

A blue silhouette of the state of Minnesota.

MINNESOTA DEPARTMENT OF
COMMERCE



Energy Assistance Program

FFY2016 EAP Annual Training

Performance measures, Electronic
security, eHEAT security

Performance Measures

Michael Schmitz

National Performance Measures

- Background & Update
- Reviewing the Measures
- New Requirements
- Understanding the EAP Production Report



National Performance Measures

- US Dept. of Health & Human Services (HHS) is implementing mandatory national performance measures starting in ~~FFY15~~ FFY16
 - Required by law (since early '90s)
 - Performance Measures Work Group has been developing the measures since mid-2000s
-

National Performance Measures

Reviewing the Measures

- Energy Burden Targeting
- Prevention & Restoration of Loss of Service



National Performance Measures

Energy Burden Targeting

Energy Burden = Energy Cost ÷ Income

- Benefit Targeting Index: Do we target higher benefits to higher burden households?
- Burden Reduction Targeting Index: Do we reduce the energy burden of higher burden households more than average?

Prevention & Restoration of Loss of Service

- Crisis
 - ERR
-

National Performance Measures

Energy Burden Targeting: Your Role

- Ensure Household Income Accuracy
- Energy Cost Data
 - Obtain it
 - Make sure it is accurate

National Performance Measures

Prevention & Restoration of Loss of Service: Your Role

- Crisis
 - Accurate Crisis Reason
 - Accurate “% of fuel in tank prior to delivery”
 - Accurate Fuel Type (**new functionality**)
 - ERR
 - Accurate Fuel Type (**new functionality**)
-

National Performance Measures

Prevention & Restoration of Loss of Service: Your Role

- Crisis
 - Accurate Crisis Reason

HouseHold Number: 486404 Home Phone:
Name: PREBUY, PETER Own home?
Eligibility Date (mm/dd/yyyy): 06/24/2015 Program Application Log Date (mm/dd/yyyy):
Address: 55532 PROPANE ST, HOT HEAT MN 55555-5555

Crisis Event Information			
Crisis Event Id	* How Initiated	* Reason	* Vendor
<input type="radio"/> New Event	Phone	<div style="border: 1px solid black; padding: 5px;"><p>-Select-</p><p>-Select-</p><p>Less than 20% in fuel tank and RTD</p><p>Heat Related Shut Off</p><p>Heat Related Disconnect Notice</p><p>Non-Heat Electric Shut Off</p><p>Non-Heat Electric Disconnect Notice</p><p>Senior past due or current energy bill</p><p>Less than One Week Biofuel</p></div>	-Select-

Add Remove Assurance 16

* Required Fields

National Performance Measures

Prevention & Restoration of Loss of Service: Your Role

- Crisis
 - Accurate “% of fuel in tank prior to delivery”

