

Wisconsin Home Energy Assistance Program (WHEAP)

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Overview

- WHEAP Program Structure and Funding
- WHEAP Payments and Services
- Administrative Review Components
- Wisconsin Summer Fill Program

Home Energy Plus (HE+)

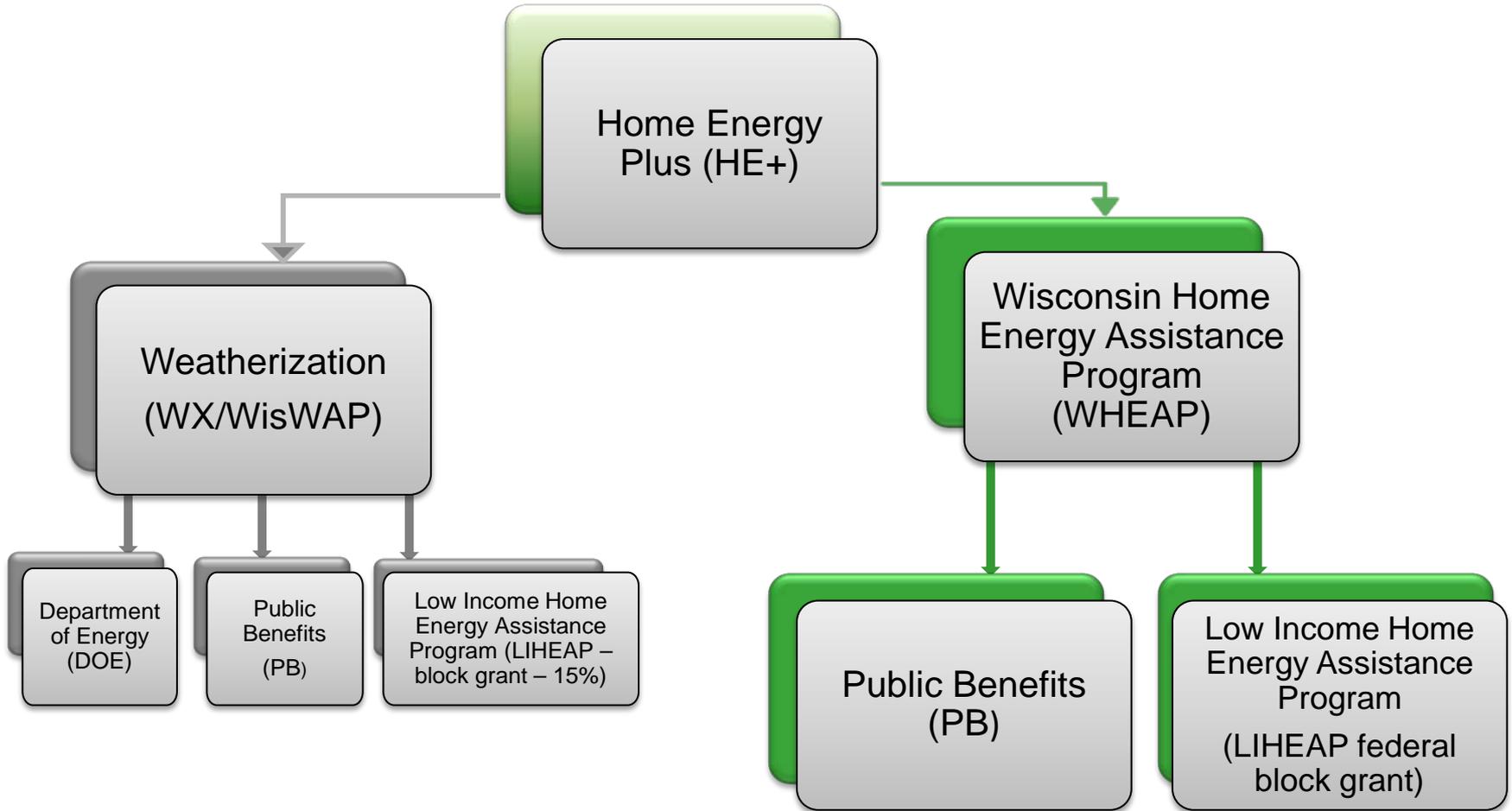
WHEAP

HE+
Furnace

Weatherization



Home Energy Plus Program Funding



WHEAP Program Delivery



- Contract with 72 counties and 7 tribes
- 31 counties currently subcontract with private non-profit or other government agencies

