



**OCS**  
Office of Community Services



**LIHEAP**  
Low Income Home Energy Assistance Program

# NEADA Conference

**MARCH 12, 2026**



ADMINISTRATION FOR  
**CHILDREN & FAMILIES**

# Opening Remarks

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**Partnerships and Contributions**

**Successes & Challenges**

**The Road Ahead**

JANELLE GEORGE

*Acting Director*

*Office of Community Services*



# Agenda

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**ACF Initiatives and Priorities**

**LIHEAP Administrative Priorities**

**LIHEAP Performance**

**Question / Comments**



# ACF Initiatives

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A HOME FOR  
**EVERY CHILD**

- **Child Welfare:**
  - A Home for Every Child
  - Protecting Social Security Survivor Benefits for Foster Youth
- **Performance Measurement, Outcomes, and Transparency**



# ACF Priorities

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## Program Integrity

- Fraud, Waste, and Abuse
- Monitoring
- Income Verification Accuracy

## Program Accountability

- Internal Controls
- Vendor Accountability
- Documentation Practices
- Strong Data





# LIHEAP Administrative Priorities

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**KATE THOMAS**

*Senior Advisor, OCS*



# Funding & Assistance

Timely **obligation** of LIHEAP funds

Timely **expenditure and drawdowns**

**Target** assistance and **prioritize** households

- Elderly individuals
- Individuals with disabilities
- Families with young children
- Households with the lowest incomes
- High energy burden households



# Extreme Weather & Crisis Response

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- Review **triggers** to ensure rapid response
- **Consider** cooling and year-round crisis where appropriate
- Utilize **LIHEAP disaster flexibilities** to address emergencies
- Maintain **clear communication** with the public



# Coordination with Other Programs

## Consider alignment with:

- Weatherization Assistance Program (WAP)
- State programs' eligibility systems
- Utility arrearage management programs

**Strengthen partnerships with public utility commissions and energy providers**



# Expanding Access

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LIHEAP Model Plan 1.2: “Used to **develop** and implement leveraging activities”

- State maximum: not more than the greater of **0.08%** or **\$35,000**.
- Tribes/territories: greater of **2%** or **\$100**.



**Estimated Funding Allocation, 2604(C), 2605(k)(1), 2605(b)(9), 2605(b)(16) - Assurances 9 and 16**

**1.2 Estimate what amount of available LIHEAP funds will be used for each component that you will operate:  
The total of all percentages must add up to 100%.**

	<b>Percentage ( % )</b>	<b>Prior year totals</b>
Heating assistance	55.00%	50.17%
Cooling assistance	0.00%	0.00%
Summer crisis assistance	0.00%	21.00%
Winter crisis assistance	0.00%	0.00%
Year-round crisis assistance	16.00%	0.00%
Weatherization assistance	15.00%	15.00%
Carryover to the following federal fiscal year	0.00%	0.19%
Administrative and planning costs	10.00%	9.81%
Services to reduce home energy needs including needs assessment (Assurance 16)	3.92%	3.75%
Used to develop and implement leveraging activities	0.08%	0.08%
<b>TOTAL</b>	<b>100.00%</b>	<b>100.00%</b>

**Tribal grant recipients: direct-grant tribes, tribal organizations, or territories with allotments of \$20,000 or less may use for planning and administration**



# Expanding Access

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- **Address barriers affecting rural households**
- **Strengthen partnerships with tribal communities**
- **Review application accessibility and outreach strategies**





# Strengthening LIHEAP Performance

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**MARY WATTS**

*Senior Advisor, OCS*



# Data Quality & Reporting

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**Continued emphasis on accurate and timely submission of:**

- FFRs
- Carryover and Reallotment Report
- Quarterly Reports
- Household Report data
- Performance Data Forms

**Use high-quality data to strengthen the case for funding and demonstrate program impact**



# Performance Management

- Utilize performance measures not *only* for compliance but for program improvement
- Apply burden reduction and restoration metrics to inform benefit structures
- Streamline processes for efficiency



# Systems Modernization



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## Support for:

- Online applications
- Integrated eligibility systems
- Data matching

**Leverage other federal and state system modernization efforts where possible**

# T/TA & OCS Support

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- Targeted technical assistance to support program operations
- Quarterly Office Hours
- Monitoring and corrective action support
- Utilize partnership with NEADA to surface issues and solutions



# T/TA & OCS Support

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Please reach out to:

[LIHEAP@ACF.HHS.GOV](mailto:LIHEAP@ACF.HHS.GOV)



# Key Messages

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## OCS is committed to:

- Continuity and stability of program administration
- Strong partnerships with states, territories, and tribes
- Protecting the integrity and impact of LIHEAP

**Continued collaboration is essential to meeting the needs of vulnerable households amid energy volatility and extreme weather trends.**





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# Questions / Comments

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