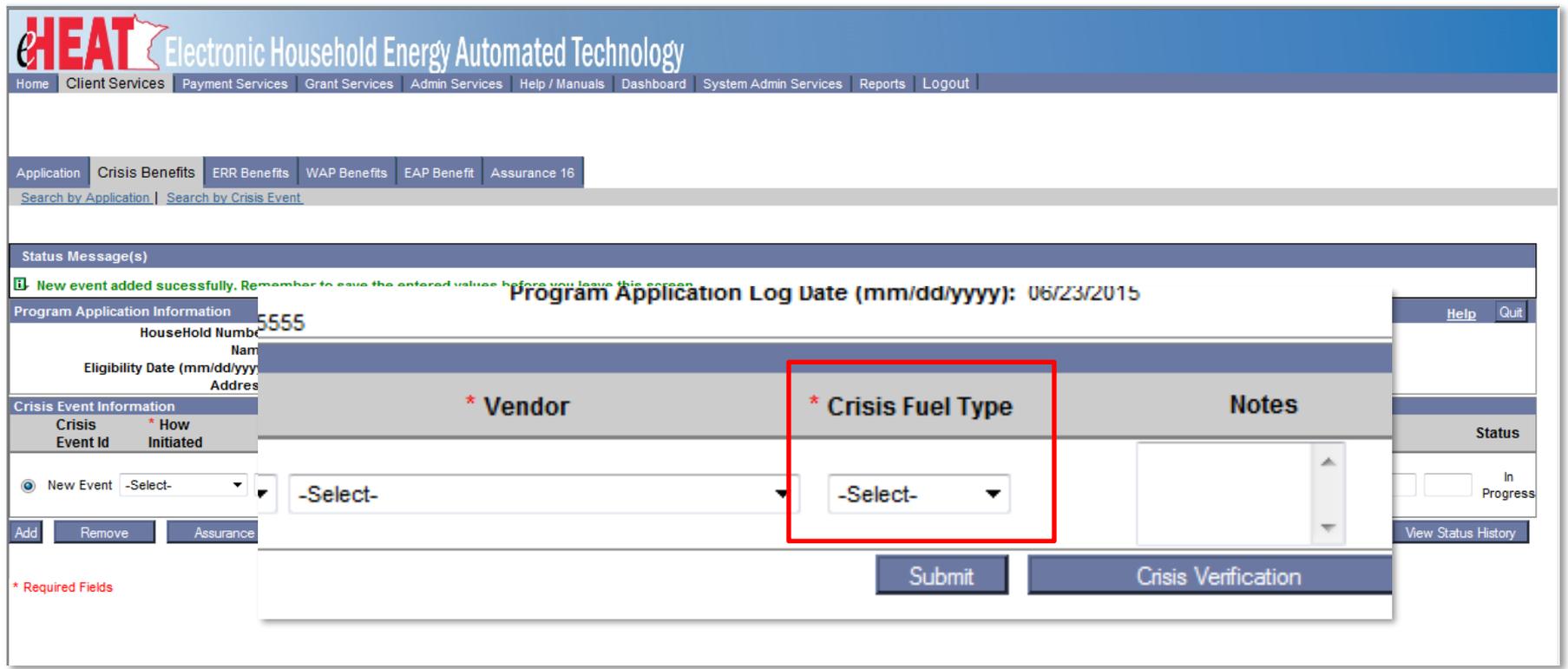
Vendor: Yocum Oil Company - 2218 (Heat)-52-1000000004-7	Reported Date(mm/dd/yyyy 24hh:mi): 12/09/2014 06:00	Status: Comp
Reasonability Check (optional) Last Delivery Date: <input type="text"/> Gallons Delivered: <input type="text"/> Tank Size: <input type="text"/>	Delivery Confirmation Info % of fuel in tank prior to delivery: 25 Delivery Date: 2014-12-10 Gallons Delivered: 350.00 Price Per Gallon: 1.79 Actual Fees and Other Charges: 0.00 Total: 626.50 Confirmation Info Status: Accepted User ID: TSP15ADMIN Info Date: 2015-06-23	
		Save Delivery Info

National Performance Measures

Prevention & Restoration of Loss of Service: Your Role

- Crisis

Crisis Event Screen



HEAT Electronic Household Energy Automated Technology

Home | Client Services | Payment Services | Grant Services | Admin Services | Help / Manuals | Dashboard | System Admin Services | Reports | Logout

Application | Crisis Benefits | ERR Benefits | WAP Benefits | EAP Benefit | Assurance 16

Search by Application | Search by Crisis Event

Status Message(s)
New event added successfully. Remember to save the entered values before you leave this screen.

Program Application Log Date (mm/dd/yyyy): 06/23/2015

Program Application Information
Household Number: 5555

Crisis Event Information		* Vendor	* Crisis Fuel Type	Notes
Crisis Event Id	* How Initiated			
<input checked="" type="radio"/> New Event	-Select-	-Select-	-Select-	

Add | Remove | Assurance

* Required Fields

Submit | Crisis Verification

National Performance Measures

Prevention & Restoration of Loss of Service: Your Role

- ERR

National Performance Measures

ERR Event Id: 17628

Reason: NON FUNCTIONING HEATING SYSTEM

* Fuel Type: -Select-

* Reported Date (mm/dd/yyyy 24hh:mi): 12 02 2014 09 30

Response Date (mm/dd/yyyy 24hh:mi): 12 02 2014 04 55

Does the household have Temporary Heat?

Does the household have secondary heat that heats same area as primary furnace?

Ownership Verification: Property tax statement

Ownership Verification Notes: 12/2/14 KRD got ownership doc

Status: IN PROGRESS

General Event Notes:

* Required Fields

Submit Maintain Tasks Maintain Post ERR Inspection Deny View Status History Quit

Create User ID: TSP15ADMIN

Create Date: 12/02/2014

Update User ID: TSP15ADMIN

Update Date: 08/05/2015

EAP Production Report

How To Read The EAP Production Report

There are five sections:

