

LIHEAP2017

LOW INCOME HOME ENERGY ASSISTANCE PROGRAM

NATIONAL CONFERENCE

April 3-5, 2017, NEW ORLEANS, LA

Intercontinental New Orleans, 444 St. Charles Street, New Orleans, Louisiana

AGENDA

Day 1

- 8:00 a.m. – 8:15 a.m. **OCS Welcome and Introduction** **Auditorium**
Description: Greetings and Welcome to the 2017 LIHEAP National Conference!
Speaker: *Lauren Christopher, Director, Division of Energy Assistance, Administration for Children and Families*
- 8:15 a.m. – 9:15 a.m. **Administrative Funding Strategies** **Auditorium**
Description: We will engage the group in a discussion on how you define administrative costs and what are considered typical administrative costs. In this workshop, you will share examples of costs in addition to hearing grantee perspectives on appropriate cost categories for expenses. We would like to have two confirmed grantees prepared and ready to share their definitions and reasoning during the large group discussion.
Speakers: *Iris Curtis, Auditor, Division of Energy Assistance, Administration for Children and Families*
Heather Jones, LIHEAP Manager, Missouri Department of Social Services
Moderator: *John Thompson, Auditor, Division of Energy Assistance, Administration for Children and Families*
- 9:15 a.m. – 9:30 a.m. **Break**



ADMINISTRATION FOR

CHILDREN & FAMILIES

9:30 a.m. – 11:30 a.m.

State Track: Performance Management

Mardi Gras

Description: We recently asked LIHEAP grantees to identify the most important LIHEAP performance issues for their States. In this session, we examine several of those issues to demonstrate what data and analysis tools are available to support the development and assessment of program improvements.

Speakers: *Melissa Torgerson, Verve Associates, LLC*
David Carroll, Managing Director, APPRISE
Kevin McGrath, Senior Policy Analyst, APPRISE

Moderator: *Holly Ravesloot, Energy Policy and Evaluation Branch Chief, Division of Energy Assistance, Administration for Children and Families*

Tribal Track: Tribal Policy Manuals

Orleans

Description: **Part I:** LIHEAP Tribal Policy Manual. Development - OCS staff members demonstrate how LIHEAP compliance and program implementation may be achieved. Two Tribal grantees discuss how to make a LIHEAP Tribal Policy Manual work for you and share effective program administration utilizing LIHEAP Tribal Policy Manuals.

Part II: A session exercise with participants will result in drafting hypothetical policies.

Speakers: *Josephine Rago-Adia, Energy Program Analyst, Division of Energy Assistance, Administration for Children and Families*

Janet Ward, Manager/LIHEAP Coordinator, Cherokee Nation

Monica Toya, LIHEAP Coordinator, Pueblo of Jemez

Patrick Strickland, Department of Energy Manager, Lumbee Tribe of North Carolina

Moderators: *Christine Celentano, Project Manager, LIHEAP and Tribal Grants, Three Star*

Akm Rahman, Energy Program Operations Branch Chief, Division of Energy Assistance, Administration for Children and Families

11:30 a.m. – 1:00 p.m.

Lunch Break

1:00 p.m. – 2:00 p.m.

Grantee Rules on Obligations and Expenditures

Auditorium

Description: This session will provide an overview of definitions of obligations and expenditures from the OCS perspective. We will hear from grantees on how they define these terms in their programs and their lessons learned.

Speaker: *Iris Curtis, Auditor, Division of Energy Assistance, Administration for Children and Families*

Moderator: *Lauren Christopher, Director, Division of Energy Assistance, Administration for Children and Families*

2:00 p.m. – 2:15 p.m.

Break

2:15 p.m. – 4:15 p.m.

State Track: Performance Management **Mardi Gras**

Description: In this session, we give State grantees the opportunity to work in small groups with their colleagues to examine a LIHEAP performance issue identified from grantee reports, develop a proposed solution, and specify the information that is needed to assess the effectiveness of the implemented solution.

Facilitators: *Melissa Torgerson, Verve Associates, LLC*
David Carroll, Managing Director, APPRISE
Kevin McGrath, Senior Policy Analyst, APPRISE
Travis McAdam, Project Director, LIHEAP Clearinghouse/NCAT
Susan Marshall, Heating Assistance Program Coordinator, State of Alaska
Heather Jones, LIHEAP Manager, Missouri Department of Social Services
Leon Litow, Lead Energy Assistance Program Specialist, Division of Energy Assistance, Administration for Children and Families
Sharnice Peters, Energy Assistance Program Analyst, Division of Energy Assistance, Administration for Children and Families
Holly Ravesloot, Energy Policy and Evaluation Branch Chief, Division of Energy Assistance, Administration for Children and Families

2:15 p.m. – 3:15 p.m.

Tribal Track: Role of a Tribal Coordinator **Orleans**

Description: Whether you are new in your role or more established, use this session to reinforce your responsibilities and key roles as a Tribal coordinator.

