



LIHEAP2019

LOW INCOME HOME ENERGY ASSISTANCE PROGRAM

ANNUAL GRANTEE TRAINING CONFERENCE

April 30 – May 2, 2019, Denver, Colorado

AGENDA

Day 1 – Tuesday, April 30, 2019

8:30 a.m. – 9:00 a.m.

Torrey's/Oxford/Pikes Peak

Plenary: ACF/Office of Community Services (OCS) Introduction

Description: Welcome to the 2019 LIHEAP Grantee National Conference!

Speakers: *Lauren Christopher, Director, Division of Energy Assistance (DEA)*
Clarence Carter, Acting Director, Office of Community Services (OCS)
[video presentation]
Nikki Hatch, ACF Regional Administrator, Regions VIII & X

9:00 a.m. – 10:30 a.m.

Torrey's/Oxford/Pikes Peak

General Session: So You Think You Know Your Assurances?

Description: Identify the assurances; demonstrate how they relate to the LIHEAP Plan. Discuss how assurances should drive day-to-day management of LIHEAP.

Facilitator: *Patrice West, OCS*

Speaker: *Melissa Torgerson, Verve Associates*

10:30 a.m. – 10:45 a.m.

Torrey's/Oxford/Pikes Peak

Break and Sidebar: Sidebar with Nikki Hatch for Region VIII and X Grantees

Sidebar with all grantees located in the following states: Alaska, Colorado, Idaho, Montana, North Dakota, Oregon, South Dakota, Utah, Washington, and Wyoming



ADMINISTRATION FOR

CHILDREN & FAMILIES

10:45 a.m. – 12:00 p.m. <i>Torrey's/Oxford/Pikes Peak</i>	<p>General Session: Completing a LIHEAP Model Plan with Compliance in Mind</p> <p>Description: Join us for classroom activities to learn how to identify whether your Model plan is complete (includes all required information) and compliant (adheres to the LIHEAP statutes). Then, participate in an open discussion about the relationship between developing/updating your model plan and running a compliant LIHEAP program. Share your experiences and learn what other grantees struggled with or found helpful in their process.</p> <p>Facilitators: <i>Josephine Rago-Adia, OCS</i> <i>Katrina Neal, OCS</i> <i>Vikki Pretlow, OCS</i> <i>Kate Thomas, OCS</i> <i>Patrice West, OCS</i></p>
12:00 p.m. – 1:15 p.m.	Lunch Break
1:15 p.m. – 2:45 p.m. <i>Torrey's/Oxford/Pikes Peak</i>	<p>General Session: OCS Reports – What Are They and Why Are They Important</p> <p>Description: Explain the purpose of LIHEAP grantee reports; identify common problems and the sources of those problems; identify effective solutions to reporting problems.</p> <p>Facilitator: <i>David Carroll, APPRISE</i></p> <p>Speakers: <i>Holly Ravesloot, OCS</i> <i>Melissa Torgerson, Verve Associates</i></p>
2:45 p.m. – 4:00 p.m. <i>Torrey's/Oxford/Pikes Peak</i>	<p>General Session: Understanding Uniform Administrative Requirements—Part 75</p> <p>Description: Intimidated by the federal Uniform Administrative Requirements (45 CFR Part 75)? Don't be! In this session, you will hear tips for researching the regulations. This will focus on the sections that are required for LIHEAP. Participants will get opportunities to practice locating the "Part 75" regulations to develop their own policies and procedures.</p> <p>Facilitator: <i>Lauren Christopher, OCS</i></p> <p>Speaker: <i>Jeff Polich, Office of General Counsel, HHS</i></p>

Day 2 – Wednesday, May 1, 2019

9:00 a.m. – 10:30 a.m.

General Session: Talking with Your Fiscal Shop

Torrey's/Oxford/Pikes Peak

Description: Are you part of the LIHEAP program staff? How well do you think you work with your fiscal counterparts? In this session, you will sit in on a conversation between a LIHEAP program manager and fiscal department manager to experience how their interactions shape the conversation and flow of information. Throughout this dialog, we will pause to review key fiscal terms and their definitions. After the dialog, you will learn about some of the tools and resources that can be used to develop constructive communication with your fiscal team in the future.

Facilitators: *Iris Curtis, OCS*

Speakers: *Lisa Neale, University of Colorado, Denver*

Lorraine Portis, Mississippi

Haly Laasme-McQuilkin, Delaware

10:30 a.m. – 10:45 a.m.

Break

10:45 a.m. – 12:15 p.m.

General Session: Skill Builder: Interest-Based Negotiation

Torrey's/Oxford/Pikes Peak

Description: This is an interactive session aimed at understanding position-based versus interest-based negotiations. Participants will feel more comfortable in their understanding of negotiation and their ability to enter into negotiation.

Participants will receive a sound understanding and familiarity with critical components to consider when negotiating an agreement.

Facilitators: *Lauren Christopher, OCS*

Peter Edelman, OCS

Christine Celentano, Tribal Tech

Speakers: *Lisa Neale, University of Colorado, Denver*

Leanna Jasek-Rysdahl, City of Lone Tree

12:15 p.m. – 1:45 p.m.