<http://www.homeenergyplus.wi.gov/>

WHEAP Program Dates

- Heating Season
 - October 1 through May 15
 - Regular Benefits
 - Emergency Crisis Assistance
 - Emergency Furnace Activities
- Program Year
 - October 1 through September 30
 - Pro-Active Crisis Assistance
 - Eligibility
 - Non-emergency Furnace Activities





WHEAP Introduction

- LIHEAP vs. PB funding sources
- WHEAP Benefits
 - Regular Benefits
 - Crisis Assistance Benefits
 - Furnace Service

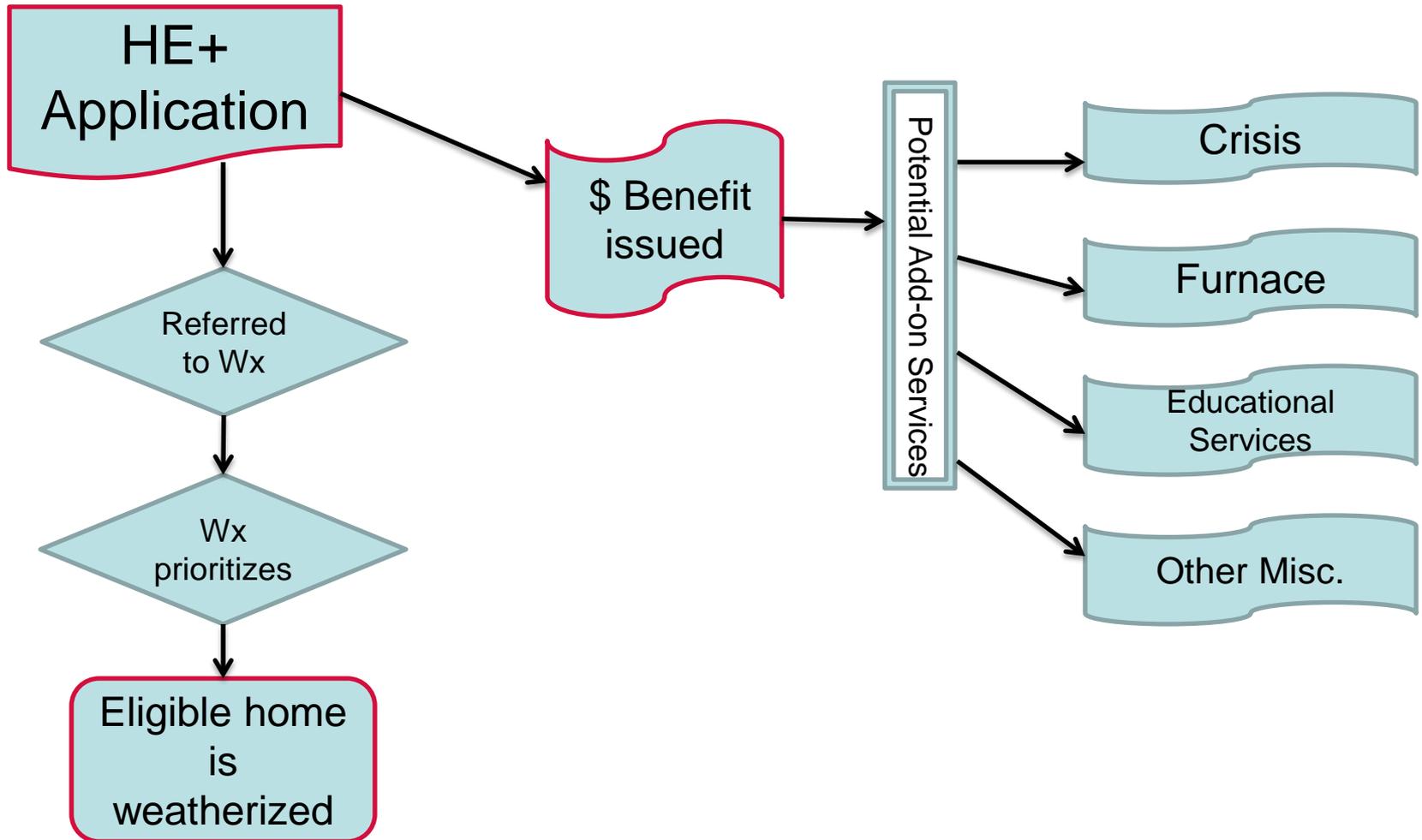


WHEAP Financial Eligibility – FFY 15

60% State Median Income (SMI)

