

Public Service Announcement  
Home Energy Assistance Program – Winter Crisis  
HARCATUS Family Support  
Michele Lucas, Community Services Director

Release date: March 25, 2020

At HARCATUS Tri-County Community Action Agency, the health and well-being of our customers, staff, and communities is our highest priority. We understand the concern and uncertainty we are all experiencing surrounding the Coronavirus.

The HARCATUS Family Support Center Home Energy Assistance Program (HEAP) will no longer require face-to face appointments for households who are below the Federal Poverty Income Guidelines and enrolling in HEAP, PIPP, or applying for our Winter Crisis Program.

Instead, through the end of the 2019-2020 HEAP season on May 1<sup>st</sup>, all households will have their applications completed over the telephone.

Please call our Appointment Hotline immediately at 1-855-806-9650 to schedule a date and time for your telephone HEAP appointment. You will be instructed on how to submit the required documentation at that time.