

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 25, 2019

Welcome: Peter Edelman (OCS)

Andrew Bryk (PMIWG, State of New York)

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ADMINISTRATION FOR
CHILDREN & FAMILIES

Welcome

Purpose of This Webinar

- To highlight changes and updates to the LIHEAP Virtual Library
- To briefly review LIHEAP Virtual Library “basics”
- To demonstrate and practice 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 already familiar 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

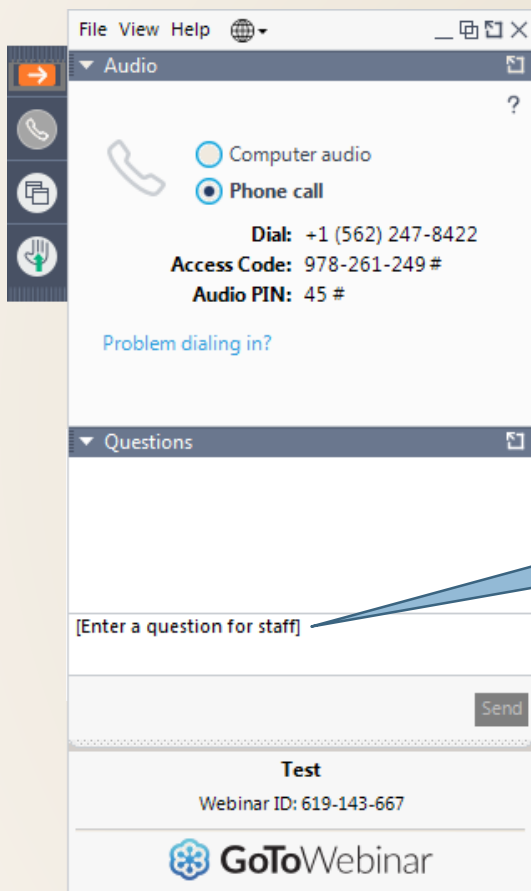
Structure of The Webinar

- 45 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 new content in the LIHEAP Virtual Library (LVL)
- Grantees will have a renewed understanding of LIHEAP Virtual Library “basics” (e.g., navigation, tools)
- Grantees will be encouraged to use and contribute to the LIHEAP Virtual Library more frequently

Webinar Outline

- Briefly outline LIHEAP Virtual Library background, rationale
- Highlight new content in the LIHEAP Virtual Library
- Highlight Basic Features of the LIHEAP Virtual Library
 - ✓ *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 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.

The Role of the Virtual Library

What makes the Virtual Library distinct?

- The LIHEAP Virtual Library was developed by grantees, for grantees.
- 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.***
- Grantees may submit their own examples, templates, tools—making the LIHEAP Virtual Library a resource truly shaped by users.

LIHEAP Virtual Library: What's New?



LIHEAP VIRTUAL LIBRARY What's New?

The LIHEAP Virtual Library: What's New?

LIHEAP Virtual Library

The LIHEAP Virtual Library allows grantees to locate resources based on their unique needs in each area, but also highlights those areas where Performance Management and the ever-evolving LIHEAP program are of interest. The tool will allow you to select and review multiple program areas.

