

## 2020-2021 LIHEAP CALL SITES

**STARTING JULY 27-** Income eligible households may call to apply by phone for the **2020-2021 program year**  
Households may receive funds **ONCE** each program year (**July 27<sup>th</sup> 2020 to May of 2021**).

**Disconnected/At Risk Households** Call **Monday-Friday** for an appointment  
**ALL LIHEAP APPOINTMENTS ARE OVER THE PHONE**

 **Community Action 844-710-6919** Residents of Boone & Winnebago **Call Fridays to schedule an over the phone appointment for the following week.**

### SITE LIST:

These sites make their own appointments for clients. Current clients can call for information.

**Central Terrace Co-Op** 815-962-4112 Rockford Residents Only  
**Rockton Township** 815-624-7788 Roscoe, Durand, SoBo, Rockton residents only  
**United Way of Boone County** 815-544-3144 Boone County residents only  
**Lifescape** 815-963-1609 Seniors, Disabled Adults and Veterans  
**Keen Age Center** 815-544-9893 Seniors in Boone County only  
**Oak Street** (815) 315-9232  
**NIAAA** (815) 226-4901  
**Winnebago Health Department** (815) 720-4000

These sites serve their residents. Contact your building manager if you reside in their property.

**Rockford Housing Authority**  
**Embrace Living Communities/Greencastle**  
**Spring Ridge**  
**Luther Center**  
**Park Tower**

These sites serve **existing clients** only. Call them if you are an active client.

**Rock Valley Refugee Program** 815-921-2276  
**Rosecrance** 815-391-1000  
**Rockford Township** 815-962-8855  
**Stepping Stones** 815-963-0683  
**Mercyhealth at Home** 815-971-4287  
**ARC** 815-965-3455

**2020 – 2021 LIHEAP INFORMATION**  
**For Eligible Residents of Winnebago and Boone Counties**

LIHEAP (Low Income Home Energy Assistance Program) can pay a one-time benefit (DVP) directly to your energy companies for you, or directly to eligible renters if all energy costs are included in your rent. You may also have the option of signing up for PIPP at your LIHEAP appointment – PIPP is a monthly budget plan where if you make your payments on time, it will forgive a portion of your past due balances. (You will have to choose between PIPP or the LIHEAP DVP - you cannot receive both).

**YOU MUST BRING IN THE FOLLOWING DOCUMENTS WHEN YOU APPLY**

- **PHOTO ID** issued by a third party, such as driver’s license, state ID, work ID, college ID, FOID card (no copies)
- **PROOF OF GROSS INCOME** from all household members 18 years and older **for the 30-DAY PERIOD** before your application date. This includes TANF and other public benefits, child support, as well as wages from a job and other forms of income (such as SSI, SSDI, etc.) **IMPORTANT!! IF YOUR HOUSEHOLD HAS NO (ZERO) INCOME**, you must provide proof that the household receives PUBLIC benefits, such as SNAP/Link, public housing verification, or a letter from someone who is helping to support you.
- **YOUR CURRENT/LATEST HEAT AND ELECTRIC BILLS**, both front & back, that includes name and address, issued within the last 30 days. Disconnect notices are not accepted in place of bills.
- **SOCIAL SECURITY CARDS FOR ALL HOUSEHOLD MEMBERS – IT CANNOT BE A COPY OR AN APPLICATION FOR A CARD.** Certified birth certificates will be accepted in place of Social Security Cards for children under the age of 6 months. Hospital birth certificates are NOT accepted (unless a child is under 1 month old).
- **IF BOTH UTILITIES ARE INCLUDED IN RENT**, a copy of rental agreement showing that utilities are included, the monthly rental amount and landlord contact information.

**INCOME GUIDELINES**

Household Size	Total household 30 day gross income (before taxes taken out) no more than:
1	\$2,127
2	\$2,873
3	\$3,620
4	\$4,367
5	\$5,113
6	\$5,860
7	\$6,607
8	\$7,353

For households with more than 8 members, for each member add \$560 for 30 day income. These figures are based on the Federal Poverty Guidelines of 150% of poverty.

**SEE OTHER SIDE FOR SITE LIST →**