



LIHEAP 2021

LOW INCOME HOME ENERGY ASSISTANCE PROGRAM

National Grantee Virtual Training Conference

March 1-3, 2021

AGENDA

Day 1 – Monday, March 1, 2021: All Grantee Sessions

Please use the registration confirmation email with personalized zoom link to join each session.

Plenary

1:00 pm – 2:00 pm

Welcome: CARES ACT Obligation & Expenditure - Federal Perspective

Description: Welcome to the 2021 LIHEAP Grantee Virtual National Conference!

Speaker(s): *Dr. Lanique Howard, Director, Office of Community Services (OCS)*
Jolleen Janelle George, Deputy Director, Office of Community Services (OCS)
Lauren Christopher, Director, Division of Energy Assistance (DEA)
Akm Rahman, Operations Branch Chief, DEA

2:00 pm – 2:15 pm

Interlude

General Session

2:15 pm – 3:15 pm

Rising to the Challenge from a Grantee Perspective

Description: On March 13, 2020, the President declared a national emergency in response to COVID-19. It caused many changes to our daily lives and how we administer the LIHEAP program. How has your program been impacted by Covid-19? In this session, hear from other grantees and their perspective on how they have administered LIHEAP during the COVID-19 situation.

Facilitator(s): *Patrice West, Program Specialist, DEA*
Sharnice Peters, Program Analyst, DEA

Speakers: *Denise Surber, Manager, Virginia Department of Social Services*
Andrew Bryk, HEAP Coordinator, New York State Office of Temporary and Disability Assistance
Madelena Kee, Senior Programs and Project Specialist, Navajo Family Assistance Services
Thomas Hartnett Russell, Community Programs Manager, Indiana Housing and Community Development Authority



ADMINISTRATION FOR
CHILDREN & FAMILIES

3:15 pm – 3:30pm	Interlude
General Session	The Digital Divide: Solutions for Connectivity and Accessing Services
3:30 pm – 4:30 pm	<p>Description: In today’s virtual world, explore the way grantees have adjusted processes to meet the need while also addressing the digital divide.</p> <p>Facilitator(s): <i>Kate Thomas, Program Specialist, DEA</i></p> <p>Speakers: <i>Kirk Burgee, Chief of Staff, Wireline Competition Bureau, Federal Communications Commission (FCC)</i></p> <p><i>Bill Freeman, Director, Office of Home Energy Programs, Maryland Department of Human Services</i></p> <p><i>Bernadette “Bern” Panteah, Director, Division of Education and Training, Zuni Education and Career Development Center, Pueblo of Zuni (New Mexico)</i></p> <p><i>Iris Pennington, LIHEAP Manager, Arkansas Department of Environmental Quality</i></p> <p><i>Anita Alford, Chief Information Security Officer, Director of Cybersecurity and Privacy, Office of the Chief Information Officer, Administration for Children and Families</i></p>

OCS Meet & Greet	Questions and Answers
4:30 pm – 5:00 pm	<p>Moderator: <i>Akm Rahman and Lauren Christopher</i></p> <p>Speakers: <i>Charisse Johnson, Director, Division of Community Assistance, OCS</i></p> <p><i>Jeffrey Polich, Counsel, Office of the General Counsel, HHS</i></p> <p><i>Mili Patel, Senior Policy Analyst, Tuba Group, Office of Human Services Emergency Preparedness and Response (OSPHR)</i></p> <p><i>Mausami Kothari, Acting Director, Community Grants, Office of Grants Management, ACF</i></p> <p><i>Tim Chappelle, Acting Director, Community Grants, Office of Grants Management, ACF</i></p>

Day 2 - Tuesday, March 2, 2021: Tribal Sessions

Tribal Session	Designing and Evaluation LIHEAP Benefit Matrices
1:00 pm – 2:00 pm	<p>Description: This session will cover key concepts and ideas related to creating and updating LIHEAP benefit matrices. At the end of the webinar, we will be providing contact information and resources for tribes who:</p> <ul style="list-style-type: none"> • Would like help designing a new benefit matrix • Need assistance evaluating and/or updating their current matrix • Need assistance collecting or using data to improve their benefit matrix • Want to learn more about specific concepts discussed during this training <p>Facilitator(s): <i>Josephine Rago-Adia, Program Specialist, DEA</i></p> <p><i>Vikki Pretlow, Program Specialist, DEA</i></p> <p>Speakers: <i>Melissa Torgerson, Verve Associates/APPRISE</i></p>
2:00 pm – 2:15pm	Interlude