Lunch Break

1:45 p.m. – 3:15 p.m. <i>Humbolt</i>	<p>State Track: LIHEAP Performance Measures - How to Make Sense of My Data</p> <p>Description: Understand how to access performance data and what your performance data means; learn how changes in your program parameters might result in the change in your performance.</p> <p>Facilitator: <i>David Carroll (APPRISE)</i></p> <p>Speakers: <i>Holly Raveslout, OCS</i> <i>Melissa Torgerson, Verve Associates</i></p>
1:45 p.m. – 3:15 p.m. <i>Ellingwood A&B</i>	<p>Tribal Track: LIHEAP Program Risk Management and Meeting Assurance 10</p> <p>Description: Demonstrate how and why risk management is important and required. Obtain a sound understanding of Assurance 10. Obtain exposure to a variety of useful procedures to meet Assurance 10.</p> <p>Facilitators: <i>John Thompson, OCS</i> <i>Christine Celentano, Tribal Tech</i></p> <p>Speakers: <i>Mae Santos, HHS/Office of the Inspector General, OA, Region VIII</i> <i>Cory Rumble, HHS/Office of the Inspector General, OI, Reg. VIII</i></p>
3:15 p.m. – 3:30 p.m.	Break
3:30 p.m. – 5:00 p.m. <i>Torrey's/Oxford/Pikes Peak</i>	<p>General Session: Fair Administrative Hearing Process</p> <p>Description: Concerned about FAH compliance? Every LIHEAP grantee should be. In this session, learn which statute and regulations apply to FAH and what they mean for your LIHEAP program's compliance. See some typical and effective internal controls that can be used and listen while a grantee shares their successful FAH process. Then, spend some time examining internal controls that can be used to maintain your LIHEAP program compliance.</p> <p>Facilitator: <i>Kate Thomas, OCS</i></p> <p>Speakers: <i>Akm Rahman, OCS</i> <i>Andrew Bryk, New York</i></p>

Day 3 – Thursday, May 2, 2019

9:00 a.m. – 10:30 a.m.

Humbolt

State Track: Innovative Approaches

Description: How well is your LIHEAP program working for the households you serve? Listen to a variety of approaches that states are taking when implementing their LIHEAP programs. Join the discussion to learn about and share different processes, tools, and resources available. See how other state grantees utilize online manuals, software, and consolidated applications.

Facilitator: *Kate Thomas, OCS*

Speakers: *Jane Blank, Wisconsin*
Richard Giddings, Vermont
Sara Loewen, Montana
Tracy Smetana, Minnesota
Brian Whorl, Pennsylvania

9:00 a.m. – 10:30 a.m.

Ellingwood A&B

Tribal Track: Tribal Policy Manual Development

Description: This hands-on session includes instruction for writing policies and procedures, samples of current tribal policies and procedures, tips for when and how to begin writing/updating LIHEAP policy areas.

Facilitators: *Vikki Pretlow, OCS*

Speakers: *Christine Celentano, Tribal Tech*

10:30 a.m. – 10:45 a.m.

Break

10:45 a.m. – 12:15 p.m.

Humbolt

State Track: LIHEAP Performance Measures: How Do I Compare

Description: Use this session to compare your performance to performance of similar states. Talk about how program design affects program outcomes. Assess if the performance measures are giving your key information.

Facilitators: *David Carroll, APPRISE*

Melissa Torgerson, Verve Associates

LIHEAP Performance Management Implementation Work Group

10:45 a.m. – 12:15 p.m. <i>Ellingwood A&B</i>	Tribal Track: Developing, Utilizing & Revisiting Your LIHEAP Benefit Matrix Description: Required and optional benefit matrix components will be covered along with how changing conditions and circumstances require minimum annual revision. The usefulness of a benefit matrix in planning and program implementation will be discussed by peer LIHEAP tribal coordinators. Facilitators: <i>Jojie Rago-Adia, OCS</i> <i>Vikki Pretlow, OCS</i> <i>Christine Celentano, Tribal Tech</i> Speakers: <i>Radley Davis, Redding Rancheria</i> <i>Flora Elmore, Miami Tribe of Oklahoma</i>
12:15 p.m. – 1:30 p.m.	Lunch Break
1:30 p.m. – 2:30 p.m. <i>Torrey's/Oxford/Pikes Peak</i>	General Session: Continuity Planning for LIHEAP: Strategies for Protecting Your Program from a Leadership Vacuum Description: Review the importance of preparing for both planned and unplanned staff turnover. Reinforce importance of accurate and complete policy/procedure manuals, and other documents that are needed to ensure continuity of program in the event of leadership absence/transition. Outline timeline and tools for ensuring smooth transition in times of leadership turnover. Facilitator: <i>Peter Edelman, OCS</i> Speakers: <i>Tracy Desmarais, New Hampshire</i> <i>Larry Dawson, NEADA</i> <i>Bill Freeman, Maryland</i>
2:30 p.m. – 2:45 p.m.	Break
2:45 p.m. – 4:15 p.m. <i>Torrey's/Oxford/Pikes Peak</i>	General Session: Riddle Me This Description: An escape room themed exercise related to LIHEAP. Facilitator: <i>OCS</i>
2:45 p.m. – 4:15 p.m.	
4:15 p.m. – 4:30 p.m. <i>Torrey's/Oxford/Pikes Peak</i>	Plenary: Closing Description: Key highlights and looking ahead to 2020! Speakers: <i>Lauren Christopher, OCS</i> <i>Akm Rahman, OCS</i> <i>Holly Ravesloot, OCS</i>