

# Crisis Assistance Guidelines

Bill must be either a shut off notice, disconnected utilities, or a lack of home delivered fuel notice that is less than 10%.

## Uncontrollable Guidelines:

- Household has an unanticipated medical or major household expense. Out of pocket expense should exceed 100% of current utility bill.
  - Documentation could include: receipts of payments made to meet this unanticipated medical or major household expense.
- Household wage earner with at least a year of stable work history has lost their job within the last 12 months.
  - Documentation could include: letter from employer, termination or lay-off notice, UI claims, UI notification of eligibility.
- Household wage earner has left the home within the past 45 days.
- Documentation could include: recent application for family assistance (Families First, Food Stamps), order of protection, police report, revised lease, or other legal documentation.
- Death of wage earner within the last 12 months.
- Documentation could include: obituary, death certificate, funeral program.
- Significant loss of work hours.
  - Documentation could include: letter from employer detailing loss of work hours, pay stubs.

- Household wage earner is unable to work due to illness and does not receive sick leave or time away from work.
- Documentation could include: statement from employer.
- Household has a non-functioning or malfunctioning heating system.
- At least one child age 5 and under in the home.
- At least one elderly (age 60 and up) member of household.
- At least one disabled member of household.

*Uncontrollable Circumstances must be explained by the client and documented to the extent possible.*

## **Processing Time**

All Crisis Assistance applications must be accepted in person. If you are unable to travel, please call your local county service center.

If your crisis application is life-threatening, please contact your local county service center as soon as possible.