



LIHEAP: Why Targeting Matters...

...and What Methods Work

June 16, 2009

Overview



- Explain why targeting is important to LIHEAP
- Display actual targeting performance
- Explore available targeting methods
- Encourage dialogue and action related to improving targeting

Why Target LIHEAP Benefits?



- Statutorily required per The Low-Income Home Energy Assistance Act of 1981 (last amended 8/1/99):
- §2605(b)(3)—“conduct outreach activities designed to assure that eligible households, especially households with elderly individuals or disabled individuals, or both, and households with high home energy burdens, are made aware of the assistance available...”
- §2605(b)(5)—“provide...that the highest level of assistance will be furnished to those households which have the...highest [home] energy...needs in relation to income, taking into account family size...”
- §2603(4)—“highest home energy needs” includes those households with one or more “members of vulnerable populations, including very young children, individuals with disabilities, and frail older individuals”

Why Target LIHEAP Benefits?



- Reported to U.S. DHHS, Congress, and the Office of Management and Budget (OMB) in relation to program performance
 - Congressional Justifications
 - Performance Assessment Rating Tool (PART)
 - PART Performance Improvement Plans (PIP)

PART Assessment

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DETAILED INFORMATION ON THE LOW INCOME HOME ENERGY ASSISTANCE PROGRAM ASSESSMENT

- [View this program's assessment summary.](#)
- [Visit ExpectMore.gov](#) to learn more about how Federal Government programs are assessed and their plans for improvement.
- [Learn more](#) about detailed assessments.

Program Code	10001059										
Program Title	Low Income Home Energy Assistance Program										
Department Name	Dept of Health & Human Service										
Agency/Bureau Name	Administration for Children and Families										
Program Type(s)	Block/Formula Grant										
Assessment Year	2003										
Assessment Rating	Results Not Demonstrated										
Assessment Section Scores	<table border="1"><thead><tr><th>Section</th><th>Score</th></tr></thead><tbody><tr><td>Program Purpose & Design</td><td>80%</td></tr><tr><td>Strategic Planning</td><td>25%</td></tr><tr><td>Program Management</td><td>78%</td></tr><tr><td>Program Results/Accountability</td><td>8%</td></tr></tbody></table>	Section	Score	Program Purpose & Design	80%	Strategic Planning	25%	Program Management	78%	Program Results/Accountability	8%
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Program Funding Level (in millions)	<table border="1"><tr><td>FY2008</td><td>\$2,570</td></tr><tr><td>FY2009</td><td>\$5,100</td></tr></table>	FY2008	\$2,570	FY2009	\$5,100						
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- [Ongoing Program Improvement Plans](#)
- [Completed Program Improvement Plans](#)
- [Program Performance Measures](#)
- [Questions/Answers \(Detailed Assessment\)](#)

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PART Assessment

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Program Performance Measures

