

Arkansas
Low-Income
Home Energy
Assistance
Program
(LIHEAP)
Survey

FY 2014

This report is a compilation of payment amounts and numbers of applicants served by the Arkansas LIHEAP program in FY 2014.

Arkansas Community Action Agencies Association, Inc.

April 20, 2015

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April 20, 2015
Ms. Lorie Williams
Arkansas DHS/OCS
P.O. Box 1437, Slot S330
Little Rock, AR 72203-1437

Dear Ms. Williams:

Enclosed is a report of the results of the FY 2014 LIHEAP survey with data compiled or provided by the 16 community action agencies that administer the program at the local level.

If you have any questions regarding this report, please contact me at 501-372-0807.

Sincerely,



Ludwik J. Kozlowski, Jr.

ACAAA Energy Policy Coordinator

Executive Summary

- In Fiscal Year (FY) 2014, statewide winter payments were \$12,409,487.98, and summer program payments were \$7,869,128.62 for a total of \$20,278,616.60. This total is \$50,810.08 more than the FY 2013 allocation of \$20,227,806.52. However, it should be noted that the allocation for FY 2014 is down 35% from the \$31,210,359.13 allocated in FY 2011, resulting in \$11 million less to assist clients.
- The maximum crisis payment for 2014 was \$500.00; this is down from a maximum crisis payment of \$700.00 in previous program years.
- Fewer funds available in FY 2014 resulted in 19 Arkansas counties served by six subgrantees being unable to open a Summer Crisis program. This is down from 29 Arkansas counties served by five subgrantees not being able to in FY 2013. The increase in the number of counties able to operate a Summer Crisis program probably resulted from the maximum crisis payment being lowered from \$700.00 to just \$500.00 in Fiscal Year 2014.
- In FY 2014, as in the previous year, all four Congressional Districts had more applicants for the winter program than for the summer program. In contrast, in FY 2011, Second and Fourth Congressional Districts had more applicants in the summer than winter; but FY 2011 had a higher funding level, allowing for a higher number of clients to be served during the summer LIHEAP program.
- In Fiscal Year (FY) 2014, The Fourth and First Congressional Districts received most of the LIHEAP payments and served a majority of the applicants. These Congressional Districts have the highest aggregate poverty rates in the state.

- The total number of applicants who received payment assistance during FY 2014 was 134,594¹, resulting in an average payment of \$150.77 overall.
- Of the \$20,278,616.60 paid out to vendors in FY 2014, \$16,003,300.17 (79%) went to electric utilities, while \$3,749,588.89 (18%) went to various other heating sources, and approximately \$525,727.54 (3%) was paid directly to applicants.
- Over 43% of the total applicants' served in Arkansas in FY 2014 received assistance during the summer cooling program. This is up from over 31% in 2013 when funding was somewhat higher. There also was \$2,293,487.10 more allocated for summer 2014 than in summer 2013, which resulted in 16,135 more applicants (39%) receiving assistance during the period. This higher number of summer applicants might have resulted from the maximum crisis amount being reduced to \$500.00 in FY 2014.
- While the number of applicants served in winter FY 2014 decreased by 12,422 (14%) from FY 2013, the number of summer applicants increased by 16,135 (39%). This is most likely due to the maximum crisis payment being reduced to \$500.00 in FY 2014. The reduction in crisis payments could also have resulted in more Arkansas counties being able to operate a Summer Crisis program during FY 2014. In FY 2014, 56 of the state's 75

¹ At the end of FY 2014 data was gathered from each of the 16 community action agencies and compiled for the FY 2014 LIHEAP survey. Information that the state received may have had slight differences, due to timing of response. There may be some duplication in the total number of applicants reported here, as some applicants may have received assistance more than once in the program year (e.g., once in the winter and once in summer). Since FY 2012 the agencies have been able to report unduplicated households receiving assistance. However, due to the time required to validate that data, this report has not attempted to reconcile those numbers with the total applicants reported across the four programs.

counties (75%) ran a Summer Crisis program; compared to only 45 counties (60%) operating a Summer Crisis program in FY 2013.

- The average Summer payment overall across all programs during the FY 2014 LIHEAP year was \$150.77. This is down \$3.78 (2%) from the 2013 average of \$154.55 but down \$15.45 (9%) from the FY 2011 average of \$166.22², when more funds were available. The overall reduced average payment might be a result of the maximum crisis payment of \$700.00 in FY 2013 being reduced to \$500.00 in FY 2014.
- The average payment during the FY 2014 Winter Regular program per applicant served was \$134.33³. This is 1% less compared to the FY 2013 winter regular payment average of \$135.42.
- The average payment during the FY 2014 Winter Crisis program per applicant served was \$257.84⁴. This is 2% higher than the FY 2013 Winter Crisis payment average of \$252.18. This increase could be due to several variables including: a reduced maximum crisis amount, weather, applicant need, housing stock, regional economy and fuel type. With LIHEAP being a first-come first-served program, applicants' different fuel types could cause variances in the Winter Crisis average from year to year.

² The total number of applicants does not represent an unduplicated count. Applicants potentially can receive help under Regular Winter LIHEAP, Crisis Winter LIHEAP, Summer Regular LIHEAP, and Summer Crisis LIHEAP, although this is an extreme example. FY 2012 was the first year that agencies have been able to report unduplicated households receiving assistance. Due to the time required to validate those data, this report has not attempted to reconcile those numbers with the total applicants approved across the four programs.

³ See footnote 1

⁴ See footnote 1

- The average payment during the overall FY 2014 winter program per applicant served was \$160.70⁵. This is 2% lower than the FY 2013 winter overall payment average of \$163.44. The overall reduced average payment might be a result of the maximum crisis payment of \$700.00 in FY 2013, being reduced to \$500.00 in FY 2014. Other variables such as weather, applicant need, housing stock, regional economy and fuel type also have an impact on the overall winter payment reduction in 2014.
- The average payment during the Summer Regular program per applicant served in FY 2014 was \$130.19⁶. This is up \$0.56 from the FY 2013 summer regular average payment of \$129.63 per applicant. This slight increase could be a result of the maximum crisis payment being reduced in 2014, allowing more applicants to be served and more counties to operate a more robust Summer Regular and Crisis Program. This uptick also could be due to several variables including: weather, applicant need, housing stock, regional economy, and fuel type among others. With LIHEAP being a first-come, first-served program, the number of applicants receiving Summer cooling assistance may have resulted in the higher 2014 Summer Regular program average.
- The average payment during the summer crisis program per applicant served in FY 2014 was \$183.81⁷. This is down \$14.08 (7%) from the FY 2013 summer crisis average payment of \$197.89 per applicant. This huge drop might be attributed to the fact that 121% more applicants were served during the Summer Crisis program in FY 2014 than the previous year (7,459 applicants in 2014 vs. 3,370 in 2013) and to the maximum crisis payment amount being reduced from \$700.00 to \$500.00 in FY 2014. These factors resulted in 75% of the state (56 counties) being able

⁵ See footnote 1

⁶ See footnote 1

⁷ See footnote 1

to operate a Summer Crisis program in 2014 compared to 60% of the state (45 counties) operating a Summer Crisis program in FY 2013.

- The average payment during the overall FY 2014 summer program per applicant served was \$137.16⁸. This is \$1.95 more than the 2013 summer program overall average per applicant of \$135.21 but still \$18.18 (12%) less than the FY 2011 summer payment average of \$155.34 per applicant, when more funds were available. This increase could be a result of the maximum crisis payment being reduced to \$500.00 in FY 2014, resulting in 39% more applicants being served during the overall Summer program (57,372 applicants in 2014 vs. 41,237 applicants in 2013).
- The total number of winter applicants (regular and crisis combined) for FY 2014 totaled 77,222⁹. This was a decrease by 12,422 applicants (14%) from the FY 2013 total of 89,644. Additional variables such as weather, applicant need, housing stock, regional economy, fuel type, and a lowered maximum crisis payment could have resulted in fewer applicants being served in the 2014 winter overall program.
- The total number of summer applicants (regular and crisis combined) for FY 2014 totaled 57,372¹⁰. This was up 16,135 (39%) from the FY 2013 total of 41,237 but still down 37,096 (39%) from the FY 2011 number, which was 94,468¹¹. With \$2,293,487.10 more funding for the summer FY 2014 program than in summer 2013, this resulted in a great increase in the number of clients who were helped during the critical hot, summer months. The increase in clients helped in summer might be attributed to maximum crisis reduction being lowered from \$700.00 to \$500.00 for FY

⁸ See footnote 1

⁹ See footnote 1

¹⁰ See footnote 1

¹¹ See footnote 1

2014 and to the fact that 56 of the state's 75 counties (75%) operated a Summer Crisis program compared to 40 counties (40%) in FY 2013.

- Despite having 29% more money to spend overall in Summer FY 2014 compared to Summer FY 2013, six agencies were still unable to operate a Summer Crisis program in 2014, leaving 25% (19 counties) of the state still unable to operate a Summer Crisis program in Arkansas.
- The total number of all applicants (Winter Regular, Winter Crisis, Summer Regular, Summer Crisis) for FY 2014 totaled 134,594. This was up by 3,313 (3%) compared to the FY 2013 total of 130,881 but still down 53,166 (28%) from the FY 2011 number of total applicants, which was 187,760¹².

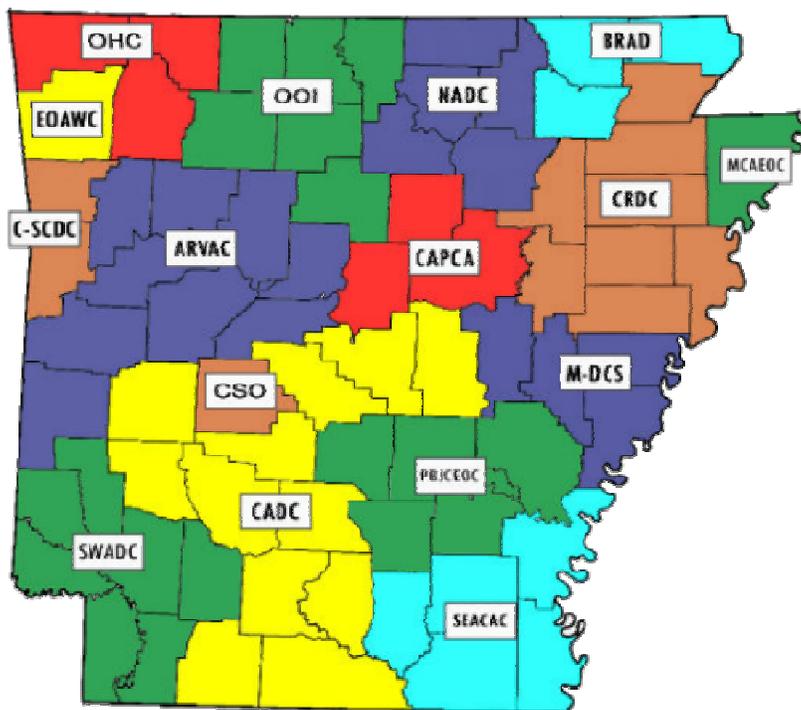
¹² See Footnote 1

LIHEAP Overview

The LIHEAP program is a local-state-federal program established in 1981 by legislation approved by Congress and the President to help people of low and moderate income pay for home energy.

It is funded by the Office of Community Services (OCS) of the U.S. Department of Health and Human Services; is administered in Arkansas by the state OCS; and is operated by the state's 16 private, nonprofit community action agencies (CAAs), in cooperation with the state's electric and natural gas utilities and other energy providers.

Figure 1 – Map of the 16 CAAs across the state of Arkansas¹³



¹³ Source: Arkansas Community Action Agencies Association, Inc. <http://www.aaaa.org>

The agencies inform the public of the service through newspapers, television, radio, Web sites, partner organizations, fliers, and word of mouth. Persons who are elderly or disabled may apply in writing; others may apply in person.

Typically, LIHEAP has a Winter Regular and Winter Crisis program. If funds are available, there is also a summer program for electric cooling only. The Regular program helps eligible clients with an energy bill once per program period (once in winter; once in summer, should there be funds). For Regular Assistance, a payment must be made to the household or home energy supplier within 35 days after the date the application is received in the respective CAA's office.

The Crisis Program helps clients who have a shut-off notice effective within seven days or less from the date of application or in the event that a shut-off has already occurred. Assistance that will resolve the household's crisis situation must be provided within 48 hours after a signed application is received by the CAA, if the household is eligible for such assistance. If the energy crisis or emergency is creating a life-threatening situation for the household, assistance must be provided within 18 hours after a signed application is received. For crisis applicants, payments must be made within 20 days. The maximum crisis payment through FY 2013 was \$700.00. In FY 2014, the maximum crisis payment was reduced to \$500.00, resulting in more applicants being served overall and more counties having a Summer Crisis program.

A household that has received Regular help during the program period could be eligible for Crisis funds in the same program period, should there be funds available and they have a shut-off notice.

In Fiscal Year 2014 (FY 2014), the eligibility ceiling was based on 60% of the state's median income for all households. Clients are served on a first-come, first-served basis until funds are depleted.

LIHEAP Payments on Behalf of Eligible Clients

In FY 2014, the total amount of LIHEAP funds paid out in Arkansas to utilities/vendors/applicants was \$20,278,616.60, as reported to ACAA by the 16 CAAs and as indicated in Tables 1 and 2. This is \$48,507.08 more than the \$20,230,109.52 paid out in FY 2013.

