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## MYCAP WILL CLOSE AT NOON on APRIL 8, 2024

**Winter Crisis Will End March 29, 2024 at MYCAP**

**MYCAP will have HEAP hours from 8-Noon Friday March 29, 2024**

### Winter Crisis requires a face to face interview

The Ohio Development Services Agency and Mahoning Youngstown Community Action Partnership (MYCAP) will help income-eligible Ohioans stay warm during the winter months. The Home Energy Assistance Winter Crisis Program provides eligible Ohioans assistance paying gas and electric bills or bulk fuel bills or assistance paying for heating system repairs. The program runs from November 1, 2023 until March 31, 2024.

**Scheduling continues until all appointments have been filled with a regularly scheduled appointment or by using the walk-in option.** To apply for the program, clients are required to schedule an appointment with MYCAP. Appointments can be scheduled by calling 330-778-2992. Those whose service is off or need a payment to transfer or get new service should call the appointment line at 2pm. Monday through Thursday and schedule under the limited walk-in option which schedules for our next business day morning. Bulk fuel clients with 25% or less supply do not need to schedule and will be taken between 8am-11am and 1pm-4pm. On-line scheduling available using <https://app.capappointments.com/>. **Once the regular appointments are filled the only way to schedule will be by using the walk-in option which is available at 2 pm Monday through Thursday.**

**Once all appointments are filled you can still apply for the Winter Crisis Program by coming in to MYCAP on Friday March 29, 2024 during the HEAP hours of 8am-Noon. This time is for those only who still need to start a Winter Crisis Application and is on a first come, first served basis.**

### PROCEDURE FOR COMPLETING A STARTED WINTER CRISIS APPLICATION

**Those clients that have a started application will not be taken on March 29 and can return to complete their application Monday through Thursday from April 1 through April 15 and will be taken on a first come, first served basis from 7:30am-11:00am and from 1pm-4pm, except on April 8, when MYCAP will close at Noon.**

Clients need to provide copies of the following documents:

- Photo ID for everyone 18 and older
- Copies of their most recent energy bills, Pending Account Numbers or Bulk Fuel Bill
- A list of all household members and proof of income for the last 30 days or 12 months for each member;
- Proof of U.S. citizenship or legal residency for all household members; actual social security cards, birth certificate, passport, voter registration, permanent visa, naturalization papers
- Proof of disability (if applicable);
- Social Security number verification for all household members
  
- **Additional requirements may be requested depending on household documentation provided**
  
- **NEW REQUIREMENT -If your household was being maintained with a support letter the last time you reverified your PIPP, HEAP, Winter, or Summer Crisis an IRS Tax Return Transcript will be required before your application can be completed.**

**To obtain an IRS Tax Return Transcript go to IRS.gov or call 1-800-908-9946. To receive this in the mail will require 5-10 business days.**

Last year more than 1,700 families in Mahoning County were assisted through the Home Energy Assistance Winter Crisis Program.

**Electric reconnect customers would need to pay the \$35.00 reconnect fee and provide the receipt or confirmation number. Reminder: A One-time hold can be placed per utility with a Winter Crisis Appointment provided the Winter Reconnect Order has not been used with that utility.**

Eligible households can receive up to \$175.00 if they are a client of a regulated utility, or \$750.00 if they are a client of unregulated utilities such as electric cooperatives and municipal utilities. The assistance is applied to their utility bill and/ or applied to heating system repair costs. Ohioans must have a gross income at or below 175% of the federal poverty guidelines to qualify for assistance. An appointment no-show may result in utilities being shut off.

For more information about the features of the Winter Crisis Program, contact MYCAP at 330-747-7921. Or visit [www.energyhelp.ohio.gov](http://www.energyhelp.ohio.gov).