

Highland County Community Action Organization, Inc.

1487 North High Street - Suite 500 - Hillsboro, OH 45133 ~ Phone: (937) 393-3458 - Fax: (937) 393-7176



Name: _____

Appt. Date & Time: _____

Winter Crisis 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.

- _____ Disconnect Notice
- _____ Bulk fuel provider's name and account number
- _____ Both utility bills if your electric and gas are billed separately
- _____ If service is new or off, you will need to bring in new account number(s)

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

* see policy change information on back

_____ Documentation of **ALL** income for **EVERYONE** in the household for the last **30 days**.

**** 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 30 day 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 may be required. If you have questions on how to obtain this, please call our office at (937) 393-3458.

**** PLEASE NOTE:** If you receive assistance from friends or family, you will need to provide a signed and dated statement by that person detailing this assistance with their address and phone number, along with cancelled checks and/or receipts for bills paid (if the money is paid directly to the creditor). If it is a loan that must be paid back to a bank, credit union, finance company, or an individual, a signed, dated and notarized statement must be provided and must include all of the following information: name of individual lending the money, amount borrowed, payment amount, principle balance, interest rate and finance charges.

**** ADDITIONAL DOCUMENTATION MAY BE REQUIRED.**

_____ 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 may not prove citizenship. For a list of acceptable documents, call 937-393-3458.

_____ Picture ID

_____ Proof of co-payment amount _____, if applicable.

_____ 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**.

Bulk Fuel:

If you are using bulk fuel, you must have 10 days or less of fuel left. This is important because we only allow **one payment per season**, regardless of amount.

PIPP+ Customers:

If you are in default for more than the maximum amount available through the program, you **MUST** pay the difference to be eligible for continued PIPP+.

Non-regulated Utility Company:

South Central Power or Adams Rural Electric - You will have to pay the difference if your bill is more than the maximum season's benefit. All co-payments **MUST** be made prior to your appt., and you must bring the receipt with you to your appt.

Regulated Utility Company:

The account must be in a household member's name who is over age 18 if you are applying for assistance with this account. Even if you are not applying for assistance with this account, or if it is in someone else's name, you **MUST** bring in a copy of the most recent bill.

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

Appointments are also available in our **Greenfield Office**, located at 338 Lafayette St., Greenfield. Call (937) 981-9718

TURN OVER

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ADDITIONAL INCOME DOCUMENTATION REQUIREMENTS:

SELF-EMPLOYMENT INCOME

(i.e. baby-sitting or daycare, home party sales, owning your own business and rental income, etc.)

_____ Must complete the self-employment form for the previous 12 months (form can be provided to you or a copy of your computerized records ledger documenting your business related income and expenses for the previous 12 month period. Must be signed and dated)

In addition to the above information, you will also need to provide one of the following:

- * IRS Wage and Income Transcript
- * IRS Record of Account Transcript
- * IRS 1040 (ALL Schedules as submitted and received by the IRS)

SEASONAL INCOME

(i.e. construction workers, teachers, landscapers, etc.)

_____ Employer must complete the Seasonal Employment Verification Form for the previous 12 months (Form must be completed by employer and brought in for the appointment. If the employer would like to fax the form to us, the fax number (937) 393-7176. If having the form faxed, please call prior to arriving for your appointment to ensure that we have received it.)

In addition to the above information, you will also need to provide the following:

- * Paystubs indicating amount received within the previous 12 months (from the date of application)

ADDITIONAL DOCUMENTATION MAY BE REQUESTED

PLEASE NOTE --- APPOINTMENT ARRIVAL POLICY CHANGE:

Due to increased delays, we will no longer extend a grace period to late arrivals.

Any client arriving after their scheduled appointment times will be required to reschedule for another day.

In order to ensure that you are served in a timely manner, please arrive 15 minutes before your scheduled appointment to allow time for check in and to fill out initial paperwork. ~Policy update effective May 1, 2018