PMIWG Update

Performance Management Implementation Work Group (PMIWG)
NEADA Meeting Update

September 16, 2024

Agenda

During this meeting, we will:

1. Provide an overview of the PMIWG

2. Provide an update from the PMIWG Teams on current projects

3. Provide a brief demonstration of the LIHEAP Training Project

4. Discuss upcoming PMIWG schedule

5. Ask and Answer questions

PMIWG Overview

What the PMIWG Is: A working group that consists of a diverse group of state LIHEAP coordinators, state LIHEAP staff, and OCS staff.

PMIWG Mission: Help state grantees develop and implement methods for recording, collecting, tracking, analyzing, and using data for LIHEAP Performance Management.

Teams: PMIWG members have formed three teams (or committees) which tackle projects in a certain area. These include:

- **Data Case Studies Team:** This group finds different ways to spotlight grant recipients using data for program design and improvement.

- **Data Reliability Team:** Develops tools and resources to help grant recipients assess and improve the reliability of their data and reporting.

- **Performance Management Integration Team:** Creates tools and resources that help grant recipients incorporate performance management into their day-to-day work.

Next, each of these groups will update us on their work.

Data Case Studies Team

Presenter: Brian Sarensen (WA)

Project Team Members:

Theresa Kullen (CO)
Monica Popescu (CA)
Brian Sarensen (WA)
Keri Stark (NY)
Christine Taylor (IA)
Malelega Tuiolosega (AS)
Ian Villa-Watt (MN)
Brian Whorl (PA)
Sharnice Mitchell (OCS)

PMIWG Project Team Updates
Data Case Studies Team

Recent Projects

1. Case Studies

- Began developing new vignette on using data to assess application processing

2. LIHEAP Data Analyst Brown Bag Discussions

- Continued conducting informal discussions among peers on LIHEAP data-related items:

  Spring topic: LIHEAP Benefit Determination Procedures
  Summer topic: Approaches for Allocating Funds to Subgrantees

3. LIHEAP Data Resources

- Began developing ARPA Period LIHEAP Profiles
- Brainstormed on developing new Tribal LIHEAP Profile documents

Goals for Fall

1. **Case Studies**

   - Publish the vignette on application processing and data analysis.

2. **LIHEAP Data Analyst Brown Bag Discussions**

   - Conduct fall brown bag discussion on presenting LIHEAP data to non-data people

3. **LIHEAP Data Resources**

   - Work with HHS and APPRISE to publish new Tribal LIHEAP Profile documents
   - Complete ARPA Period LIHEAP Profiles

Data Reliability Team

Presenter: ?

Project Team Members:

Richard Giddings (VT)
Casey Killion-Letran (OK)
Deeannah Loia (AS)
Lorraine Portis (MS)
Lori Walking Eagle (Rosebud Sioux Tribe – SD)
Deirdre Weedon (RI)
Peter Edelman (OCS)

Recent Projects

1. **IT Solutions Survey**

    - APPRISE, OCS, and the PMIWG **finished drafting the IT Solutions Survey instrument** that will be administered to all LIHEAP grant recipients. This will collect data and report out on the types of IT solutions grant recipients use for various aspects of program administration.

    - APPRISE and PMIWG members **conducted pre-tests of the survey instrument** with 7 states (with 2 more scheduled week of 9/16).

Goals for Fall

1. **IT Solutions Survey for States**

   - Conduct survey with remaining state grant recipients (pending possible ICR review)
   - Analyze results and provide report to OCS

2. **IT Solutions Survey for Tribes and Territories**

   - Develop survey instrument
   - Start pre-tests

3. **Data Reliability Vignettes**

   - Record California (and possibly Montana) vignette related to data reliability challenges and solutions

4. **Data Reliability Tools**

   - Update existing, online data reliability tools with latest data

Performance Management Integration Team

Presenter: Michelle Gillham (AR)

Project Team Members:

Jane Blank (WI)

Cynthia Bryant (GA)

Bobbi Davis (WI)

Michelle Gillham (AR)

Lisa Goben (OR)

Sisavai'i Tuala-Tamaalelagi (AS)

Erica Burrin (OCS)

Heather Jones (OCS)

Kate Thomas (OCS)

Recent Projects

1. **LIHEAP Draft Training Tool/Project**

   - The PMI team is working with OCS to develop an online training tool for LIHEAP coordinators. The team recently developed the first set of three courses, which includes "getting started" material for newest coordinators.

     [Will provide brief demonstration at end of PMI team update]

2. **Performance Measures "Next Steps" Tool**

   - This resource is designed to help grant recipients understand their Performance Measure data, and figure out what to do with it. The PMI team jumpstarted Part 2 of project--presenting tool/wireframes to new web developers.

Goals for Fall

1. **LIHEAP Draft Training Tool/Project**

   - Finish developing three more courses (at minimum)

   - Roll out testing/review of LIHEAP Training Tool to grant recipients outside of the PMIWG.

2. **Performance Measures "Next Steps" Tool**

   - Work with developers to test and provide feedback on tool (once staged online).

Demonstration of LIHEAP Training Tool

Melissa will give brief presentation here.

Upcoming Schedule

September 24: **Webinar on LIHEAP Clearinghouse (open to stakeholders)**

Grant recipients are encouraged to share information about this webinar with everyone in their LIHEAP network (e.g., subgrantees, utilities, advocates, partners, etc).

October-ish **Webinar on Performance Management Website**

[Will work with David and team to flesh this slide out before presentation on Monday!]

Questions and Discussion

What resources would NEADA members like to see the PMIWG develop to help with:

- Collecting data?
- Reporting data?
- Understanding your data?
- Using your data to improve elements of your program?

Any other questions?