

HOUSING CRISIS

In the face of a persistent housing crisis that leaves too many families struggling to afford stable housing, Making Opportunity Count stands ready to assist through programs that aim to reduce housing costs, prevent homelessness, and shelter families. Through our Housing Assistance and HEAP programs as well as specialized referrals to Emergency Assistance (EA) Family Shelter, M.O.C. provides a crucial lifeline for those who are struggling financially to maintain housing or who are facing homelessness. This info sheet is your first step in connecting families in need with the resources necessary to find stability and hope amid uncertainty.

WHO TO REFER

HOW TO REFER

HOUSING ASSISTANCE

M.O.C.'s Housing Assistance staff can help clients stay in their current housing by providing financial assistance for rent and mortgage payments.

Please note funds are only available seasonally and until they are fully expended.

Please send families needing emergency rent or mortgage assistance to M.O.C.'s Housing Assistance program. **Include a comment about client's specific need and any information about recent changes to their income/expenses.**

CMS Users can use "Housing Referral" in the CMS referral module.

All other staff should call and/or send an email to Erica Shorts (eshorts@mocinc.org). Please mark the referral urgent.

FUEL ASSISTANCE (LIHEAP)

M.O.C.'s HEAP program helps homeowners and renters pay home heating bills and past due balances on utility bills. Financial assistance is available for income-eligible households between November 1 - April 30 of each year. HEAP staff also have access to emergency utility assistance funding for families whose utilities have been shut-off or who are at-risk of having their utilities shut-off. **Please note funds are only available seasonally and until they are fully expended.**

Please send clients needing emergency utility assistance and/or heating assistance to:
fuelassistance@mocinc.org

CMS Users can also use "HEAP" in the CMS referral module. To expedite the HEAP application process, please direct **NEW HEAP** clients to the online fuel assistance application available at:

<https://www.mocinc.org/fuelassistance>

Clients who have received HEAP in the past should have already received instructions for the current year's application from M.O.C.'s HEAP team.

EA SHELTER REFERRAL

Emergency Assistance (EA) is a state-program that provides emergency shelter and rehousing services to homeless families with children under 21 (including pregnant women). Emergency Assistance is for **families who are homeless or imminently homeless and need emergency shelter. PLEASE NOTE: access to shelter is NOT immediate.** Families will have to go through an application and intake process which could take up to a couple of weeks.

EA Shelter Referrals must be done via DTA. FRC can no longer make referrals for clients.

Please direct clients to call **(866) 584-0653** or go to their local **DTA office.**