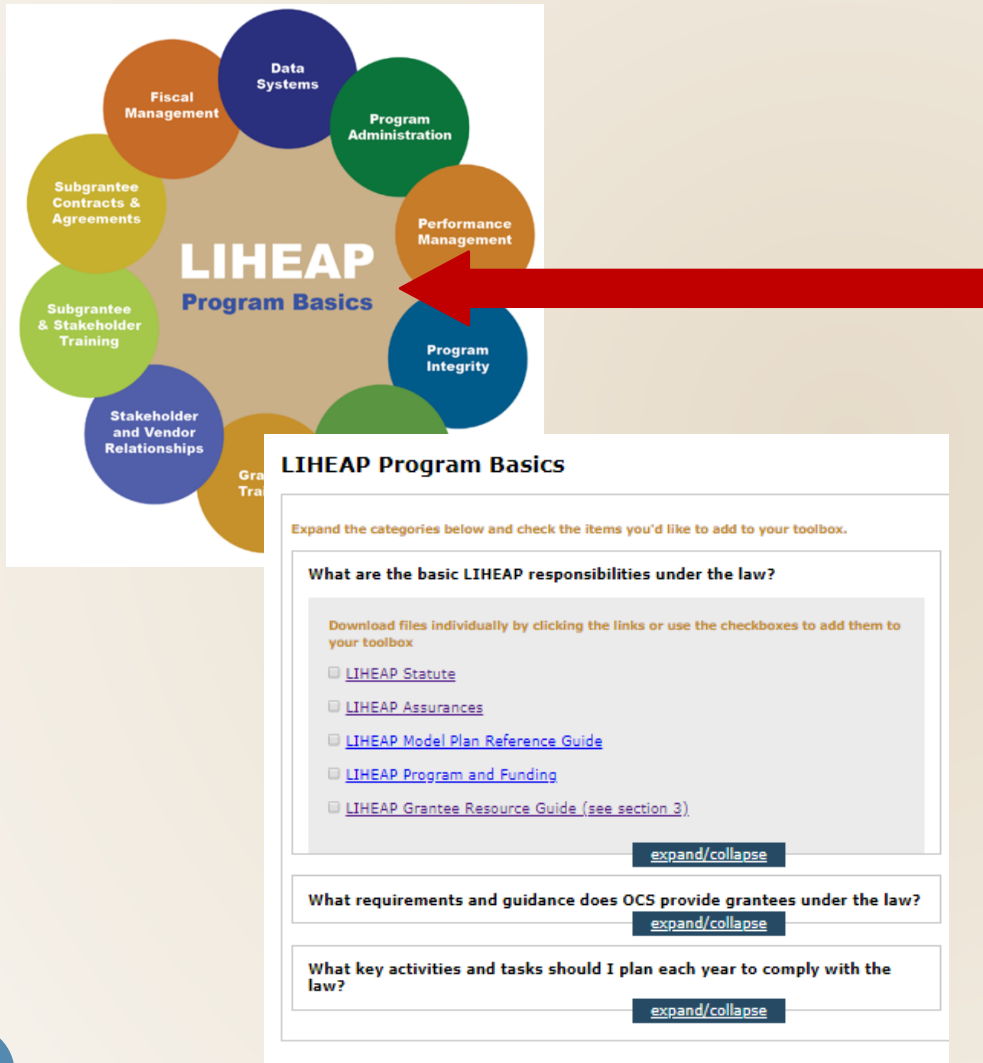
[Back to Main Page](#) [Help](#)



Together with NCAT, OCS, and APPRISE, the PMIWG LIHEAP Virtual Library Team have taken the following steps to review and update the LVL:

- Created the “Mother Bubble” (Program Basics)
- Updated the Performance Management topic area
- Created a new Fiscal Management topic area.
- Updated the “Businesses Processes” topic to “Program Administration”
- Improved website functionality

The LIHEAP Virtual Library: What's New?



The center “Mother Bubble” covers LIHEAP Program Basics.

This includes links to:

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

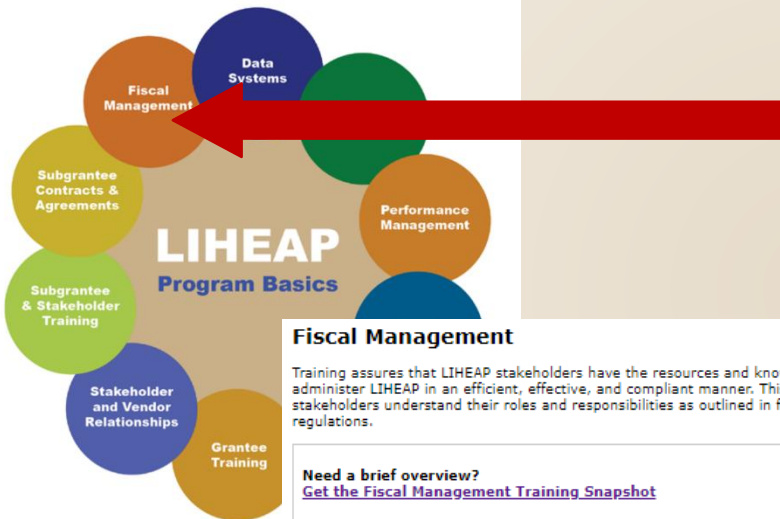
Also included are examples of program lifecycles/timelines developed by OCS and various LIHEAP grantees.

The LIHEAP Virtual Library: What's New?

