



Housing Services

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ACCAA Issues Important Information Regarding Energy Assistance Program Applications

Due to the State of Emergency declared by Ohio Governor Mike DeWine to protect the well-being of Ohioans from the dangerous effects of COVID-19, Community Action announces changes to the application process for our Energy Assistance programs. Policies requiring face to face interviews to complete certain Home Energy Assistance Program applications including: households seeking Winter Crisis Program assistance, enrolling on the Percentage of Income Payment Plan for the first time, and those households with incomes at or below 30% of the Federal Poverty Guidelines, will be suspended until further notice. Instead, while the agency will be open, we encourage households to do the following: choose to provide their documentation via several options described below, and agree to be available at the designated appointment time to do a phone interview to complete the application.

Options for providing required documentation:

ONLINE

Households can choose to submit their applications via the online system at

<http://www.energyhelp.ohio.gov/> Applicants should create an account in the upper right hand corner and enter and upload all information.

DROP OFF

Households can come to the office at **6920 Austinburg Road, Ashtabula** to drop off their documents. Please indicate if you are applying for Winter Crisis assistance. All required documents listed below should be submitted with the application. Staff will review your documents, make copies, and inform you of any missing items. You will then be called at your designated appointment time to complete the application.

BY FAX

Households can submit all of their required documents via fax to **440-997-6022**. If submitting by fax,

6920 Austinburg Road, PO Box 2610, Ashtabula, OH 44005-2610

P:(440) 998-4996

www.accaa.org

F:(440) 998-1925

This Agency is an equal provider of services and an equal employment opportunity employer. Civil rights Act 1964 (CRA)

please indicate the total pages being faxed to ensure all are received. Once received, staff will review the faxed application for all required documents, and call to inform you of any missing items. You will then be called at your designated appointment time to complete the application.

BY MAIL

Households can mail in their documents to:

ACCAA-ENERGY, PO Box 2610, Ashtabula, OH 44005-2610

All mailed applications will be reviewed for completeness. If you mail the application, please indicate if you are applying for Winter Crisis assistance. All required documents listed below should be submitted with the application. Once the application has been received, staff will review the application for all required documents, and call to inform you of any missing items. You will then be called at your designated appointment time to complete the application.

SCHEDULING AN APPOINTMENT

In addition to providing the documentation as discussed above, households should call the automated appointment line to schedule an appointment to complete the application over the phone at **(866) 223-1471**. Appointments can also be scheduled directly online at **capappointments.com**.

The Winter Crisis Program season ends on March 31, 2020. We encourage applicants to submit as soon as possible prior to their scheduled appointment so that all can be finalized in a timely manner to meet the program deadline. Missing documents will cause delays in completing and approving the application. The list of required documents follows:

- Main applicant ID
- Social Security Numbers for all household members
- Proof of citizenship for all household members
- Documentation of all household income for the most recent complete 30 days, unless seasonally or self-employed which requires the most recent 12 months of income. For households and household members with zero income, a self declaration of no income will be required with additional documentation. Please contact us with questions or to obtain forms and requirements.
- Most recent electric and gas bill
- Proof of disability if applicable

QUESTIONS and FOR MORE INFORMATION

A paper application can be accessed via website at <http://www.energyhelp.ohio.gov/> website, or at our 6920 Austinburg Road, Ashtabula location. The situation continues to change daily, follow us on Facebook—search *Ashtabula County Community Action Agency* - for more updates and information. Or visit: www.accaa.org or call 2-1-1.

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