

LIHEAP PERFORMANCE MEASURES UPDATE

Success is the sum of small efforts,
repeated day in and day out.

Robert Collier

May 1, 2011

Volume 1, Issue 2

Are You Ready To Jump On Board?

By Susan Marshall, Alaska

Budget cuts are looming on the horizon. The time has come for LIHEAP to demonstrate how the funding we receive, and our collaborations and partnerships, make a difference in the lives of low-income households across America. There are two ways to accomplish this; tell our clients' stories and use performance measures to provide the decision makers in DC with the numbers, facts and figures they need to justify maintaining LIHEAP funding at \$5.1 billion nationally.

Over the past several years representatives from HHS, the states, and Apprise have been laying the groundwork, or tracks, that will allow all the states to join together and

demonstrate to America what they get for their tax dollars. With the release of the *Draft Proposal for LIHEAP Performance Measures* in January of 2010, performance measures became our train, or vehicle, to demonstrate our value to Congress and Americans. For a copy of this report, please click on the link in the yellow box.

The next step is to bring states on board and assist them with developing a plan to collect the data. The Performance Measures Implementation Workgroup (PMIWG) was formed to do just that. They are addressing what is needed to implement the measures, what barriers exist, and how to overcome them. We are a bit

like the Little Engine That Could trying to make it up that big hill. It sounds a little daunting but, working together, and breaking down the measures into smaller pieces, we can do this. Just like the Little Engine, we have to stay positive and focused to reach our goals.

Are you ready to jump on board?



I know we can; I know we can. I know we can make it happen!

Change and Integration

By Chad Sawyer, HHS

You may wonder about what it takes to integrate performance measures data collection into your current processes. Is it too costly, too time consuming, too burdensome? You may think that too many insurmountable barriers exist to hinder or halt your efforts. This is normal. Anxiety, fear, stress, setbacks, and challenges frequently occur when embarking on a new endeavor that requires change, especially organizational change.

Organizational change elicits numerous responses from frontline staff, management, clients, and stakeholders. There are many internal and external variables, challenges, and resources to consider when creating a plan to institute change.

You are not alone in this endeavor; the PMIWG Process Subgroup is here to help. The subgroup is tasked with developing tools for performance measures integration. Through process overlays, we seek to show

you that it can be done. The overlays we suggest, however, may not be what you actually implement. Performance measures integration will differ depending on the organization and its needs and dynamics. Despite these differences, best practices exist and we can learn from one another. In addition, the subgroup will provide you with other process-related guidance, such as how to manage organizational change.

Integrating performance measures necessitates a change

UPCOMING EVENTS

May 17, 2011—2 PM EST

Basecamp Webinar

- Learn how to use this valuable tool.
- Call 1-888-790-3531;
- Passcode 7594112

June 29, 2011—10:30-11:45 AM

Developing Partnerships To Measure Performance

- NEUAC Conference,

LINKS

Proposal for LIHEAP Performance Measures Draft Report—January 2010:

<https://acf2.basecampHQ.com/projects/6629727/log>. Click on the above named document to open.

Zoomerang Survey Results:

https://acf2.basecampHQ.com/projects/6629727/file/79087633/SummaryResults_7Sept10.pdf

Establishing an Integrated Performance Measurement System:

<http://www.orau.gov/pbm/pbmbandbook/volume%202.pdf>

of mindset, behaviors, policies, practices, and processes at all levels of the organization. You must align the collection of performance measures with your strategic plan so that staff can connect it to their work and see the value for it. One resource you should use for guidance is volume two of The Performance-Based Management Handbook prepared by the Department of Energy and The Oak Ridge Institute for Science and Education, titled: *Establishing an Integrated Performance Measurement System* (see Links section).



A key to success for any performance measures system is standardizing the collection of data. Standard definitions and collection processes ensure that data can be combined and that valid comparisons can be made across states. The PMIWG Methodology Subgroup is making this task

Methodology Minute

By Matt Orlovick, HHS



easier by creating a standardized collection tool. States will benefit from common data definitions and the ability to enter information into an easy-to-use interface.

The collection tool for Tier One measures will be available on Basecamp in the very near future. You will be notified when it

is posted on Basecamp. States are already collecting most of this data on the annual Household Report. Tier Two measures will be rolled out sometime this summer.

Please see the Links section to access the LIHEAP Performance Measures.

Collaborations/Best Practices That Work NEAN—Nebraska's Energy Assistance Network

By Mike Kelly, Nebraska

Nebraska Energy Assistance Network (NEAN) is a partnership of utilities, government agencies, regulators and community leaders. The Nebraska Department of Health and Human Services (NDHHS) joined NEAN in 2006. The mission of NEAN is to assist Nebraskans with their energy needs through education, advocacy and partnerships. Assistance is provided by educating clients on how to use energy efficiently, helping households meet their basic energy needs, linking clients with financial and energy efficiency resources, and providing a voice to identify and address energy needs. Many of the utility providers or other partners have small programs to help people with utility bills. NDHHS was invited to participate in the group because of the Low Income Home Energy Assistance Program (LIHEAP).

NEAN has signed an agreement with some of the utility providers in the state to provide quarterly information in regard to shutoff and arrearage information. While this agreement does not cover all of the utility providers in Nebraska it does cover most of the largest utility providers in Nebraska. This information is used to document the ongoing need for programs such as LIHEAP. The information is passed on to both Congressional representatives, the National Fuel Funds Network (NFFN) and the National Energy Assistance Directors Association (NEADA).

In the last several years NEAN has conducted energy efficiency training sessions around the state in a variety of locations including both informal meetings and formal classroom type settings. The past two years NEAN has worked with the Head Start Programs in Nebraska to conduct these sessions. Head Start households are identified

as low income households with young children. The sessions include budgeting, determining your monthly income and expenses, identifying energy costs, understanding your utility bills, installing weatherization, and other steps that can be taken in your home to make your household more energy efficient.

For more information on NEAN, see <http://www.nebraskaenergyassistance.com/>.



Winter NEADA Meeting

Washington, D.C. was the scene of the NEADA Winter Meeting, held on March 1 and 2, which brought together representatives from the states; Congressional and HHS/ACF/OCS staff; speakers from the Social Security Administration, American Gas Association, Campaign for Home Energy Assistance, National Fuel Fund, National Consumer Law Center and the LIHEAP Clearinghouse who all offered a wide range of helpful information which focused on several key issues of interest to those administering LIHEAP.

A presentation by several Congressional staff outlined the current situation regarding LIHEAP funding for FY 2011 as well as FY 2012. Comments and discussion provided some insight into how to address the funding proposals.

An update on the Program Integrity Workgroup was given by Kay Joslin. The

group, consisting of about 30 members, is looking at three key areas: Data Sharing, Fiscal Management and Program Oversight. A report with recommendations is expected by July 2012.

A related presentation on social security number verification was made providing some interesting details on the process. States should contact the regional SSA Data Exchange representative for information. Information on SSA Data Exchange can be found on the SSA website at <http://www.socialsecurity.gov/gix/index.html>.

The first day wrapped up with a briefing to Senate staffers by several state LIHEAP coordinators.

Performance measures was the major topic on the second day as members of the Performance Measures Implementation Workgroup (PMIWG) aptly presented

progress on key elements of the process towards implementing performance measures. The Process Subcommittee presented an Overlay Matrix which identifies performance activities and strategies. The Methodology Subcommittee has developed a data collection tool to assist in the process.

PMIWG is using Basecamp as a means of communicating information to all. The presentation can be downloaded from the Basecamp website found at (<https://acf2.basecampHQ.com/login>).