LIHEAP Virtual Library

The LIHEAP Virtual Library allows grantees to locate resources based on their unique needs in each area, but also highlights those areas where Performance Management and the ever-evolving LIHEAP program select an area of interest. The tool will allow you to select and review multiple program areas.

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Fiscal Management

Training assures that LIHEAP stakeholders have the resources and knowledge necessary to administer LIHEAP in an efficient, effective, and compliant manner. This includes ensuring that stakeholders understand their roles and responsibilities as outlined in federal, state, and tribal regulations.

Need a brief overview?

[Get the Fiscal Management Training Snapshot](#)

...or dig a little deeper:

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

What are my basic LIHEAP fiscal responsibilities under the law?

[expand/collapse](#)

What costs are allowable under LIHEAP?

[expand/collapse](#)

How do I create a budget and track LIHEAP funds?

[expand/collapse](#)

How do I ensure fiscal integrity among subgrantees, contractors, and vendors?

[expand/collapse](#)

What fiscal reporting is required for LIHEAP?

[expand/collapse](#)

The LIHEAP Virtual Library is now home to a new **Fiscal Management** topic area.

- PMIWG members worked with OCS fiscal monitors, as well as state fiscal staff representatives, to identify categories and resources for this topic area.

The LIHEAP Virtual Library: What's New?

LIHEAP Virtual Library

The LIHEAP Virtual Library allows grantees to locate resources based on their unique needs in each area, but also highlights those areas where Performance Management and the ever-select an area of interest. The tool will allow you to select and review multiple program areas.

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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.

- What are LIHEAP Performance Measures, and why are they important?** [expand/collapse](#)
- What steps should I take to collect and report LIHEAP Performance Measure data?** [expand/collapse](#)
- How do I make sure my LIHEAP Performance Measure data is accurate and reliable?** [expand/collapse](#)
- What is my LIHEAP Performance Measure data telling me?** [expand/collapse](#)
- What can I do with the LIHEAP Performance Measure data I have?** [expand/collapse](#)
- How do I share my LIHEAP Performance Measure data with stakeholders?** [expand/collapse](#)

The PMIWG updated the Performance Management Topic Area.

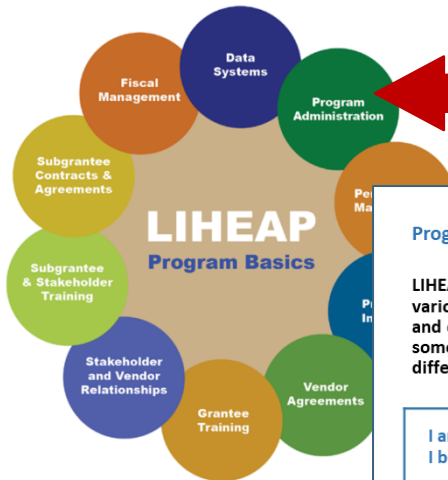
- Previously, this topic area only covered resources related to Performance Measure requirements and the collection of Performance Measure data.
- The Performance Management “bubble” has now been expanded to include resources related to analyzing and using data for Performance Management—as well as talking about data with stakeholders.

The LIHEAP Virtual Library: What's New?

LIHEAP Virtual Library

The LIHEAP Virtual Library allows grantees to locate resources based on their unique needs in each area, but also highlights those areas where Performance Management and the ever-evolving LIHEAP program are selected. The tool will allow you to select and review multiple program areas.

[Back to Main Page](#) [Help](#)



Program Administration

LIHEAP Program Administration encompasses the various actions grantees take to design, deliver, monitor, and evaluate their program. LIHEAP is a Block Grant, so some program administration methods may look different between states, tribes, and territories.

I am a new coordinator. At a minimum, what should I be doing to make sure my bases are covered?

I understand the basics of LIHEAP, and am ready to take a deeper look at my own program. Where should I start?

Now that I understand more about the design and delivery of LIHEAP in my state/tribe/territory—how can I make sure that our program documentation accurately reflects what is happening on the ground?

My state/tribe/territory has identified some areas of our LIHEAP program to improve. How do we determine the best strategies for change?

Now that I understand how my state/tribe/territory designs and delivers LIHEAP, how do I evaluate how well it is actually working?

The PMIWG updated the “Businesses Processes” topic to “Program Administration.”

- The team has identified new categories under this topic area designed to help less experienced coordinators more easily identify incremental stages of program administration and development.
- New categories, sub-categories, and re-arranged resources will be available after July 2019.

