

## 2019 Summer Crisis Program

Community Action Agency's HEAP Summer Crisis Program (SCP) begins on July 1st, 2019 and runs through August 31<sup>st</sup>, 2019. Appointments for the HEAP Summer Crisis Program will begin July 8<sup>th</sup>, 2019 and may be made by calling the automated phone service at 1(844) 493-1198. Based on available staff, a limited number of walk-in applicants will be taken daily on a first-come first-served basis from 8am-9am. We will stop taking walk-ins when the maximum number has been signed in for the day. Scheduled appointments begin at 9am. Fridays will be walk-in appointments from 8am-1pm for the duration of the program, starting July 5<sup>th</sup>. For the first week of the program, July 1st-5<sup>th</sup>, we will be taking walk-in appointments from 8am-2pm. The agency will be closed July 4<sup>th</sup> to observe the holiday.

The HEAP Summer Crisis Program allows for a one-time electric utility payment for eligible households. This assistance must result in the continuation of electric service for at least 30 days. PIPP Plus customers may receive an air conditioner and/or fan, and cannot receive a monetary benefit, as long as the household has not received an air conditioner from HEAP/SCP in 2016, 2017, or 2018, is current with their PIPP Plus payments, and is income-eligible. The electric bill must be in an adult household member's name. For those who rent and have the bill in the landlord's name, you may receive assistance if you provide documentation showing that you are responsible for the bill. Payments for electricity must be made separately from rent payments. Eligible households can receive up to \$300 in assistance if they are a customer of a regulated electric utility or \$500 if they are a customer of unregulated electric utilities, such as cooperatives and municipal utilities.

Households with a member who is 60 years or older may be eligible for utility assistance, an air conditioner and /or a fan. Households with all customers 59 years old and below that are applying for an air conditioner and/or payment on an electric bill must provide a statement either on letterhead, stamped, as a prescription, or a on medical eligibility form completed by a licensed Nurse Practitioner, Physician Assistant, or Doctor. Customers with a chronic illness must be identified at the time of the application by providing the document from the doctor that states "Due to chronic illness, this customer would benefit from continued electric service and/or air conditioning." Medical eligibility forms can be found at our office or under the HEAP program on our website. All households must have a combined income at or below 175% of the Federal Poverty Guidelines.

Documentation needed: Proof of income for the past 30 days for all members of the household, other than wages earned by minors. This includes proof of disability, child support, wages, Social Security income, pensions, cash assistance, OWF, TANF, odd jobs, self employment, utility assistance check, etc. Households with odd jobs, self-employment, and/or seasonal work (ex: bus drivers, teachers, landscaping, etc) must provide 12 months of income. Households that have odd jobs and/or self-employment must also provide the most recent IRS tax transcripts. If you have not filed taxes, a non-filing status tax transcript will need to be provided. Household members claiming no income may be required to bring an IRS tax transcript or a verification of their non-filing status. You may contact the IRS at 1-800-908-9946 for non-filing status transcripts, and most recent filed tax transcripts. The application also requires proof of citizenship, usually either a Social Security Card or birth certificate, dates of birth, and Social Security Numbers for all household members. A current gas and electric bill is needed,

regardless of connection status, unless the utility is in the landlord's name and is included in rent. Renters must be able to provide the landlord's name, address, and phone number. All households receiving rental assistance must provide the most recent HAP agreement. If you do not have the required documents during your appointment, your application will remain incomplete and you will be given a return appointment date to bring in all missing documentation.

Households with a member who is classified as permanently and totally disabled must provide proof of disability at the time of the interview. Acceptable documentation includes: Award/benefit letter, bank statement with deposit amount, copy of the check, printout from social security office, Medicare part D, Most recent IRS form SSA 1099 box 3, or IRS Form 1040.

Making an appointment will not stop a pending disconnection.

Any information provided by customers will be retained and may be shared with the utility companies.

Applications for PIPP and HEAP can be filled out online at [www.energyhelp.ohio.gov](http://www.energyhelp.ohio.gov). Applicants will need to set up an account to complete the online application. Applicants need ensure required documents are available to upload during the application process.

Summer Crisis applications can be started but cannot be completed online. All Summer Crisis applications require a face-to-face interview with an adult household member that is 18 years of age or older.

Our office is located at 7860 Lincole Place (rear), Lisbon. Please call the Lisbon office at 330- 424-4013 if you have any additional program questions or visit our website at [www.caaofcc.org](http://www.caaofcc.org). Additional information also can be found at [www.energyhelp.ohio.gov](http://www.energyhelp.ohio.gov) or by calling toll-free at 800-282-0880.