Speakers: *Akm Rahman, Energy Program Operations Branch Chief, Division of Energy Assistance, Administration for Children and Families*
Rachael BigSam, LIHEAP Program Manager, Confederated Salish and Kootenai Tribes
Nancy Carnley, Vice Chief, Ma-Chis Lower Creek Indian Tribe of Alabama

Moderator: *Vikki Pretlow, Energy Assistance Program Specialist, Division of Energy Assistance, Administration for Children and Families*

3:15 p.m. – 4:15 p.m.

Tribal Track: Tribal Policy Manuals and Annual Model Plans **Orleans**

Description: In this session, Tribal LIHEAP grantees speak about reviewing and modifying Annual Model Plans and implementing changes and the resulting impact on their LIHEAP Tribal Policy Manuals. There will be a group exercise on Annual Model Plans and the public comment process.

Speakers: *Veronica Rivers, Deputy Director, Community Services Department, Gila River Indian Community*
Kate Thomas, Energy Program Analyst, Division of Energy Assistance, Administration for Children and Families

Moderator: *Christine Celentano, Project Manager, LIHEAP and Tribal Grants, Three Star*

4:15 p.m. – 5:00 p.m.

LIHEAP Jeopardy

Auditorium

Description: It's the end of Day 1 and time to test your knowledge with LIHEAP jeopardy! We'll go over key LIHEAP concepts and topics through this friendly competition.

Facilitators: *Patrice West, Energy Assistance Program Specialist, Division of Energy Assistance, Administration for Children and Families*

Josephine Rago-Adia, Energy Program Analyst, Division of Energy Assistance, Administration for Children and Families

Travis McAdam, Project Director, LIHEAP Clearinghouse/NCAT

Day 2

8:00 a.m. – 10:00 a.m.

State Track: Performance Management

Mardi Gras

Description: In this session, each small group will present its performance issue, proposed solution and rationale, questions that need to be answered before implementation, and approach for assessing effectiveness. Where appropriate, the APPRISE team will alert the group to additional resources that could be used to address unanswered questions.

Facilitators: *Melissa Torgerson, Verve Associates, LLC*

David Carroll, Managing Director, APPRISE

Kevin McGrath, Senior Policy Analyst, APPRISE

Leon Litow, Lead Energy Assistance Program Specialist, Division of Energy Assistance, Administration for Children and Families

Sharnice Peters, Energy Assistance Program Analyst, Division of Energy Assistance, Administration for Children and Families

Holly Ravesloot, Energy Policy and Evaluation Branch Chief, Division of Energy Assistance, Administration for Children and Families

Tribal Track: Roundtable Discussion

Orleans

Description: The roundtable will focus on Tribal LIHEAP grantees sharing their experiences and policy development using LIHEAP funding during a natural disaster event.

Speakers: *Patrick Strickland, Department of Energy Manager, Lumbee Tribe of North Carolina*

Michelle Claplanhoo, LIHEAP Coordinator, Makah Social Services

Elizabeth Kleweno, Social Services Specialist, Kenaitze Indian Tribe

Moderator: *Christine Celentano, Project Manager, LIHEAP and Tribal Grants, Three Star*

Facilitators: *Vikki Pretlow, Energy Assistance Program Specialist, Division of Energy Assistance, Administration for Children and Families*

Peter Edelman, Energy Assistance Program Analyst, Division of Energy Assistance, Administration for Children and Families

Iris Curtis, Auditor, Division of Energy Assistance, Administration for Children and Families

10:00 a.m. – 10:15 a.m.

Break

10:15 a.m. – 11:30 a.m.

LIHEAP Intake Application Training

Auditorium

Description: This train-the-trainer style session will be a scenario and skit-based training workshop. We cover training tips to help you feel enabled to train your staff and subgrantee staff on their intake application process with potential LIHEAP clients. We will cover topics such as initial contact, crises, and computing benefits.

Facilitators: *Akm Rahman, Energy Program Operations Branch Chief, Division of Energy Assistance, Administration for Children and Families*

Patrice West, Energy Assistance Program Specialist, Division of Energy Assistance, Administration for Children and Families

Moderator: *Kate Thomas, Energy Program Analyst, Division of Energy Assistance, Administration for Children and Families*

11:30 a.m. – 1:00 p.m.

Lunch Break

1:00 p.m. – 2:30 p.m.

State Track: Subgrantee Management for Results

Mardi Gras

Description: In States with subgrantees, the success of the program relies heavily on having top-notch local partners. Learn what grantees should take into account when evaluating local partners and how to set up new partners for success.

Speakers: *David Barrie, Branch Chief, Financial Operations and Accountability, Office of Community Services, Administration for Children and Families*

Larry Dawson, National Energy Assistance Directors' Association

Moderators: *Akm Rahman, Energy Program Operations Branch Chief, Division of Energy Assistance, Administration for Children and Families*

John Thompson, Auditor, Division of Energy Assistance, Administration for Children and Families

1:00 p.m. – 2:30 p.m.

