

LIHEAP TRAINING
V. Jean Butler Board Room
2415 Quail Drive
Baton Rouge, LA 70808
Tuesday, November 5, 2019
8:30 a.m. – 4:00 p.m.

AGENDA

8:00 a.m. – 8:30 a.m.	Registration
8:30 a.m. – 8:45 a.m.	Welcome and Introductions
8:45 a.m. – 10:00 a.m.	Annual Cost Allocation Plans and Budgets Description: LHC will partner with CSBG this session to discuss annual cost allocation plans and budgets. The session will include guidance regarding what each program expects to see in an agency's cost allocation plan and budget, how often the cost allocation plan should be updated, along with an example of each.
10:00 a.m. – 10:15 a.m.	Question and Answer Session
10:15 a.m. – 10:30 a.m.	Break
10:30 a.m. – 11:45 a.m.	LIHEAP Agency Invoicing in LIHEAP Cloud Description: This session will build on the cost allocation plan and budget session and provide training and guidance regarding invoicing in the LIHEAP Cloud system, as well as how to enter information into LHC's Attachment A, supporting documentation requirements, how the cost allocation plan and budget should be used during invoice entry, and sharing sub-grantee best practices.
11:45 a.m. – 12:00 p.m.	Question and Answer Session

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12:00 p.m. – 1:00 p.m.	Lunch
1:00 p.m. – 2:00 p.m.	Introduction to complete Hancock Energy Software (HES) LIHEAP Cloud including Client Assistance Description: This session will provide an overview of the HES LIHEAP Cloud system, how it works, and how to set up user accounts. We will also walk through how and where to enter clients in the system as well as how to create client assistance invoices. (Subject to be changed)
2:00 p.m. – 2:15 p.m.	Question and Answer Session
2:15 p.m. – 2:30 p.m.	Break
2:30 p.m. – 3:30 p.m.	Fraud Description: This session will include information regarding developing fraud policies and group activities to include review of case studies.
3:30 p.m. – 4:00 p.m.	Question and Answer Section

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8:00 a.m. – 8:30 a.m.	Registration
8:30 a.m. – 8:45 a.m.	Welcome and Introductions
8:45 a.m. – 10:00 a.m.	LIHEAP Service Delivery Guide Update Working Group Description: This session will consist of working groups in which participants will be broken into working groups and assigned a chapter of LHC's current LIHEAP Service Delivery Guide to discuss what information is unclear, what information should be added, heating/cooling season guidance, pre-paid utilities policy discussion, form revisions, etc. At the end of the session, LHC will have each group present their major changes.
10:00 a.m. – 10:15 a.m.	Question and Answer Session
10:15 a.m. – 10:30 a.m.	Break
10:30 a.m. – 11:45 a.m.	Compliance Monitoring Description: This session will cover LHC's compliance monitoring focusing on determining client eligibility, as well as an overview of the most common monitoring findings.
11:45 a.m. – 12:00 p.m.	Question and Answer Session