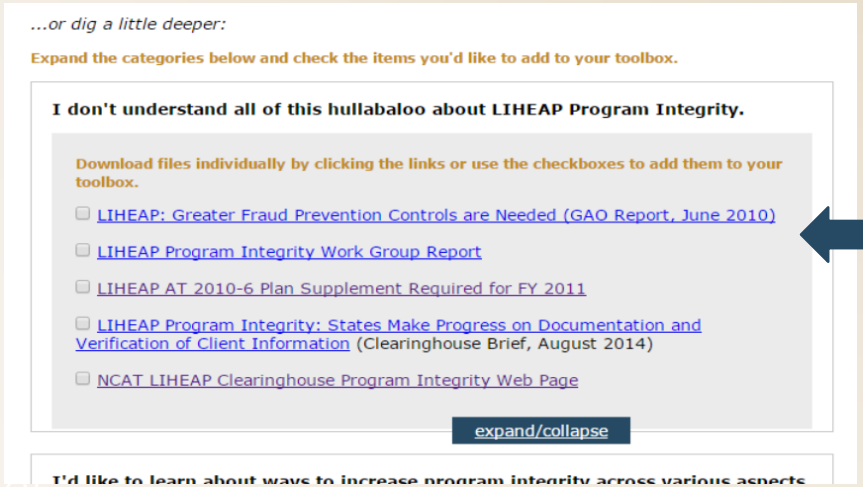
Presenter(s):
Tracy Desmarais

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.



Category headings help users systematically think about each focus area.



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."

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."

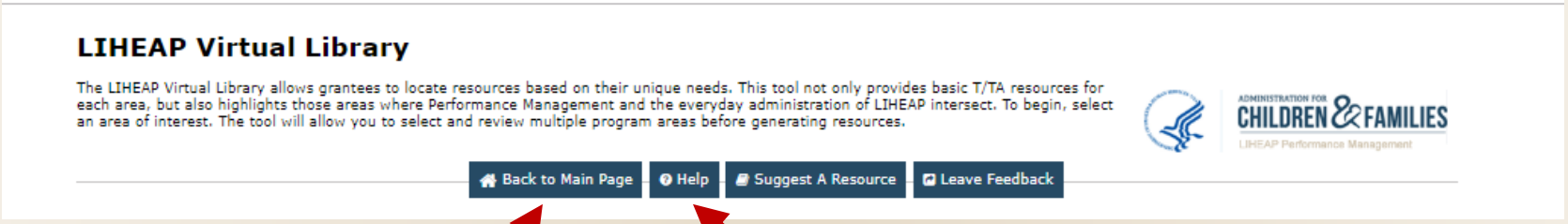
Once a customized toolbox is created, the user can download all resources into one folder for printing or later viewing.

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.

Presenter(s):
Tracy Desmarais

The LIHEAP Virtual Library—*Navigation and Features*

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

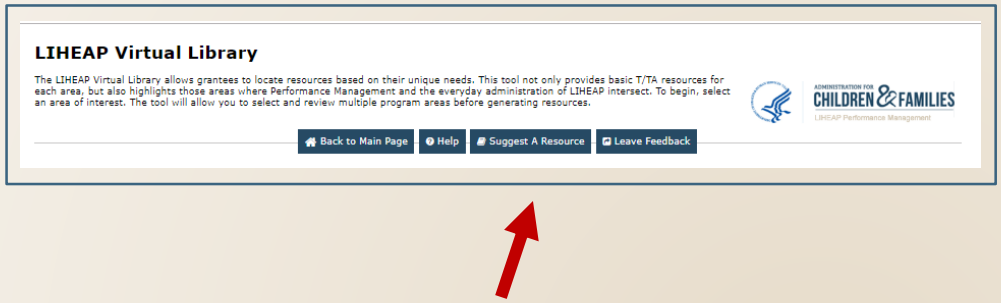


The "Back to Main Page" button helps users navigate throughout the tool. The back button has been disabled to keep users from accidentally exiting the tool.

