



LIHEAP 101: Lessons from Oregon



Melissa Torgerson
Oregon Housing and Community Services

NEUAC, 2010

3-C

Overview



- **Oregon and LIHEAP** *How We Do Business*
- **Highlights** *The Matrix*
Payment Variations
- **Moving Ahead** *Lessons Learned*
- **Questions**

Background



Oregon

Three Climate Zones

Changing Economic Landscape (10.6% Unemployment)

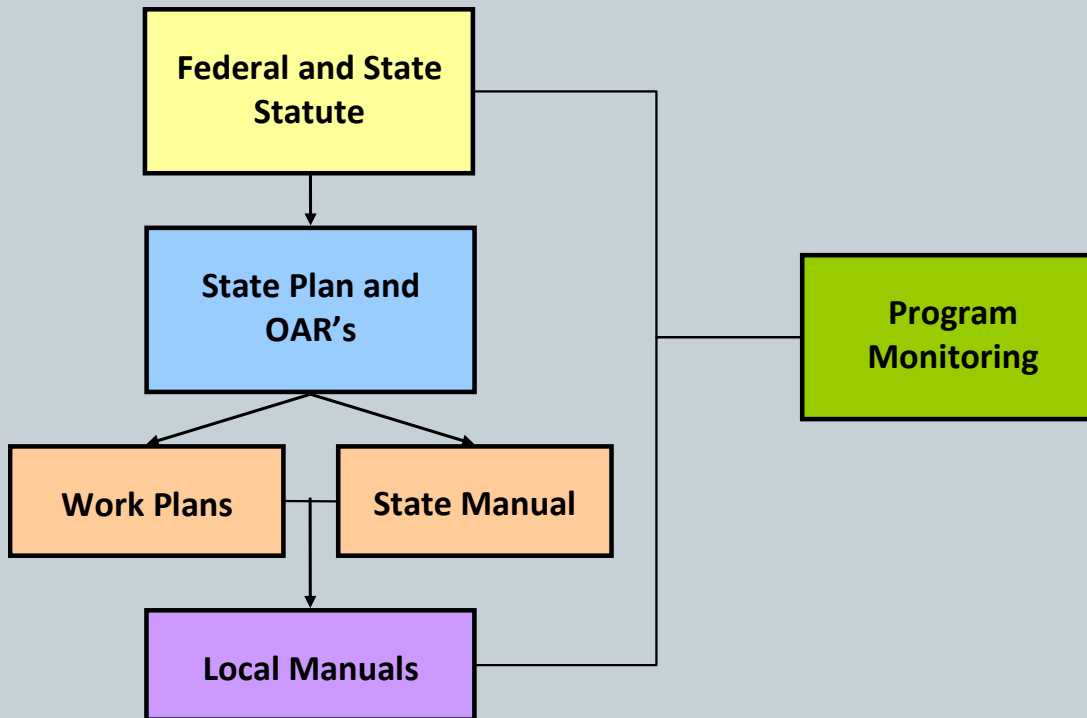
Rural/Urban Divide

LIHEAP in Oregon

60% SMI = 429,000 Eligible HH

17 Community Action Partners, 6 Tribes

Nuts and Bolts



1. All program pieces are “linked into” LIHEAP Statute and Guidelines.
2. Work Plans (local contracts) allow flexibility for providers to meet unique community need while maintaining compliance with Federal and State Guidelines.

Mission and Vision



- Philosophy as a Foundation for Statute

“Help for people who need it, when they need it most.”



Assurance V: Energy Burden Based Benefits

Assurance III: Outreach, Targeted Populations

- Statute as a Starting Point for Vision

Assurances IV and XII: Public Input, Coordination of Services

Oregon: “Program Policy should be driven by the people closest to the households we serve.”

Example: The Matrix



- **PY 2010: Burden Based Benefit Matrix**

$$\text{Energy Burden} = \frac{\text{Average Annual Energy Costs}}{\text{Annual Income}}$$



Energy Burden (%) → Maximum Benefit Level*

Less than 11%	=	20% Annual Energy Costs
11% to 40%	=	25% Annual Energy Costs
40% to 80%	=	30% Annual Energy Costs
Greater than 80%	=	35% Annual Energy Costs

*Minimum = \$200, Maximum = \$550

Example: The Matrix



- **2011 Adjusted Matrix**
 - **Use Income Ranges and Rounded Benefit Amounts**
 - **Increase minimum payments**

Income	Benefit
0%-15% of SMI =	35% of Annual (Proxy) Energy Costs
15%-30% of SMI =	30% of Annual (Proxy) Energy Costs
31%-45% of SMI =	25% of Annual (Proxy) Energy Costs
46%-60% of SMI =	20% of Annual (Proxy) Energy Costs

Example for Family of Four

		STANDARD				
		Electric	Gas	LG	Wood	Oil
\$0	\$10,140	\$555	\$540	\$600	\$325	\$600
\$10,141	\$20,281	\$475	\$465	\$525	\$275	\$600
\$20,282	\$30,422	\$395	\$385	\$440	\$250	\$560
\$30,423	\$40,563	\$315	\$310	\$350	\$250	\$445

Maintaining Adaptability, Innovation



- **Alternate Payment Types**

Fuel: allows for minimum delivery charges

Special: allows for smaller payments

Furnace/Equipment Repair

- **Creative Approaches**

Supplemental Payments: Incentives, Arrears

Assurance 16 Benefits

What We Have Learned



- **Continual Assessment is Critical**

- Gaps in Service

- Need/Changing Landscape

- **Regular Evaluation of Program Details**

- Conditioning versus Effective Policy

- Ease versus Client Need

- Promotion of Innovation/Creativity

- **Good Intentions Don't Cut It**

Questions?



Contact: Melissa Torgerson
Energy Policy and Programs Coordinator
melissa.torgerson@state.or.us
503-986-2094