Term	Type																																					
Annual	Outcome	Measure: Increase the reciprocity targeting index score of LIHEAP recipient households having at least one member 60 years or older.																																				
		<i>Explanation:</i> The reciprocity targeting index quantifies the extent to which such households are receiving LIHEAP assistance. The index is computed by dividing the percent of LIHEAP recipient households that are members of a target group by the percent of all LIHEAP income eligible households that are members of the target group and then multiplying by 100. For example, if 25 percent of LIHEAP recipients are elderly households, and 20 percent of all income eligible households are elderly households, the reciprocity targeting index for elderly recipient households is 125 (25/20 x 100). An index score above 100 indicates that LIHEAP is serving a target group of households at a rate higher than the prevalence of LIHEAP income eligible households that are members of that group.																																				
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2010	96	Aug-11																																				
2014	5% over FY07 actual	Aug-15																																				
Annual	Outcome	Measure: Maintain the reciprocity targeting index score of LIHEAP recipient households having at least one member 5 years or younger.																																				
		<i>Explanation:</i> 11-4-05: Years 2001 and 2002 were pre-baseline. The reciprocity targeting index for a specific group of households is computed by comparing the percent of an eligible target group that received LIHEAP benefits to the percent of all eligible households that received LIHEAP benefits. A targeting index of 100 indicates that a group of LIHEAP eligible households were served at the same rate as all LIHEAP eligible households.																																				
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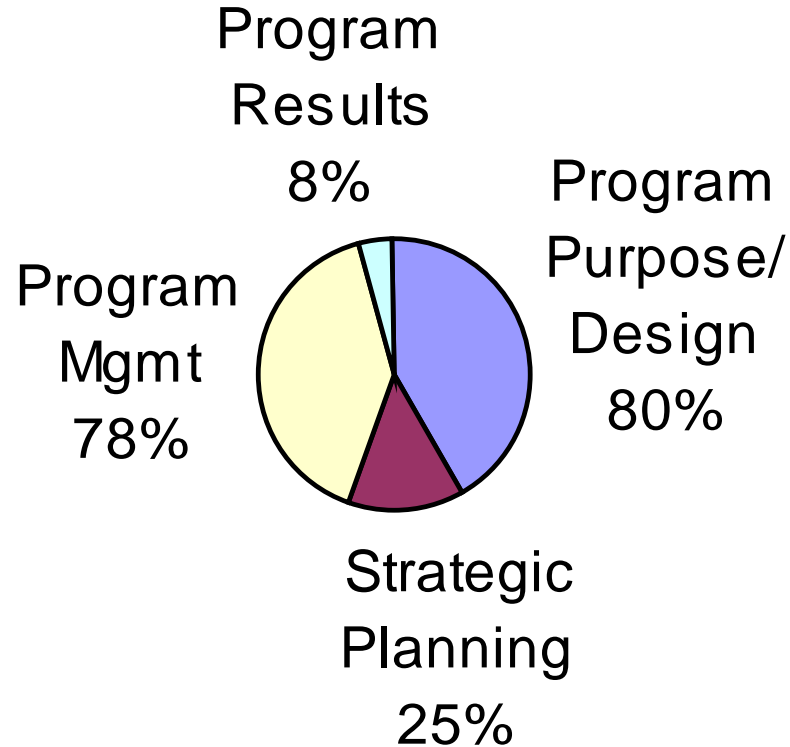
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PART Assessment

- PART questions include:
 - Is the program effectively targeted, so program resources reach intended beneficiaries and/or otherwise address the program's purpose directly?*
 - Does the program have a limited number of specific long-term performance measures that focus on outcomes and meaningfully reflect the purpose of the program?
 - Does the program have ambitious targets and timeframes for its long-term measures?
 - Does the program have a limited number of specific annual performance measures that demonstrate progress toward achieving the program's long-term measures?*
 - Does the program have baselines and ambitious targets and timeframes for its annual measures?
 - Do all partners (including grantees, sub-grantees, contractors, cost-sharing partners, etc.) commit to and work toward the annual and/or long-term goals of the program?*
 - Are Budget requests explicitly tied to accomplishment of the annual and long-term performance goals, and are the resource needs presented in a complete and transparent manner in the program's budget?
 - Does the agency regularly collect timely and credible performance information, including information from key program partners, and use it to manage the program and improve performance?*
 - Are Federal managers and program partners (grantees, subgrantees, contractors, cost-sharing partners, etc.) held accountable for cost, schedule and performance results?*

FY 2003 LIHEAP PART Assessment

Percentage of Questions Scoring "Yes" Per Section



PART Assessment

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Section 4 - Program Results/Accountability

Number	Question	Answer	Score
4.1	<p>Has the program demonstrated adequate progress in achieving its long-term outcome performance goals?</p> <p><i>Explanation:</i> Long-term performance goals are being developed. Trend data shows that the net effect of LIHEAP assistance has been to move low income household heating burdens closer to that of all households. Findings suggest that households with low incomes and high energy costs are receiving help from LIHEAP.</p> <p><i>Evidence:</i> LIHEAP Report to Congress for FY 2001. LIHEAP Energy Notebook for FY 2001</p>	NO	0%
4.2	<p>Does the program (including program partners) achieve its annual performance goals?</p> <p><i>Explanation:</i> Baseline data have been collected on the targeting of LIHEAP assistance to vulnerable households. However, the program has recently established new targets for its annual performance measures. FY04 will be the first year they will receive data that reveals the impact of new outreach efforts.</p> <p><i>Evidence:</i> LIHEAP GPRA Reports; Report: "Accountability for Block Grants" issued to President's Council on Integrity and Efficiency (Feb 2002)</p>	NO	0%
4.3	<p>Does the program demonstrate improved efficiencies or cost effectiveness in achieving program performance goals each year?</p> <p><i>Explanation:</i> LIHEAP does not measure cost-effectiveness. However, leveraging funds are awarded to LIHEAP grantees that use their own or other non-federal resources to expand effect of Federal LIHEAP dollars. In FY 2002, \$27.5 million was earmarked for leveraging incentive grant awards. In addition, OCS is undergoing a restructuring process that is designed to better serve the administration and grantees.</p> <p><i>Evidence:</i> OCS restructuring (TBA Fed Register); LIHEAP IM-2002-14</p>	SMALL EXTENT	8%
4.4	<p>Does the performance of this program compare favorably to other programs, including government, private, etc., that have similar purpose and goals?</p> <p><i>Explanation:</i> There are no similar national programs that provide comprehensive energy assistance services.</p> <p><i>Evidence:</i> Oak Ridge Report: "Weatherization Works: Final Report of the National Weatherization Evaluation" (Sept 94)</p>	NA	0%
4.5	<p>Do independent and quality evaluations of this program indicate that the program is effective and achieving results?</p> <p><i>Explanation:</i> No national performance evaluations have been conducted.</p> <p><i>Evidence:</i> GPRA Reports</p>	NO	0%