The LIHEAP Virtual Library: What's New?

My Toolbox [Download These Files](#)

- LIHEAP Primer
- LIHEAP 101, 201 and 301: the Basics and Beyond (NEUAC 2012)
- Required Fiscal Reporting, Timelines
- Subgrantee Agreements, Budgets
- Tribal Reporting Requirements Training

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

Virtual Library

Leave site?
Changes you made may not be saved.

[Leave](#) [Cancel](#)

LIHEAP Program Basics

Expand the categories below and check the items you'd like to download.

What are the basic LIHEAP responsibilities under title VI?

Download files individually by clicking the links or use the My Toolbox

- [LIHEAP Statute](#)
- [LIHEAP Assurances](#)
- [LIHEAP Model Plan Reference Guide](#)
- [LIHEAP Program and Funding](#)
- [LIHEAP Grantee Resource Guide \(see section 3\)](#)

[expand/c](#)

What requirements and guidance does OCS provide?

[expand/c](#)

What key activities and tasks should I plan each year?

[expand/c](#)

The PMIWG has worked with APPRISE and NCAT to improve website functionality.

- Since the toolbox is only saved locally, it disappears when a user leaves the site.
- Upon closing the website, a notice now appears reminding people that their “changes may not be saved.”

The LIHEAP Virtual Library: What's New?

Finally, between now and October 1, the PMIWG will be working with NCAT and APPRISE to:

- Review all topic areas within the library—replacing resources with more current versions where appropriate.
- Incorporate more example resources from grantees (e.g., tools and templates)—particularly where there are gaps in content.
- Update text (e.g., introductions, snapshots) to be more clear and concise.
- Introduce additional navigation aids (e.g., hover boxes) to reduce the number of clicks it takes to find a resource.
- Implement better analytics so that we can identify areas of the library that are visited most often (and where additional resources may be needed).



LIHEAP VIRTUAL LIBRARY

Navigation and Key Features: A Refresher

The LIHEAP Virtual Library—*Navigation and Features*

Key features of the LIHEAP Virtual Library include the following:

- 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 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 needed for 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 new 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 data 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 other states’ goals?
8. **Use the “Talking Points” examples and templates to share Performance Measure data with your leadership, subgrantees, vendors, legislators, and other stakeholders.** 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 it 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:

- [Check to Add this Snapshot to your Tool](#)

[Return to LIHEAP](#)

Vendor Agreements Program Integrity Stakeholder Relationships

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 a snapshot, and a list of resources with checkboxes for adding to the toolbox. The first resource, '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.

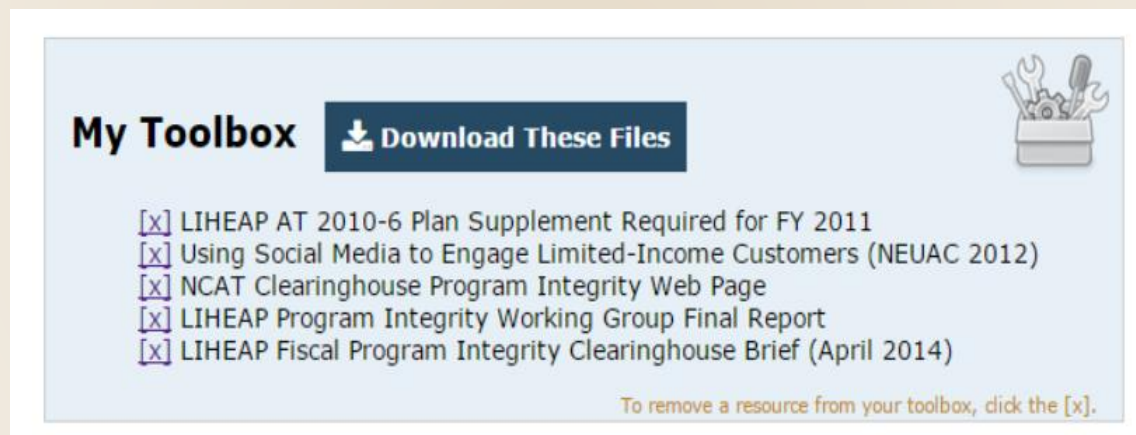
- [LIHEAP: Greater Fraud Prevention Controls are Needed \(GAO Report, June 2010\)](#)
- [LIHEAP Program Integrity Work Group Report](#)
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- [NCAT LIHEAP Clearinghouse Program Integrity Web Page](#)