Table 1 - Agency Paid Out Totals FY 2014

Action Agency	Winter Regular	Winter Crisis	Summer Regular	Summer Crisis	Total
ARVAC	\$598,050.00	\$134,752.05	\$549,682.00	\$69,384.16	\$1,351,868.21
BRAD	\$245,721.00	\$128,613.05	\$171,952.00	\$0.00	\$546,286.05
CADC	\$1,894,588.00	\$1,257,549.05	\$1,470,734.00	\$570,443.34	\$5,193,314.39
CAPCA	\$367,441.00	\$139,201.34	\$397,853.00	\$77,720.05	\$982,215.39
CRDC	\$830,225.00	\$305,190.57	\$868,714.00	\$207,834.66	\$2,211,964.23
C-SCDC	\$411,860.00	\$241,921.43	\$288,074.00	\$0.00	\$941,855.43
CSO	\$166,012.00	\$33,751.00	\$163,940.00	\$39,270.00	\$402,973.00
EOAWC	\$397,690.00	\$169,920.67	\$178,304.00	\$0.00	\$745,914.67
MCAEOC	\$242,307.00	\$159,020.24	\$211,790.00	\$90,792.32	\$703,909.56
MDCS	\$527,426.86	\$333,468.52	\$236,025.00	\$0.00	\$1,096,920.38
NADC	\$349,890.00	\$244,689.79	\$266,679.00	\$0.00	\$861,258.79
OHC	\$267,687.00	\$216,166.83	\$190,855.00	\$0.00	\$674,708.83
OOI	\$357,130.00	\$136,325.86	\$332,268.00	\$30,929.26	\$856,653.12
PBJCEOC	\$541,603.00	\$288,433.47	\$487,682.00	\$56,924.37	\$1,374,642.84
SEACAC	\$435,593.00	\$181,655.28	\$328,374.00	\$200,117.72	\$1,145,740.00
SWADC	\$525,974.82	\$279,630.15	\$355,149.00	\$27,637.74	\$1,188,391.71
Totals	\$8,159,198.68	\$4,250,289.30	\$6,498,075.00	\$1,371,053.62	\$20,278,616.60

Table 2 – Vendor Amounts Paid Out Winter and Summer FY 2014

Utility/Vendor/Applicant	Winter Regular	Winter Crisis	Summer Regular	Summer Crisis	Total
A-1 Auto and Gas Company	\$139.00	\$0.00	\$0.00	\$0.00	\$139.00
AEP/SWEPCO	\$432,759.78	\$160,778.10	\$379,368.00	\$12,012.28	\$984,918.16
Alliance Propane	\$5,921.00	\$7,994.84	\$0.00	\$0.00	\$13,915.84
Amerigas	\$38,530.50	\$35,255.24	\$0.00	\$0.00	\$73,785.74
Anderson Gas and Propane	\$44,544.00	\$74,015.32	\$0.00	\$0.00	\$118,559.32
Anderson Gas and Propane - Hindsville	\$220.00	\$0.00	\$0.00	\$0.00	\$220.00
Applicant	\$289,710.50	\$22,927.04	\$213,090.00	\$0.00	\$525,727.54
Arkansas Liquefied Gas	\$1,586.00	\$0.00	\$0.00	\$0.00	\$1,586.00
Arkansas Oklahoma Gas	\$102,424.33	\$45,168.91	\$0.00	\$0.00	\$147,593.24

Arkansas LIHEAP Survey Results

2014

Utility/Vendor/Applicant	Winter Regular	Winter Crisis	Summer Regular	Summer Crisis	Total
Arkansas Valley Cooperative	\$159,205.00	\$95,470.74	\$149,205.00	\$7,634.22	\$411,514.96
Ashley Chicot Electric Coop	\$8,692.00	\$8,035.06	\$10,581.00	\$3,207.21	\$30,515.27
Augusta CW&L	\$25,212.00	\$11,791.21	\$26,494.00	\$13,809.24	\$77,306.45
BCS, Inc.	\$2,851.00	\$3,252.02	\$0.00	\$0.00	\$6,103.02
Benton Utilities	\$38,360.49	\$23,460.11	\$37,133.00	\$12,755.14	\$111,708.74
Blue Seal Petroleum	\$528.00	\$0.00	\$0.00	\$0.00	\$528.00
C&L Electric	\$70,222.00	\$44,278.63	\$88,023.00	\$17,312.58	\$219,836.21
Carroll Electric Cooperative	\$104,422.08	\$84,287.50	\$101,172.00	\$1,580.29	\$291,461.87
Cash & Sons LP Gas	\$228.00	\$0.00	\$0.00	\$0.00	\$228.00
CEBA Gas	\$6,889.00	\$8,386.49	\$0.00	\$0.00	\$15,275.49

Arkansas LIHEAP Survey Results

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Utility/Vendor/Applicant	Winter Regular	Winter Crisis	Summer Regular	Summer Crisis	Total
Center Gas Fuel	\$841.00	\$1,254.72	\$0.00	\$0.00	\$2,095.72
Centerpoint Energy	\$1,398,696.42	\$732,745.72	\$0.00	\$0.00	\$2,131,442.14
City of Bentonville	\$26,547.46	\$11,842.14	\$26,991.00	\$0.00	\$65,380.60
City of Devalls Bluff	\$1,778.00	\$1,309.22	\$0.00	\$0.00	\$3,087.22
City of Hazen Utilities	\$615.00	\$477.15	\$0.00	\$0.00	\$1,092.15
City of Paris (Applicant)	\$134.00	\$1,000.00	\$0.00	\$150.00	\$1,284.00
City of Siloam Springs	\$9,440.32	\$2,856.22	\$9,996.00	\$0.00	\$22,292.54
Clarksville Light and Water	\$20,394.00	\$5,485.16	\$27,688.00	\$1,118.51	\$54,685.67
Clay County Electric Coop	\$43,900.00	\$32,198.33	\$49,974.00	\$0.00	\$126,072.33
Coleman Butane	\$4,237.00	\$7,445.06	\$0.00	\$0.00	\$11,682.06
Conway Corporation	\$69,701.82	\$15,531.77	\$97,179.00	\$10,604.56	\$193,017.15
Craft LP Gas	\$1,577.00	\$817.11	\$0.00	\$0.00	\$2,394.11

Arkansas LIHEAP Survey Results

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Utility/Vendor/Applicant	Winter Regular	Winter Crisis	Summer Regular	Summer Crisis	Total
Craighead Electric Coop	\$59,700.00	\$47,022.74	\$65,074.00	\$8,343.36	\$180,140.10
Cunningham	\$41,375.00	\$72,823.17	\$0.00	\$0.00	\$114,198.17
Danmar Propane	\$5,440.00	\$500.00	\$0.00	\$0.00	\$5,940.00
DeClerk LP Gas	\$8,645.00	\$7,008.43	\$0.00	\$0.00	\$15,653.43
Dee's Propane Store	\$139.00	\$0.00	\$0.00	\$0.00	\$139.00
Des Arc Utilities	\$1,530.00	\$221.32	\$0.00	\$0.00	\$1,751.32
Empire Distric Electric	\$14,506.00	\$18,232.25	\$14,210.00	\$0.00	\$46,948.25
Entergy Arkansas	\$3,090,626.86	\$1,353,285.40	\$3,652,657.00	\$989,553.30	\$9,086,122.56
EZE Cook LP Gas	\$3,182.00	\$5,367.48	\$0.00	\$0.00	\$8,549.48
Farmer's Electric Coop	\$22,072.00	\$10,109.17	\$33,028.00	\$5,346.54	\$70,555.71
Farmer's Oil	\$6,879.00	\$6,395.66	\$0.00	\$0.00	\$13,274.66
Farmer's Supply	\$1,433.00	\$336.70	\$0.00	\$0.00	\$1,769.70

Arkansas LIHEAP Survey Results

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Utility/Vendor/Applicant	Winter Regular	Winter Crisis	Summer Regular	Summer Crisis	Total
Ferrell Gas	\$35,321.14	\$39,947.11	\$0.00	\$0.00	\$75,268.25
First Electric Cooperative	\$164,550.07	\$76,700.13	\$146,947.00	\$29,946.04	\$418,143.24
Fricks	\$1,627.00	\$0.00	\$0.00	\$0.00	\$1,627.00
George's Propane	\$1,787.00	\$5,132.82	\$0.00	\$0.00	\$6,919.82
Graves Propane	\$11,062.50	\$9,464.23	\$0.00	\$0.00	\$20,526.73
Gresham Petroleum*	\$4,838.00	\$3,850.33	\$0.00	\$0.00	\$8,688.33
Gresham Petroleum - Dumas (SEACAC)	\$129.00	\$0.00	\$0.00	\$0.00	\$129.00
Gresham Petroleum - McGehee (SEACAC)	\$3,305.00	\$500.00	\$0.00	\$0.00	\$3,805.00
Gresham Petroleum - Warren (SEACAC)	\$9,479.00	\$28,703.48	\$0.00	\$0.00	\$38,182.48
Harmony Homes	\$789.00	\$0.00	\$0.00	\$0.00	\$789.00

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Utility/Vendor/Applicant	Winter Regular	Winter Crisis	Summer Regular	Summer Crisis	Total
Harrisbug W&G	\$4,863.00	\$1,237.70	\$0.00	\$0.00	\$6,100.70
Heritage Propane	\$13,145.00	\$11,137.26	\$0.00	\$0.00	\$24,282.26
Home Oil Company	\$966.00	\$315.90	\$0.00	\$0.00	\$1,281.90
Home Service Oil Company	\$2,385.00	\$4,044.60	\$0.00	\$0.00	\$6,429.60
Hope Water & Light	\$50,069.00	\$37,457.59	\$58,492.00	\$922.14	\$146,940.73
Independent Propane Co.	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Jonesboro CW&L	\$73,458.00	\$26,061.55	\$114,586.00	\$17,197.68	\$231,303.23
Keiser Oil and LP Gas Co.	\$2,315.00	\$10,297.96	\$0.00	\$0.00	\$12,612.96
Littlefield Propane Company	\$0.00	\$1,887.28	\$0.00	\$0.00	\$1,887.28
Marshall Milling Company	\$600.00	\$0.00	\$0.00	\$0.00	\$600.00
Matthew's, Inc.	\$13,906.00	\$11,776.80	\$0.00	\$0.00	\$25,682.80

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Utility/Vendor/Applicant	Winter Regular	Winter Crisis	Summer Regular	Summer Crisis	Total
MFA Oil	\$11,411.00	\$8,151.04	\$0.00	\$0.00	\$19,562.04
MFA Propane	\$13,776.00	\$20,828.08	\$0.00	\$0.00	\$34,604.08
Mississippi Co. Electric Coop	\$13,481.00	\$5,561.20	\$13,710.00	\$6,239.57	\$38,991.77
North Arkansas Electric	\$123,769.00	\$88,295.74	\$133,520.00	\$9,984.71	\$355,569.45
North Crossett Utilities	\$2,723.00	\$849.45	\$0.00	\$0.00	\$3,572.45
North Little Rock Electric	\$105,352.02	\$81,658.86	\$144,775.00	\$90,647.17	\$422,433.05
Oklahoma Gas and Electric	\$267,228.08	\$129,371.71	\$260,255.00	\$8,985.94	\$665,840.73
O'Neal Gas, Inc.	\$1,147.00	\$652.32	\$0.00	\$0.00	\$1,799.32
Osceola Light and Power	\$45,614.00	\$39,599.17	\$49,462.00	\$29,865.45	\$164,540.62
Ouachita Electric Coop	\$34,790.00	\$23,758.55	\$39,443.00	\$14,649.14	\$112,640.69
Ozark County Gas	\$2,860.00	\$2,258.95	\$0.00	\$0.00	\$5,118.95
Ozark Mountain Propane	\$2,078.47	\$5,669.17	\$0.00	\$0.00	\$7,747.64

Arkansas LIHEAP Survey Results

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Utility/Vendor/Applicant	Winter Regular	Winter Crisis	Summer Regular	Summer Crisis	Total
Ozarks Electric Cooperative	\$129,366.96	\$66,080.63	\$78,466.00	\$0.00	\$273,913.59
Paragould CL&W	\$53,454.00	\$23,336.38	\$63,989.00	\$11,801.20	\$152,580.58
Petit Jean Electric Coop	\$53,316.00	\$20,171.25	\$71,220.00	\$3,133.59	\$147,840.84
Piggott Light, Water, and Gas	\$11,759.00	\$17,929.99	\$13,213.00	\$0.00	\$42,901.99
Pinnacle Propane	\$28,346.00	\$26,667.90	\$0.00	\$0.00	\$55,013.90
Pioneer Propane	\$18,186.00	\$14,110.41	\$0.00	\$0.00	\$32,296.41
Prescott Water and Light	\$27,017.00	\$27,696.77	\$23,229.00	\$7,180.50	\$85,123.27
Reeves Tri-Co.	\$14,899.00	\$23,681.55	\$0.00	\$0.00	\$38,580.55
Rich Mountain Electric Coop	\$27,364.00	\$8,904.69	\$29,036.00	\$3,385.22	\$68,689.91
Rick's LP Gas Co.	\$2,985.00	\$2,964.12	\$0.00	\$0.00	\$5,949.12

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Utility/Vendor/Applicant	Winter Regular	Winter Crisis	Summer Regular	Summer Crisis	Total
River Valley Oil	\$2,281.00	\$832.45	\$0.00	\$0.00	\$3,113.45
Roper Gas	\$90.00	\$0.00	\$0.00	\$0.00	\$90.00
Russell LP Gas	\$1,420.00	\$815.08	\$0.00	\$0.00	\$2,235.08
S & B Propane	\$4,995.00	\$6,438.72	\$0.00	\$0.00	\$11,433.72
Sanner Oil Company	\$1,801.00	\$781.10	\$0.00	\$0.00	\$2,582.10
Scott Petroleum - Lake Village (SEACAC)	\$8,835.50	\$9,630.80	\$0.00	\$0.00	\$18,466.30
Scott Petroleum - McGehee (SEACAC)	\$476.00	\$685.94	\$0.00	\$0.00	\$1,161.94
Simmons Energy	\$480.00	\$980.10	\$0.00	\$0.00	\$1,460.10
Sourcegas Arkansas	\$243,611.52	\$76,781.18	\$0.00	\$0.00	\$320,392.70
South Central Arkansas Electric	\$30,194.18	\$19,668.98	\$27,341.00	\$6,707.74	\$83,911.90

Utility/Vendor/Applicant	Winter Regular	Winter Crisis	Summer Regular	Summer Crisis	Total
Southern LP Gas*	\$26,143.00	\$36,411.51	\$0.00	\$0.00	\$62,554.51
Southern LP Gas - Fordyce (SEACAC)	\$86.00	\$1,023.62	\$0.00	\$0.00	\$1,109.62
Southern LP Gas - Monticello (SEACAC)	\$3,081.00	\$1,894.25	\$0.00	\$0.00	\$4,975.25
Southwest Arkansas Electric Coop	\$70,875.50	\$34,271.58	\$74,191.00	\$10,373.97	\$189,712.05
Spring River Gas	\$10,019.00	\$11,562.39	\$0.00	\$0.00	\$21,581.39
Stephens Propane	\$4,176.00	\$14,526.52	\$0.00	\$0.00	\$18,702.52
Stone County Propane	\$18,350.00	\$34,402.63	\$0.00	\$0.00	\$52,752.63
Suburban Propane	\$3,597.00	\$5,626.09	\$0.00	\$0.00	\$9,223.09
Synergy	\$5,158.00	\$5,391.20	\$0.00	\$0.00	\$10,549.20
Thayer L.P. Gas	\$7,726.00	\$6,547.86	\$0.00	\$0.00	\$14,273.86

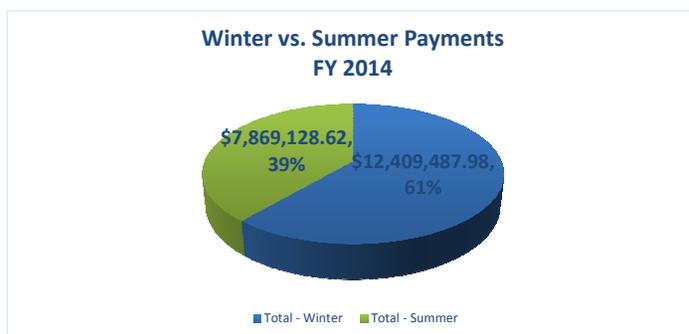
Utility/Vendor/Applicant	Winter Regular	Winter Crisis	Summer Regular	Summer Crisis	Total
Thrash Propane	\$7,535.32	\$18,373.14	\$0.00	\$0.00	\$25,908.46
Titan Propane	\$12,428.00	\$25,840.58	\$0.00	\$0.00	\$38,268.58
Valley Gas	\$484.00	\$0.00	\$0.00	\$0.00	\$484.00
Welch	\$94.00	\$0.00	\$0.00	\$0.00	\$94.00
West Memphis Utilities	\$100,128.00	\$51,869.03	\$121,317.00	\$31,481.99	\$304,796.02
White River Valley Electric Coop	\$416.00	\$0.00	\$441.00	\$0.00	\$857.00
Winston Propane	\$2,192.00	\$1,854.70	\$0.00	\$0.00	\$4,046.70
Woodruff Electric Cooperative Corporation	\$41,173.86	\$18,001.05	\$52,579.00	\$5,124.34	\$116,878.25
Overall Totals by Vendor	\$8,159,198.68	\$4,250,289.30	\$6,498,075.00	\$1,371,053.62	\$20,278,616.60

Figure 2 compares the amount of funds paid out in the winter program versus the summer program in FY 2014. The winter program accounted for 61% of funding, while the summer program accounted for 39% of funding. (In FY 2013, 72% of the funds went to the winter program, while 28% of the funds went to the summer program.)