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Ongoing Program Improvement Plans

Year Began	Improvement Plan	Status	Comments
2004	The Administration is working to develop long-term and efficiency measures. Milestone: OCS will continue to work with a small group of state grantees to explore long-term outcome measures options for LIHEAP.	Action taken, but not completed	Milestone: OCS will continue to work with a small group of state grantees to explore long-term outcome measures options for LIHEAP. Milestone to be completed April 2009.
2008	Improve targeting of elderly households. Milestone: Distribute an information memorandum to state grantees about targeting, including a state ranking of targeting score and a T&TA report on targeting.	Action taken, but not completed	Milestone: Distribute an information memorandum to state grantees about targeting, including a state ranking of targeting score and a T&TA report on targeting. Milestone to be completed April 2009.
2008	Ensure compliance with statutory requirements. Milestone: Review current compliance checklist and model state plan to ensure they cover targeting of elderly and young child households.	Action taken, but not completed	Milestone: Review current compliance checklist and model state plan to ensure they cover targeting of elderly and young child households. Milestone to be completed April 2009.

Completed Program Improvement Plans

Year Began	Improvement Plan	Status	Comments
2004	The Administration is working to develop long-term and efficiency measures. Milestone: OCS will be holding internal strategic planning meetings to develop initial long-term goals for OCS programs.	Completed	Milestone completed April 2007. New milestone has been added in separate item.
2004	The Administration is recommending \$500,000 for the Department of Health and Human Services (DHHS) to conduct a feasibility study of a nationally representative evaluation of Low Income Home Energy Assistance Program (LIHEAP) operations.	Completed	
2006	Providing states with the opportunity to increase non-federal funding through the Low Income Home Energy Assistance Program (LIHEAP) Leveraging Incentive Program. Milestone: The Office of Community Services (OCS) will prepare an annual ranking of the percentage change in states' LIHEAP leveraging resources from FY 2004 to FY 2005, and then identify the strategies for increasing leveraging resources used by the highest ranked states.	Completed	Milestone completed April 2007. New milestone has been added under separate item.
2006	Improving performance-based budgeting. Milestone: Office of Community Services (OCS) will identify other block grant programs that have developed performance-based budgeting.	Completed	Milestone completed April 2007. New milestone has been added under separate item.
2004	The Administration is working to develop long-term and efficiency measures. Milestone: The Office of	Completed	To be completed by the end of December.

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National Reciprocity Targeting Indexes



Each measures the incidence of the target population served within the total income eligible target population.

- Performance Measure 1A:
 - Elderly Households Served
 - Definition: Members age 60 and older
 - Performance Goal: Increase number served
- Performance Measure 1B:
 - Young Child Households Served
 - Definition: Members age 5 and younger
 - Performance Goal: Maintain number served

How the Indexes are Calculated



Number of Target
Households Served
Number of All LIHEAP
Households Served

X 100

Number of Income Eligible
Target Households
Number of All Income
Eligible Households

* Currently, these numbers are based on heating recipients only.

Example Index Calculation



1,553,289 elderly served
4,884,556 total served

X100 = 79

13,741,738 eligible elderly
34,243,912 total eligible

* Currently, these numbers are based on heating recipients only.

