

2018 Summer Crisis Program

Community Action Agency's HEAP Summer Crisis Program (SCP) begins on July 2nd, 2018 and runs through August 31st, 2018. Appointments for the HEAP Summer Crisis Program will begin July 9th, 2018 and may be made beginning June 27th, 2018 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 serve 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-2pm for the duration of the program starting July 6th. For the first week of the program, July 2nd-6th, we will be taking walk-in appointments from 8am-2pm. The agency will be closed July 4th 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 a continuation of electric service for at least 30 days. PIPP Plus customers may receive an air conditioner ONLY, and cannot receive a monetary benefit, provided that the household has not received an air conditioner from HEAP/SCP in 2015, 2016, or 2017 and is current with their PIPP Plus payments. 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 you are responsible for the bill. Eligible households can receive up to \$300 in assistance if they are a customer of a regulated utility or \$500 if they are a customer of unregulated utilities, such as electric cooperatives and municipal utilities.

Households with a member who is 60 years or older may be eligible for utility assistance and/or an air conditioner. Households with all clients 59 years old and below that are applying for an air conditioner and/or payment on an electric bill must provide a letterhead, stamped, prescription, or a medical eligibility form completed by a licensed Nurse Practitioner 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 who are 18 years or older. 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 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. 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 1-800-829-1040. The application also requires birth certificates or Social Security cards and birthdates for all household members, as well as a photo ID for the primary applicant. A current gas and electric bill is needed, even if the utility is in the landlord's name. A lease agreement or rent receipt is required when applying along with the landlords 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 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.

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. Additional information also can be found at www.energyhelp.ohio.gov or by calling toll-free at 800-282-0880.