



# Wayne Metro CARES

## Relief & Recovery Services

*In an effort to respond to the immediate needs of Wayne County residents, Wayne Metro is implementing our CARES Relief & Recovery Services. Through this new initiative, residents may qualify for assistance in the following areas:*



### Food & Income Support

Distributing food, formula, diapers, wipes & Personal Protection Equipment.

### Water & Energy Assistance

Providing residents with financial assistance towards energy & water utilities.



### Emergency Plumbing Repair

Provide plumbing repairs that will resolve the immediate emergency with access to water services.



### Rent & Mortgage Assistance

Providing rental assistance & help towards mortgage payments.



### Property Tax Assistance

Offering Property Tax Assistance, which can help reduce property taxes.

### Funeral Assistance

Providing financial assistance towards burial and cremation services.



## Who Qualifies?

- 200% of Poverty
- Layoff, Decrease in Hours, Recipient of Unemployment
- Child in Head Start or have a child receiving free or reduced lunch
- Receipt of benefits through the Michigan Department of Health and Human Service (MDHHS).
- Benefits to include but not limited to: SNAP, TANF, SDA, Medicaid and childcare benefits
- Current enrollee in other assistance programs (Ex. WRAP, MEAP, HUD programs) that currently have income guideline restrictions

200% Federal Poverty Chart

Number of Household Members	1	2	3	4	5	6	7	8	9	10
Income Limit	25,520	34,480	43,440	52,400	61,360	70,320	79,280	88,240	96,600	100,980

## How to Get Help

Please visit [www.waynemetro.org/CARES](http://www.waynemetro.org/CARES) or call the Wayne Metro CONNECT Center at (313) 388-9799.

*The CONNECT Center hours are Monday-Friday, from 9:00 a.m. to 7:00 p.m. and Saturday from 9:00 a.m. to 12:00 p.m.*

*Programs will vary based on community.*



Wayne Metropolitan  
Community Action Agency

[www.waynemetro.org/CARES](http://www.waynemetro.org/CARES) • (313) 388-9799

# CALL 2-1-1

## FOR INFORMATION AND RESOURCES ON:

- ★ Utility and Rent Payment Assistance
- ★ Job Search/Placement
- ★ Food
- ★ Health Care
- ★ Child Care
- ★ Housing and Temporary Shelter
- ★ Prescription Expense Assistance
- ★ School-Related Programs
- ★ Free Tax Preparation
- ★ And More!



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# HELP AND HOPE 24/7

United Way • AIRS ★



*Get Connected. Get Answers.*

Call 2-1-1 for information and resources on health care, child care, prescription expense assistance, food, utility assistance and more!

[UNITEDWAYSEM.ORG/211](http://UNITEDWAYSEM.ORG/211)





WRAP funding is made possible by the Great Lakes Water Authority

## WRAP BENEFITS



Home water audit and minor plumbing repairs **average of \$1,500** for residents above 120% of average usage

Water saving kits, consumer training classes and Supportive WRAP - Around Services

## CLIENT BENEFITS



**UP TO \$1,000**  
in assistance per household



**UP TO \$350**  
first arrearage payment made at initial enrollment



**\$25 MONTHLY**  
bill credit & help with arrears

## WRAP QUALIFICATIONS

**PROVIDE PROOF OF**

- Residency & income
- Renter's proof of responsibility for water on lease



Have income at or below 200% of poverty level



Stay current on monthly bill payment

200% Federal Poverty Chart

Number of Household Members	1	2	3	4	5	6	7	8	9	10
Income Limit (\$)	25,520	34,480	43,440	52,400	61,360	70,320	79,280	88,240	96,600	100,980



**CALL 313-386-WRAP (9727)**  
 << or scan this code to apply today!





Water & Sewerage  
Department

# 10/30/50 Payment Plan

The 10/30/50 plan was developed by the Detroit Water and Sewerage Department (DWSD)



**for Detroit residents and businesses** that experience difficulty in paying their past due water and sewerage bills. There are no income restrictions to qualify. The plan affirms DWSD's commitment to assist our customers with a payment plan that provides solutions to avoid service interruption.

**To Enroll:**

- The account must be in the resident's or business's name;
- Customer makes a down payment of 10%, 30% or 50% of the past due balance:
  - Percentage is based on the number of payment plans the customer entered in the last 18 months; first time is 10%, second time 30%, third time or more 50%
- The balance of the past due amount is equally spread over a 6-24 month period which the customer pays in addition to the normal monthly bill (months are determined by the balance owed);
- All payments must be made in full and on time to stay in the plan.