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 with an 'x' inside. The resources are:

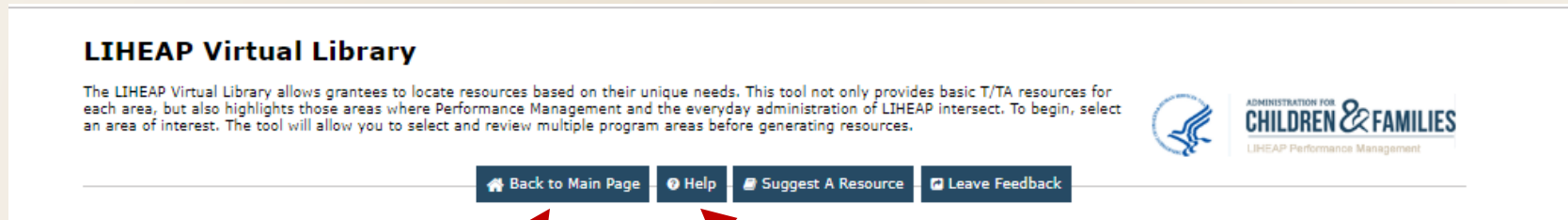
- LIHEAP AT 2010-6 Plan Supplement Required for FY 2011
- Using Social Media to Engage Limited-Income Customers (NEUAC 2012)
- NCAT Clearinghouse Program Integrity Web Page
- LIHEAP Program Integrity Working Group Final Report
- LIHEAP Fiscal Program Integrity Clearinghouse Brief (April 2014)

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.

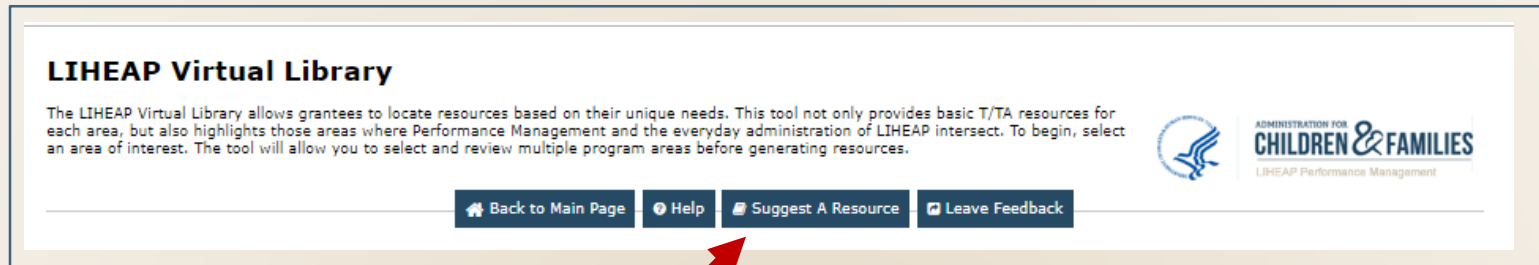


The screenshot shows the top navigation menu of the LIHEAP Virtual Library. It features a header with the title "LIHEAP Virtual Library" and a descriptive paragraph. To the right of the text is the logo for the "ADMINISTRATION FOR CHILDREN & FAMILIES" with "LIHEAP Performance Management" below it. Below the header is a horizontal menu with four buttons: "Back to Main Page" (with a home icon), "Help" (with a question mark icon), "Suggest A Resource" (with a document icon), and "Leave Feedback" (with a speech bubble icon). Two red arrows point from the text below to the "Back to Main Page" and "Help" buttons.

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.

