

Frequently Asked Questions

CA Performance Measures Households Upload

The following are frequently asked questions, FAQ's, and common errors received from the LIHEAP Module. As additional questions and errors are received on the CSBG Household uploads they will be added to this document.

Q: What is the purpose for tracking unduplicated household data?

A: The original purpose was to fulfill a requirement for the LIHEAP programs to report on certain performance measures developed by the US Department of Health and Human Services, USHHS. Since then, TDHCA has decided to collect client level data on all of its Community Affairs programs, Community Services Block Grant, (CSBG), Comprehensive Energy Assistance Program (CEAP), Low Income Home Energy Assistance Program Weatherization (LIHEAP WAP) and Department of Energy Weatherization (DOE).

Q: How do I access the CA Performance Measures Households Uploads?

A: Log on to the Community Affairs contract System with your TDHCA issued log on and password. Once in the Community Affairs Contract System there will be an icon in the top right corner next to the LIHEAP Modules that is called CA Performance Measures. Select the icon and then select "CA Households". From this point you can search or upload either the CEAP/LIHEAP/DOE or the CSBG Households data. Please see the CA Performance Measures External User Guide located at: <https://www.tdhca.state.tx.us/ca-contract.htm> .

Q: How do we set up users?

A: Fill out the Community Affairs Contract System Request Form located at the bottom of the CA Contract System page at <https://www.tdhca.state.tx.us/ca-contract.htm> .

Q: Will subcontractors be able to access the system?

A: Yes. You may grant them access to only the CA performance Measures within the Community Affairs Contract System by completing a Community Affairs Contract system Access Request form located at <https://www.tdhca.state.tx.us/ca-contract.htm> . Subcontractors may only have access to uploads and not the monthly performance and expenditures reporting.

Q: Can you sort and print reports from data entered?

A: The CA performance Measures Module does not have print and sort report functionality. You may print screenshots. Search results are also sorted by zip code.

Q: What data elements are required for the household uploads?

A: Please see the CEAP/LIHEAP/DOE and CSBG file layouts posted at <https://www.tdhca.state.tx.us/ca-contract.htm> .

Q: What fields will be automatically populated?

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A: The system will not automatically populate. You will need to enter the search fields. The system will only be able to search the current FY.

Q: How soon after a client is served or a payment is made must households be entered?

A: Subrecipients should upload client households at least once per month but may do this daily or weekly. If a household already exists in the module and all data remains the same then only the benefit date and amount will be updated. If a new member had been added to the household then that data will be updated.

Q: What do we do if the client is already in the system and all data elements are the same except we are making a new payment?

A: Upload the household. The system will only add the new payment and date information.

Q: For Weatherization households, what do we use for the benefit date? The date we assessed the home or the date the weatherization measures are completed?

A: When entering Weatherization households into local software and the CA Performance Measures use the date the unit passed the final inspection as the benefit date.

Q: Do we enter LIHEAP WAP and DOE in the same system?

A: Yes, LIHEAP WAP, DOE and CEAP files will be uploaded in the CEAP/LIHEAP WAP/DOE Households of the CA Performance Measures Module.

Q: If I did not enter all my 2019 households, can I still access the LIHEAP Module?

A: The LIHEAP module is available for uploads through 2/10/20.

Q: Who can I call or email for technical assistance with uploads?

A: Contact the following: Jason Gagne, Jason.gagne@tdhca.state.tx.us , 512-475-0166, Michelle Peralez, michelle.peralez@tdhca.state.tx.us , or Laura White laura.white@tdhca.state.tx.us , 512-475-3233

Q: is the PW Units Module still required to upload weatherized units?

A: Yes, uploading unduplicated households served with weatherization is still required and open for uploads.

Q: Can multiple benefits be uploaded with the same date? For ex: a DOE and LIHEAP WAP assisted home.

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A: Yes, a household can be uploaded with multiple benefits on the same date. The household may be uploaded with both benefits having the same benefit date as long as the benefit type is different (DOE, LIHEAP WAP) when the file is set up as a the household record.

Q: Is high energy burden user the same as high energy consumption?

A: No. A household that has a **high energy burden** is a household whose energy burden exceeds 11% or more of their annual gross household income. A household that has high energy consumption is a household that is billed more than \$1,000 annually for fuel costs for heating and cooling their dwelling. Please see the TAC rule §6.2 (29), (30) for definitions of these terms or contact the Training area of the Community Affairs Division for additional guidance.