**ATTACHMENT-LIHEAP SERVICE DELIVERY PLAN**

**Statutory reference 2605 (b)**

The LIHEAP statute identifies the following two groups of low-income households below as having the “highest home energy needs”:

* Vulnerable Households: Vulnerable households are those with at least one member who is a young child, an individual with disabilities, or a frail older individual. The statute does not define the terms, “young children,” “individuals with disabilities,” and “frail older individuals.” The concern is that such households face serious health risks if they do not have adequate heating or cooling in their homes. Health risks can include death from hypothermia or hyperthermia and increased susceptibility to other health conditions such as stroke and heart attacks.
* High Burden Households: High burden households are those households with the lowest incomes and highest home energy costs. The concern is that such households will face safety risks in trying to heat or cool their home if they cannot pay their heating or cooling bills. Safety risks can include use of makeshift heating sources or inoperative/faulty heating or cooling equipment that can lead to indoor fires, sickness, or asphyxiation.

Administration for Children and Families (ACF) has included in its LIHEAP performance plan the program goal of “increasing the availability of LIHEAP fuel assistance to vulnerable and high burden households whose health and/or safety are endangered by living in a home without sufficient heating or cooling.” ACF has translated the program goal into the following explicit targeting performance goals of increasing the targeting index of:

* LIHEAP recipient households having at least one member 60 years or older compared to non-vulnerable LIHEAP recipient households;
* LIHEAP recipient households having at least one member five years or younger compared to non-vulnerable LIHEAP recipient households; and
* LIHEAP recipient high-energy burden households compared to LIHEAP recipient low-energy burden households.

LIHEAP’s targeting performance is a proxy measure for health and safety outcomes. Improving targeting performance for eligible vulnerable households can help such households avoid serious health risks if they cannot afford to adequately heat or cool their homes.

**ATTACHMENT-LIHEAP SERVICE DELIVERY PLAN**

**Statutory reference 2605 (b)**

LIHEAP Performance Measures

The State will comply with reporting on the LIHEAP Performance Measures for FFY 2015. Coordination with the 5 largest electric vendors and 5 largest gas vendors in the state will enable the state to provide data for the LIHEAP Performance Measures report due at the end of FFY 2015.

Data will be collected on the three major areas of the Performance Measures Report:

1. Energy Burden
2. Restoration of home energy service
3. Prevention of loss of home energy service

LIHEAP Objectives

Each agency **must** address the six LIHEAP goals shown in the attached goal section and each

LIHEAP goal and outcome measure **must be quantified**. Agencies must ensure that they have reviewed previous year totals to estimate more accurate totals for upcoming year. The LIHEAP goals and objectives should be integrated and reported as part of Virtual ROMA. All clients with high energy burdens **must** be referred to Weatherization.

**A. GOAL**

To target and provide financial assistance and consumer education to all low income households being served, taking into account both energy consumption and vulnerability of one or more household members (disabled, elderly and children) while at the same time reducing the client’s burden of energy costs/consumption.

**Note: The goals may be measured by one or more of the following outcome measures as shown after each goal. Each Agency may select one or more of the outcome measures for each goal.** Quantify the number of clients to be assisted under each goal.

**OUTCOME MEASURES**

1. Stabilize clients after LIHEAP and/or weatherization assistance.

2. Stabilize the vulnerable (disabled, elderly, and children) targeted households served, as well as those involved in case management to become self-sufficient.

**MEASURABLE ACTIVITIES**

1. Obtain energy statements and/or bills of clients 6 months before and 6 months after energy assistance. Calculate and compare the statements and/or bills for the (12) month period, paying particular attention to justify the increase and decrease of the clients’ statements and/or bills. Maintain an accurate record and/or bills of clients 6 months before and 6 months after energy assistance. Calculate and compare the statements and/or bills for the (12) month period, paying particular attention to justify the increase and decrease of the clients’ statements and/or bills.

2. Provide counseling and maintain an accurate record of energy consumption orientations and private individual sessions. Maintain an accurate record of LIHEAP households who completed financial assistance/counseling sessions.

3. Maintain an accurate record of the number of clients referred to the Weatherization Assistance Program that actually received services.

**B**. **GOAL**

To increase energy affordability for LIHEAP recipient households.

