

# News You Can Use

April 2023

## HEAP WINTER CRISIS HAS COME TO AN END

The HEAP Department wrapped up Winter Crisis on March 31<sup>st</sup>. Way to go staff members for keeping up the good work and leading another successful Winter Crisis Season!

### Customer Satisfaction from HEAP Clients:

*I think you guys are doing great and the best you can. Everyone was friendly and did a great job on their part.*

*Everything was efficient and fast.*

*I really appreciate the help, I'm so grateful.*

*I think this is an amazing service you provide.*

*I love that you all reach out to people in need especially me. I am internally grateful.*



## Happy Birthday

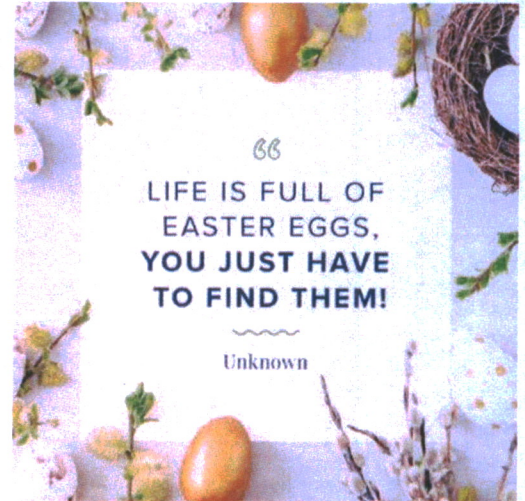
April 5 – Jenna Hubbard

April 13 – Tabitha Brown

April 18 – Todd Wellman



The CAC will  
be closed  
Friday, April  
7<sup>st</sup>  
In observance  
of  
Good Friday!



## REMINDER:

April 6<sup>th</sup>

9:00am

All Staff Meeting





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## Home Energy Assistance Program

Eligible low-income Ohioans meet the high cost of home heating. HEAP pays a one-time payment for most PUCO regulated utility customers reflecting their usage for the current winter heating season. A special component of HEAP, the **Winter Crisis Program (WCP) (November 1 – March 31)** is administered by Community Action Agencies (CAA's) throughout Ohio. The WCP provides assistance once per heating season to eligible households that are disconnected, threatened with disconnection, or have less than a ten-day supply of bulk fuel.

**Eligibility Requirements:** proof of income (175% of poverty guidelines); Social Security Cards, Proof of Citizenship, most recent gas and electric bill and/or bulk fuel slip.

Phone: Dora - Reception and Appointments Ext. 200

Robyn - Program Director Ext. 165

Intake Workers:

Pauline Ext. 138

Nikki Ext. 149

Leslie Ext. 171