

Community Action Council of Portage County

# WINTER CRISIS PROGRAM (HEAP)

## 2017 - 2018

**PROGRAM DATES:**     **November 1, 2017 - March 31, 2018**

**ELIGIBILITY:**

1. Must be **below 175%** of the federal poverty guidelines for 3 months (3-month at \$10,763 for a family of 4, or \$43,050/year)
2. Must complete application for assistance via a face-to-face interview with HEAP Intake Specialist;
3. Must have current utility bill(s) in household member's name.
4. Can only receive services **ONCE** during the above period.
5. Must be a **resident of Portage County** and have an electric and/or gas bill in the name of an adult member of the household.

**BENEFITS AVAILABLE:**

1. One-time emergency assistance on Dominion East Ohio and/or Ohio Edison up to \$175.00 if in disconnect status; has been disconnected, or needs transferred to a new address.
2. One-time assistance for **BULK FUEL** (Oil, Propane) up to \$750.00 if less than 10 day or 25 percent supply. Wood, coal and pellets up to \$450.
3. Must participate in some type of payment plan if requesting assistance on Dominion or Ohio Edison, such as **PIPP PLUS**, or another utility sponsored plan;
4. Winter HEAP assistance can be used to establish service at levels identified above.

**APPLICATION PROCESS:**

1. Must contact the agency to schedule an appointment for service at 1036 W. Main Ravenna through the automated appointment line, (330) 297-1456 option 1 (**24 hour voice response scheduling**). Will only schedule up to three (3) weeks in advance.
2. May "**walk-in**" (no appointment necessary) at the main office on **TUESDAY, WEDNESDAY and THURSDAY MORNINGS** between 8:00 am and 11:00 am (See First 24 clients).
3. May "**walk-in**" at HEAP Satellite Offices in Atwater at the Atwater Townhall, 1219 State Route 183; Garrettsville at the **Garrettsville Public Library**, 10482 South St.; Windham at the **Renaissance Family Center** 9005 Wil-Verne Dr.; Ravenna at the **Portage County Senior Center**, 705 Oakwood St.; and Kent at the **Kent Free Library**, 312 West Main St.; For details on dates and times of Satellite offices, please refer to the 2017-2018 Walk-in Calendar, or call us at 330-297-1456 ext 0. Satellites will be closed when schools are closed due to inclement weather and on regular holidays.
4. Must complete an application, provide proof of income for all household members over 18, provide a copy of most recent utility bills, provide proof of citizenship, social security numbers and birth dates for all household members.
5. CAC will begin accepting appointments on Monday, October 23<sup>rd</sup>. Contact CAC @ **330-297-1456, #1**. Our fax number is 330-297-1463.

For more information see our website at [www.cacportage.net/heap](http://www.cacportage.net/heap) .