**OUTCOME MEASURES**

1. Increase the number of households participating in the vendor- sponsored low-income programs, for example, vendor participation workshops.

1. Increase the number of previously served LIHEAP recipients making regular utility payments to vendor/suppliers.

M**EASURABLE ACTIVITIES**

1. Obtain from vendors a copy of the clients’ payments 6 months before and 6 months after energy assistance for a comparison analysis.
2. Maintain an accurate record of the clients participating in vendor- sponsored programs.
3. Provide counseling and maintain an accurate record of energy conservation orientations and provide individual sessions.

**C**.  **GOAL**

To increase efficiency of energy consumption for LIHEAP recipient households.

**OUTCOME MEASURES**

1. Increase the serviceable number of LIHEAP recipient households weatherized, including low/no-cost energy related home repair(s).

1. Increase the number of LIHEAP recipient households practicing energy conservation and receiving energy counseling and/or education.
2. Decrease the number of repeat LIHEAP households requiring intense targeting for regular assistance or crisis intervention.

**MEASURABLE ACTIVITIES**

1. Maintain an accurate record of the number of recipient households that were served.
2. Maintain an accurate record of the number of referrals to other programs/services.
3. Maintain an accurate record of the number of recipient households practicing effective energy conservation from the “client survey”.

1. Maintain an accurate record of the number of clients whose energy burden was reduced due to LIHEAP in combination with other energy resources, i.e., utility discounts.

**D. GOAL**

Perform leveraging activities to serve additional LIHEAP clients or provide a greater level of assistance to stabilize clients.

**OUTCOME MEASURES**

1. Serve additional LIHEAP clients.

1. Increase leveraging activities to generate a minimum amount of 15% of funds from the prior year to serve additional LIHEAP clients.
2. Solicit non-federal funds from philanthropic organizations.
3. Solicit in-kind gifts from philanthropic organizations and individuals.

**MEASURABLE ACTIVITIES**

1. Maintain an accurate number of LIHEAP clients served from leveraged funds.

1. Maintain an accurate listing of solicitations and funds received from foundations, corporations, and organizations.

1. Maintain an accurate number of households who were referred to non-

LIHEAP energy related programs.

**E. GOAL**

To perform whole-house weatherization measures to a designated number of homes using LIHEAP funds, targeting households in which at least one member is elderly, disabled or a small child to reduce the energy cost/consumption of the household.

**OUTCOME MEASURES**

1. To decrease the energy cost/consumption of low-income households.

1. To increase the indoor quality of the homes of low-income households by addressing health and safety issues within the home.

**MEASURABLE ACTIVITIES**

1. Provide consumer education to household members participating and maintain record of all sessions.

1. Maintain an accurate record of the make-up of all households participating to include vulnerable household members.

1. Obtain statements from an adult household member to verify if the weatherization measures completed on the home have made a noticeable difference in the heating/cooling of the home.

4. Obtain energy bills for participating households for comparison over a 6-month period to observe actual increases/decreases in energy cost/consumption.

**F. GOAL**

Low income people, especially vulnerable populations, achieve their potential by Strengthening Family and Other Supportive Services.

**OUTCOME MEASURES**

1. To increase the number of low-income individuals or families served by

Community Action that sought emergency assistance and increase the percentage of those households for which assistance was provided, including LIHEAP.

1. To increase the number of vulnerable population showing improvement as a result of receiving LIHEAP assistance or benefit.
2. To increase the number of households for which LIHEAP assistance avoids a loss of energy service.
3. Increase the number of households in crisis whose emergency needs are ameliorated due to LIHEAP assistance or benefit.
4. Increase the number of high consumption households realizing a reduction in energy burden as a result of receiving LIHEAP assistance or benefit and increase the number of households for which LIHEAP assistance avoids a loss of energy service.
5. Increase the number of LIHEAP recipients making regular payments to

energy suppliers as a result of financial counseling and increase the number of LIHEAP recipient households who received low/no cost energy related home repair through WAP.

1. Increase the number of LIHEAP households who completed financial assistance/counseling sessions.

**MEASURABLE ACTIVITIES**

1. Maintain an accurate record of the number of individuals or families that sought emergency assistance and note the percentage of those households assisted.

1. Maintain an accurate record of the number of households whereby supportive services were provided.
2. Maintain an accurate record of the households that avoided energy service