



**Office of Temporary  
and Disability Assistance**

# **LIHEAP Program Summary**

**LIFE Conference 2016**

**July 5, 2016**

# HEAP Program Mission

# New York State HEAP

The New York State Home Energy Assistance Program (HEAP) is a federally funded program whose mission is to assist low-income households. Targeted households are those with the lowest incomes, which pay a high proportion of household income for home energy.

# New York State HEAP, continued

The program is made of four components

- Regular
- Emergency
- Heating Equipment Repair and Replacement (HERR)
- Cooling

# 2015-16 Program Year Update

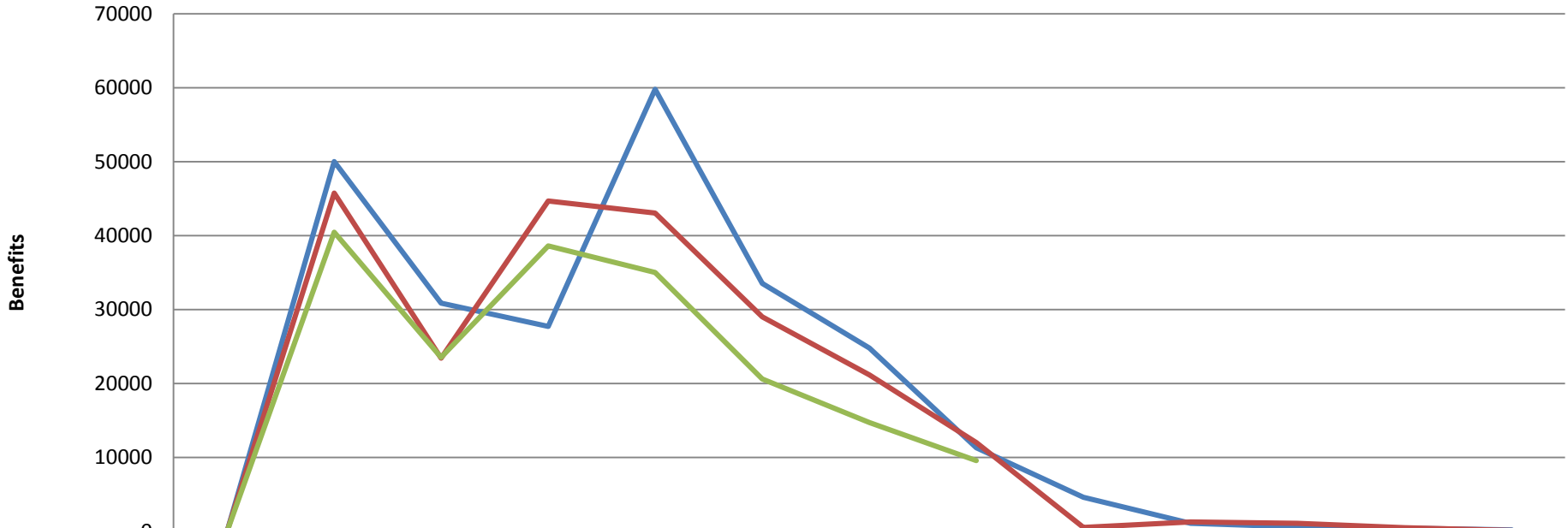
# Regular Component 2015-16

- Regular HEAP opened November 16, 2015
- Scheduled closing was March 15, 2016, but was extended to April 8, 2016
- Benefits as of 5/13/16 – 1,400,897 households with \$225,066,092 in obligations
- The statewide average for a Regular HEAP grant was \$446

## 2015 to 2016 Regular HEAP Comparison

	<b>2014-15</b> 5/8/2015	<b>2015-16</b> 5/13/2016	Increase/ Decrease	Percentage Difference
<b>Number of Benefits</b>	1,479,895	1,400,897	(78,998)	-5.34%
<b>Obligations</b>	\$242,016,630	\$225,066,092	(\$16,950,538)	-7.00%
<b>Average Benefit</b>	\$362	\$446	\$84	23.20%

### Regular Benefit Applications by Year



	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
2013-2014	0	50,009	30,878	27,720	59,784	33,533	24,796	11,332	4,602	1,097	600	433	201
2014-2015	0	45,781	23,447	44,695	43,064	29,028	21,159	12,034	535	1,276	1,096	519	143
2015-2016	0	40,451	23,557	38,629	35,012	20,610	14,726	9,566					