The uptick in the summer payment percentage in 2014 when compared to 2013 could be attributed to several factors. One factor could be the reduced maximum crisis payment from \$700.00 to \$500.00. Another factor might be the decrease in winter applicants receiving help during FY 2014. This could result from the reduced \$500.00 maximum crisis payment in 2014. Crisis applicant payments are made only if it covers the full amount. If a client has a crisis payment due amount that is more than \$500.00, the difference needs to be covered first by the applicant or third-party before LIHEAP makes a \$500.00 vendor payment. Additional variables such as weather, applicant need, housing stock, regional economy, and fuel type, among others could have resulted in fewer applicants being served during winter 2014.

There was a 15% decrease in funds during the 2014 overall winter program when compared to the overall 2013 winter program.

Figure 2 - Winter vs. Summer Amounts Statewide as a Percentage for Fiscal Year 2014

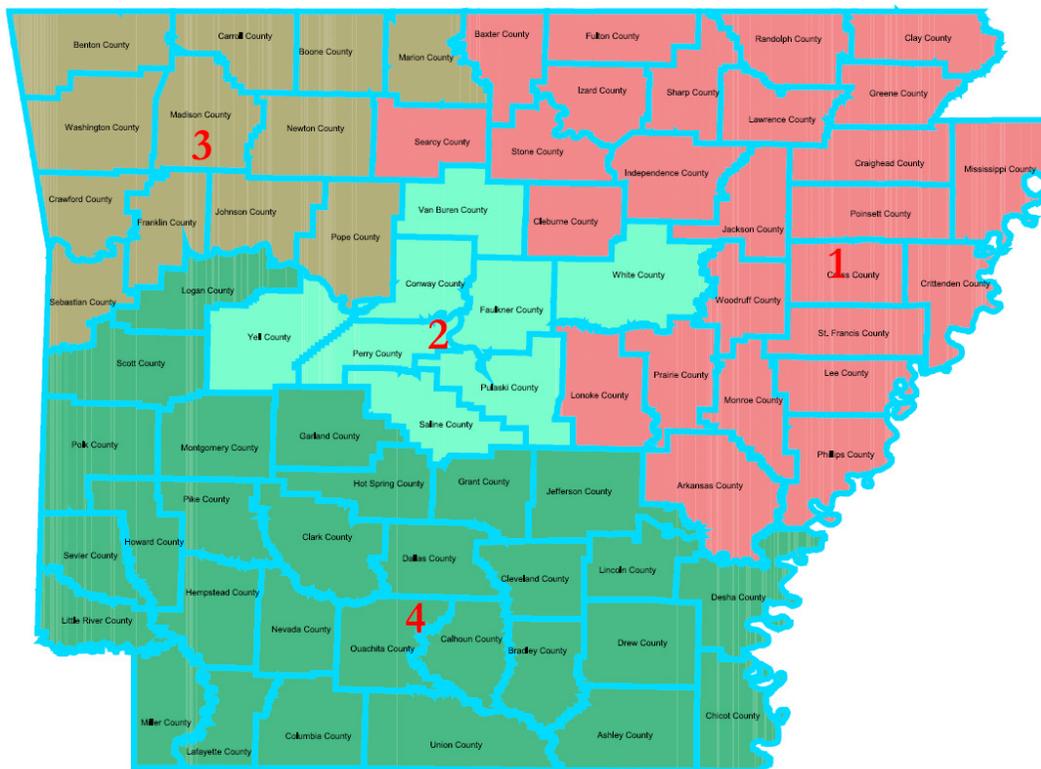


Note that the amount for the summer program included *only electric payments*. Over \$7.8 million was used to provide cooling assistance in Arkansas in FY 2014.

Payments by Congressional Districts (approximate)

The LIHEAP Program is administered by the sixteen CAAs that cover all 75 counties of the state of Arkansas. Program data have been broken down by county to approximate the boundaries of each Congressional District to show the amount of LIHEAP payments made in each Congressional District in winter compared to summer and overall. Figure 3 consists of a map of the four congressional districts in Arkansas.

Figure 3 – Map of Arkansas Congressional Districts (2011-2012 Congressional Session Map)



Source: Arkansas Secretary of State:

http://www.sos.arkansas.gov/educational/students/Documents/congressional_districts.pdf accessed November 24, 2014

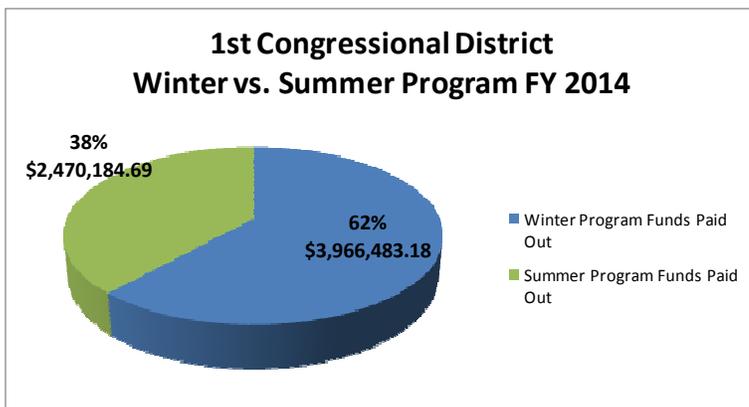
1st Congressional District Payments

In the First Congressional District of Arkansas, program data for the counties of Arkansas, Baxter, Clay, Cleburne, Craighead, Crittenden, Cross, Fulton, Green, Independence, Izard, Jackson, Lawrence, Lee, Lonoke, Mississippi, Monroe, Phillips, Poinsett, Prairie, Randolph, Searcy, Sharp, St. Francis, Stone, and Woodruff were used. The total amount of LIHEAP payments in the First Congressional District for FY 2014 was \$6,436,667.87 (\$3,966,483.18 for winter and \$2,470,184.69 for summer). This represents a \$58,363.27 (approximately 1%) increase from FY 2013 and a \$3,091,566.63 (approximately 32%) decrease from FY 2011.

Table 3 - First Congressional District Payment Amounts Winter vs. Summer FY 2014

1st Congressional District	Amount
Winter Program Funds Paid Out	\$3,966,483.18
Summer Program Funds Paid Out	\$2,470,184.69
Grand Total	\$6,436,667.87

Figure 4 – First Congressional District Winter vs. Summer Amounts FY 2014



The First Congressional District had 62% of its allocation serve winter applicants, which was just above the statewide average of 61%. This is a huge shift from FY 2013 when 73% of its allocation went to the Winter Program and 27% went to the Summer Program. Despite more LIHEAP dollars being expended during the Summer program, 12 counties out of 26 (46%) in the 1st Congressional District were unable to operate a Summer Crisis program due to inadequate funding. (In FY 2013, 11 of the 26 counties did not operate a Summer Crisis Program.)

The increase in the amount allocated for 2014 summer assistance could be due to several factors. One factor could be the reduced maximum crisis payment from \$700.00 to \$500.00. This most likely resulted in a 31% funding increase in Summer FY 2014 (\$2,470,184.69 compared to \$1,694,227.42 in Summer FY 2013). Despite this funding increase, the number of 1st Congressional District counties unable to operate a Summer Crisis program increased in 2014 from 11 to 12 counties.

The reduced \$500.00 maximum crisis payment might also account for the lower amount allocated for winter in the 1st District. Crisis applicant payments are made only if it covers the full amount. If an applicant has a crisis amount due that is more than \$500.00, the difference needs to be covered first by the applicant or third party before LIHEAP makes a \$500.00 vendor payment. Additional variables such as weather, applicant need, housing stock, regional economy and fuel type, among others, could have resulted in the reduced funding allocation during the 2014 winter program. There was a 15% decrease in funds paid out during the 2014 overall winter program when compared to the 2013 program.

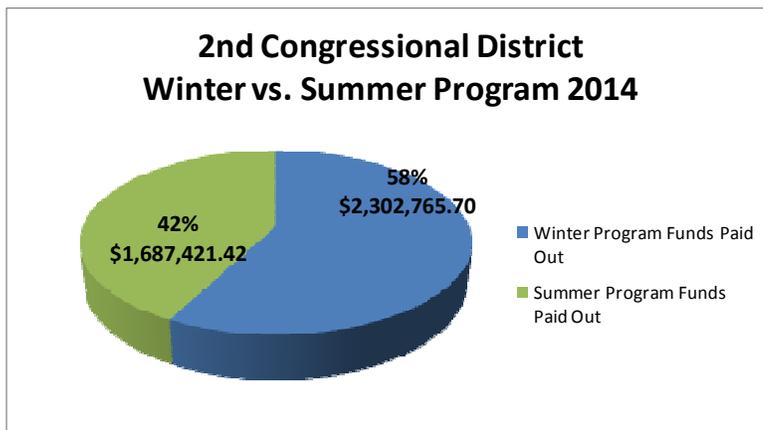
2nd Congressional District Payments

In the Second Congressional District of Arkansas, program data for the counties of Conway, Faulkner, Perry, Pulaski, Saline, Van Buren, White, and Yell were used. The total amount of LIHEAP payments for FY 2014 was \$3,990,187.12 (\$2,302,765.70 for winter and \$1,687,421.42 for summer). This represents a \$320,891.76 increase (approximately 9%) from FY 2013, but down 39% from FY 2011.

Table 4 - Second Congressional District Payment Amounts Winter vs. Summer Amounts FY 2014

2nd Congressional District	Amount
Winter Program Funds Paid Out	\$2,302,765.70
Summer Program Funds Paid Out	\$1,687,421.42
Grand Total	\$3,990,187.12

Figure 5 - Second Congressional District Winter vs. Summer Amounts FY 2014



The Second Congressional District had the lowest percentage of paid out for the 2014 Winter Regular and Crisis Program (58%). The Second Congressional District had the highest amount of Summer Regular and Crisis program funds paid out (42%). This is a huge shift from FY 2013 when 76% of the funding was spent during the Winter Program and 24% went to the Summer Program. All eight counties in the 2nd Congressional District were able to operate a Summer

Crisis program, which probably resulted in the 2nd District having the highest allocation of funding used during summer. The 2nd Congressional District includes Saline and Pulaski County, which did not have a 2013 Summer Crisis program. These two counties are among Arkansas' most populated. Other factors to consider include the maximum crisis payment being reduced to \$500.00. This most likely resulted in a **48% funding increase in Summer FY 2014 (\$1,687,421.42), compared to summer FY 2013 (\$885,039.75)**. This increase in funding would also explain why the 2nd Congressional District was able to use 42% of its allocation during the 2014 summer program compared to 24% in summer 2013. This increase, along with the maximum crisis payment reduction, might have resulted in the entire 2nd Congressional District having a Summer Crisis program in 2014. (Only six of the eight counties in the 2nd Congressional District operated a Summer Crisis program in 2013.)

The reduced \$500.00 maximum crisis payment might also account for the lower amount utilized for winter in the 2nd District. Crisis applicant payments are made only if it covers the full amount. If an applicant has a crisis amount due that is more than \$500.00, the difference needs to be covered first by the applicant or a third-party before LIHEAP makes a \$500.00 vendor payment. Additional variables such as weather, applicant need, housing stock, regional economy, and fuel type, among others, could result in fewer applicants being served during winter 2014. There was a 17% decrease in funds paid out during the overall 2014 winter program when compared to the overall 2013 winter program.

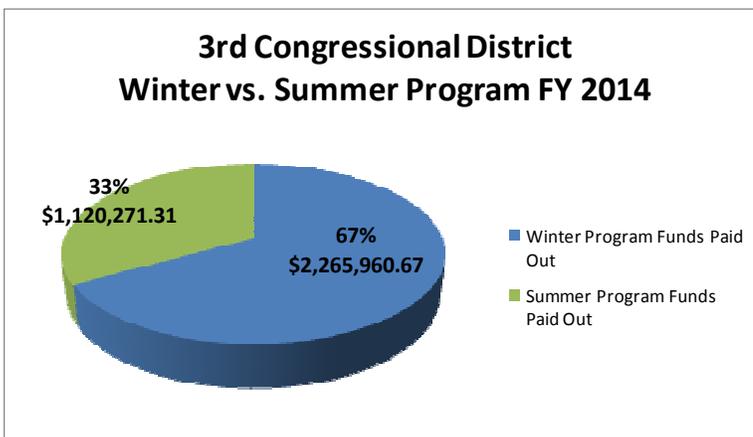
3rd Congressional District Payments

In the Third Congressional District of Arkansas, program data for the counties of Benton, Boone, Carroll, Crawford, Franklin, Johnson, Madison, Marion, Newton, Pope, Sebastian, and Washington were used. The total amount of LIHEAP payments for FY 2014 was \$3,386,231.98 (\$2,265,960.67 for winter and \$1,120,271.31 for summer). This represents a \$161,636.84 (about 5%) decrease from FY 2013, but down 36% from FY 2011.