Interpreting Reciprocity Targeting Indexes



Index values range from:

Zero to Infiniti

Effect of Index:

Inadequate

Index < 100

Adequate

Index = 100

Above Adequate

Index > 100

National Targeting Performance Goals



Elderly Households

Fiscal Year	National Performance Goals	Actual National Indexes Achieved
2009	96	TBD
2008	96	76*
2007	94	78
2006	92	77
2005	84	79
2004	82	78
2003 (Baseline)	N/A	79

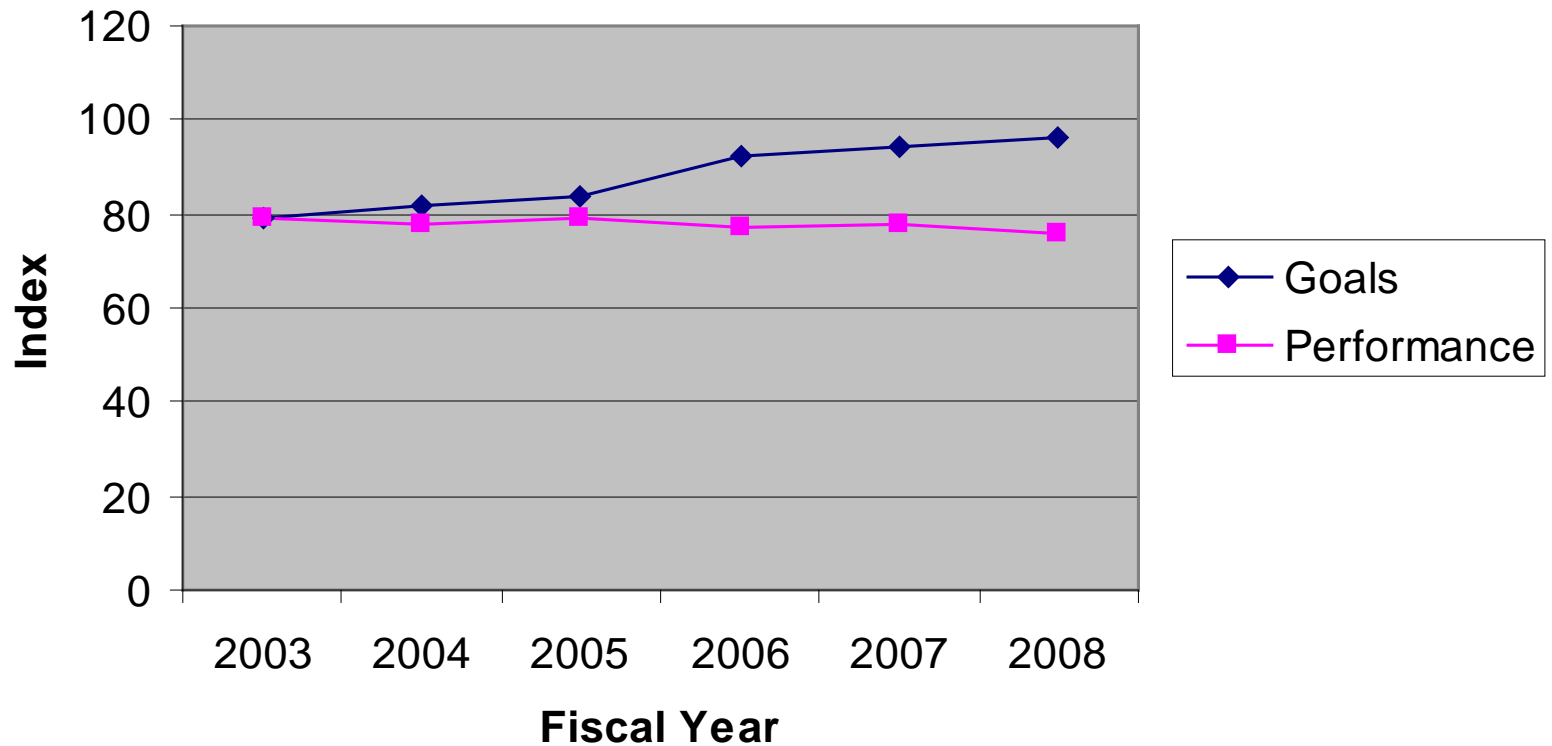
Data Sources:

- The Census Bureau's Annual Social and Economic Supplement (ASEC) to the Current Population Survey
- The States' LIHEAP Household Reports

*Indicates preliminary data

National Data Trends

Elderly Households Reciprocity Targeting Indexes Achieved Versus Performance Goals