For more information, please contact a DWSD Customer Care Specialist at 313-267-8000 or visit one of our locations:

<u>Downtown</u>	<u>Eastside</u>	<u>Westside</u>
735 Randolph Detroit, MI 48226	13303 E. McNichols Detroit, MI 48205	15600 Grand River Detroit, MI 48227

Open Monday–Friday 8:00 a.m.-5:00 p.m.

If your name is on your DWSD account, you may enroll by calling 313-267-8000 or online at [detroitmi.gov/paymywaterbill](http://detroitmi.gov/paymywaterbill)





**BEGINNING ON OCTOBER 1ST, THE MICHIGAN DEPARTMENT OF HEALTH & HUMAN SERVICES IS PROCESSING ALL APPLICATIONS FOR EMERGENCY ENERGY ASSISTANCE**



The **Michigan Energy Assistance Program (MEAP)** is a preventive program designed to provide energy assistance to low-income households so that they can reach energy self-sufficiency. A household that qualifies for State Emergency Relief for heat or non-heat electricity services also qualifies for additional energy services from the Michigan Energy Assistance Program through agencies that have received MDHHS grant funding.

If you or someone you know is in need of energy bill assistance, applications can be accessed online at [www.michigan.gov/mibridges](http://www.michigan.gov/mibridges). Paper applications are also available at local MDHHS offices.

**WAYNE METRO IS HERE TO HELP.**

If you need a hand with filling out an application, please contact our CONNECT Center at 313-388-9799 or chat with us at [www.waynemetro.org](http://www.waynemetro.org).

**CHOOSE US AS YOUR REFERRAL ORGANIZATION.**

Once your application is processed, you can also select Wayne Metro as your MEAP Provider or Navigation Partner.

Wayne Metro offers other programs and services that may assist you. Please visit our website at [www.waynemetro.org](http://www.waynemetro.org) or contact our CONNECT Center at: **313-388-9799**. Hours of operation are Monday through Friday 9:00am to 4:30pm.



535 Griswold, Suite 200, Detroit, MI 48226  
www.thawfund.org 1.800.866.THAW

**The Heat and Warmth Fund, a leading provider of energy assistance, wants to make it easier for you to get the help you need. If you are struggling to pay your energy bill, you can apply for assistance online at [www.thawfund.org](http://www.thawfund.org) or by using a printable application. This year, THAW is currently offering two affordable payment plans for eligible customers:**

### DTE Customers

#### **DTE Low-Income Self-Sufficiency Plan (LSP)**

LSP offers:

- A fixed monthly amount for your utilities, and the program will pay the difference between the plan amount and your monthly bill
- Access to dedicated Customer Advocates
- Self-sufficiency training
- Protection from shutoff during enrollment
- No future late payment charges
- Reduction of your outstanding balance.
- Any three missed payments during the year will result in plan termination.

### SEMCO Customers

#### **SEMCO Monthly Assistance Program (MAP)**

MAP offers:

- A reduced monthly budget payment based on your income and previous years' consumption, and the program will pay the difference between the plan amount and your monthly bill
- Past due balance forgiveness
- No late fees and service is protected from disconnection during enrollment
- Customers will be considered in default if they fall two payments behind during the program.

## HOW TO APPLY

- **Submit your application online at [www.thawfund.org/programs](http://www.thawfund.org/programs).**
- **Complete all sections of the application and return it to the address below.**
- **Mail this completed application to The Heat and Warmth Fund (THAW)**

**535 Griswold St, Suite 200, Detroit, MI 48226**

### **Need help completing this form?**

Call 1.800.866.THAW to speak with a Utility Assistant Specialist or visit our office  
Mon - Fri, 8:30 a.m. - 5 p.m.



535 Griswold, Suite 200, Detroit, MI 48226  
 www.thawfund.org 1.800.866.THAW

## MEAP Crisis Prevention Program Eligibility Guidelines

- Account must be residential (not a commercial account).
- Accounts must have a past due balance (usage arrears).  
*The following do not qualify as usage arrears: cooking gas, bankruptcy, unauthorized or illegal usage, utility/energy provider late fees, utility/energy provider unregulated services (appliance repair).*
- Utility service must be active.
- Account must be in the applicant's name. If the account is not in the applicant's name, the applicant must provide
  - \* a written explanation as to why the responsible party listed on the utility bill is not the one applying for MEAP assistance
  - \* proof of ID that matches the address on the utility bill
  - \* all documents required to process the application
- Applicant must pay unauthorized usage charges and security fees.

### Household Income Guidelines

Eligible households must be at or below 150% FPL. The following 2017 guidelines for **monthly household income** will be in effect:

Household Size	Monthly Income	Household Size	Monthly Income
1	\$1,507.50	5	\$3,597.50
2	\$2,030.00	6	\$4,120.00
3	\$2,552.50	7	\$4,642.50
4	\$3,075.00	8	\$5,165.00

\* For each additional household member, add \$522.50.