



First Point of Contact:

1. Apply for State Emergency Relief at:

DEPARTMENT OF HEALTH AND HUMAN SERVICES

22 Center St.

Ypsilanti, MI 48198

(734) 481-2000

- **Hours:** Monday-Friday, 8:00am-5:00pm (Walk-ins accepted during morning hours)
- Eligibility determined by income. Not intended for repeated or long-term assistance.
- They assist with utilities, home repairs, relocation assistance, home ownership, and burial costs.
- **Utility requests are only accepted November – May**

2. Funds are given, partially given, or denied.
3. If partially given, contact the RAHS Care Coordinator at (734) 998-2208 if further assistance is needed.
4. If denied, contact the agencies below for further assistance.

In the event of receiving denial letter, you may be able to receive emergency assistance with utilities by...

1. Contacting the agencies listed below by having this information ready:
 - a. Denial letter from DHS
 - b. Rent and/or Utility Bill
 - c. Proof of Income
 - d. Copy of Lease

Regional Alliance for Healthy Schools

Contact Care Coordinator at (734) 998-2208 for assistance with county application for utility assistance. Client is only eligible to use funds once per year. Utility requests are only accepted November – May. Social Security Numbers and photo IDs of residents along with above information is required.

Salvation Army

Ann Arbor

100 Arbana St.

Ann Arbor, MI 48103

(734) 668-8353

Ypsilanti

9 South Park St.

Ypsilanti, MI 48198

(734) 482-4700

They can assist with food, utilities, or clothing. You will need a picture ID, proof of income, and copy of your lease. You will need a referral from DHS (SER) in order to receive Salvation Army's utility assistance.

Friends In Deed

1196 Ecorse Rd.

Ypsilanti, MI 48198

(734) 484-4357

- Call between 9:30-12:00pm. NO WALK-INS.
- Provides assistance to only Washtenaw County residents.

Local Thrift Shops

Ann Arbor *Ann Arbor Residents ONLY

3530 Washtenaw Ave (across from Arborland)

Ann Arbor, MI 48105

(734) 662-6771

Ypsilanti

14 South Washington St.

Ypsilanti, MI 48197

(734) 483-1226

They can offer up to \$400 of financial assistance to families (per year) for emergency support (food/eviction/utilities/medical, etc.). To apply, please call the RAHS Care Manager at (734) 998-2208.

SOS Crisis Center (EMERGENCY HELP)

114 N. River St.

Ypsilanti, MI

(734) 961-1999

Hours: M-F 8:30am – 5:30pm, beyond these hours dial 211

- Utility assistance for Section 8 or subsidized housing dwellers.
- Does not have income eligibility criteria.
- Offers eviction prevention services (including from utilities) and utility shutoff prevention.
- Documents showing utility shutoff or eviction are necessary for assistance.

For Preventing Shut-off LONG TERM

DTE Case Management

1-800-545-8046

Will help reduce unpaid balances by providing a personal payment plan, agency referrals, and follow-up.

To be eligible for enrollment you must have:

- An unpaid balance greater than \$300.00
- No record of illegal usage
- A household income at or below 200% of federal income eligibility guidelines.
- Shut-off prevention options:
 - **Budget-Wise Counseling:**
 - *Eligibility:* Any customer, but must have account in good standing and not currently be enrolled in any other payment plan.
 - Takes an estimate of your total projected energy bill for the year and divides it up into 12 equal monthly payments. Account is reviewed every three months and payments will be adjusted up or down based on actual energy usage.
 - **Shut-off Protection Plan:**
 - *Eligibility:* Available for low-income individuals and senior citizens **year round**. Requires verification of identity, income, and size of household.
 - Must pay a down payment on owed balance, then remaining overdue balance is divided into equal portions and added to future energy bills.
 - Must make payments ON TIME or service will be disconnected. Will cause current monthly payment to increase while paying off overdue balance.
 - **Low-income self-sufficiency plan:**
 - *Eligibility:* Must have income equal to or less than 150% of the Federal Poverty Level guidelines and average level of energy usage per year. Requires verification of identity, income, and size of household.
 - Allows you to make monthly payments that are affordable; energy assistance funds pay the remainder of your bill every month.
 - Must re-enroll every year until you achieve self-sufficiency and are able to pay energy bill without assistance. For new applicants, must apply and submit all documents by **February 28, 2017**.

Help on lowering your costs

Home Energy Consultation

DTE offers a FREE home energy consultation where they come to your home, give you free energy-saving products like CFL lightbulbs, low-flow shower heads, faucet aerators, and programmable thermostats.

www.dteenergy.com/saveenergy

Call: 1-866-796-0512