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

Presenter(s):
Tracy Desmarais

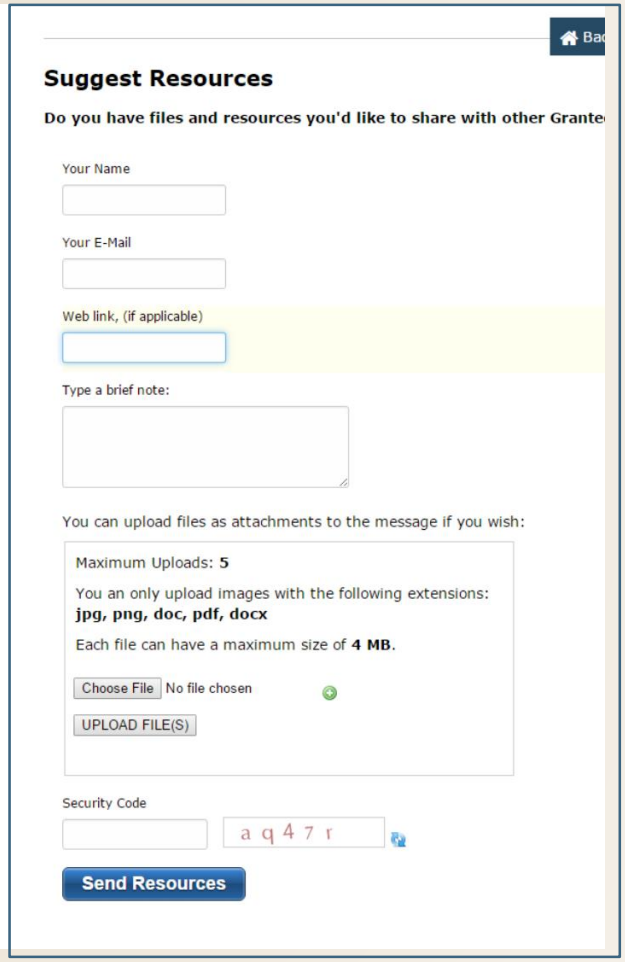
The LIHEAP Virtual Library—*Navigation and Features*



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

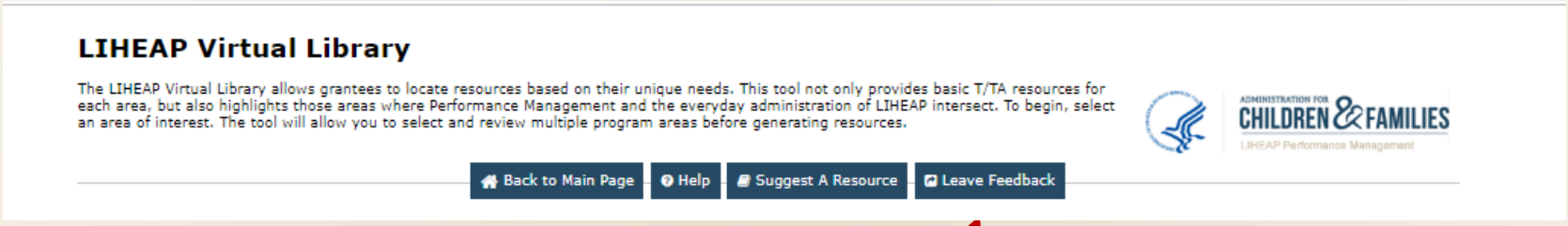
The **"Suggest a Resource"** button allows grantees to submit resources to be added to the Virtual Library.

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



Presenter(s):
Tracy Desmarais

Grantee Role in Developing the Virtual Library



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*

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Using the LVL to Answer Program Questions

[Demonstration]

Presenter(s):
Heather Jones

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.