- Service Providers
- Applications
- Primary Heat
- Crisis
- ERR

FFY2015 EAP Production Report								
6/15/2015								
SP_ID	SP_NM	APPS Pending CY	APPS Pending PY	APPS APPRVD CY	APPS APPRVD PY	APPS APPRVD CHG	% Apprvd of Pend plus Apprvd	PHB AW AMT CY
1	Northwest Community Action, Inc.	4	6	1,263	1,469	-14.0%	99.7%	\$ 1,059
2	Tri-Valley Opportunity Council, Inc.	15	5	1,519	1,696	-10.4%	99.1%	\$ 998
3	Inter-County Community Council	2	4	1,312	1,529	-14.2%	99.9%	\$ 1,005
4	Bi-County Community Action Program, Inc.	8	20	3,505	4,111	-14.7%	99.8%	\$ 2,664
5	KOOTASCA Community Action, Inc.	7	1	3,328	3,577	-7.0%	99.8%	\$ 2,530
6	Arrowhead Economic Opportunity Agency	24	36	8,578	9,218	-6.9%	99.7%	\$ 5,955
7	Lakes and Pines C.A.C. Inc.	100	74	7,159	8,432	-15.1%	98.8%	\$ 5,080
10	Mahube-Otwa Community Action Partnership,	13	7	6,443	7,347	-12.3%	99.8%	\$ 4,715
12	West Central Minnesota Communities Action,	22	34	4,722	5,449	-13.3%	99.6%	\$ 2,861
13	Tri-County Action Program, Inc.	3	41	7,045	7,799	-9.7%	100.0%	\$ 3,545
15	Anoka County Community Action Program	24	174	4,628	5,189	-10.8%	99.5%	\$ 1,583
16	Community Action-Ramsey and Washington C	26	556	20,846	22,551	-7.6%	99.9%	\$ 8,126
18	Scott-Carver-Dakota CAP Agency	29	161	7,045	7,558	-6.8%	99.6%	\$ 2,417
19	Heartland Community Action Agency, Inc.	11	41	2,691	3,229	-16.7%	99.7%	\$ 1,376
20	Prairie Five Community Action Council, Inc.	2	11	1,894	2,160	-12.3%	99.9%	\$ 1,152
21	Western Community Action, Inc.	7	11	2,380	2,591	-8.1%	99.7%	\$ 1,368
22	Southwestern MN Opportunity Council, Inc.	6	28	1,669	1,871	-10.8%	99.7%	\$ 914
24	Minnesota Valley Action Council Inc.	9	32	6,768	7,603	-11.0%	99.9%	\$ 3,400
25	Three Rivers Community Action, Inc.	37	59	5,234	5,696	-8.1%	99.4%	\$ 2,290
26	Semcac	18	42	6,088	6,996	-13.0%	99.7%	\$ 3,030
30	Bois Forte Reservation	2	-	142	164	-13.4%	98.8%	\$ 108
31	Fond Du Lac Reservation			459	484	5.2%	100.0%	\$ 412

EAP Production Report

How To Read The EAP Production Report

APPS Pending CY	APPS Pend PY	APPS APPRVD CY	APPS APPRVD CHG	% <u>Apprvd</u> of Pend plus <u>Apprvd</u>
4	6	1,263	-14.0%	99.7%
15	5	1,519	-10.4%	99.1%
2	4	1,312	-14.2%	99.9%

- CY = Current Year; PY = Past Year

EAP Production Report

How To Read The EAP Production Report

PHB AWDED AMT CY	P A	AVG PHB BNFT CY	AVG PHB BNFT PY	E C	AVG PHB BNFT % CHG
\$1,059,528	7	\$828	\$760)	8.94
\$998,853	7	\$656	\$634	↓	3.47
\$1,005,404	3	\$762	\$731	-	4.24

- PHB = Primary Beneficiary
- AVG = Average

EAP Production Report

How To Read The EAP Production Report

CRISIS SRVD CY	CRISI SRVD PY	CRISIS RESOLVED CY	CF RBD PY	CRISIS OBLIG CY	AMT	CRISIS OBLIG PY	AMT
359	67	115			\$154,536		\$417,244
392	68	158			\$159,609		\$403,154
409	73	158			\$165,539		\$454,252

- SRVD = Served
- OBLIG = Obligated

EAP Production Report

How To Read The EAP Production Report

ERR SRVD CY	ERR SRVD PY	ERR OBLIG AMT CY	ERR OBLIG AMT PY
90	75	\$99,710	\$52,787
71	78	\$78,366	\$59,637
87	107	\$74,966	\$68,525

