Michigan Energy Assistance Program

TrueNorth Community Services

Grant Award: $13,125,000


Anticipated Reach: 10,237

TrueNorth Community Services (TrueNorth) is providing energy assistance through its client-centered service delivery system called the emPower Program – Your Energy, Your Solutions. The goal of the program is to: 1) move clients off assistance and toward self-sufficiency; 2) improve the effectiveness and efficiency of energy services to low-income households through innovative, cost efficient, evidence based strategies; 3) increase client accountability and responsible energy use; 4) provide energy education and optimization services; and 5) ensure safety for the authentically vulnerable.

Program Details

- Safety Service Phase – all 63 counties; screening and payment assistance to ensure safety; informational services to help navigate low-income assistance program system changes; bi-weekly energy efficiency newsletter with energy education, budgeting self-sufficiency guidance, and energy optimization.
- Self-Sufficiency Services Phase – Manistee, Lake, Benzie, Mason, Oceana, Alpena, Alcona and Montmorency counties previously served by TrueNorth; in addition to services provided in Safety Service Phase participants will receive in-depth assessment and intensive case management for sustained self-sufficiency; participatory energy optimization DVD; energy optimization education and distribution of advanced energy optimization kits.
- Enhanced Self-Sufficiency Services – Newaygo county; in addition to services provided in Safety Service Phase and Self-Sufficiency Services Phase participants will receive community and economic opportunities and leveraging resources; employment skill development services; focused collaborations; and increased social capital.
- No caps on the amount of assistance or on the number of assists.
- Propane Pilot – low-income household price protection strategies to secure propane at a lower cost.

Additional Services Offered

- Food and medical programs
- Children’s services
- Family and support programs
- Center for nonprofit housing
- Tax preparation
- Referral to local human service providers for low-income households outside Newaygo County

Partners

- MECA / Wisconsin Energy Conservation Corporation (energy optimization and education)
- DTE (energy optimization and education through ICF International)
- Consumers Energy (energy optimization and education)

Contact Information

- For additional information call 1-855-300-8013, or visit TrueNorth’s website at: www.truenorthservices.org (click on “Assistance” and then “Heating & Housing Assistance”)