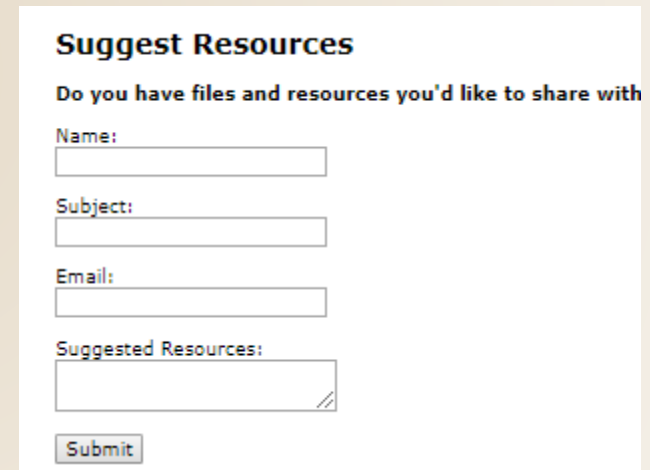
 ADMINISTRATION FOR CHILDREN & FAMILIES
LIHEAP Performance Management

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

The “**Suggest a Resource**” button allows grantees to:

- Suggest a resource when they think something is “missing” or needed.
- Submit their own examples, tools, or templates for addition the library (someone from APPRISE will contact you to obtain the resource).

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



Suggest Resources

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

Name:

Subject:

Email:

Suggested Resources:

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.




ADMINISTRATION FOR
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LIHEAP Performance Management

 [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**—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've been told that I need to do a better job monitoring my LIHEAP weatherization program.

What resources are available to tell me what I need to do and how to do it?

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

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 #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 #1*

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

What resources are available to help me get started?

What did we find?

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

Hands-On Activity #2

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 #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—*Hands-On Activity #2*

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)?!

What did we find?

The LIHEAP Virtual Library—*Conclusion, Resources*

LIHEAP VIRTUAL LIBRARY Conclusion, Additional Resources

Audience Poll

QUICKPOLL

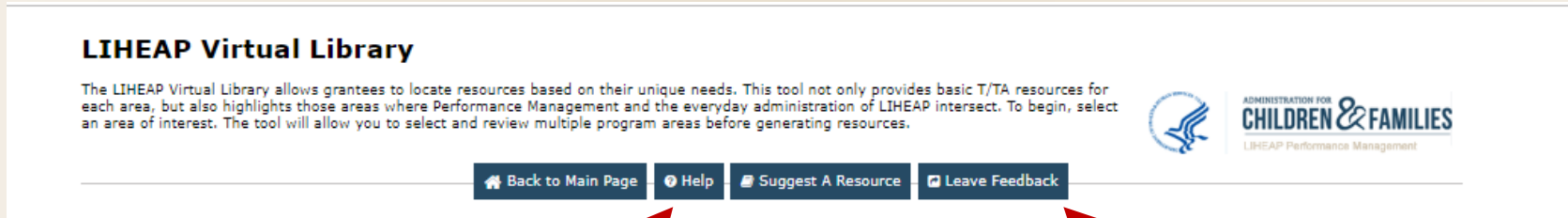
How did this webinar impact your confidence in terms of using the LIHEAP Virtual Library?

- 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.

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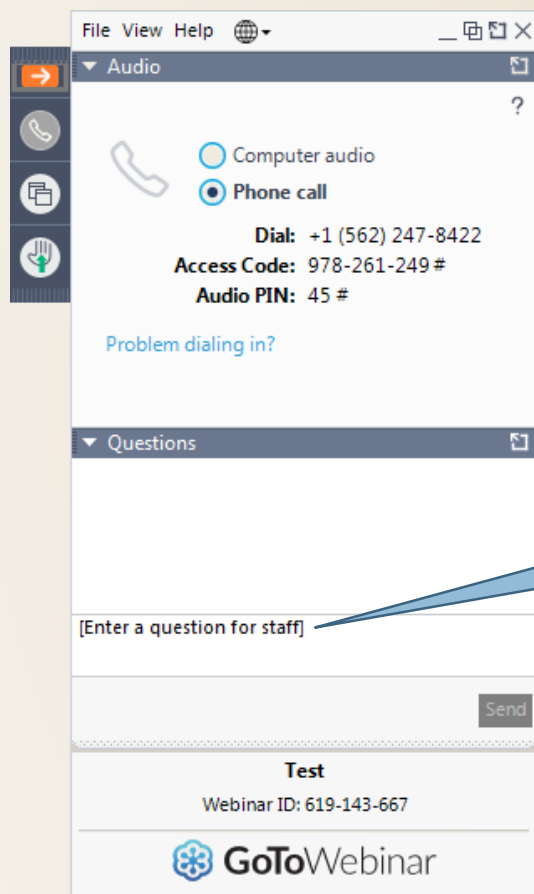
907-465-3099

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Q&A: GoToWebinar Question Box



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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:

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Thank you for attending the webinar!