Security

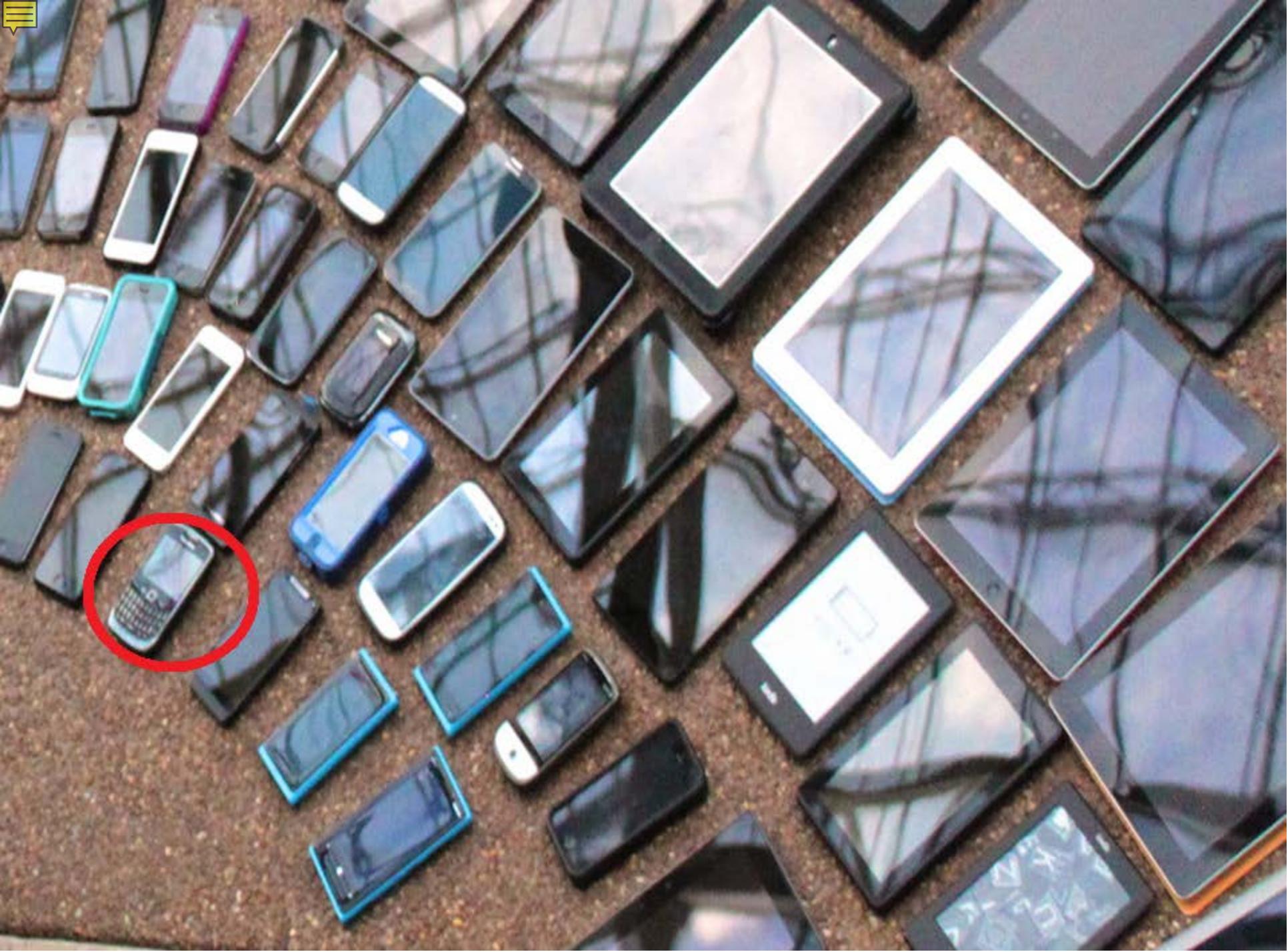
Richard Gooley

Today's agenda

- Changes in technology since we last spoke
- Keeping Current
- Free tools and training opportunities

Disruptive Technologies

- Mobile
- Cloud
- Google Street View
- Internet of Things



Device disaster recovery







Google Street view





Google Street view



The internet of things (IoT)



Internet Protocol

- IP version 4 provides 2^{32} (4,294,967,296) addresses.
 - IP version 6 provides 2^{128} 340,282,366,920,938,463,463,374,607,431,768,211,456 addresses.
-

Keeping current

End of support



Updates

Windows Update



 **Check for updates for your computer**
Always install the latest updates to enhance your computer's security and performance.

[Check for updates](#)

Update Adobe Flash Player

 An update to Adobe® Flash® Player is available.

