

2018-19 Winter Crisis Program (WCP)

Effective November 1, 2018 through March 29, 2019

The Winter Crisis Program is a federally funded program designed to help eligible Ohioans meet the rising cost of heating bills during the winter months. Applicants must be at or below 175% of Federal Poverty Guidelines. WCP provides assistance to households that are threatened with disconnection, have already been disconnected, need to establish new service, transfer service; or in the case of bulk fuel customers, only have 10 days or less supply (25% or less of tank capacity). Although the WCP program only runs from November 1 to March 29, agencies have until April 15th to finish processing incomplete or pending applications. Winter Crisis funds can only be used once per household, per winter season.

Regulated gas and electric: The utility must be off or in disconnect. Households may receive up to \$175 total. The \$175 payment can be used to stop disconnect, transfer or restore services for both regulated utilities, or establish new service. This is a one-time benefit and both utilities must be taken care of at the time of application.

Non-regulated electric: The utility must be off or in disconnect. Households may receive up to \$550, which can be used to stop disconnect, transfer service, restore service, or establish new service.

Co-Pay: If the \$175 or \$550 is not enough to cover the emergency, the customer must pay the co-pay. Documentation showing the co-pay was paid must be received before the application can be completed.

Bulk Fuel: Households may receive a delivery of bulk fuel if they have ten (10) days or less supply of fuel (25% or less tank capacity). Maximum delivery for coal or wood is \$450. Maximum delivery for propane, fuel oil, or kerosene is \$750.

Existing Credits: Bulk fuel customers must choose a vendor and establish an account prior to their appointment. Bulk fuel customers must make contact with their bulk fuel vendor prior to their appointment to see if a State HEAP benefit has been applied. If a credit exists on the account that is large enough to provide a delivery of fuel, then no emergency exists, and the household is Ineligible for emergency assistance at that time.

Heating Unit Repair: WCP funds can be authorized to repair/replace the main heating source for homeowners provided the repair restores service. All repairs must be completed by OUR qualified, insured heating unit technician vendor. The company completing the repairs must certify that the heating system is safe and operable before payment can be made. Homeowners are not permitted to perform their own repairs. Up to \$500 may be used for the heating unit repair.

2018-19 Federal Poverty Guidelines:

Household Size	Yearly Income
1 person:	up to \$21,245
2 people:	up to \$28,805
3 people:	up to \$36,365
4 people:	up to \$43,925
5 people:	up to \$51,485
6 people:	up to \$59,045
7 people:	up to \$66,605
8 people:	up to \$74,165

Households with more than eight (8) members add \$7,560 for each additional member.

Walk-in Criteria

In order to be assisted as a Walk-In, for the Winter Crisis Program, one of the following must apply:

- ✓The electric or natural gas has been shut off, or is scheduled for shut off within 48 hours, or
- ✓The household has 10% or less fuel in their tank or less than a 2 day supply of wood.

Appointments

Regular appointments are scheduled by phone beginning October 18th, 2018 through March 29, 2019 Monday-Friday beginning at 8:00 a.m. by calling the HEAP HOTLINE at 740-289-4525 (or toll free 888-328-9634). Appointments are scheduled 14-28 days in advance of the actual appointment and one day at a time. Once the appointment sheet is full, callers are instructed to try again the next day at 8:00 a.m. Due to the high call volume for the Winter Crisis Program, it is often difficult to get through to schedule an appointment. We appreciate your patience.

Walk-ins

Walk-ins will be screened beginning at 8:00 a.m. November 1, 2018 through March 29, 2019 at CAC at 941 Market St. in Piketon and the Pike County Senior Center at 402 Clough St. in Waverly (for seniors age 60+). Walk-ins must meet the walk-in criteria listed above. Walk-ins must sign in by 8:15 a.m. (doors open at 8:00 a.m. at both locations). Walk-ins are accepted on a first-come, first-serve basis. When the walk-in schedule is full, no other walk-ins can be scheduled that day. Any customers remaining will be asked to try again the next day. **PLEASE NOTE: No appointments will be made from Nov. 1 through Nov. 14. We will only be seeing walk in appointments all day, who have signed in before 8:15 a.m. and meet the walk-in criteria listed above. Even though the walk-ins must be signed in by 8:15 a.m., you may be scheduled as late as 3:00 p.m. Please be prepared to wait, or make arrangements to come back on time.**

