



COMMUNITY ACTION WAYNE/MEDINA

<https://www.cawm.org>

905 Pittsburg Ave.
Wooster, OH 44691
330-264-8677

232 Northland Dr. (Lower Level)
Medina, OH 44256
330-723-2229

88 N. Main St.
Rittman, OH 44217
330-927-1871

110 Highland Dr.
Lodi, OH 44254
330-723-2229

2026 WINTER CRISIS PROGRAM

NOVEMBER 1, 2025—
MARCH 31, 2026

PIPP Enrollment and
PIPP Plus Recertification is
available all year round

SCHEDULING FACE-TO-FACE INTERVIEW APPOINTMENTS:

- * Scheduled In-Person Appointments: Call 330-299-0540 or online at <https://cawm.itfrontdesk.com>
- * Same Day Appointments available Monday thru Wednesday based on availability
 - Apply Online by visiting www.energyhelp.ohio.gov

WINTER CRISIS PROGRAM is a one-time benefit during the winter months to help with reconnecting or stopping disconnection of a utility service, transferring services, obtaining new service, and/or households with bulk fuel usage. The program offers **up to** \$175 towards households' utility services. 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.

POVERTY GUIDELINES: Family size of person(s) in household income must be at but not exceed:

2025-2026 INCOME GUIDELINES		
Size of Household*	<u>175 % PIPP, HEAP, WCP and SCP</u>	
	30-DAY INCOME LIMITS	12-MONTH INCOME LIMIT
1	\$2,251.03	\$27,387.50
2	\$3,042.12	\$37,012.50
3	\$3,833.22	\$46,637.50
4	\$4,624.32	\$56,262.50
5	\$5,415.41	\$65,887.50
6	\$6,206.51	\$75,512.50
7	\$6,977.60	\$85,137.50
8	\$7,786.70	\$94,762.50
60% AMI income guidelines will be used for households with more than 8 members.		

CAW/M reserves the right to request additional information for individuals applying for the HEAP benefit.

*** Please see reverse side of this flyer for important documentation information ***

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) detailing how your bills are paid (amounts and frequency) for past 30 days. If applicable, must provide current Subsidized housing Contract Cover Letter/ Annual Lease Addendum, Rental Lease and Food Stamp printout. If the client states that they are behind or not paying current expenses i.e. rent/mortgage, cellphone, etc., they must provide documentation showing the non-payment. For example, mortgage statement, letter from landlord, cellphone bill, etc.

Please know that further documentation maybe requested, such as “**Wage and Income Transcript** for all household members over 18 years of age.

A Filed IRS 1040 form, Tax Transcript, or proof of non-filing are required for all households reporting zero income for 2 or more seasons. Additional documentation related to household composition and/or income may be requested with a valid and documented reason the agency.

ADDITIONAL DOCUMENTATION WILL BE REQUIRED FOR HOUSEHOLDS CLAIMING ZERO-INCOME.

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