

LIHEAP Program Basics (The Assurances)

PART 4

2022 NEADA Training Conference
September 21, 2022

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LIHEAP Assurances 13-16

Outline for this Session

**Abbreviated:
Assurances 13 and 14**

**Detailed:
Assurances 15 and 16**

Detailed slides for all assurances will be distributed to participants.

Assurance 13—Fair Hearings

Breaking It Down (Key-Takeaways)

Assurance 13: FAIR HEARINGS

[Section 2605\(b\)\(13\) of LIHEAP Act, 42 U.S.C. § 8624\(b\)\(13\)](#)

Grantees must provide an opportunity for a fair administrative hearing to individuals whose application for LIHEAP assistance

- are denied, or
- are not acted upon with reasonable promptness

Assurance 14 – Data Collection and Reporting

Breaking It Down (Key-Takeaways)

Assurance 14: REPORTING

[Section 2605\(b\)\(14\) of LIHEAP Act, 42 U.S.C. § 8624\(b\)\(14\)](#)

Cooperate with the Secretary with respect to data collecting and reporting under section 2610 of the LIHEAP Act (42 U.S. Code § 8624).

This includes:

- information concerning home energy consumption
- the amount, cost and type of fuels used for households eligible for LIHEAP assistance
- the type of fuel used by various income groups;
- the number and income levels of households assisted with LIHEAP
- the number of households which received LIHEAP and include one or more individuals who are 60 years or older or disabled or include young children; and
- the impact of each State's program on recipient and eligible households

Assurances 13 and 14

QUESTIONS

Assurance 15 – Outreach and Intake

Breaking It Down (Key-Takeaways)

Assurance 15: OUTREACH AND INTAKE

[Section 2605\(b\)\(15\) of LIHEAP Act, 42 U.S.C. § 8624\(b\)\(15\)](#)

This assurance requires you to provide LIHEAP outreach and intake services through agencies beyond just the welfare agencies that administer the Temporary Assistance for Needy Families (TANF) Program. This can include, but is not limited to:

- community action agencies
- area agencies on aging
- not-for-profit neighborhood-based organizations

This assurance is applicable only to States, and to territories whose annual regular LIHEAP allotments exceed \$200,000. Neither territories with annual allotments of \$200,000 or less nor Indian tribes/tribal organizations are subject to Assurance 15.

Assurance 15 – Outreach and Intake

Interpretation and Implementation

How am I assuring adequate outreach and crisis assistance through locally accessible agencies?

Generally, grantees assure adequate outreach and crisis in their state, tribe, or territory by using subgrantees (e.g., local organizations, Community Action Agencies) to conduct some or all of their LIHEAP outreach and intake.

Bringing it Back Home

How will we interpret and implement Assurance 15?

Example Focus Areas, Questions

Access

- Are there underserved areas of our state or territory that could benefit from the addition of a local or satellite office?
- Do we ensure that households that might feel stigmatized by going to a TANF intake agency to apply for LIHEAP have other intake options?

Assurance 15 – Outreach and Intake

POLL QUESTION (Assurance 15)

Which best describes your state's TANF/SNAP office role in LIHEAP?

(Check all that apply)

- LIHEAP intake is conducted by our TANF/SNAP office. These offices include LIHEAP in their SNAP/TANF outreach
- LIHEAP intake is conducted by TANF/SNAP office however we use other organizations run our crisis program
- LIHEAP intake is conducted by our TANF/SNAP office, however they have extended hours for LIHEAP clients
- Our TANF/SNAP office does not run LIHEAP, however we work together on outreach efforts
- Our TANF/SNAP office does not run LIHEAP however we exchange data to facilitate intake/verification
- Our TANF/SNAP office is not involved with the LIHEAP program in any way.
- I'm not really sure
- Other

Assurance 15 – Outreach and Intake

Questions?

Assurance 16 – Services to Reduce Need

Breaking It Down (Key-Takeaways)

Assurance 16:

[Section 2605\(b\)\(16\) of LIHEAP Act, 42 U.S.C. § 8624\(b\)\(16\)](#)

- Grantees may use up to 5 percent of LIHEAP funds, **at their option**, to provide services that encourage and enable households to reduce their home energy needs and thereby the need for energy assistance.

This includes:

- ✓ needs assessments
 - ✓ counseling
 - ✓ assistance with energy vendors
- Grantees must report the impact of such activities on the number of households served, the level of direct benefits provided to those households, and the number of households that remain unserved.

Assurance 16 – Services to Reduce Need

Interpretation and Implementation

- Will I use 5% of my funds for the purposes identified in Assurance 16?
- How will I use them?

Grantees use Assurance 16 funds for a wide variety of activities:

- **Needs Assessment and Referral** – Reviewing the client’s case record and identifying the most appropriate referrals
- **Financial Counseling** – Working with the client to improve financial management skills and proactively manage energy bills
- **Energy Education** – Furnishing information about how to reduce energy usage and obtain energy efficiency services
- **Case Management** – Working with clients on a customized energy education and/or budget management plan over an extended time period
- **Vendor Advocacy** – Helping the client to communicate effectively with the vendor to maintain service

Assurance 16 – Services to Reduce Need

Bringing it
Back Home

How will we interpret and implement Assurance 16?

Example Focus Areas, Questions

Fit	<ul style="list-style-type: none">• How could we use Assurance 16 funding to maximize existing resources or address gaps in service? (e.g., energy advocacy, energy education, payment planning)
Allocation	<ul style="list-style-type: none">• If we use subgrantees, how will we award these funds to local agencies?
Reporting	<ul style="list-style-type: none">• How will local agencies (and we as a state, tribe, or territory) reporting outcomes associated with this funding?
Examples	<ul style="list-style-type: none">• How are other states using these funds? https://liheapch.acf.hhs.gov/delivery/sufficiency.htm

Assurance 16 – Services to Reduce Need

POLL QUESTION (Assurance 16)

Which best describes your state in terms of Assurance 16 programs

(Check all that apply)

- We have a robust Assurance 16 program that we feel confident about
- We use Assurance 16 funds, but aren't sure we are using them correctly or effectively
- We use Assurance 16 funds, but want to revamp or update our Assurance 16 services/program
- We don't currently use Assurance 16 funding, but conduct Assurance 16 type services with other \$
- We don't currently use Assurance 16 funding but would like to in the near-future
- We don't use Assurance 16 funding and have no interest in doing so
- I'm not really sure
- Other

Assurance 16 – Services to Reduce Need

QUESTIONS

Available Resources

- [LIHEAP Clearinghouse](#): The LIHEAP Clearinghouse contains LIHEAP State Plans, Manuals, contracts, and other administrative documents. Additionally, the Clearinghouse provides an extensive list of publications related to all areas covered in this training session. Grantees are encouraged to call Clearinghouse staff if they need assistance finding resources.
- [OCS Website](#): The OCS website provides resources for LIHEAP grantees including information memoranda, Dear Colleague notices, and training materials.
- [LIHEAP Virtual Library](#): The LIHEAP Virtual Library was designed by grantees to help their peers walk through all aspects of LIHEAP program administration.
- [LIHEAP Performance Management Website](#): The LIHEAP Performance Management website includes a data warehouse with basic and advanced reporting tools. Additionally, the website contains a wealth of grantee resources related to LIHEAP data, required reporting, and Performance Management.
- [The Grantee Resource Guide](#): Provides an overview of various LIHEAP elements. Much of the material in this presentation came from the Grantee Resource Guide.

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