CAC of Pike County • 941 Market Street, Piketon, Ohio 45661

740-289-2375 • TDD: 740-289-2608 • HEAP Hotline: 740-289-4525 (toll free 888-328-9634)

The Pike County Senior Center • 402 Clough Street, Waverly, Ohio 45690

740-947-5555 • HEAP Hotline: 740-289-4525 (toll free 888-328-9634)

www.pikecac.org



THE FOLLOWING DOCUMENTATION IS REQUIRED FOR THE 2018-19 WINTER CRISIS PROGRAM:

Photo ID: for primary applicant.

Social Security Cards: and birthdates for all household members.

Citizenship for all household members: birth certificate, hospital records, U.S. passport, military service record, voter registration, or social security cards that do not have notes regarding work authorization.

Electric Bill and Main Heat Bill: The applicant is required to bring in both bills with the account numbers to the appointment. *Residents with tenant-based HUD Section 8 housing subsidy are only eligible for electric payment assistance when the electric bill is in their name.*

Proof of co-pay: If the maximum benefit amount is not sufficient to restore or continue service, the customer must make a co-payment towards the bill and provide documentation that the co-pay was paid prior to receiving assistance.

Document of Responsibility: from landlord indicating the tenant is responsible for the utility bill when it is in the landlord's name.

Current rent receipt: with landlord name, address, and phone number.

Food Stamps: an award letter or printout from JFS website or office if receiving any type of assistance.

Power of Attorney: a notarized statement is required when applying for another household or if applying for PIPP for a non-married household member.

Proof of gross household income for the past 30 days for the following types of income:

- ◆ Social Security, SSI, SSDI (even when received by a child)
- ◆ Pensions or Retirements
- ◆ OWF/TANF
- ◆ Unemployment, Employment Disability, Worker's Compensation
- ◆ Utility Reimbursements from your apartment complex
- ◆ Wages including salaries, tips, commissions, and bonuses
- ◆ Interest or IRA profits
- ◆ Divorce Settlements or Alimony
- ◆ Monetary assistance and child support will not be counted, however, you still need to bring those documents to show how your household is surviving.

Proof of gross household income for the past 12 months and documentation from the IRS (including IRS 1040 and all schedules submitted & received by the IRS, or a record of non-filing if you haven't filed yet) for the following types of income:

- ◆ Self-Employment (including owning your business, babysitting, home party sales, and odd jobs)
- ◆ Seasonal Employment (including construction, landscaping, and teachers not paid during the summer with a 12-month contract)
- ◆ If you are self-employed or have seasonal employment, please ask us prior to your appointment for an income verification form that will be required to be completed before your appointment.

New this year: households with no income/significantly low income may be required to bring in additional documentation on a case-by-case basis to show how they are surviving financially or to document that they are not surviving financially.

- ◆ Households claiming no income and no support from someone outside the house must provide an **IRS Tax Transcript or a copy of a Verification of Non-Filing Status Transcript from the IRS (see instructions below)**. Also, a signed Self-Declaration Form (provided at the interview) must be completed explaining in detail how the customer is surviving and maintains their household. The intake worker is not permitted to fill this form out for you, please bring someone to help you if you are unable to write. When claiming no income, documentation of Food assistance and Medical Card will be required.

Households that were not required to file taxes can request a copy of a "verification of Non-Filing Status Transcript" from the IRS three ways:

- 1) **By Phone:** If customer filed a tax return: 1-800-908-9946. If the customer did not file a tax return: 1-800-829-1040
- 2) **In Writing:** Internal Revenue Service (IRS), Return and Income Verification Services (RAIVS) team, PO Box 145500, Stop 2800F, Cincinnati OH 45250
- 3) **Or on-line at** <http://www.irs.gov/individuals/get-transcript>

PLEASE NOTE: Other documentation may be required on a case-by-case basis.