Presenter(s):
Heather Jones

The LIHEAP Virtual Library—*Demonstration #2*

Demonstration #2

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

Presenter(s):
Heather Jones

LIHEAP VIRTUAL LIBRARY

Using the LVL to Answer Program Questions

[Hands-On Activity]

Presenter(s):
Andrew Bryk

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

Hands-On Activity #1

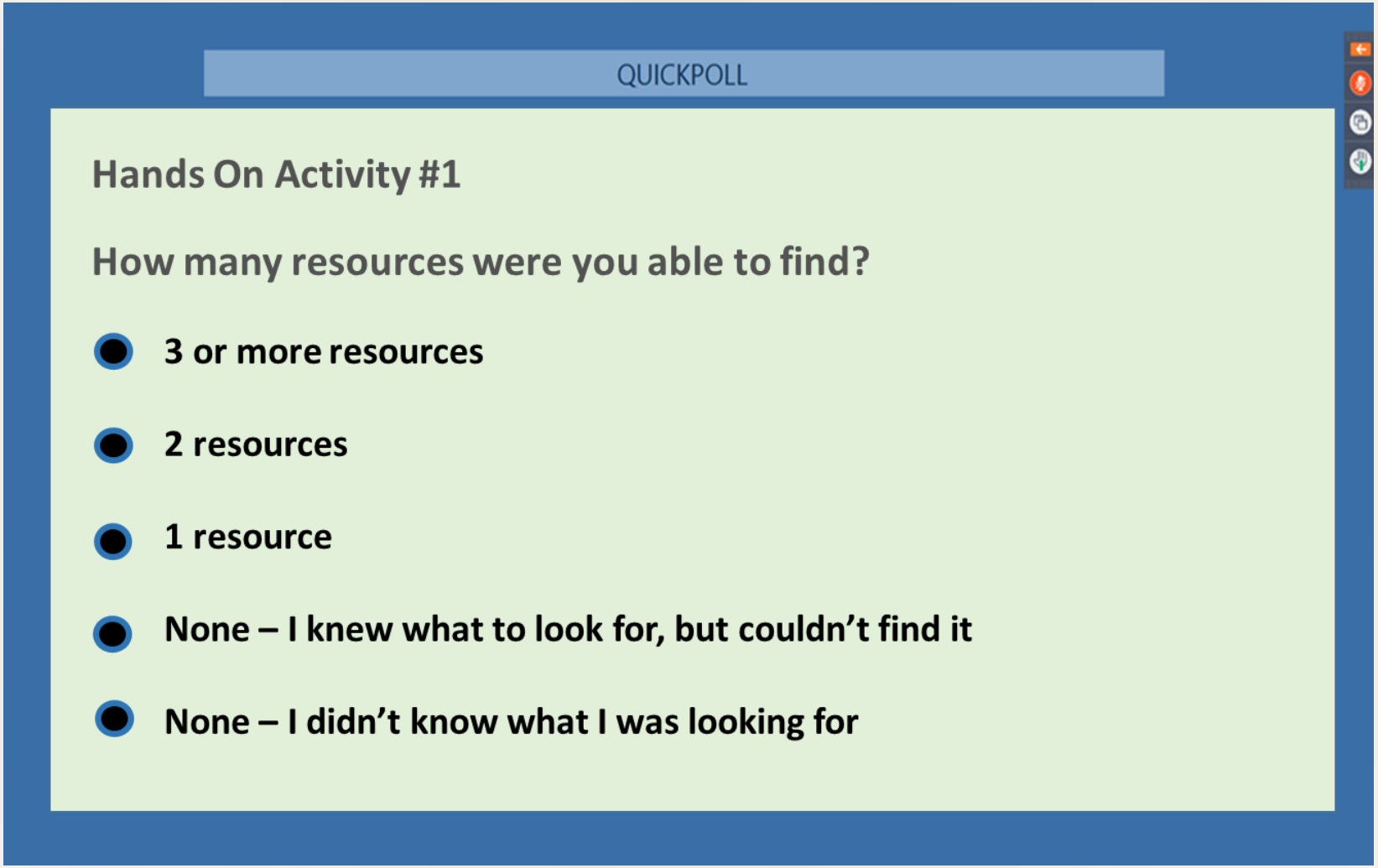
My vendors are telling me that all of these Performance Measure requirements are a bunch of hooey.