Household Size	3 Month Combined Household Income
1	\$6,288
2	\$8,223
3	\$10,157
4	\$12,092
5	\$14,027
6	\$15,961
7	\$16,324
8	\$16,687

HE+ APPLICATION PROCESS





WHEAP Payments & Services

- Regular Benefits
- Crisis Benefits
- Furnace Service





WHEAP Payments & Services

Regular Benefits

- One-time per heating season
 - Heat (LIHEAP) and/or non-heating electric (PB)
- Most benefit checks are paid directly to energy provider
- Can be paid directly to customer



WHEAP Payments & Services

Crisis Benefits

- Agency discretion how many times, how much
- Can only be paid directly to energy provider
- Two Types of Payments –Emergency and Proactive



WHEAP Payments & Services

Crisis Benefits Continued-

- Must meet eligibility guidelines
 - Direct pay with participating vendor
 - Paid \$25 in the previous three (3) months on their heat or electric bill
 - Contribution cannot come from another assistance program (KWWF, Salvation Army, Catholic Charity, etc.)
 - Have received less than \$1,200 in total Crisis Assistance during the program year (October 1 to September 30)

HE+ Furnace Program

- Heating units replaced or repaired
 - Improve energy efficiency
 - Health and safety
- Eligibility requirements:
 - Non-working heating unit
 - Own their own home (some renters may be eligible in certain situations)
 - Must be an eligible structure



Home Energy Plus Co-Branding

- Co-marketing initiative
- Cooperation between Weatherization and WHEAP agencies

The graphic features a green-to-yellow gradient background. At the top, the text "homeenergy+" is written in a white, lowercase, sans-serif font. Below this, the phrase "We're in this together" is displayed in large, bold, white, sans-serif letters. Underneath the text is a silhouette of a group of people with their arms raised in a celebratory gesture. At the bottom, four circular logos are arranged horizontally: the State of Wisconsin seal, the Dane County Department of Human Services logo, the Energy Services logo, and the Project Home logo. Below the logos, a block of text reads: "For more than 35 years, the Wisconsin Weatherization Assistance Program has helped Dane County residents like you save on their home energy bills through no-cost weatherization and energy-efficiency home upgrades. The State of Wisconsin, Dane County Department of Human Services, Energy Services, Inc. and Project Home, Inc.—working together to help you save on home energy." At the very bottom, the website address "www.homeenergyplus.wi.gov" is printed in white on a black background.

homeenergy+

We're in this together

 Dane County Department of Human Services  projecthome

For more than 35 years, the Wisconsin Weatherization Assistance Program has helped Dane County residents like you save on their home energy bills through no-cost weatherization and energy-efficiency home upgrades.

The State of Wisconsin, Dane County Department of Human Services, Energy Services, Inc. and Project Home, Inc.—working together to help you save on home energy.

www.homeenergyplus.wi.gov

WHEAP Payments and Services

YEAR 2015

County/Tribe

State Of Wisconsin

	Count	Expenditures	Average Benefit
Total Households Applied for Energy Assistance	234,914		FISCAL
Total Households Paid Energy Assistance	216,390	\$90,986,028	
Total Households Paid LIHEAP Funded Benefits	209,178	\$55,706,758	\$266
Total Households Paid Public Benefit Funded Benefits	209,606	\$35,279,270	\$168
Total Households Paid Crisis Assistance	37,328	\$11,378,269	
Total Households Paid LIHEAP Funded Crisis Applications	30,678	\$8,877,479	\$289
Total Households Paid Public Benefit Funded Crisis Applications	12,111	\$2,500,790	\$206
Total Households Receiving Non Payment Additional Services	12,740	\$0	\$0
Total Households Paid Non-WHEAP Additional Services	2,133	\$619,493	\$290
Total Heating Unit Repairs Paid	1,894	\$583,108	\$308
Total Heating Unit Replacements Paid	1,950	\$5,929,678	\$3,041
Total Heating Unit Paid Assessment Only	105	\$12,527	\$119
Total Heating Unit Activity Paid	3,949	\$6,525,313	



Average Heat Benefit



Average Electric Benefit



Average Heat Crisis Benefit



Average Electric Crisis Benefit



Average Furnace Repair Benefit



Average Furnace Replacement Benefit



Administrative Review Components

- Administrative Review (AR):
On-site agency quality assurance review
- Desktop Monitoring (DTM):
Quality assurance review of general case files
- Vendor Desktop Monitoring (VDTM):
Quality Assurance review of WHEAP vendors