- Superior HD video performance with hardware acceleration
- Support for full screen mode with multiple monitors
- Faster graphics rendering support with Internet Explorer
- Bug fixes and security enhancements

[See details...](#)
[End User License Agreement](#)
Updating takes under a minute on broadband - no restart

Do not remind me about this update.

[REMIND ME LATER](#)

Java Update - Update Available

 **Java Update Available**

Java 7 Update 11 is ready to install. Installing Java 7 Update 11 might uninstall the latest Java 6 from your system. Click the Install button to update Java now. If you wish to update Java later, click the Later button.

[More information...](#)

[Install](#) [Later](#)

ORACLE



Passwords



Free Resources

- Department of Homeland Security:
 - <http://www.dhs.gov/stopthinkconnect>
- McAfee Phishing Quiz
 - <https://phishingquiz.mcafee.com/>
- KeePass
 - <http://keepass.info/>
- MN.iT
 - <http://mn.gov/mnit/programs/security/security-res/>

In conclusion:

1. Protect you mobile devices.
 2. Thoroughly vet your cloud provider.
 3. Get ready for things on the IoT.
 4. Replace any Windows Server 2003 or XP machines.
 5. Keep your systems up to date.
 6. Change your passwords regularly.
 7. Utilize the free resources from this presentation.
-



Richard Gooley

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CISO @ Commerce, PUC and BOA

eHEAT Security Management

Sandy Seemann

eHEAT Security Management

- Managing eHEAT access
- Off boarding process
- eHEAT access check

eHEAT Security Management

Why is this important?

- Protecting HHD private data is key
 - Must limit access to info in HHD files to those who need access as part of job duties
 - eHEAT administrator responsibilities include ensuring only authorized users have access to & are using eHEAT
 - FY16 eHEAT Administrator Security Agreement is due w/LP
 - Ensure users sign eHEAT User Security Agreement prior to accessing eHEAT
-

eHEAT Security Management

Managing eHEAT Access

- SP must have eHEAT access processes
 - Ensure only authorized users have eHEAT access
 - Ensure users only have access to eHEAT functions necessary for their work assignments (setting up “roles” in eHEAT helps with this)
-

eHEAT Security Management

Off boarding process

- SPs must have off-boarding (staff leaving employment) procedures in place (e.g., off-boarding check-list)
 - Ensure off-boarding process includes disabling eHEAT access along with access to other data systems containing private EAP data
-

eHEAT Security Management

Off boarding process, cont.

- SPs must immediately disable eHEAT administrators and users when needed:
 - When permanently leaving a position requiring eHEAT access
 - When on administrative leave or suspension
 - When no longer employed by the SP or EAP
 - If on other leave, laid off, on an extended vacation, or reassigned to non-EAP duties for 30 days or longer
-

eHEAT Security Management

eHEAT Access Check Requirements

- SP should conduct routine eHEAT access check
 - Commerce will continue to periodically request that access checks be completed
 - There are three user statuses in eHEAT:
 - Active: user has access to eHEAT.
 - Inactive: user without current access to eHEAT due to inactivity for over 60 days. Needs eHEAT Administrator to reactivate to regain access.
 - Disabled: user with no access to eHEAT. (eHEAT continues to list every user that had eHEAT access.)
-

eHEAT Security Management

Completing an eHEAT Access Check

- Export list of users and disable any of those who should no longer have eHEAT access
 - In eHEAT, click on the **'System Admin Services'** menu > 'Security Management' tab and select 'Export to CSV' and click 'Go'
 - This produces a list of users and their status
 - Disable users in eHEAT as needed by clicking the 'Disable/Enable' button
-

eHEAT Security Management

Security Management

[Manage User](#) | [Manage Role](#) | [Change Password](#) | [Update User Profile](#)

User Search Criteria

User Id: Last Name: First Name:
Group: Disabled: Active:
* Action:

User Search Result

	<u>User Id</u>	<u>Name</u>	<u>Disabled</u>	<u>Group</u>
<input type="radio"/>	TSP15ADMINDM	Debbie Downer	No	Service Providers
<input type="radio"/>	TSP15ADMINTest	Ken Benson	No	Service Providers
<input type="radio"/>	TSP15ADMIN2	Steve Loomis	No	Service Providers
<input type="radio"/>	TSP15Mark	Mark Keymark	No	Service Providers
<input type="radio"/>	TSP15User	SP15 User	No	Service Providers
<input type="radio"/>	15Ken	Ken Benson	Yes	Service Providers
<input type="radio"/>	15NewUser	Jimmy User	No	Service Providers
<input type="radio"/>	15NewUser2	Becky Homecky	No	Service Providers