



Highland County Community Action Organization, Inc.

1487 North High Street - Suite 500 - Hillsboro, OH 45133

Phone: (937) 393-3458 - Fax: (937) 393-7176

Name: _____

Appointment Date & Time: _____

H.E.A.P. Program Client Requirements

PLEASE NOTE: There are several items you must bring with you to your HEAP appointment. If you do not bring these, we will not be able to process your HEAP application and you will be required to return as a walk-in.

- _____ A current statement from a physician stating that someone in the home requires electric or air conditioning for a medical condition, if there is no one in the home over age 60.
- _____ Bulk fuel provider's name and account number
- _____ Both utility bills if you electric and gas are billed separately
- _____ If service is new or off, you will need to bring in new account number(s)
- _____ Documentation of **ALL** income for **EVERYONE** in the household for the last **13 weeks**.
 - ** PLEASE NOTE:** If any income information is missing, **we may not** be able to process your HEAP application.
 - ** PLEASE NOTE:** If you are over income guidelines for the 13 weeks timeframe, bring your last 12 months of income information for possible approval.
 - ** PLEASE NOTE:** In all cases of zero household income, an **IRS tax transcript** (not a tax return) for the prior year must be provided. If you have questions on how to obtain this, please call our office at (937) 393-3458.
- _____ Social Security cards for **EVERYONE** in the household
 - ** PLEASE NOTE:** If you do not have the cards for everyone **we may not** be able to process your HEAP application.
- _____ Proof of Citizenship, generally a birth certificate, for **EVERYONE** in the household
 - ** PLEASE NOTE:** Social Security Cards do not prove citizenship. For a list of acceptable documents, call 937-393-3458.
- _____ Picture ID
- _____ Proof of co-payment amount _____
- _____ Provide case number if getting assistance from Job & Family Services.
- _____ If someone in the home is disabled, proof of disability (award letter from Social Security).
- _____ If you rent, you will need to bring in your landlord's name, address and phone number.

PIPP+ Customers

If you are a current PIPP+ customer, the Summer Crisis Program cannot pay anything toward current or defaulted PIPP Payments.

Please arrive 15 minutes
prior to your scheduled
appointment time to complete
paperwork.

IF YOU DO NOT HAVE EVERY ITEM ON THIS LIST THAT PERTAINS TO YOUR SITUATION, WE WILL NOT BE ABLE TO COMPLETE YOUR APPLICATION!

If you have questions about the Summer Crisis Program, please feel free to call our office Monday-Friday 7:30-4:30.