



Homeless to Home (H2H) Utility Assistance Program Requirements

Introduction

Energy Outreach Colorado's (EOC) Homeless to Home (H2H) program aims to reduce homelessness by paying debts on utility accounts that present a barrier to entering into or remaining in housing. EOC's assistance, in conjunction with ongoing case management, increases the chances that clients will remain in stable housing for the long term and stay current with household bills. H2H pays the total debt up to a maximum of \$3,000 per household.

Client Eligibility

Clients are eligible for H2H if they meet all of the following criteria.

- Currently experiencing homelessness or at imminent risk of homelessness. This includes clients who have an eviction notice, are fleeing domestic violence, exiting the criminal justice system, and those who have completed a substance abuse treatment program without housing to return to.
- Receiving case management from an approved homeless assistance or housing provider.
- Household income at or below 80% of area median income.
- Past due on utility bill or debt on an inactive account.
- Financially responsible for the energy bill regardless of whether they are the account holder.

The following types of bills are eligible for assistance.

- Old utility debt that:
 - Will prevent a person who is currently experiencing homelessness from obtaining housing and/or establishing utility service in their name. *Note: If the debt is in collections, EOC must get it transferred to an active account in order to pay it. If the debt cannot be recalled from collections, EOC is unable to assist.*
 - Catches up to a person who was previously homeless within the past year. Debt must be in excess of \$1,000.
- Current debts belonging to clients who:
 - Have an eviction notice triggered by an unpaid utility bill. The debt must be in excess of \$1,000 and its payment must prevent the eviction.

Referral Requirements

- Clients must be referred by an approved homeless assistance provider. See contact info below to become an approved provider.
- The referring agency must have a case management program in place prior to referral.

- Clients must be receiving case management at the time of application and case management must be available following assistance to ensure ongoing stability.
- Referrals must be made by the case manager currently providing case management to the client.
- If applicable, once the client has secured housing, the referring agency must provide an executed copy of the client's lease to EOC. A lease is not required for eviction prevention.

Process

- Upon receipt of an H2H referral, EOC reviews the application and, if necessary, follows up with the case manager for any necessary clarification and/or missing information.
- EOC staff informs the case manager whether the application has been approved or denied.
- If approved, EOC works with the utility to reduce the debt and makes a commitment to pay the agreed-upon amount.
- If applicable, case manager provides copy of client's executed lease.
- If applicable, client transfers service or establishes service in her/his name.
- Application is processed as soon as the client establishes active service in his/her name.
- Payments are processed on a weekly basis.

How to Refer a Client

Email the following items to energyassistance@energyoutreach.org In the subject line of the email, include the name of the client and, if applicable, indicate that it is an emergency.

- Homeless to Home Utility Assistance Program Referral Form
- Application for Bill Payment Assistance
- Copy of most recent utility bill (if applicable), notice of discontinuance of service from a past account, collections letter or any other available documentation of the amount owed EOC application
- Consent to Disclose Utility Customer Data form (if debt is owed to Atmos, Black Hills, Colorado Natural Gas, or Xcel)
- Copy of photo ID

To become an approved referral agency, contact:

energyassistance@energyoutreach.org