Table 5 – Third Congressional District Payment Amounts Winter vs. Summer FY 2014

3 rd Congressional District	Amount
Winter Program Funds Paid Out	\$2,265,960.67
Summer Program Funds Paid Out	\$1,120,271.31
Grand Total	\$3,386,231.98

Figure 6 – Third Congressional District Winter vs. Summer Amounts FY 2014



The Third Congressional District had the highest proportion of its 2014 allocation (67%) spent on Winter Regular and Crisis Program assistance and the lowest proportion of its 2014 allocation (33%) spent on Summer Regular and Crisis program assistance. This is similar to FY 2013 when 66% of LIHEAP payments went to the Winter Program and 34% went to the Summer Program. This might be because the 3rd District is located in one of the colder parts of the state. Fewer funds available resulted in six of the 12 counties (50%) in the 3rd

Congressional District not being able to operate a Summer Crisis program in FY 2014. This is up from four counties (33%) not running a Summer Crisis program in FY 2013.

Several factors might have resulted in fewer 3rd District counties being able to operate a Summer Crisis Program in FY 2014. One variable is the region's colder climate, resulting in more Winter Crisis payments and reducing the amount available for summer assistance. In FY 2014 4,110 applicants received Winter Crisis assistance. This is an increase of 22% over the 3,186 applicants served during 2013. Additionally, the reduction to \$500.00 for 2014 maximum crisis payments might have had an impact. While the amount of funds spent serving Winter Regular applicants decreased, the amount assisting Winter Crisis applicants increased \$46,778.96 over FY 2013. While overall 2014 winter payments in the 3rd District decreased by \$77,668.38 over 2013, Winter Crisis payments increased \$46,778.96 over FY 2013.

Meanwhile, the overall summer program payments during FY 2014 decreased by \$84,028.40 when compared to 2013. **Of particular note is that the \$48,386.31 that was spent on Summer Crisis assistance was 72% lower than the FY 2013 amount of \$169,794.77.**

Finally, FY 2014 Third Congressional District payments decreased \$161,636.84 in 2014 when compared to FY 2013. Additional variables such as weather, applicant need, housing stock, regional economy and fuel type, among others, could have resulted in fewer applicants being served during the 2014 Summer Crisis program. This downward trend makes it more difficult on applicants who are already struggling to get assistance due to limited funding.

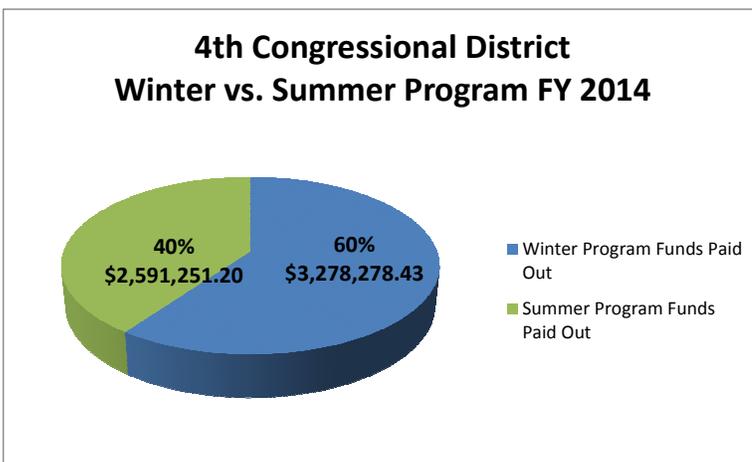
4th Congressional District Payments

In the Fourth Congressional District of Arkansas, payment data for the counties of Ashley, Bradley, Calhoun, Chicot, Clark, Cleveland, Columbia, Dallas, Desha, Drew, Garland, Grant, Hempstead, Hot Spring, Howard, Jefferson, Lafayette, Lincoln, Little River, Logan, Miller, Montgomery, Nevada, Ouachita, Pike, Polk, Scott, Sevier, and Union were used. The total amount of LIHEAP payments for FY 2014 was \$6,465,529.63 (\$3,874,278.43 for winter and \$2,591,251.20 for summer). This represents a \$166,800.11 (3%) decrease from FY 2013, but down 35% from FY 2011.

Table 6 – Fourth Congressional District Payment Amounts Winter vs. Summer FY 2014

4th Congressional District	Amount
Winter Program Funds Paid Out	\$3,874,278.43
Summer Program Funds Paid Out	\$2,591,251.20
Grand Total	\$6,465,529.63

Figure 7 - Fourth Congressional District Winter vs. Summer Amounts FY 2014



In the Fourth Congressional District, 60% of the funding assisted winter applicants, while 40% assisted summer applicants. This is just slightly above the FY 2014 state average of 61% for summer and 39% for winter. This is a huge shift from FY 2013 when 73% of payments went to the Winter Program and 27% to the Summer Program. This shift is most likely the result of several variables. One factor may be reduced maximum crisis payment from \$700.00 to \$500.00. This most likely resulted in a 31% funding increase in Summer FY 2014 (\$2,591,251.20 compared to \$1,792,074.58 in Summer FY 2013). Another variable is that all 29 counties in the 4th Congressional District had a Summer Crisis program in FY 2014 compared to only 13 counties operating a Summer Crisis program in FY 2013. This is probably the reason for the substantial percentage increase in funding available during the overall Summer FY 2014 program.

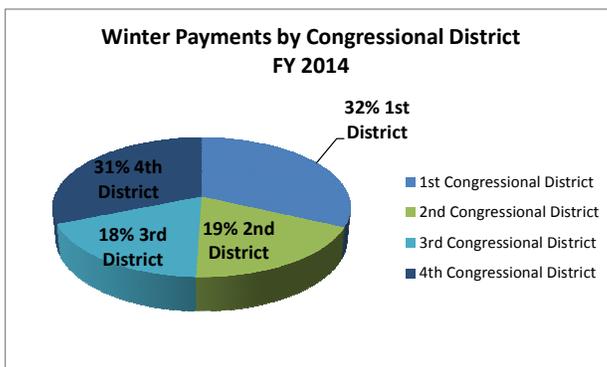
Winter Program Breakdown by Congressional District

Table 7 and Figure 8 show the breakdown by amount and percentage of LIHEAP payments made in each Congressional District during the Winter Program of FY 2014.

Table 7 – Winter Breakdown of Funds for FY 2014 by Congressional District

Winter	Amount
1st Congressional District	\$3,966,483.18
2nd Congressional District	\$2,302,765.70
3rd Congressional District	\$2,265,960.67
4th Congressional District	\$3,874,278.43
Grand Total	\$12,409,487.98

Figure 8 –Winter Payments by Congressional District FY 2014



As seen in Figure 8, almost 2/3 of the winter payments (63%) were split between the First and Fourth Congressional Districts. Those two districts are home to some of the lowest income households in the state. About one-fifth (19%) of the total funds went to the Second Congressional District, while 18% of payments went to the Third Congressional District. The Second and Third Congressional Districts encompass major population centers of the state. Although all Congressional Districts are configured to roughly represent population around the state equally, the Fourth and First Congressional Districts have the 1st and 2nd largest geographic areas in the state. The Winter FY 2014 percentage breakdown of payments by Congressional District approximated that of FY 2013.

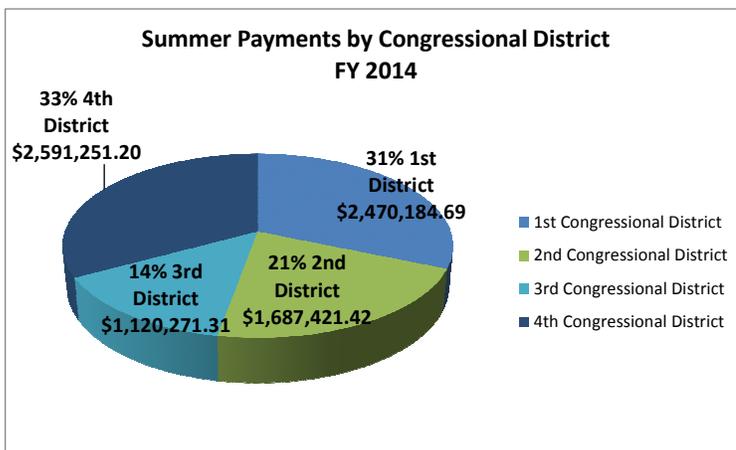
Summer Program Breakdown by Congressional District

Table 8 and Figure 9 show the breakdown by amount and percentage of LIHEAP payments made in each Congressional District during the Summer Program of FY 2014.

Table 8 – Summer Breakdown of Payments Made for FY 2014 by Congressional District

Summer	Amount
1st Congressional District	\$2,470,184.69
2nd Congressional District	\$1,687,421.42
3rd Congressional District	\$1,120,271.31
4th Congressional District	\$2,591,251.20
Grand Total	\$7,869,128.62

Figure 9 –Summer Payments Made by Congressional District FY 2014



Data for the Summer Program reveal a slight variation in percentages from the Winter Program. For summer, close to two-thirds (or 64%) of the payments were split between the First and Fourth Congressional Districts. The Second and Third Congressional Districts received just over one-third (35%) of the summer payments for FY 2014. The First and Third Congressional District had a lower percentage of funds paid out in Summer FY 2014 compared to FY 2013.

The \$7,869,128.62 available for Summer 2014 was a 29% increase over the FY 2013 summer total of \$5,575,641.52. This uptick could be a result of the maximum crisis payment being reduced to \$500.00, resulting in more funds being available for a Summer Crisis program. It also allowed 56 of the state's 75 counties (75%) to operate a summer crisis program compared to just 45 counties (60%) in FY 2013.

Even though there was a higher amount expended during the overall summer cooling program, the 55% increase in Summer Crisis applicants served resulted in a 7% reduction in average payments per applicant when compared to FY 2013.

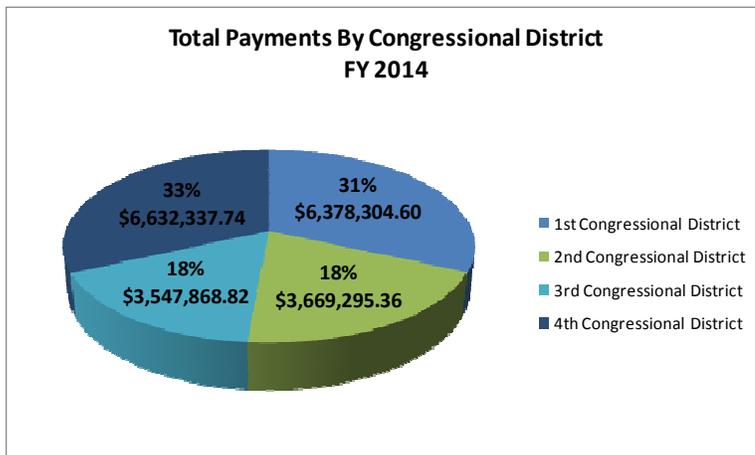
Fiscal Year 2014 Overall Amounts Paid by Congressional District

Table 9 and Figure 10 show the total FY2014 payments for LIHEAP (Winter and Summer Programs combined) by Congressional District.

Table 9 - Overall FY 2014 Amounts Paid by Congressional District

FY 2014	Amount
1st Congressional District	\$6,436,667.87
2nd Congressional District	\$3,990,187.12
3rd Congressional District	\$3,386,231.98
4th Congressional District	\$6,465,529.63
Grand Total	\$20,278,616.60

Figure 10 – FY 2014 Total Amounts by Congressional District

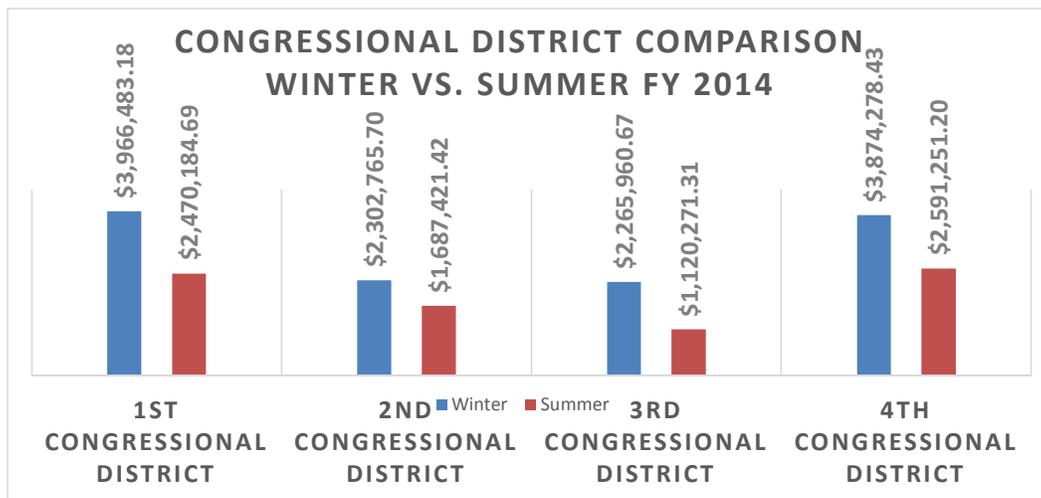


As seen in Figure 10, nearly 2/3 (64%) of the LIHEAP payments were made on behalf of First and Fourth Congressional District clients, while slightly more than 1/3 (36%) were made in the Second and Third Congressional Districts. The data are consistent with census data, which show that the Fourth and First Congressional Districts are the two districts in the state with the highest percentages of households in poverty. The breakdown mirrors that of FY 2013.

An interesting item of note is that there was a 15% drop in the overall winter program spending in FY 2014 compared to FY 2013, while the overall summer program had an 29% increase in total funding. While more clients were served during the vital summer program it should be noted that 18 Arkansas counties were still unable to operate a Summer Crisis program, showing the need still outweighs the funding available to serve low-income clientele.

Figure 11 shows a side-by-side comparison of payments made by Congressional District in Winter versus Summer Program statewide.

Figure 11 – Congressional District Side-by-Side Comparison Winter vs. Summer FY 2014



Payments to Utilities, Other Vendors, and Applicants for FY 2014

LIHEAP payments are predominantly made to electric and natural gas utilities, with a much smaller percentage of payments being made to propane dealers and other fuel vendors. In addition, under certain limited conditions, payments may be made directly to applicants.

