



The Home Energy Assistance Winter and Summer Crisis Programs help income-eligible Greater Cleveland residents who are threatened with disconnection, have been disconnected, or have less than a 25 percent supply of bulk fuel in their tank maintain their utility service. This is a one-time benefit and is to be used in emergency situations when you are faced with disconnection.

# STEP-BY-STEP GUIDE TO APPLY FOR HOME ENERGY ASSISTANCE

## 1.) Make an appointment. You must have an appointment to receive assistance!

Call (216) 350-8008 or visit our website [www.StepForward.ITFrontDesk.com](http://www.StepForward.ITFrontDesk.com) to schedule. Appointments are available Monday through Friday from 8am until 4pm

Within minutes of making your appointment, you should receive a confirmation email with a calendar appointment attached to the email. You will also receive a phone reminder the day before your appointment.



## 2.) Submit all necessary paperwork to receive assistance at the time of appointment

**In person:** Step Forward Main Drop Box  
2203 Superior Ave. Cleveland, OH 44114  
**Email:** [HeapDocuments@stepforwardtoday.org](mailto:HeapDocuments@stepforwardtoday.org)

You must provide all required crisis application documents no less than 3 days prior to the date of your appointment, or you may be asked to reschedule. Failure to provide all documentation may delay your assistance.



# HEAP



In an effort to serve our clients in an efficient manner **we must enforce the following:**

- ▶ **If you are more than 15 minutes late for your appointment, you need to reschedule.**
- ▶ **If you do not have all of your documents you need to reschedule.**

## **PLEASE BRING** the following documents to your appointment

- ▶ **Photo ID:** Required for each name listed on the gas and/or electric bill
- ▶ **Proof of Citizenship:** Required for all household members. Acceptable forms include birth certificates, Social Security cards, voter registration, U. S. Passport, etc
- ▶ **Current gas and electric bills**
- ▶ **Proof of Income:** Is required for the last 30 days for all household members 18 years of age and older. Acceptable documents include SSA, SSI and SSDI award letters, Pension statement, Child Support, Utility Assistance documents, etc
  - Individuals paid weekly need the last 4 paystubs
  - Individuals paid bi-weekly need 2-3 paystubs (make sure you have all paystubs for the last 30 days)
  - Individuals paid semi-monthly need 2 paystubs
  - Individuals paid monthly need 1 paystub
  - If paystubs are not available, you will need verification of your income from your employer (i.e. a printout of your last 30 days of pay)
  - Seasonal employees and Self-Employed individuals are required to provide 12 months of income documentation – if paystubs are not available, a printout from your employer is required
- ▶ **No Income:** If the household has no income, or no verifiable income, you will need the following:
  - IRS Tax Transcript
  - If you filed a tax return, you can call the IRS at 1-800-908-3346
  - If you did not file a return, you can call the IRS at 1-800-829-1040
  - You can go to the IRS website at [www.irs.gov/individuals/get-transcript](http://www.irs.gov/individuals/get-transcript)
  - You can visit the IRS office in the Federal Building at 1240 East 9th St. Monday through Friday between 8:30am and 4:30pm