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



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

Hands-On Activity #2

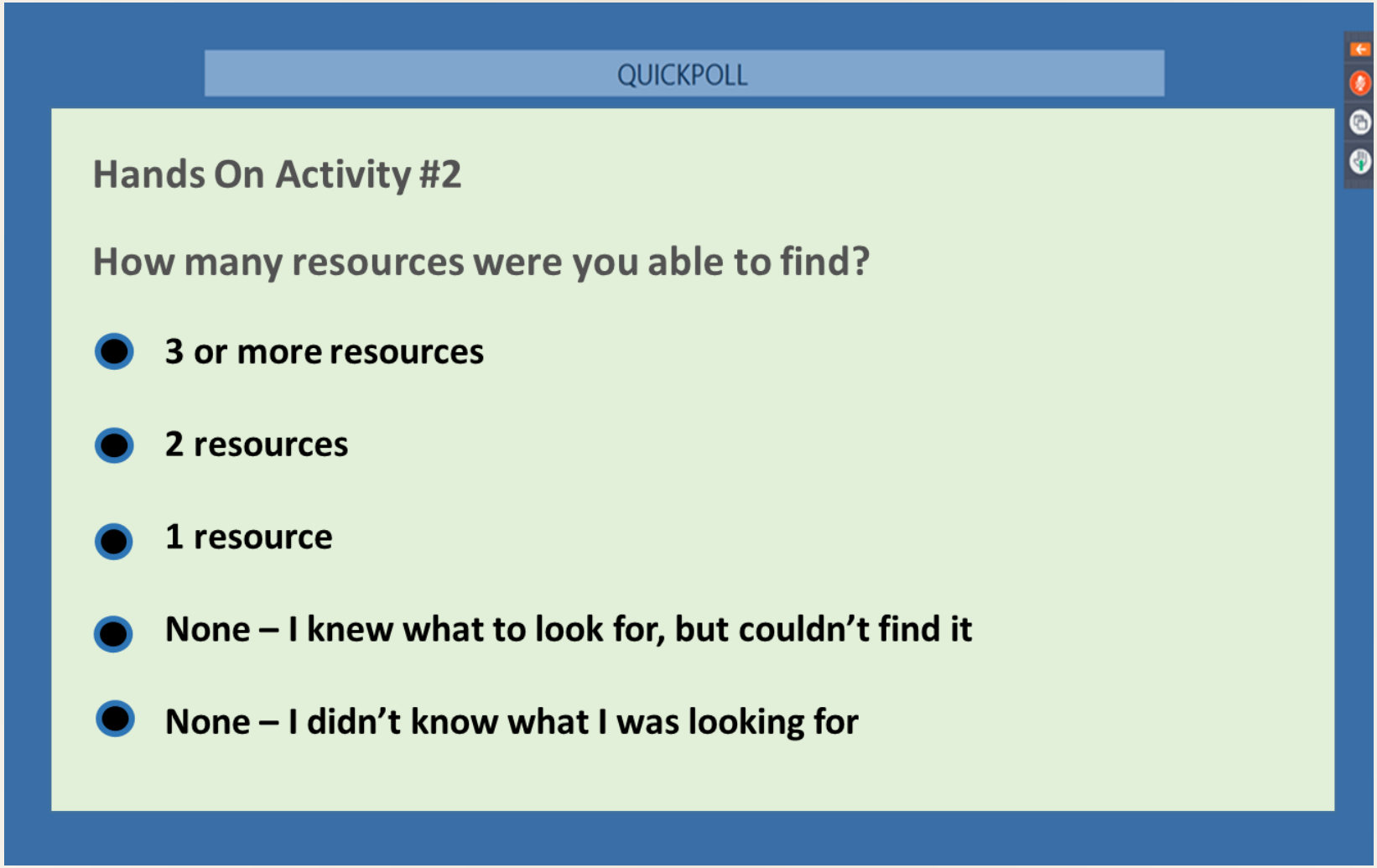
I've been told I need to develop better subgrantee risk assessment and monitoring tools.