Tribal Session 2:15 pm – 3:15 pm	<p>What is Fraud: Enhancing Program Integrity</p> <p>Description: Creating awareness of potential fraud at the vendor, client and grantee level and encouraging appropriate policies and procedures to help mitigate and prevent fraud.</p> <p>Facilitator(s): <i>Iris Curtis, Supervisory Auditor, DEA</i> <i>Patrice West, Program Specialist, DEA</i></p> <p>Speakers: <i>Kristanya Knutsen, Audit Resolution Manager, Office of Grants Management</i> <i>Benita Turner, Office of Inspector General (OIG) Liaison, Office of Administration, ACF</i></p>
3:15 pm – 3:30pm	<p>Interlude</p>
Tribal Session 3:30 pm – 4:30 pm	<p>Policy Manuals Framework</p> <p>Description: Tribal grantees will understand the value of developing and maintaining a LIHEAP policy manual, learn the key LIHEAP areas to consider for their policy manual, and gain a better understanding of how program policy manuals are used in the monitoring of your program.</p> <p>Facilitator(s): <i>Vikki Pretlow, Program Specialist, DEA</i> <i>Josephine Rago-Adia, Program Specialist, DEA</i></p> <p>Speaker(s): <i>Radley Davis, Redding Rancheria</i> <i>Erin Steur, Project Director, National Center for Appropriate Technology</i></p>
Closing 4:30 pm – 5:00 pm	<p>Questions and Answers</p>

Day 3 – Wednesday, March 3, 2021: State Sessions

State and Territory Session 1:00 pm – 2:00 pm	<p>Performance Management Data/Evaluation</p> <p>Description: The LIHEAP Performance Management initiative is extremely important to OCS and to state LIHEAP program managers. OCS uses the performance data that grantees submit to furnish HHS and Congress with detailed information about what the program accomplishes for low-income households. State grantees can use the performance data report to management on program purpose and accomplishments, monitor the performance of local subgrantees, and work with stakeholders on programmatic issues. The session will demonstrate how to answer the following questions for state grantees: What are the key statistics available to assess your program? How to look at your program performance over time? How do you make sure your data will stand up to scrutiny?"</p> <p>Facilitator: <i>Akm Rahman, Operations Branch Chief, DEA</i></p> <p>Speaker(s): <i>Lauren Christopher, Director, DEA</i> <i>Melissa Torgersen, Verve Associates/APPRISE</i> <i>Lisa Goben, Oregon Housing and Community Services</i> <i>Tracy Smetana, Minnesota Department of Commerce</i> <i>Sheri Shepard, Montana Department of Public Health and Human Services</i></p>
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2:00 pm – 2:15pm

Interlude

State and Territory Session

Effective Oversight of Subrecipients

2:15 pm – 3:15 pm

Description: This is a unique opportunity to hear from states about how they provide oversight of their subrecipients. How they have *dealt with* the challenges experienced overseeing subrecipients as well as assisted them during the COVID-19 pandemic, and their successful policy and procedural changes to ensure a smooth transition of at-risk agencies.

Facilitator(s): *John Thompson, Auditor, DEA*

Peter Edelman, Program Analyst, DEA

Speaker(s): *Jane Blank, Section Chief, Wisconsin Home Energy Assistance Program (WHEAP), State of Wisconsin Department of Administration*

Leslie Ann Lesko, LIHEAP Program Manager, Illinois Department of Commerce and Economic Opportunity

Jennifer Lee, LIHEAP Program Manager, Alabama Department of Economic and Community Affairs

Kelly Buckson, Senior Manager, South Carolina Department of Administration

3:15 pm – 3:30pm

Interlude

State and Territory Session

LIHEAP Weatherization and Partner Weatherization Agencies

3:30 pm – 4:30 pm

Description: This session will discuss how state grantees have modified their LIHEAP weatherization program around the COVID-19 pandemic in order to best meet the needs of the public. How grantees are monitoring their weatherization program and how the U.S. Department of Energy (DOE) coordinates its Weatherization Assistance Program (WAP) with LIHEAP weatherization subrecipients.

Facilitator(s): *Sharnice Peters, Program Analyst, DEA*

Peter Edelman, Program Analyst, DEA

Speaker(s): *Erica Burrin, Program Manager, DOE*

Brian Sarensen, LIHEAP Program Manager, Community and Economic Opportunities Unit, Washington State Department of Commerce

Sara Loewen, Intergovernmental Human Services Bureau Chief, MT Department of Public Health and Human Services

Closing

Questions and Answers

4:30 pm – 5:00 pm