Tribal Track: Developing and Enhancing Benefit Matrices

Orleans

Description: Tribes will be able to discuss the number of households served and what needs to be considered. There will be a hands-on component to work on your own version of a benefit matrix.

Speakers: *Kate Thomas, Energy Program Analyst, Division of Energy Assistance, Administration for Children and Families*

Holly Raveslout, Energy Policy and Evaluation Branch Chief, Division of Energy Assistance, Administration for Children and Families

Moderator: *Vikki Pretlow, Energy Assistance Program Specialist, Division of Energy Assistance, Administration for Children and Families*

2:30 p.m. – 2:45 p.m.

Break

2:45 p.m. – 3:45 p.m.

Flexibilities With Unobligated Funds

Auditorium

Description: With your fellow grantees, small groups will discuss strategies on how to address unspent funds and excess benefit money, when to spend or obligate funds, and proper carryover reporting.

Speaker: *John Thompson, Auditor, Division of Energy Assistance, Administration for Children and Families*

Moderator: *Iris Curtis, Auditor, Division of Energy Assistance, Administration for Children and Families*

3:45 p.m. – 4:15 p.m.

LIHEAP Jeopardy!

Auditorium

Description: It's double jeopardy and your last chance to be the jeopardy champion! The questions are harder this round. Good luck!

Facilitators: *Patrice West, Energy Assistance Program Specialist, Division of Energy Assistance, Administration for Children and Families*

Josephine Rago-Adia, Energy Program Analyst, Division of Energy Assistance, Administration for Children and Families

Travis McAdam, Project Director, LIHEAP Clearinghouse/NCAT

4:15 p.m. – 5:00 p.m.

Q&A

Auditorium

Description: Open question-and-answer sessions for grantees and Office of Community Services staff.

Speakers: *Office of Community Services Staff*

Day 3

8:00 a.m. – 8:45 a.m.

Disaster Response

Auditorium

Description: Hear how LIHEAP grantees have used LIHEAP funding to support their communities' responses to natural disasters.

Speakers: *Carolyn McQuairter, Interim Manager, Energy Assistance Department, Louisiana Housing Corporation*

Loretta Wallace, Deputy Housing Program Administrator, Louisiana Housing Corporation

Veronica Rivers, Deputy Director, Community Services Department, Gila River Indian Community

Kathy Andry, Deputy Director, Energy and Environmental Services, California State Department of Community Services and Development

Moderator: *Josephine Rago-Adia, Energy Program Analyst, Division of Energy Assistance, Administration for Children and Families*

8:45 a.m. – 10:00 a.m.

Developing Weatherization Guidelines and Monitoring

Auditorium

Description: What are your exceptions to the rule if your weatherization program is not using 100% DoE funding? We will explore those options in this session.

Speakers: *Holly Ravesloot, Energy Policy and Evaluation Branch Chief, Division of Energy Assistance, Administration for Children and Families*

Brenda Ilg, Program Manager, Wyoming Department of Family Services

Moderator: *Lauren Christopher, Director, Division of Energy Assistance, Administration for Children and Families*

10:00 a.m. – 10:15 a.m.

Break

10:15 a.m. – 11:00 a.m.

Meaningful Public Participation

Auditorium

Description: We all have to do it, but just how can we increase public participation and involvement with LIHEAP decisions? Grantee presenters will share their successful strategies and we will have small group discussions to start brainstorming successful ideas that will work for you and your program.

Speakers: *Dustin Davis, Consumer Service Manager, 477 Program, Shoshone-Bannock Tribes*

Bill Freeman, Director, Office of Home Energy Programs, Family Investment Administration, Maryland Department of Human Resources

Moderator: *Patrice West, Energy Assistance Program Specialist, Division of Energy Assistance, Administration for Children and Families*

11:00 a.m. – 11:45 a.m.	<p>Outreach to Vulnerable Populations Auditorium</p> <p>Description: The disabled, elderly, and children are some of our high-priority vulnerable populations for LIHEAP. Our panelists will share their effective and tailored outreach strategies for each of these groups.</p> <p>Speakers: <i>Randy Feliciano, Program Manager, National Council on Aging</i> <i>Kelly Monroe, Executive Director, The Arc of Louisiana, Louisiana Department of Children and Family Services</i> <i>Alfreda Tillman Bester, Assistant Secretary of Family Support, Louisiana Department of Children and Family Services</i></p> <p>Moderator: <i>Kate Thomas, Energy Program Analyst, Division of Energy Assistance, Administration for Children and Families</i></p>
11:45 a.m. – 12 noon	<p>Closing Auditorium</p> <p>Description: Thank you for attending!</p> <p>Speaker: <i>Lauren Christopher, Director, Division of Energy Assistance, Administration for Children and Families</i></p>
12:30 p.m. – 5:00 p.m.	<p>One-on-One Consultations for Grantees Auditorium</p> <p>Description: Office of Community Services staff will be available for 30-minute consultation with grantees. Meetings will need to be scheduled in advance.</p>