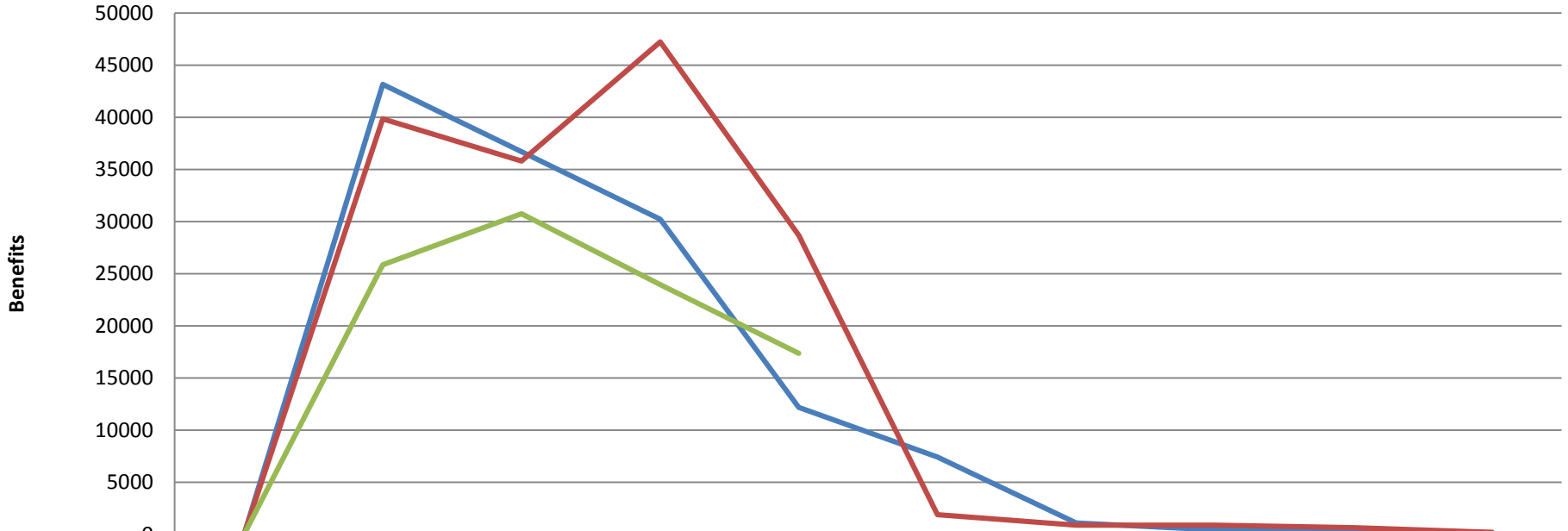
# Emergency Component 2015-16

- Emergency component opened on January 4, 2016
- Scheduled closing was March 15, 2016, extended to April 8, 2016
- Benefits as of 5/13/16 – 98,614 households with \$39,465,008 in obligations
- The statewide average for an Emergency HEAP grant was \$400

## 2015 to 2016 Emergency HEAP Comparison

	<b>2015</b> 5/8/15		<b>2016</b> 5/13/16	Increase/ Decrease	Percentage Difference
	1 <sup>st</sup> Emergency	2 <sup>nd</sup> Emergency			
<b>Number of Benefits</b>	130,062	22,571	98,614	(54,019)	-35.39%
<b>Obligations</b>	\$54,842,091	\$11,094,661	\$39,465,008	(\$26,471,744)	-40.15%
<b>Average Benefit</b>	\$422	\$492	\$400	(\$57)	-14.25%

### Emergency Benefit Applications Paid by Year



	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
2013-2014	0	43,178	36,715	30,218	12,192	7,431	1,109	445	355	186
2014-2015	0	39,849	35,806	47,249	28,688	1,899	888	900	665	198
2015-2016	0	25,867	30,764	23,962	17,362					

# HERR Component 2015-16

- HERR component opened on November 9, 2015 and closed on January 29, 2016
- Benefits as of 5/13/16 - 1,761 households with \$3,955,837 in obligations
- The statewide average for furnace repair was \$689, and for furnace replacement was \$3,501

## 2014-15 to 2016-17 HERR HEAP Comparison

	<b>2014-15</b> 5/8/15		<b>2015-16</b> 5/13/16		Increase/ Decrease	Percentage Difference
<b>Number of Benefits</b>	1,480		1,761		281	18.99%
<b>Obligations</b>	\$3,105,542		\$3,955,837		850,295	27.38%
<b>Average Benefit</b>	\$1,977		\$2,095		118	5.97%
	Repair	Replacement	Repair	Replacement		
	\$662	\$3,292	\$689	\$3,501		

# 2015-16 Funding Summary

# 2015-16 State and Federal Funding

- October 23rd, 2015 total federal funds release \$3.2B
  - New York State: \$325,975,905
- April 1st, 2016 total federal funds release \$333.8M
  - New York State: \$36,370,032
- New York State's total allocation for 2015-16:  
\$362,345,937, not including Tribal Funds (\$196,661)

# Projected 2016-17 Funding



# 2016-17 Projected Federal Funding

The projected federal allocation for the 2016-17 HEAP season is \$3.0 billion. The New York State's projected share will be approximately \$325.8 million, which is a decrease of approximately 10.07% from the 2015-16 HEAP season.

# LIHEAP Performance Measures

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- Performance measures involve the process of collecting, analyzing and/or reporting information regarding the performance of an individual, group, organization, system or component.
- Performance measures are the regular collection of data to assess whether the correct processes are being performed and desired results are being achieved.
- They are a tool to help understand, manage, or improve how an organization operates.

# LIHEAP Performance Measures, continued

Performance measures can allow organizations to evaluate the effectiveness of their provided services:

- How well we are doing
- If we are meeting our goals
- If our customers are satisfied
- If our processes are in statistical control
- If and where improvements are necessary

# LIHEAP Performance Measures, continued

HEAP Program Performance Measures Data Collection also allows opportunities to enhance LIHEAP Program efficiency:

- **Furnace Repair or Replacement** – was there an energy usage reduction?
- **Weatherization** – was there a reduction in energy costs?
- **Service Restoration** – was the household able to maintain their own energy needs?
- **Benefit Level Adequacy** – are we providing adequate benefit amounts to assist households with their energy needs?
- **Emergency Responsiveness** – are we effectively meeting the needs of households in crisis in a timely fashion?

# Contact New York State HEAP

# HEAP Contact Information

- Information regarding the NYSHEAP Program may be found at [www.otda.ny.gov](http://www.otda.ny.gov)
- Clients may apply for HEAP benefits either with their local Department of Social Services or online at [www.mybenefits.ny.gov](http://www.mybenefits.ny.gov)
- Phone numbers for NYSHEAP: 518-473-0332 OR  
1-866-270-HEAP (4327)