

2025 Winter Crisis Program

November 1, 2024 - March 31, 2025

SCHEDULING IN-PERSON INTERVIEWS

To Schedule an In-Person Appointment

NEW

- CALL 330-299-0540
- Online at <https://cawm.itfrontdesk.com>

Same day Appointments available
Monday through Thursday
based on location and availability

WINTER CRISIS PROGRAM

is a one-time benefit during the winter months to help with reconnection or stopping disconnection of a utility service, transferring services, or obtaining new service. The program offers up to \$175 towards households' utility services. Funding is also available for first PIPP enrollment, PIPP defaults, and households with bulk fuel usage. Applicants wishing to apply for bulk fuel must have 25% or less fuel capacity and have an established account in their name at the time of application.

ELIGIBILITY: Applicants applying for Winter Crisis must be at or below 175% of the Federal Poverty Guidelines, reside in Wayne or Medina County, provide required documents, and schedule an appointment.

PIPP PLUS PROGRAM

Is a year-round payment plan that offers households affordable monthly payments to help maintain services. Each time a household makes their PIPP Plus payment on time and in full, they will receive credits towards old utility debt and prevent new utility debt from occurring.

ELIGIBILITY: Applicants must be at or below 175% of the Federal Poverty Guidelines, provide required documents, and receive utility services from a Regulated Utility Company.

2024-25 INCOME GUIDELINES

<u>Size of Household</u>	<u>30-DAY INCOME LIMIT</u>	<u>12-MONTH INCOME LIMIT</u>
1	\$2,196.25	\$26,355
2	\$2,980.83	\$35,770
3	\$3,765.42	\$45,185
4	\$4,550.00	\$54,600
5	\$5,334.58	\$64,015
6	\$6,119.17	\$73,430
7	\$6,903.75	\$82,845

60% SMI is used for household size of 8 or more members



OFFICE LOCATIONS:

MEDINA OFFICE
(LOWER LEVEL OF
MDJFS BUILDING)
232 NORTHLAND DR.
MEDINA, OH
330-723-2229

HOURS: MON-WED 8AM - 5PM
THUR. BY APPOINTMENT ONLY

WOOSTER OFFICE
905 PITTSBURGH AVE.
WOOSTER, OH
330-264-8677

HOURS: MON-THUR 8AM - 5PM

**RITTMAN OFFICE &
FOOD PANTRY**
88 N. MAIN ST.
RITTMAN, OH
330-927-1871

HOURS: THUR. ONLY (WALK-INS)
8AM - 5PM

**WEST SALEM OFFICE &
FOOD PANTRY**
99 E. BUCKEYE ST.
WEST SALEM, OH
HOURS: MON. 8AM - 4PM

LODI OFFICE
110 HIGHLAND DR.
LODI, OH
HOURS: THURSDAY 8AM - 5PM
(DOORS LOCK AT 4:00 PM)

CAW/M reserves the right to request additional information from individuals applying for assistance.*

DOCUMENTATION NEEDED TO APPLY FOR SERVICES:

(All documentation is required each time you apply for services)

- Agency Interview is required for crisis appointments
- Social Security Numbers for all household members
- Birth dates for all household members
- Disability documentation, if applicable
- Proof of U.S. Citizenship for all household members– Birth Certificate, Baptismal records (must show place and date), U.S. Passport, Voter registration card, Military Service Record, Verified Citizenship from OWF Program, Indian Census Record, Social Security Card

OR

- Proof of Legal Resident/Qualified Alien-Naturalization Papers/Certification of Citizenship, INS ID Card, Alien Registration Cards/Re-entry permits, Permanent Visa, INS Form
- Most recent utility bills and/or account numbers
- Household income documentation for 30 days or 12 months prior to the application date. Self-employment and seasonal households must provide 12 months of documentation including most recent filed IRS 1040 with all schedules.
- **Reporting Zero income:** Must provide written statement from income source with contact info (name, address, phone and date) detailing how your bills are paid (rent, food, utility etc.) for past 30 days. If applicable, must provide current Subsidized housing Contract Cover Letter/ Annual Lease Addendum, Rental Lease and Food Stamp printout.
 - Please know that further documentation maybe requested, such as “Wage and Income Transcript for all household members over 18 years of age.
 - Must provide proof of all past due bills

Examples of Accepted Income

Please note: This is **only an example** of typical income sources and is not inclusive of all income documentation that may be required. If you have any questions about your income documentation, ask to speak to a HEAP staff member before you apply for services.

Employment Wages: Last (2) check stubs for monthly wages. Last (3) check stubs for bi-weekly wages. Last (5) check stubs for weekly wages or Employment Verification from employer showing GROSS income for the last 30 days.

Utility Allowances: Subsidized Housing HAP Contract/Annual Lease Addendum

Social Security, SSI & SSDI: Current Award Letter, copy of check or bank statement

Pensions, VA, Alimony: Current Award Letter, copy of check or bank statement

Unemployment, Employment Disability, Worker’s Compensation: Last (2) stubs if paid monthly. Last (3) stubs if paid bi-weekly. Last (5) stubs if paid weekly or Award Letter showing benefit amount and time period.

Self-employment Income: Self-employment form for the past 12 months and complete prior year IRS 1040 including all schedules that were submit to the IRS.

Seasonal Employment: past 12 month’s income from the date of the application.

[All documentation is needed for assistance. Other qualifications may apply.](#)