

2025 Summer Crisis Program

July 1, 2025 - September 30, 2025

SCHEDULING IN-PERSON INTERVIEWS

To Schedule an In-Person Appointment

NEW

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

A LIMITED number of same day Appointments available
Monday through Thursday
(depending on location)

SUMMER CRISIS PROGRAM

is available for eligible households needing financial assistance on their electric bills and to those needing help coping with the summer heat. The Summer Crisis Program can assist with a one-time benefit:

- Up to \$500 for regulated utilities
- Up to \$800 for unregulated utilities
- Eligible households may also receive a fan and/or air conditioner if the household has not received one in 2022, 2023, or 2024.

ELIGIBILITY: To be eligible for assistance, a household must have income at or below 175% of the Federal Poverty Guidelines, reside in Wayne or Medina County, provide required documents, schedule an in-person appointment, and meet one of the following requirements:

- Electric service has been disconnected, is in threat of disconnection, or a new service is being established; or
- An individual with a documented medical condition; or
- Have a member in the household who is 60 years of age or older

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

Size of Household	30-DAY INCOME LIMIT	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

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. A “**Wage and Income Transcript**” for all household members over 18 years of age is **REQUIRED**.
 - Must provide proof of all past due bills (documentation of non-payment of monthly expenses such as letter from the landlord, mortgage statement, cell phone bills, and etc.)

NEW

FURTHER DOCUMENTATION MAY ALSO BE REQUESTED

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.](#)