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



Presenter(s):
Andrew Bryk

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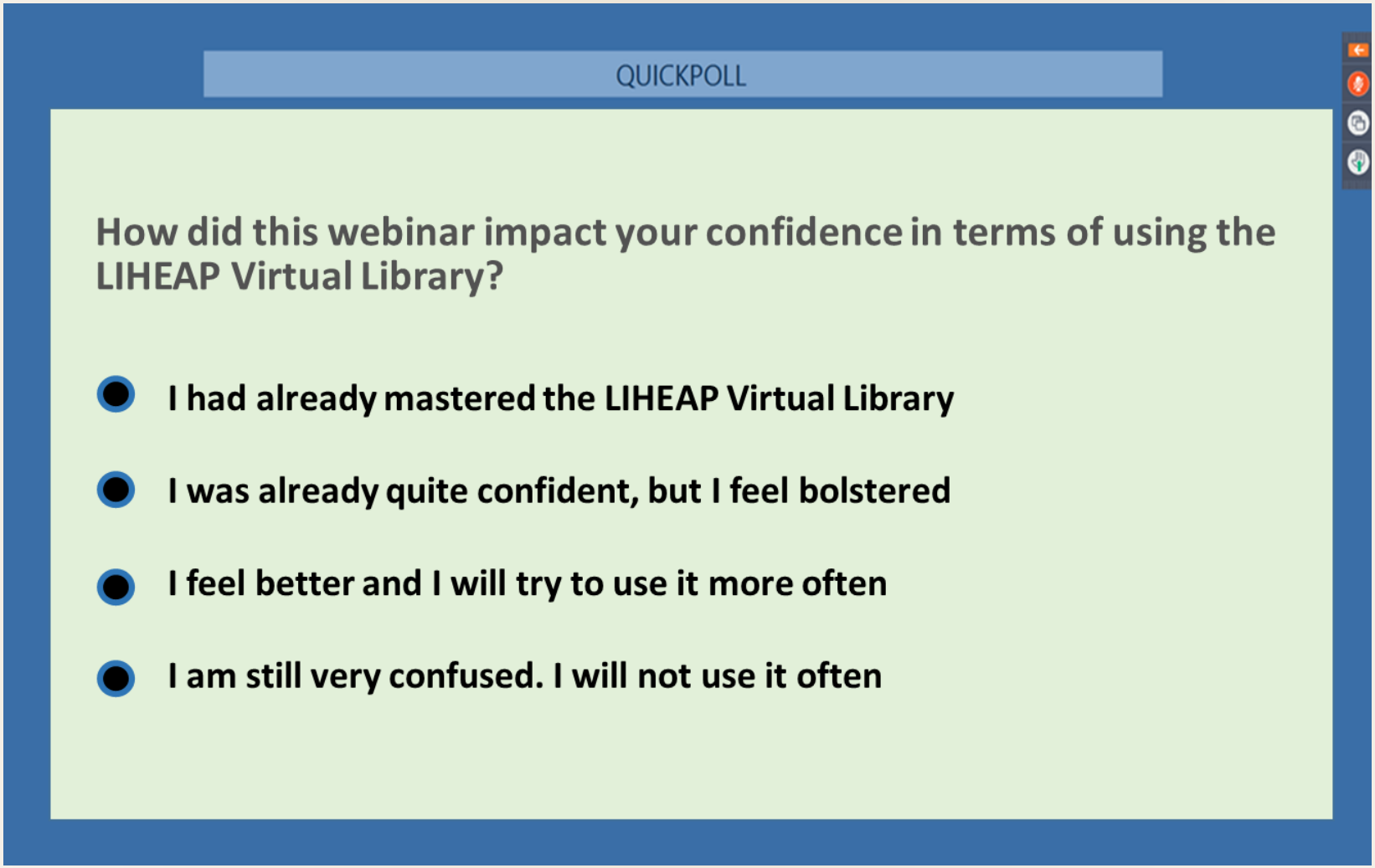
Conclusion, Additional Resources

