

FFY2016 Energy Assistance Data (as of 8-1-16)

General Data

Number of Applications Processed	66,001
Number of Recipients	56,271
Regular Benefits Paid (Total)	\$ 31,125,096
Heating Benefits (LIHEAP)	\$ 19,736,524
Non-Heating/Electric Benefits (PB)	\$ 11,388,572

Appointments

Total Appointments made	90,864
Web site (self-scheduled)	23,301
Walk-in	42,126
Scheduled	25,437
Missed/Cancelled appointments	22.1%
Appointments resulting in Interviews	68,695
Average total time to apply	43.08 minutes
Average wait time	12.01 minutes
Average interview time	31.07 minutes

Demographics

Ethnicity of Applicants		
American Indian or Alaskan Native	316	0%
Asian or Pacific Islander	1613	2%
Black	38979	59%
Hispanic	8543	13%
Not Reported	391	1%
Other	1548	2%
White	14611	22%

Poverty Level of Applicants		
below 100%	34571	52%
100-125	9260	14%
125-150	6733	10%
150-200	8146	12%
200+	3216	5%
unknown/income unreported	4075	6%

Elderly		
Total applications for Age 65+	10,842	
Method of application		
Senior housing or meal site	1409	13.0%
home visit	35	0.3%
Agency site	6018	55.5%
Over the Phone	3380	31.2%

Applicants by Municipality

	Zip	# of applicants	Percent
St Francis	53235	395	1%
Cudahy	53110	934	1%
Greendale	53129	306	0%
Hales Corners	53130	115	0%
Franklin	53132	466	1%
Oak Creek	53154	731	1%
South Milwaukee	53172	839	1%
Other	n/a	7	0%
Milwaukee	ALL	62208	94%

Milwaukee Applicants by Zip Code

	Zip	# of applicants	Percent
Milwaukee	53201	2	0%
Milwaukee	53202	486	1%
Milwaukee	53203	46	0%
Milwaukee	53204	4169	6%
Milwaukee	53205	1367	2%
Milwaukee	53206	4554	7%
Milwaukee	53207	1373	2%
Milwaukee	53208	3652	6%
Milwaukee/Brown Deer/Glendale	53209	6082	9%
Milwaukee	53210	3995	6%
Milwaukee/Shorewood	53211	546	1%
Milwaukee/Glendale	53212	3396	5%
Milwaukee/Wauwatosa	53213	431	1%
Milw/West Allis/ West Milw	53214	2130	3%
Milwaukee/West Milw	53215	5097	8%

	Zip	# of applicants	Percent
Milwaukee	53216	4651	7%
Milwaukee/River Hills/Fox Point/Glendale/Whitefish Bay	53217	214	0%
Milwaukee	53218	5082	8%
Milw/West Allis/ Milw/Greenfield	53219	1771	3%
Milwaukee/Greenfield	53220	974	1%
Milwaukee/Greenfield	53221	2041	3%
Milwaukee/Wauwatosa	53222	1299	2%
Milwaukee/Brown Deer	53223	2166	3%
Milwaukee	53224	1824	3%
Milwaukee/Wauwatosa	53225	2529	4%
Milwaukee/Wauwatosa	53226	271	0%
Milwaukee/West Allis	53227	782	1%
Milwaukee/Greenfield	53228	339	1%
Milwaukee	53233	939	1%