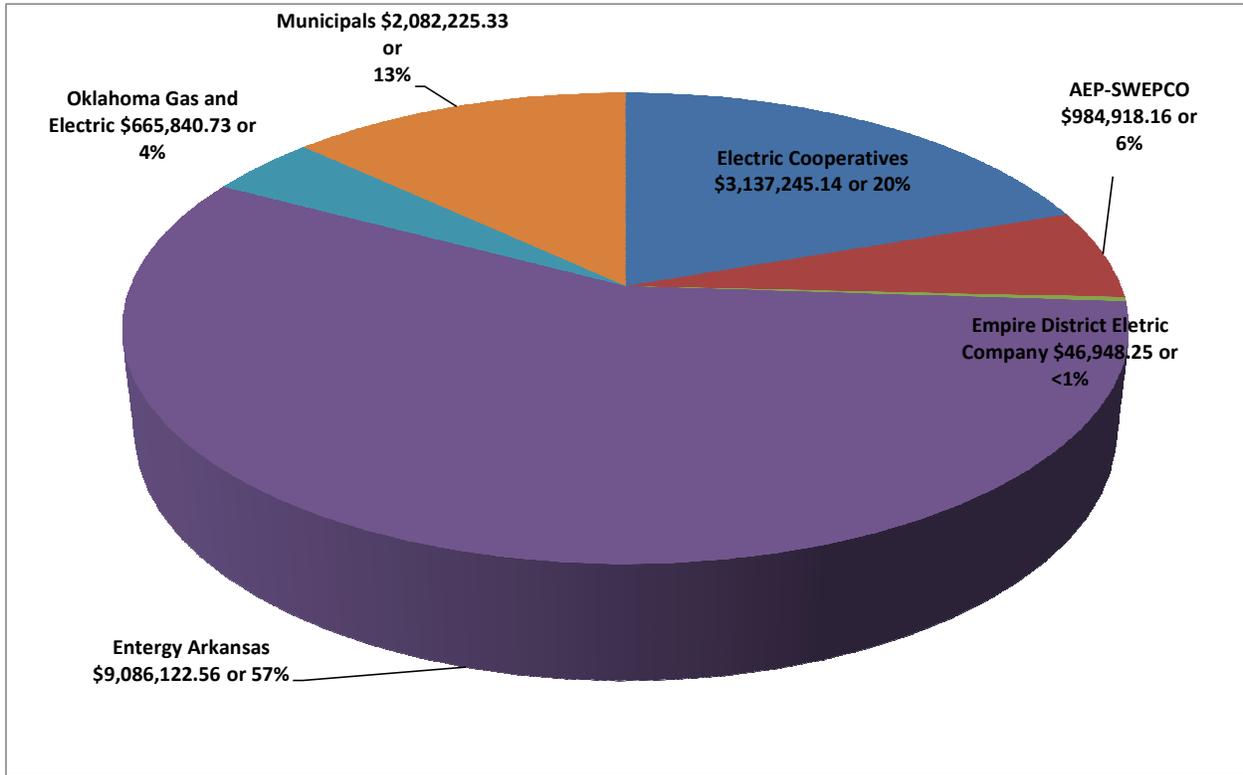
Table 10 shows the total payments of both Winter and Summer Programs combined for electric utility payments. (Subsequent tables and figures for natural gas and other vendors are payments made only in winter, since summer is an electric cooling program only.)

Electric Payments FY 2014

Table 10 - Electric Utility LIHEAP Payment Distribution FY 2014

Electric Utility	Electric Utility Totals
Electric Cooperatives	\$3,137,245.14
AEP-SWEPCO	\$984,918.16
Empire District Electric Company	\$46,948.25
Entergy Arkansas	\$9,086,122.56
Oklahoma Gas and Electric	\$665,840.73
Municipals	\$2,082,225.33
Total Combined	\$16,003,300.17

Figure 12 – FY 2014 Electric LIHEAP Payment Distribution



As seen in Figure 12, Entergy received 57% of LIHEAP funds paid to electric utilities. This was followed by the Co-ops at 20%, Municipals at 13%, SWEPCO at 6%, OG&E at 4%, and Empire District receiving less than 1% of the total. The payment percentage breakdown by electric utility almost mirrors the breakdown reported in FY 2013.

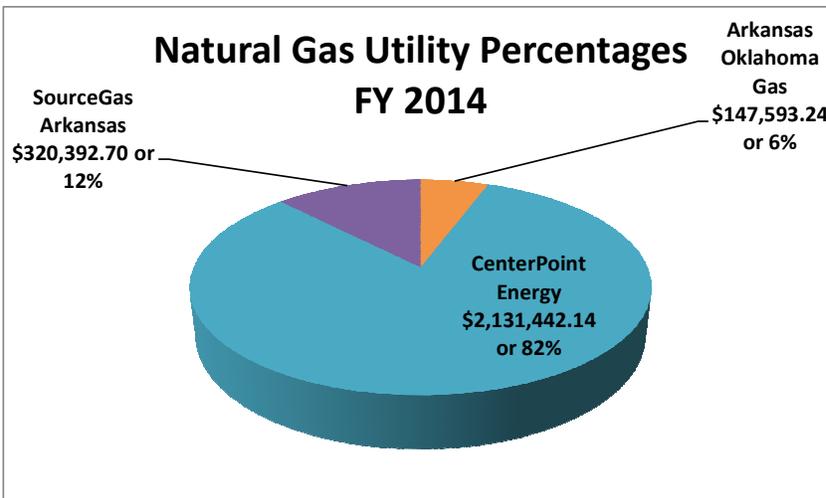
Natural Gas Utilities Payments for FY 2014

Table 11 and Figure 13 show the amount of payments and percentages to each of the three natural gas investor-owned utilities in the state of Arkansas during FY 2014. Note that these payments were made only in the Winter Program.

Table 11 – Natural Gas Utility LIHEAP Payment Distribution FY 2014

Natural Gas Utility	Natural Gas Utility Total
Arkansas Oklahoma Gas	\$147,593.24
CenterPoint Energy	\$2,131,442.14
SourceGas Arkansas	\$320,392.70
Combined Total	\$2,599,428.08

Figure 13 – FY 2014 Natural Gas LIHEAP Payment Breakdown



As seen in Figure 13, CenterPoint Energy received 82% of LIHEAP funds paid to natural gas investor-owned utilities. This was followed by SourceGas Arkansas at 12%, and Arkansas Oklahoma Gas receiving 6% of the total. The percentage payment breakdown by natural gas utility was the same as FY 2013.

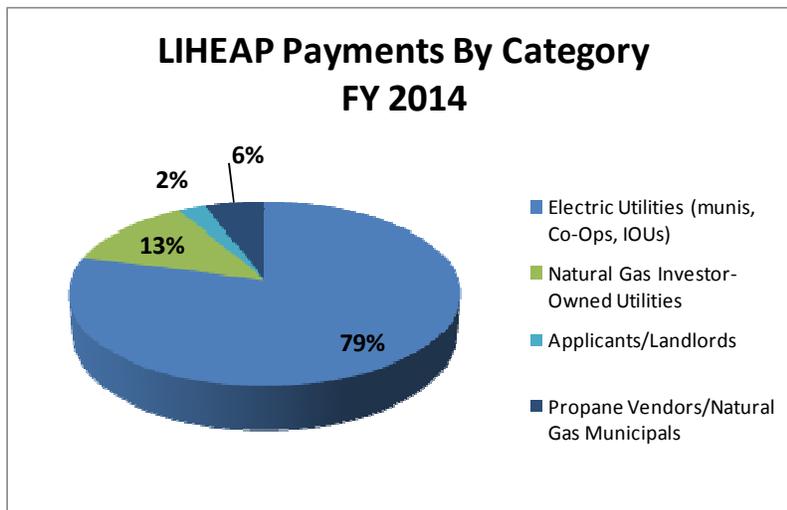
Overall Payments to Utilities, Other Vendors, and Applicants

Table 12 and Figure 14 show the breakdown of the \$20,278,616.60 in LIHEAP payments made to various parties in FY 2014.

Table 12- Categorized LIHEAP Program Distribution Amounts FY 2014

Payment Source	Amount
Electric Utilities (munis, Co-Ops, IOUs)	\$16,003,300.17
Natural Gas Investor-Owned Utilities	\$2,599,428.08
Applicants/Landlords	\$525,727.54
Propane Vendors/Natural Gas Municipals	\$1,150,160.81
Totals	\$20,278,616.60

Figure 14 – Categorized LIHEAP Payment by Percentage FY 2014



As seen in Figure 14, 79% of LIHEAP payments went to electric Co-ops/Munis/IOU's. Heating fuel vendors/natural gas utilities made up a combined 19% of the total, with 2% going to applicants directly. When comparing these categorical payments to FY 2013 it should be noted that the percentage for electric utilities went up slightly while the natural gas vendor payments stayed the same.

A reason for an increase in payments to electric utilities could be attributed in part to the lower maximum crisis payment of \$500.00. As noted earlier, the summer program served 28% more applicants over FY 2013 and had 29% more funds available in Summer FY 2014. Summer program assistance only covers electric bills, which might be a reason the payment percentage to electric utilities slightly increased in FY 2014.

Total Applicants Served

During the FY 2014 LIHEAP program year, when combining the Winter Regular, Winter Crisis, Summer Regular, and Summer Crisis programs, a total of 134,594 applicants received LIHEAP payments over the course of the year.¹⁴ Table 13 breaks down the number of winter applicants served versus the number of summer applicants served for 2014.

Table 13 – Total Applicants Served Statewide Winter vs. Summer Program FY 2014

Program	Regular	Crisis	Total Applicants
Winter Applicants	60,738	16,484	77,222
Summer Applicants	49,913	7,459	57,372
Grand Total	110,651	23,943	134,594

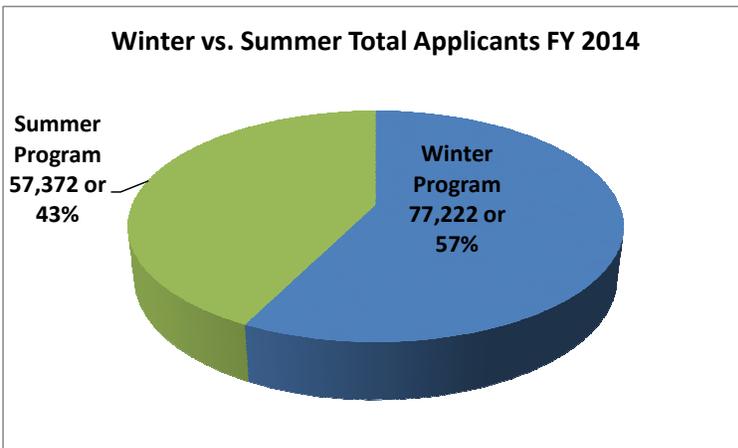
Figure 15 shows the percentage breakdown of applicants served statewide for the Summer and Winter LIHEAP programs. Note that more applicants were served in winter than in the summer, and more money was paid out in the winter (see Figure 2) compared to the summer. The Summer Program was strictly a cooling program, which is limited to electricity assistance. In FY 2014 there was a decrease (14%) in the percentage of applicants that were served in the winter and a substantial increase (28%) in the percentage of applicants that were served in the summer compared to FY 2013. The increase in total applicants served during the Summer Program in FY 2014 could be due to the fact that 57 counties (76%) ran a Summer Crisis program in FY 2014 compared to 30 counties (40%) in FY 2013 and also due to the lower maximum crisis payment of \$500.00.

While the number of households served is significant, this number represents only a fraction of households potentially eligible for assistance through the program. This is not an entitlement program but one operated on a first-come, first-served basis until funds are depleted. In recent years, even with higher funding levels, fewer than 30% of estimated

¹⁴ At the end of FY 2014 data was gathered from each of the 16 community action agencies and compiled for the FY 2014 LIHEAP survey. Information that the state received may have had slight differences, due to timing of response. There may be some duplication in the total number of applicants reported here, as some applicants may have received assistance more than once in the program year (e.g., once in the winter and once in summer). Since FY 2012 the agencies have been able to report unduplicated households receiving assistance. Due to the time required to validate that data, this report has not attempted to reconcile those numbers with the total applicants reported across the four programs.

eligible Arkansans have received the service prior to depletion of funds. While 56 Arkansas counties ran a Summer Crisis program, 19 Arkansas counties (25%) did not. This is especially critical because Arkansas is considered a warm weather state.

Figure 15 – Breakdown by Percentage of Summer vs. Winter Applicants



Applicants Served by Congressional District

The LIHEAP Program is administered by the sixteen community action agencies (CAAs) that cover all 75 counties in the state of Arkansas. Applicant data have been broken down by county to approximate the boundaries of each Congressional District to show the number of LIHEAP applicants receiving assistance in each Congressional District in winter compared to summer.

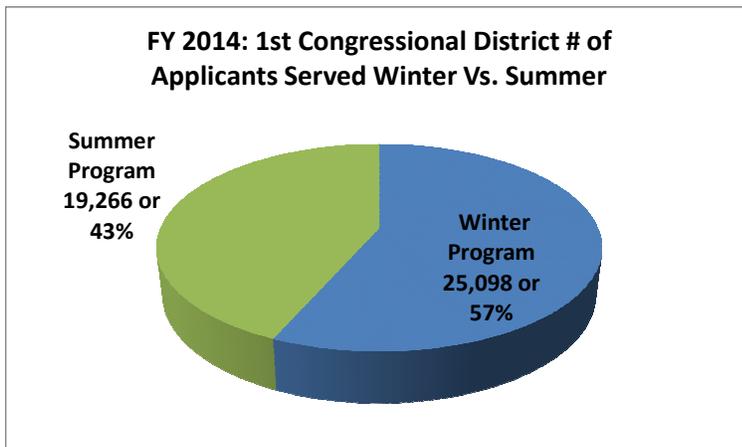
Applicants Served by 1st Congressional District

For the First Congressional District for the state of Arkansas, program data show that the total number of applicants receiving assistance in FY 2014 was 44,364 (25,098 in winter and 19,266 in summer). Table 14 and Figure 16 break it down accordingly.

Table 14 – 1st Congressional District Applicants Served

1st Cong. District	Regular	Crisis	Total Applicants
Winter Applicants	20,182	4,916	25,098
Summer Applicants	16,542	2,724	19,266
Grand Total	36,724	7,640	44,364

Figure 16 – FY 2014 1st Congressional District # of Applicants Served Winter vs. Summer



The First District serves the northeast portion of the state, dipping down into east-central and a portion of north-central Arkansas. With this in mind, it probably is not surprising that more applicants received assistance during the winter program than during the summer program, given the colder climate in this part of the state. However, the percentage of applicants assisted during the Summer Program increased to 43% in FY 2014. In FY 2013, 30% of the

applicants served received assistance during the Summer Program. The increased percentage of applicants receiving help during the Summer Program is most likely due to a couple of factors. One is the reduced maximum crisis payment of \$500.00. This most likely resulted in a 31% funding increase in Summer FY 2014 (\$2,470,184.69 compared to \$1,694,227.42 in Summer FY 2013). Despite this funding increase for summer payments, the number of 1st Congressional District counties unable to operate a Summer Crisis program increased in 2014. Twelve counties were unable to serve applicants in 2014 compared to 11 counties in 2013. It should be noted that the number of applicants helped in the 2014 Summer Crisis program more than doubled over the 2013 total (2,724 applicants in 2014 compared to 1,315 in 2013). **The number of Summer Crisis applicants helped during 2014 increased nearly 207% over 2013.**

Another factor might be the decrease in winter applicants receiving help during FY 2014. This could result from the reduced \$500.00 maximum crisis payment in 2014. Crisis applicant payments are made only if it covers the full amount. If a client has a crisis payment due that is more than \$500.00, the difference needs to be covered first by the applicant or a third party before LIHEAP makes a \$500.00 vendor payment. Additional variables such as weather, applicant need, housing stock, regional economy and fuel type, among others, could have resulted in fewer applicants being served during winter 2014. There was a 15% decrease in funds paid out during the 2014 overall Winter Program when compared to the overall 2013 Winter Program.

