



Summer Crisis Program Begins July 1, 2026

More than 55,000 Ohio households served in 2025-\$12.4 million in benefits

The Ohio Department of Job and Family Services and Opportunities for Individual Change (OIC) of Clark County are once again offering assistance to help Ohio's families stay cool during the hot summer months.

From July 1, 2026, through September 30, 2026, income-eligible Ohioans can receive assistance in paying their electric bill, purchasing an air conditioner or fan, or making repairs to their central air conditioning unit through the Ohio Department of Job and Family Service's [Home Energy Assistance Summer Crisis Program](#) (HEAP).

The primary qualification for the program is a gross annual income at or below 175% of the Federal Poverty Guideline. For a family of four, the annual income must be at or below \$57,750. Visit the OIC website, www.oicofclarkco.org for the complete breakdown of income by number of household members.

The Summer Crisis Program assists residents at the 175% poverty level if they also meet at least one of the following criteria:

1. Their electric service has been disconnected, or they have received a disconnect notice.
2. They are trying to establish new service on their electric bill.
3. At least one (1) household member is age 60 or older.
4. Or, if under the age of 60, a household member with a documented medical condition.

Customers of regulated utilities can receive up to \$500 in assistance. Customers of unregulated utilities can receive up to \$800. Residents who have not received an air conditioner from OIC in the last three years may qualify for an air conditioner and/or fans. Distribution will be limited to availability.

To apply for the SCP program:

1. Starting your online application before your phone appointment is recommended.

- **Starting July 1, 2026**, an application can be started online via the state portal which now requires an OHID.
- To apply for the Energy Assistance Programs online, you must use a PC via CHROME, Firefox, Safari, or Microsoft Edge. The application process is not currently accessible using Internet Explorer or a mobile device such as a smartphone or tablet.
- **If you do not have an OHID, follow these steps:**
 - Go to the energyhelp.ohio.gov page.
 - Click **"Create an OHID"** and **follow the six-step account creation process**. Setting up multi-factor authentication with your OHID is recommended for security purposes.
- **If you have an OHID:**
 - Go to energyhelp.ohio.gov
 - Click **"Log in"**
 - Search for the **"Energy Assistance Portal tile"** under the app store.
 - Click **"Request Access"** to begin.
 - Click **"Open App"** to begin your application.



2. Clients need to ensure all areas of the application is completed and all required documents are uploaded to their online application:
 - All household members listed on the application including children.
 - Account numbers and/or copies of most recent energy bills.
 - Proof of income for the last 30 days or 12 months for each household member that is over 18.
 - For a complete list of income requirements, visit our website: www.oicofclarkco.org
 - Proof of U.S. citizenship or legal residency for all household members.
 - Proof of disability (if applicable).
 - Physician documentation that cooling assistance is needed for a household member's health if under the age of 60 years old.
 - During your phone appointment, your case manager will determine if additional documentation is needed.
 - **OIC WILL NOT be able to complete your application or contact the Utility Company until all documents are received.**
3. **Clients are required to schedule an appointment only if they meet one of the Summer Crisis criteria:**
 - **Summer Crisis Phone appointments** can be scheduled by **calling 1-937-888-1032** or by going to: <https://oic.itfrontdesk.com>
 - There is only **(1) phone appointment per SCP season**, and **YOU will NOT be able to reschedule your appointment.** If another appointment is needed, you will need to go to the HEAP drive-thru to request a new appointment.

From our Executive Director, Leslie Crew, Opportunities for Individual Change (OIC) annually serves over 6,000 Clark County residents. We have dedicated staff working hard to provide services designed to reduce poverty. We assist individuals and their families with situational hardships through temporary financial support, education and vocational training.

For more information about the Summer Crisis Program, and what is needed to apply:

- OIC's website: www.oicofclarkco.org
- HEAP Email: heap@oicofclarkco.org
- Visit www.energyhelp.ohio.gov
- Call (800) 282-0880

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**For more information, contact:
OIC of Clark County
Kim Durnell
kdurnell@oicofclarkco.org**