Administrative Review (AR)

- Approximately every 2-3 years
 - Exceptions: High risk DTM evaluation
- Division staff contacts county or tribe to schedule review
- The purpose of the review is to ensure compliance with all relevant state and federal regulations, identify and report “best practices” challenges, concerns and to assure quality delivery in every program
- The **GOAL** – To set agencies up for



Desktop Monitoring (DTM)

- A brief overall assessment of program/agency functionality at a fixed point in time
- Conducted at DEHCR
- A leaner version of the on-site AR process
- A means of establishing a priority list for on-site reviews
- It is NOT a replacement for the on-site AR process
 - All agencies will still undergo an on-site review



Desktop Monitoring (DTM)

What do we look at in a DTM?

- Contract compliance
 - Are agency plans submitted in a timely manner?
- Allocations for the most recent two fiscal years
 - Spending History
- Agency caseload for point in time of the current year as well as the most recent two fiscal years
 - Are agency caseloads increasing or decreasing
- Current agency allocation
- Case Review – 15 general and 5 furnace case files
- System Notes





Vendor Desktop Monitoring (VDTM)

- Determine if WHEAP benefits have been properly credited and debited to client accounts
- Ensure fair pricing to low-income customers
- Ensure supplier maintains an accounting system that provides transparency for WHEAP benefits issued
- Delivery receipts totaling the WHEAP benefits
- Account ledger showing all benefits awarded and potential credits due to WHEAP customers
- In the case where an energy supply (i.e. propane, fuel) was not available, provide a ledger of WHEAP funds that may have been transferred to another provider along with canceled checks showing the amount transferred



WHY DO WE MONITOR?

APPLICATION

Application #: [REDACTED] Application Date: [REDACTED]

THIS ENTIRE APPLICATION IS A BIG MESS...I WILL BE CALLING THE HELP DESK ON THIS.

CLIENT CAME BACK INTO EA OFFICE AND ASKED EA WORKER TO TAKE THE PERSON OFF THAT DID NOT HAVE THE SS CARD. BECAUSE THEY ARE VERY LOW ON LP AND IT WILL BE SOME TIME BEFORE THEY CAN GET A CARD FOR THE CHILD.

EXTRACTION:

Application ID: [REDACTED] Application [REDACTED]

NEED HEAT

NOTES

Wisconsin Summer Fill Program

Goals –

- Get as much propane into tanks of our low income customers as possible
- Demonstrate the need for propane in Wisconsin to increase our allocation which will aid in better supply and stability in pricing
- Reduce crisis requests for propane early on for WHEAP agencies

Wisconsin Summer Fill Program

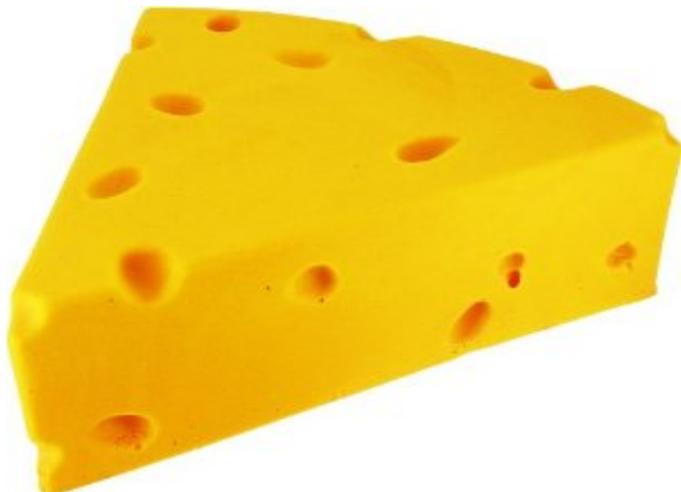
Program Details –

- Client contribution of \$150, crisis payment of:
 - \$250 for propane households
 - \$350 for fuel oil households
- Client required to contact vendor regarding payment arrangements or budget plan
- Must make a payment by September 30th

Wisconsin Summer Fill Program

Summer Fill Program	2014	2015
Households	5,445	20,012
Households Participation	5,073 - 93%	
Recipients Reached	Propane Homeowners Fixed Income	Propane/Oil Homeowners All HH Compositions
Funds Allocated	\$1,518,200	\$5,000,000

Thank You for Inviting Us!



Visit our Public Website for More Information on the Wisconsin Home Energy Assistance Program (WHEAP)

<http://homeenergyplus.wi.gov/>