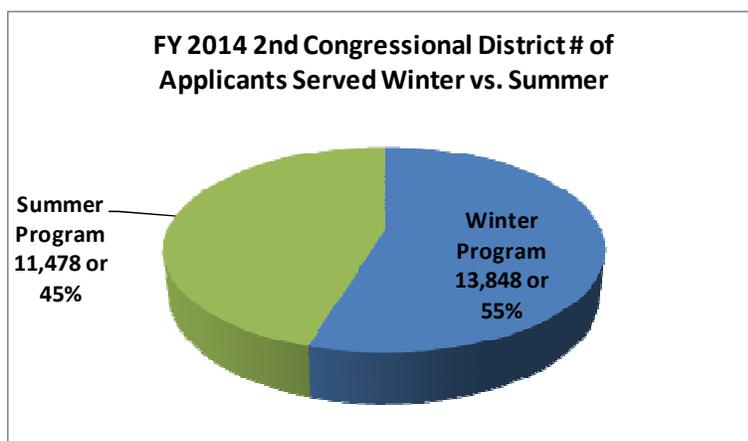
Applicants Served by 2nd Congressional District

For the Second Congressional District for the state of Arkansas, program data show that the total number of applicants receiving assistance in FY 2014 was 25,326 (13,848 for winter and 11,478 in summer). Table 15 and Figure 17 break it down accordingly.

Table 15 – 2nd Congressional District Applicants Served in FY 2014

2nd Cong. District	Regular	Crisis	Total Applicants
Winter Applicants	10,893	2,955	13,848
Summer Applicants	9,529	1,949	11,478
Grand Total	20,422	4,904	25,326

Figure 17 – FY 2014 2nd Congressional District # of Applicants Served



The Second Congressional District serves the central portion of the state. In this district, there were more winter applicants than summer applicants in FY 2014. The percentage of applicants assisted during the Summer Program increased to 45% in FY 2014. In FY 2013, 29% of the applicants served received assistance during the Summer Program. The increased percentage of applicants receiving help during the Summer Program is most likely due to several variables. One is the reduced maximum crisis payment of \$500.00. This most likely resulted in a 48% funding increase in Summer FY 2014 (\$1,687,421.42) compared to summer FY 2013 (\$885,039.75). This increase might have resulted in the entire 2nd Congressional District having a Summer Crisis program in 2014. All eight counties operated a Summer Crisis program in FY 2014 compared to only six counties in FY 2013. It should be noted that the number of applicants assisted in the 2014 Summer Crisis program was nearly **four** times the amount assisted in 2013 (1,949 applicants in 2014 compared to 492 in 2013). **The number of Summer Crisis applicants helped during 2014 increased by nearly 396% over 2013.**

Another factor might be the decrease in winter applicants receiving help during FY 2014. This could result from the reduced \$500.00 maximum crisis payment in 2014. Crisis applicant payments are made only if it covers the full amount. If an applicant has a crisis amount due that is more than \$500.00, the difference needs to be covered first by the applicant or a third party before LIHEAP makes a \$500.00 vendor payment. Additional variables such as weather, applicant need, housing stock, regional economy, and fuel type, among others, could result in fewer applicants being served during winter 2014. There was a 17% decrease in funds paid out during the overall 2014 winter program when compared to the overall 2013 winter program.

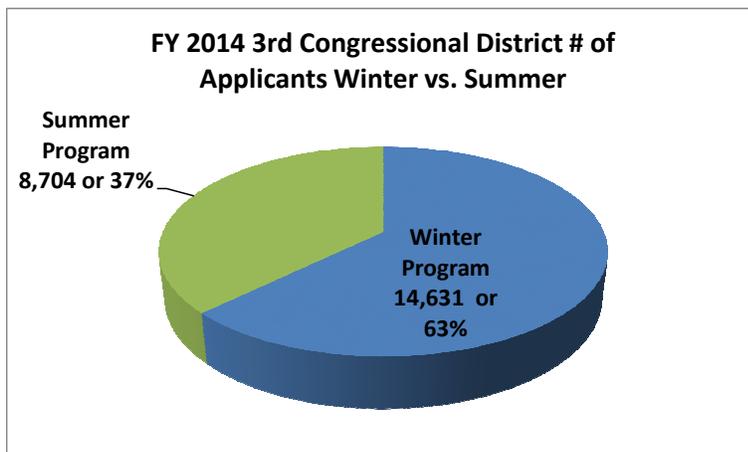
Applicants Served by 3rd Congressional District

For the Third Congressional District for the state of Arkansas, program data show that the total number of applicants receiving assistance in FY 2014 was 23,335 (14,631 for winter and 8,704 in summer). Table 16 and Figure 18 break it down accordingly.

Table 16 – 3rd Congressional District Applicants Served in FY 2014

3rd Cong. District	Regular	Crisis	Total Applicants
Winter Applicants	10,521	4,110	14,631
Summer Applicants	8,423	281	8,704
Grand Total	18,944	4,391	23,335

Figure 18 – FY 2014 3rd Congressional District # of Applicants Served



The Third Congressional District serves the northwest corner of the state. It probably is not surprising that more applicants received assistance during the Winter Program than during the Summer Program, given the colder climate in this part of the state. Thirty-seven percent (37%) of applicants received assistance during the overall Summer Program in FY 2014. Fewer funds overall resulted in 6 of the District's 12 counties (50%) not operating a 2014 Summer Crisis Program, compared to four counties (33%) in 2013. Several factors might have resulted in not all 3rd District counties being able to operate a Summer Crisis program in FY 2014. One variable is the region's colder climate resulted in more Winter Crisis payments, reducing the amount available for Summer Crisis assistance. In FY 2014, 4,110 applicants received Winter Crisis assistance. This is an increase of 29% over the 3,186 applicants served during 2013. Additionally, the reduction to \$500.00 for 2014 maximum crisis payments might have had an impact. While the amount and applicants served during the Winter Regular Program

decreased, the amount and number of Winter Crisis applicants served during 2014 increased by \$46,778.96 over FY 2013. While overall 2014 winter payments decreased \$77,668.38 when compared to FY 2013 payments. Winter Crisis payments increased \$46,778.96 over FY 2013.

The overall FY 2014 Third District Summer total decreased by \$84,028.40 when compared to 2013. **Of particular note is that the FY 2014 Summer Crisis payment amount of \$48,386.31 was only 28% of the FY 2013 amount of \$169,794.77.**

Finally, the FY 2014 Third Congressional District payment total decreased \$161,636.84 when compared to FY 2013. This downward trend makes it more difficult on applicants who are already struggling to get assistance due to limited funding.

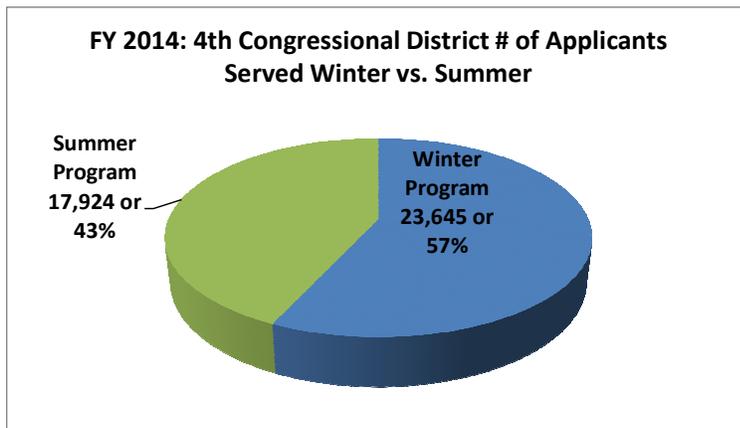
Applicants Served by 4th Congressional District

For the Fourth Congressional District for the state of Arkansas, program data show that the total number of applicants receiving assistance in FY 2014 was 41,569 (23,645 for winter and 17,924 for summer). Table 17 and Figure 19 break it down accordingly.

Table 17 – 4th Congressional District Applicants Served FY 2014

4th Cong. District	Regular	Crisis	Total Applicants
Winter Applicants	19,142	4,503	23,645
Summer Applicants	15,419	2,505	17,924
Grand Total	34,561	7,008	41,569

Figure 19 – FY 2014 4th Congressional District # of Applicants Served



The Fourth Congressional District serves mainly the southern part of the state. In this district, there were more winter applicants than summer applicants in FY 2014. The percentage of applicants assisted during the summer program increased to 43% in FY 2014. In FY 2013, 32% of the applicants served received assistance during the Summer Program. The increased percentage of applicants receiving help during the Summer Program is most likely due to a couple of factors. One is the reduced maximum crisis payment of \$500.00. This most likely resulted in a 31% funding increase in Summer FY 2014 (\$2,591,251.20 compared to \$1,792,074.58 in Summer FY 2013). Another variable is that all 29 counties in the 4th Congressional District had a Summer Crisis program in FY 2014, compared to only 13 counties operating a Summer Crisis program in FY 2013, an increase of 223%. It should be noted that the number of applicants assisted in the 2014 Summer Crisis program more than **tripled** over the

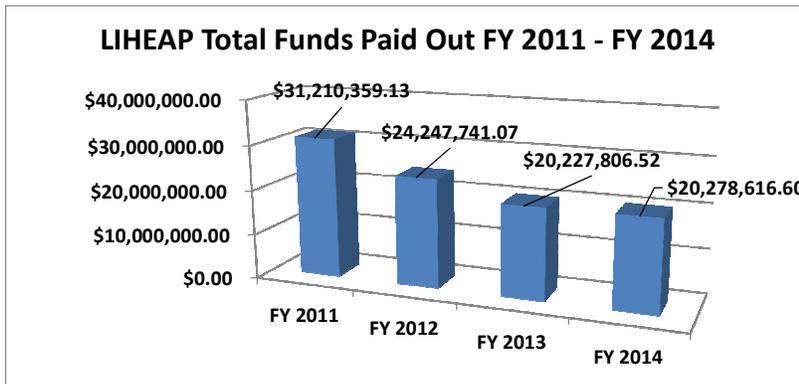
2013 total (2,505 applicants in 2014 compared to 774 in 2013). **The number of Summer Crisis applicants helped during 2014 increased 324% over 2013.**

Another factor might be the decrease in winter applicants receiving help during FY 2014. This could result from the reduced \$500.00 maximum crisis payment in 2014. Crisis applicant payments are made only if it covers the full amount. If a client has a crisis payment that is more than \$500.00, the difference needs to be covered first by the applicant or a third-party before LIHEAP makes a \$500.00 vendor payment. Additional variables such as weather, applicant need, housing stock, regional economy, and fuel type, among others, could have resulted in fewer applicants being served during winter 2014. There was a 20% decrease in funds paid out during the overall 2014 winter program when compared to the overall 2013 winter program.

Observations and Analysis

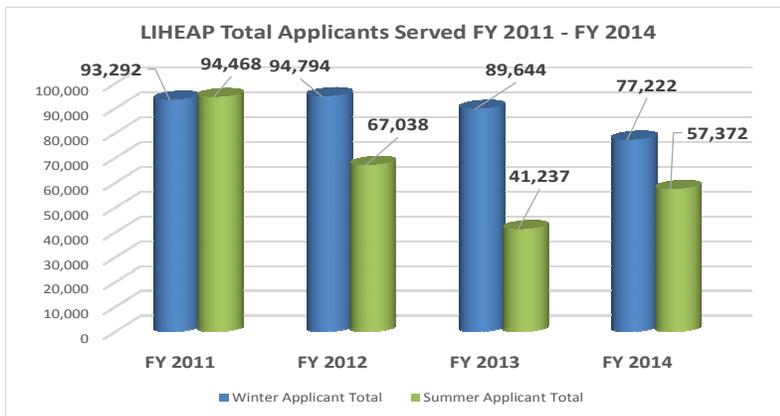
Figure 20 shows the pattern of a decrease in LIHEAP payments from FY 2011 to FY 2014. In FY 2014, there was approximately \$11 million less to assist clients when compared to FY 2011. Funding has been reduced by 35% since FY 2011.

Figure 20 - LIHEAP Total Funds Paid Out FY 2011 – FY 2014



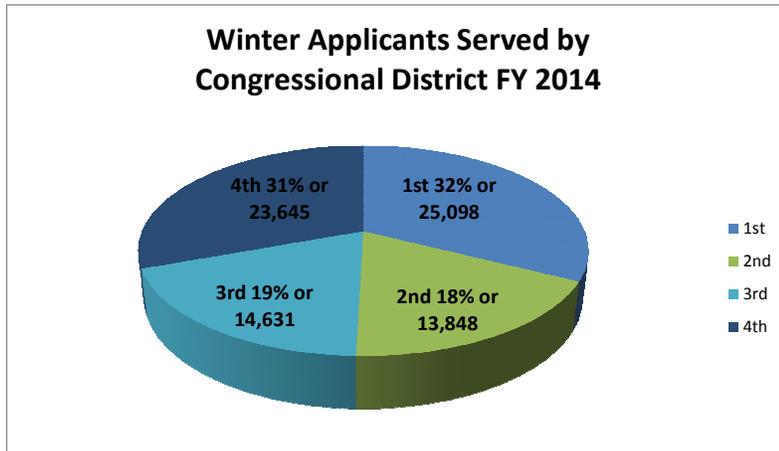
In Figure 21, it is apparent that, while the number of applicants served in winter FY 2014 decreased by 12,422 (14%) when compared to FY 2013, the number of summer applicants increased by 16,135 (39%). This is most likely due to the number of counties that had funding to operate a Summer Crisis program. In FY 2014, fifty-six of the state's 75 counties (75%) ran a Summer Crisis program. In comparison, only 30 of the 75 Arkansas counties (40%) operated a Summer Crisis program in FY 2013.