National Targeting Performance Goals



Young Child Households

Fiscal Year	National Performance Goals	Actual National Indexes Achieved
2009	122	TBD
2008	122	110*
2007	122	110
2006	122	112
2005	122	113
2004	122	115
2003 (Baseline)	N/A	122

Data Sources:

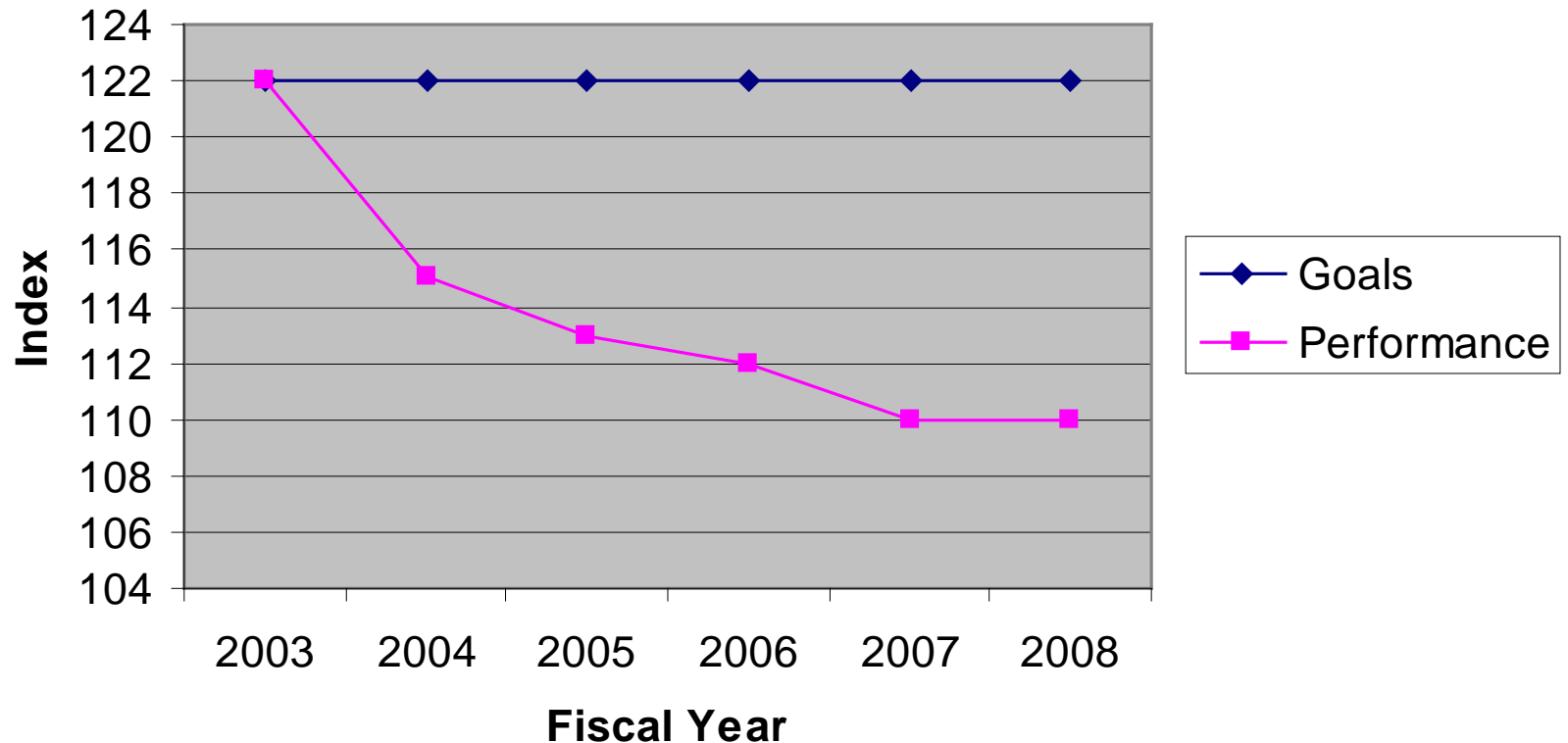
- The Census Bureau's Annual Social and Economic Supplement (ASEC) to the Current Population Survey
- The States' LIHEAP Household Reports

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National Data Trends



Young Child Households Reciprocity Targeting Indexes Achieved Versus Performance Goals



Purpose of Targeting Research



Purpose:

Share best practices

Research:

Targeting study

Purpose:

Relate targeting performance to program decisionmaking

Research:

State-level reciprocity targeting indexes and rankings