Presenter(s):
Tracy Desmarais

Audience Poll

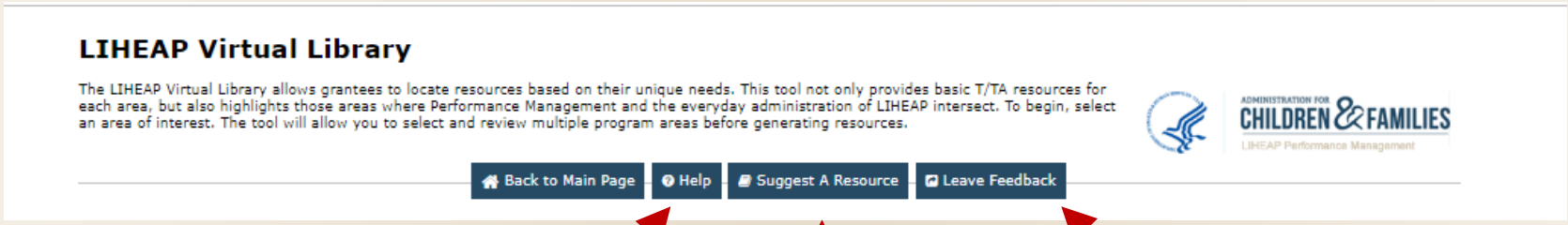


Presenter(s):
Tracy Desmarais

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

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Presenter(s):
Tracy Desmarais

Contact Information

PMIWG LIHEAP Virtual Library Team

Andrew Bryk
Andrew.Bryk@otda.ny.gov
518-486-3591

Tracy Desmarais
Tracy.Desmarais@OSI.NH.Gov
603-271-2685

Heather Jones
Heather.Jones@dss.mo.gov
573-526-0677

Susan Marshall
Susan.Marshall@alaska.gov
907-465-3099

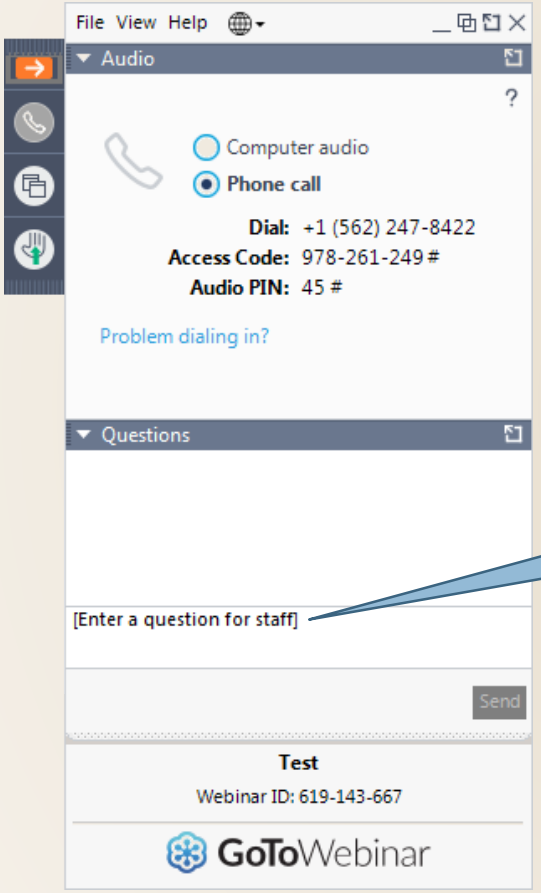
Presenter(s):
Tracy Desmarais

Contact Information

APPRISE Team

- **Kevin McGrath,** Kevin-McGrath@appriseinc.org; 609-252-2081
- **Daniel Bausch,** Daniel-Bausch@appriseinc.org; 609-252-9050
- **Jorge Mancilla,** jorge-mancillauribe@appriseinc.org, (609)-252-9009
- **Erin Steuer,** erins@ncat.org, (406) 494-8641
- **Melissa Torgerson,** melissa@verveassociates.net; 503-706-2647

Q&A: GoToWebinar Question Box



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Presenter(s):
Tracy Desmarais

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@appriseinc.org
- Melissa Torgerson, melissa@verveassociates.net

Thank you for attending the webinar!