Figure 21 - LIHEAP Total Applicants Served FY 2011 – FY 2014



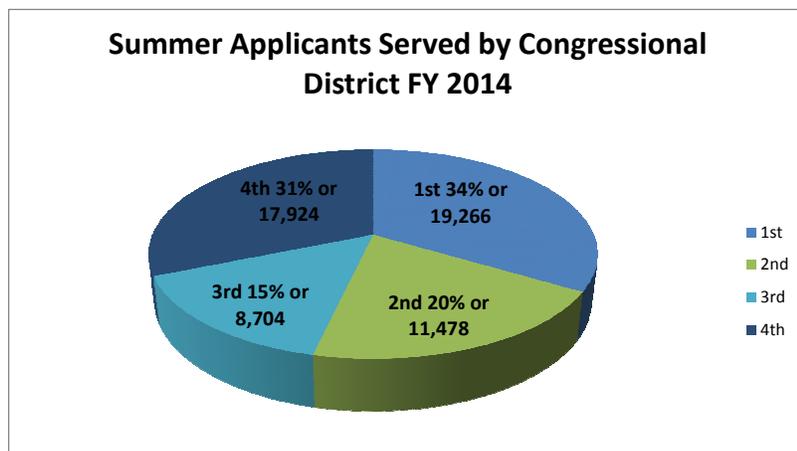
Figures 22, 23, 24, and 25, and Table 18 show the total applicants for winter, the total applicants for summer, and overall applicants by Congressional District.

Figure 22 –Winter Applicants by Congressional District in FY 2014



As seen in Figure 22, almost 2/3 (65%) of the winter applicants served were split between the First and Fourth Congressional Districts. Those two districts are home to some of the lowest income households in the state. Almost one-fifth (19%) of winter program applicants were from the Third Congressional District, while 18% were from the Second Congressional District. The current Second and Third Congressional Districts encompass major population centers of the state, though all Congressional Districts are configured to roughly represent population around the state equally. The Fourth and First Congressional Districts have the first and second largest geographic areas in the state.

Figure 23 –Summer Applicants by Congressional District in FY 2014

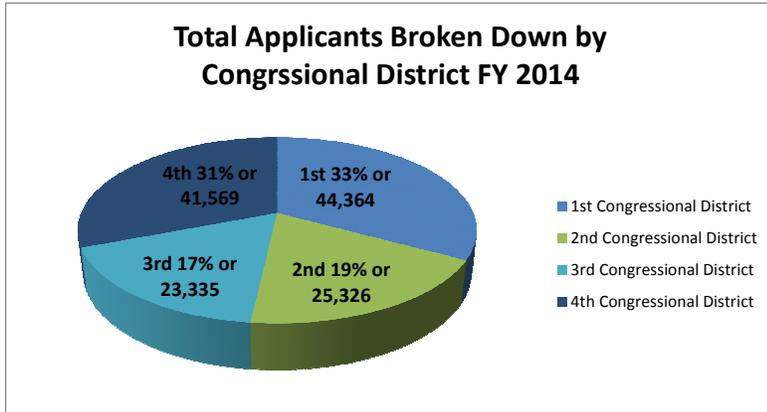


As seen in Figure 23, over 3/5 of the summer applicants (65%) served were split between the First and Fourth Congressional Districts. Those two districts are home to some of the lowest income households in the state. One-fifth of summer program applicants (20%) were from the Second Congressional District, while 15% were from the Third Congressional District. The current Second and Third Congressional Districts encompass major population centers of the state, though all Congressional Districts are configured to roughly represent population around the state equally. The Fourth and First Congressional Districts have the first and second largest geographic areas in the state.

What is striking is that, while the percentage of applicants served for the FY 2014 Winter programs remained similar in FY 2013, **the FY 2014 overall Summer program applicant total increased 39% over 2013** (57,372 applicants in 2014 compared to 41,237 applicants in 2013). **The applicant total for FY 2014 Summer Crisis applicants statewide increased 221% over 2013** (7,459 applicants in 2014 compared to 3,370 applicants in 2013). The increase in total applicants served statewide during the Summer Program in FY 2014 could be due to the reduction of the maximum crisis payment to \$500.00 in FY 2014. This might have resulted in the summer funding increase, resulting in 75% of the state operating a Summer Crisis program in 2014 compared to 40% of the state operating a Summer Crisis program in 2013.

Funding in FY 2014 leveled out with \$20,278,616.60 available to assist clients. This is \$50,810.08 more than the \$20,227,806.552 available in FY 2013. Figure 24 and Table 18 show the percentage breakdown of applicants served by Congressional District in FY 2014.

Figure 24 – Percentage of Combined Applicants by Congressional District in FY 2014



As seen in Figure 24 above and Table 18 below, nearly 2/3 (65%) of the total applicants served during FY 2014 were in the First and Fourth Congressional Districts. Those two districts are home to some of the lowest income households in the state. Nearly 1/5 (19%) of applicants came from the Second Congressional District and 17% from the Third Congressional District. The current Second and Third Congressional Districts encompass major population centers of the state, though all Congressional Districts are configured to roughly represent population around the state equally. The Fourth and First Congressional Districts have the first and second largest geographic areas around the state.

Table 18- Total Applicants Served by Congressional District in FY 2014

Congressional District	Total # of Applicants
1st Congressional District	44,364
2nd Congressional District	25,326
3rd Congressional District	23,335
4th Congressional District	41,569
Grand Total	134,594

Figure 25 – Winter Vs. Summer Applicants by District FY 2014

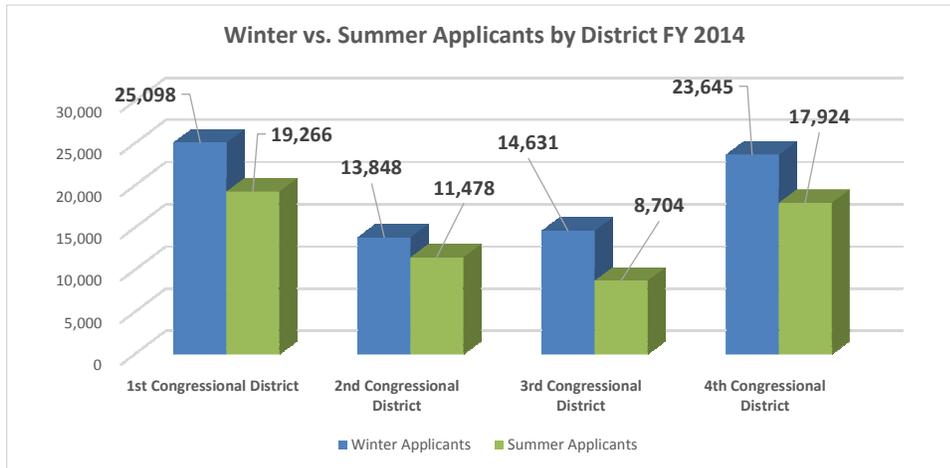


Figure 25 demonstrates some of the key points made throughout this report:

- The top two Congressional Districts in number of applicants (4th and 1st) have the highest low-income populations in the state.
- The FY 2014 summer program saw a \$2,293,487.10 increase in funding compared to Summer FY 2013. This resulted in 16,135 more applicants being served than in FY 2013. The 29% increase in FY 2014 summer funding over FY 2013 had an impact on the number of people who could be helped during the Summer Regular and Crisis programs. In FY 2014, 57 of Arkansas' 75 counties (76%) operated a Summer Crisis program. This is up from 30 Arkansas counties (40%) who operated a Summer Crisis program in FY 2013. One possible reason for this increase could be the maximum crisis payment being lowered to \$500.00 in FY 2014.
- The FY 2014 winter program saw a \$2,242,677.02 decrease in funding compared to FY 2013. This resulted in a 14% drop in the number of winter applicants receiving assistance in 2014. One possible reason for this decrease could be the maximum crisis payment being lowered to \$500.00 in FY 2014. Crisis applicant payments are made only if it covers the full amount. If a client has a crisis payment that is more than \$500.00, the difference needs to be covered by the applicant or third party first before LIHEAP makes a \$500.00 vendor payment. Additional variables such as weather, applicant need, housing stock, regional economy, and fuel type among others could have resulted in less funds being expended during winter 2014.

- Just because there were more summer applicants served in FY 2014 does not mean that the need has lessened for a cooling assistance program. Rather, it shows that, if more LIHEAP funds were available, Arkansas would be able to meet more needs during the hottest time of the year, as demonstrated by the fact that only 56 of the state's 75 counties (75%) were able to operate a Summer Crisis program in 2014.

Average Payment per Applicant**Winter Regular (Statewide)**

As indicated in Table 2, the total amount of payments during the Winter Regular program was \$8,159,198.68. The total number of applicants who received assistance for the Winter Regular program was 60,738, resulting in an average payment of \$134.33 for Regular Winter applicants served under the LIHEAP program in FY 2014.

Winter Crisis (Statewide)

As indicated in Table 2, the total amount of payments during the Winter Crisis program was \$4,250,289.30. The total number of applicants who received assistance for the Winter Crisis program was 16,484, resulting in an average payment of \$257.84 for Winter Crisis applicants served under the LIHEAP program in FY 2014.

Winter Combined (Statewide)

As indicated in Figure 2, the total amount of payments for the Winter Crisis and Regular programs was \$12,409,487.98. The total number of applicants who received assistance for the overall winter program was 77,222, resulting in an average payment of \$160.70 when combining winter programs under the LIHEAP program in FY 2014.

Table 19 and Figure 26 show a side-by-side comparison of the FY 2011 – FY 2014 winter funds expended. Table 20 and Figure 27 show a side-by-side comparison of the FY 2011 – FY 2014 winter total applicants. Table 21 and Figure 28 show a side-by-side comparison of the FY 2011 – FY 2014 average overall Winter LIHEAP payment.

Table 19 - Winter Funds Expended FY 2011 – FY 2014

Fiscal Year	Winter Funds Expended FY 2011 - FY 2014
FY 2011	\$16,535,455.72
FY 2012	\$14,839,393.48
FY 2013	\$14,652,165.00
FY 2014	\$12,409,487.98

Figure 26 – Winter Funds Expended Comparison FY 2011 – FY 2014

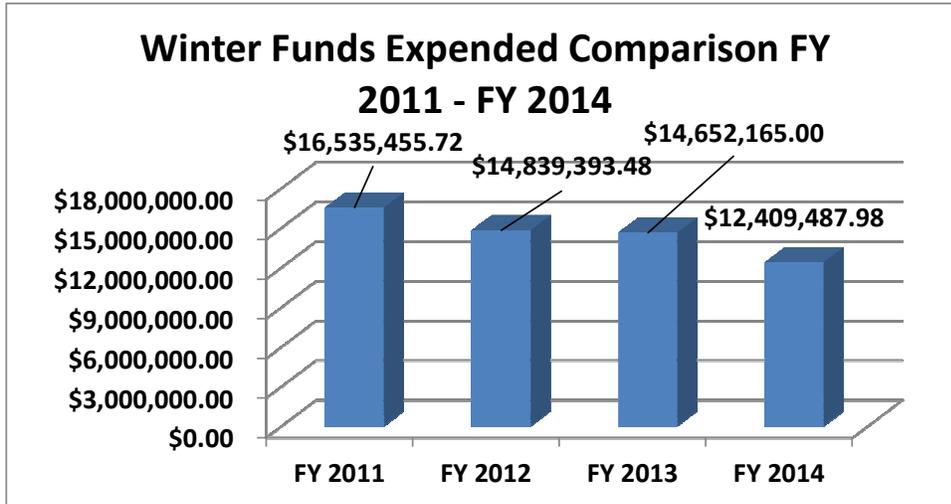


Table 20 - Winter Applicants Served FY 2011 – FY 2014

Fiscal Year	Winter Applicants Served FY 2011 - FY 2014
FY 2011	93,292
FY 2012	94,794
FY 2013	89,644
FY 2014	77,222

Figure 27 – Winter Applicants Served Comparison FY 2011 – FY 2014

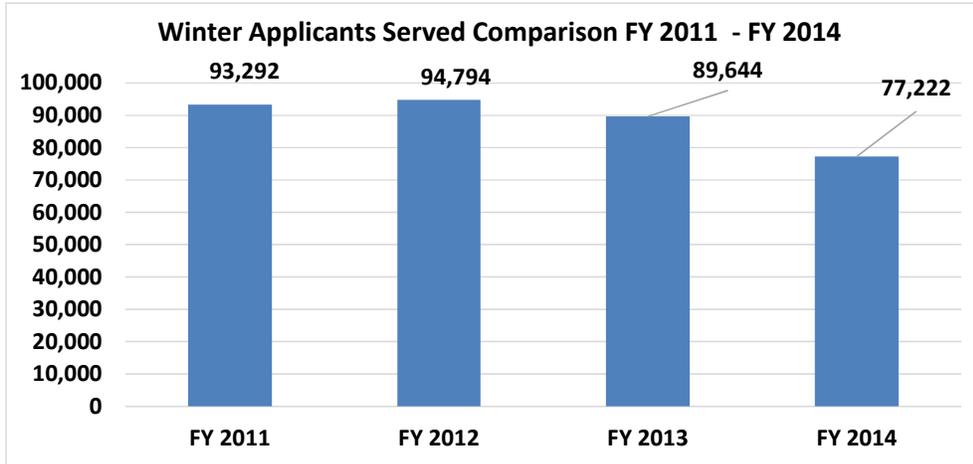
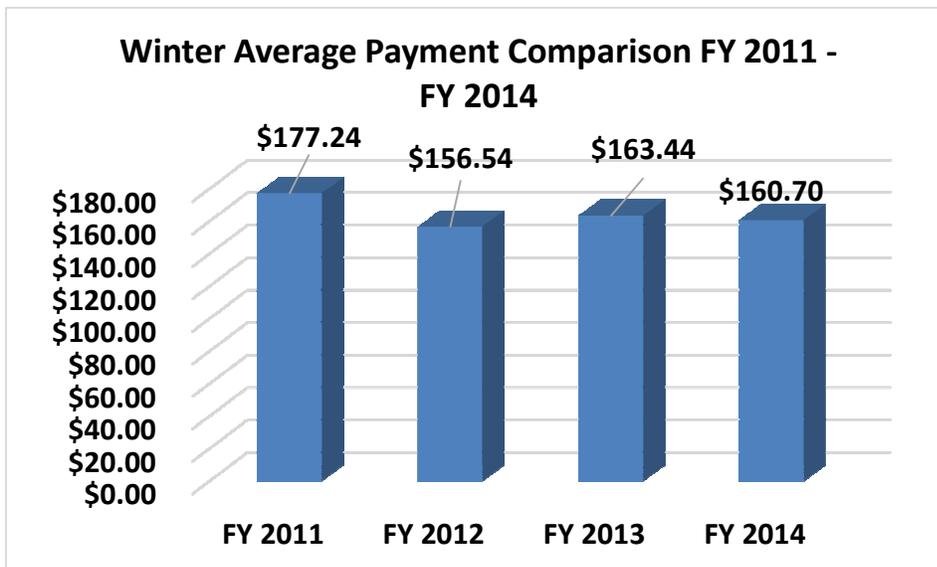


Table 21 – Winter Average Payments FY 2011 – FY 2014

Fiscal Year	Winter Average Payments FY 2011 - FY 2014
FY 2011	\$177.24
FY 2012	\$156.54
FY 2013	\$163.44
FY 2014	\$160.70

Figure 28 – Winter Average Payment Comparison FY 2011 – FY 2014



Summer Regular (Statewide)

As indicated in Table 2, the total amount of payments made during the Summer Regular program was \$6,498,075.00. The total number of applicants who received assistance for the Summer Regular program was 49,913, resulting in an average payment of \$130.19 for Summer Regular applicants served in FY 2014.

Summer Crisis (Statewide)

As indicated in Table 2, the total amount of payments during the FY 2014 Summer Crisis program was \$1,371,053.62. In that program, 7,459 applicants received assistance, resulting in an average payment of \$183.81 per applicant. This is down \$14.08 (7%) from the 2013 Summer Crisis average of \$197.89 per applicant. This huge drop might be attributed to the fact that 221% more applicants were served during the Summer Crisis program in FY 2014 than the previous year (7,459 applicants in 2014 vs. 3,370 in 2013) and to the maximum crisis payment amount being reduced from \$700.00 to \$500.00 in FY 2014. These factors resulted in 75% of the state (56 counties) being able to operate a Summer Crisis program in 2014 compared to 60% of the state (45 counties) operating a Summer Crisis program in FY 2013.

Summer Combined (Statewide)

As indicated in Figure 2, the total amount of payments during the Summer program was \$7,869,128.62. The total number of applicants who received assistance for the summer program was 57,372, resulting in an average payment of \$137.16 for Summer applicants served under the LIHEAP program in FY 2014.

Table 22 and Figure 29 show a side-by-side comparison of the FY 2011 – FY 2014 summer funds expended. Table 23 and Figure 30 show a side-by-side comparison of the FY 2011 – FY 2014 summer total applicants. Table 24 and Figure 31 show a side-by-side comparison of the FY 2011 – FY 2014 average overall Summer LIHEAP payment.

Table 22 – FY 2011 – FY 2014 Summer Funds Expended

Fiscal Year	FY 2011 - FY 2014 Summer Funds Expended
FY 2011	\$14,674,903.41
FY 2012	\$9,408,347.59
FY 2013	\$5,575,641.52
FY 2014	\$7,869,128.62

Figure 29 - Summer Funds Expended Comparison FY 2011 – FY 2014

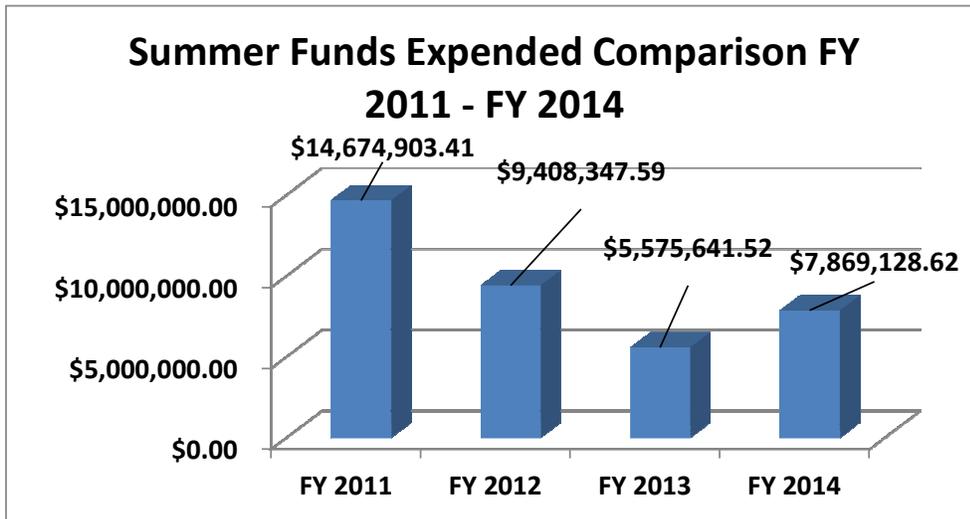


Table 23 - Summer Applicants Served FY 2011 – FY 2014

Fiscal Year	FY 2011 - FY 2014 Summer Applicants Served
FY 2011	94,468
FY 2012	67,038
FY 2013	41,237
FY 2014	57,372

Figure 30 - Summer Applicants Served Comparison FY 2011 – FY 2014

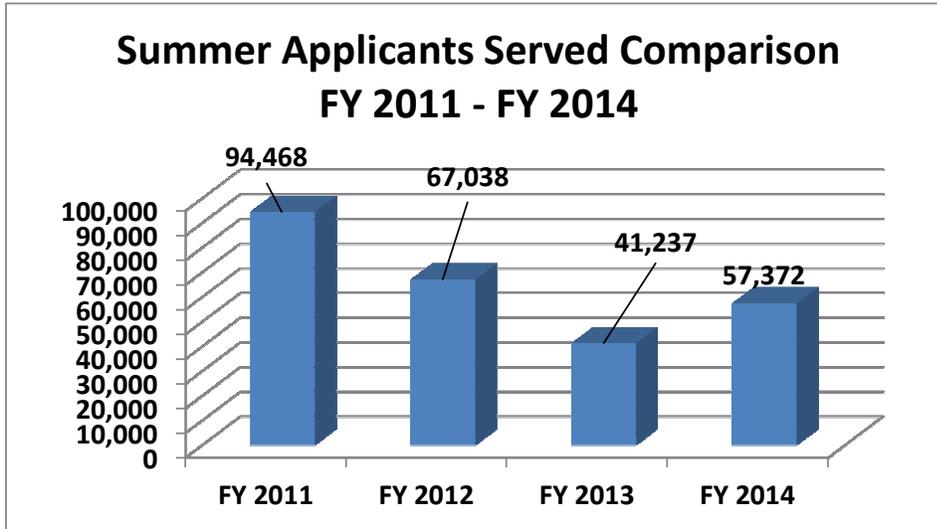
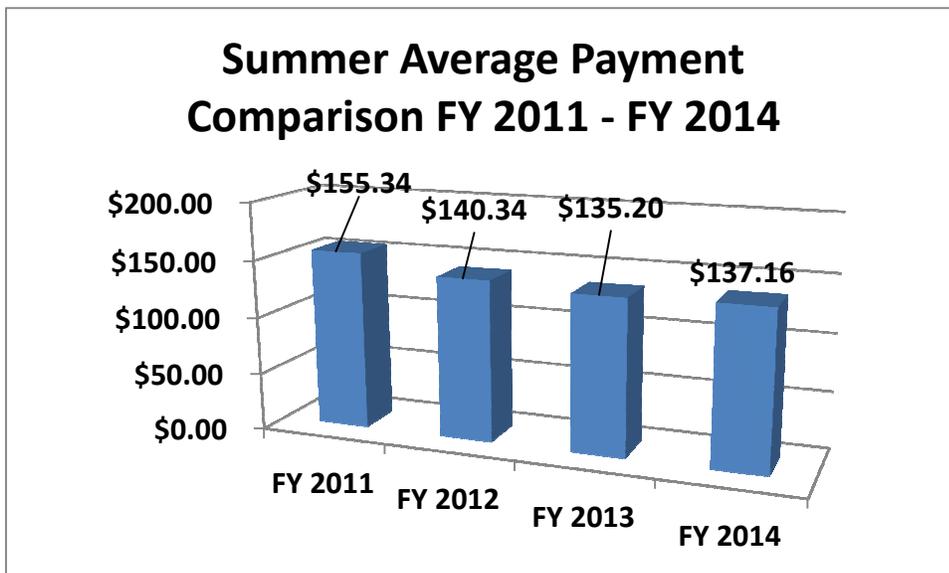


Table 24 – Summer Average Payments FY 2011 – FY 2014

Fiscal Year	Summer Average Payments FY 2011 - FY 2014
FY 2011	\$155.34
FY 2012	\$140.34
FY 2013	\$135.20
FY 2014	\$137.16

Figure 31 – Summer Average Payment Comparison FY 2011 - FY 2014



Combined (Statewide)

As indicated in Table 1, the total amount paid out on behalf of applicants during the FY 2014 LIHEAP Program was \$20,278,616.60. The total number of applicants who received payment assistance during FY 2014 was 134,594¹⁵, resulting in an average payment of \$150.77 overall.

Table 25 and Figure 32 show a side-by-side comparison of the FY 2011 – FY 2014 total LIHEAP program funds expended. Table 26 and Figure 33 show a side-by-side comparison of the FY 2011 – FY 2014 total LIHEAP applicants. Table 27 and Figure 34 show a side-by-side comparison of the FY 2011 – FY 2014 LIHEAP average payment across all programs.

¹⁵ At the end of FY 2014 data was gathered from each of the 16 community action agencies and compiled for the FY 2014 LIHEAP survey. Information that the state received may have had slight differences, due to timing of response. There may be some duplication in the total number of applicants reported here, as some applicants may have received assistance more than once in the program year (e.g., once in the winter and once in summer). Since FY 2012 the agencies have been able to report unduplicated households receiving assistance. Due to the time required to validate that data, this report has not attempted to reconcile those numbers with the total applicants reported across the four programs.

Table 25 – LIHEAP Total Funds Expended FY 2011 – FY 2014

Fiscal Year	LIHEAP Total Funds Expended
FY 2011	\$31,210,359.13
FY 2012	\$24,247,741.07
FY 2013	\$20,227,806.52
FY 2014	\$20,278,616.60

Figure 32 LIHEAP funding comparison FY 2011 - FY 2014

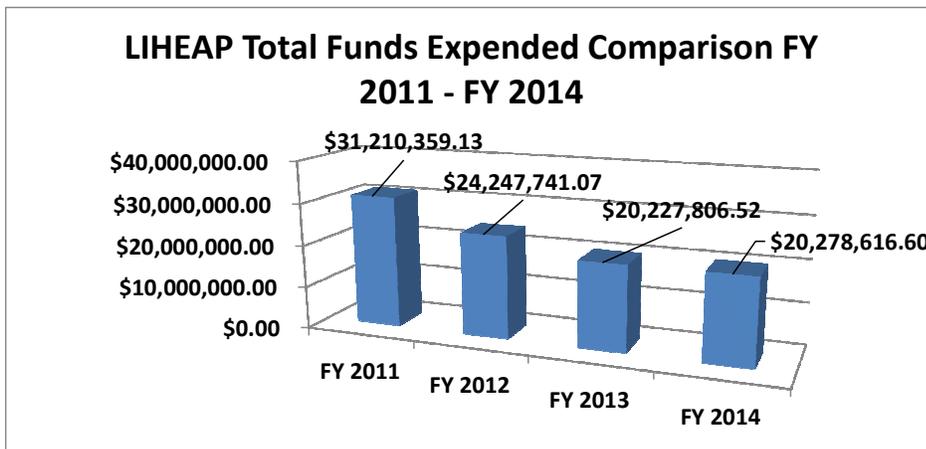


Table 26 – LIHEAP Total Applicants Served FY 2011 – FY 2014

Fiscal Year	LIHEAP Total Applicants Served
FY 2011	187,760
FY 2012	161,832
FY 2013	130,881
FY 2014	134,594

Figure 33 - LIHEAP Total Applicants Served Comparison FY 2011 – FY 2014

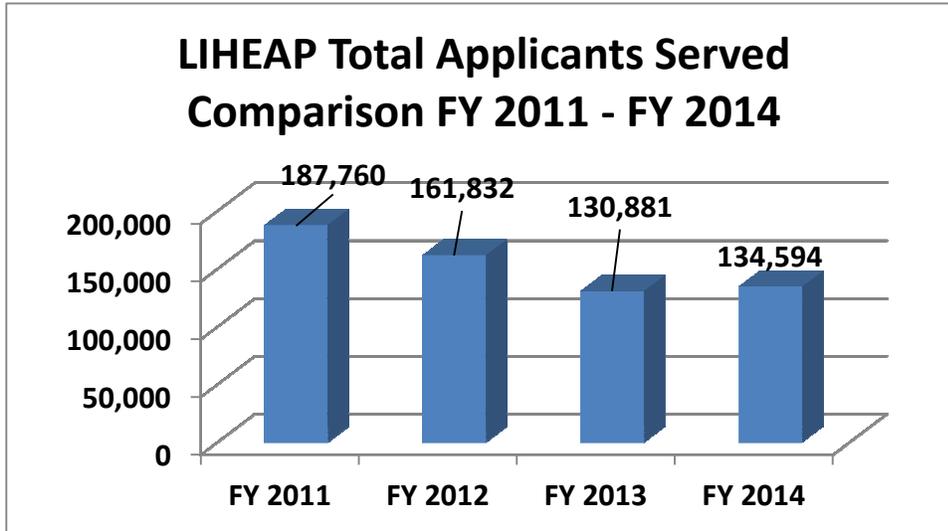
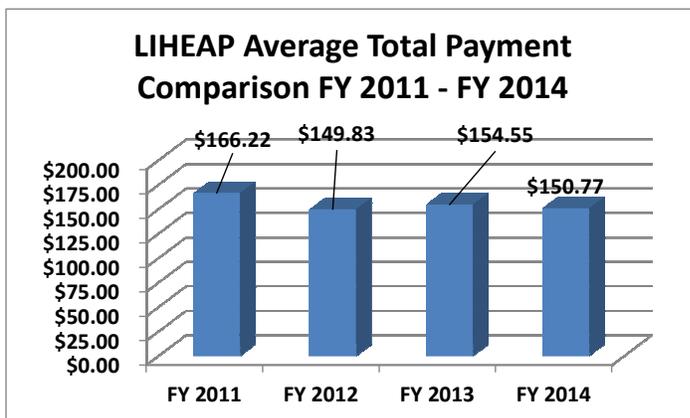


Table 27 – LIHEAP Overall Average Payments FY 2011 – FY 2014

Fiscal Year	LIHEAP Average Payout per Applicant Overall
FY 2011	\$166.22
FY 2012	\$149.83
FY 2013	\$154.55
FY 2014	\$150.77

Figure 34 - LIHEAP Average Total Payment Comparison FY 2011 – FY 2014



[Note: Given that a crisis payment could be up to \$500 in FY 2014 and the regular payment far less, depending on the size of the household, one should take this into consideration when looking at the average amount across all programs.]