

TrueNorth Community Services 2020 MEAP Grant

Grant Award: \$10,500,000

Service Area: Statewide

Anticipated Reach: 10,693 Households

TrueNorth Community Services (TrueNorth) is providing self-sufficiency services including energy assistance and enrollment in affordable payment plans through its emPower Program.

Program Details

- Provide up to 10,693 direct assistance payments to participants statewide including enrollment in home energy supplier affordable payment plans.
- Provide Comprehensive Complex Care Self-Sufficiency to eligible participants within our service territory. Intensive Self-Sufficiency Services will be focused on the following: Educating participants on energy waste reduction strategies, in home wrap-around service delivery model, increasing household income, financial literacy/budgeting, employment, training and education, energy efficiency kit installation and connection to the health care and behavioral health care system.
- Provide Supportive Self-Sufficiency to eligible participants statewide. The Self-Sufficiency Coach will develop a one-on-one relationship with participants to enable energy security, reduce household energy need, educate on energy efficiency and connect with TrueNorth and local resources. Each participant will receive a specialized case plan with goals determined from our robust needs assessment and in partnership with the participant. Additional training may include: bill literacy, budgeting and educational video/worksheet series.
- Provide Energy Security Self-Sufficiency services to all those participating in home energy supplier affordable payment plans. These services will also be provided to those who have received direct assistance payments that have not chosen to participate in Supportive Self-Sufficiency. Additionally, services will be provided to ensure the safety of our most vulnerable populations. Participants will receive proactive communication to ensure on time bill payment monthly. Self-Sufficiency Coaches also share energy reduction strategies, income and budgeting guidance and resources with participants.
- Enroll participants into Consumers Energy CARE 7.0 (Affordable Payment Plan)
- Enroll participants into DTE LSP Plan (Affordable Payment Plan)
- Enroll participants into SEMCO MAP Program (Affordable Payment Plan)
- Enroll participants into UPPCO EASEUP Program (Affordable Payment Plan)

Partners

- Consumers Energy
- DTE Energy
- SEMCO Energy
- UPPCO

Locations and Contact Information

For additional information call 231-355-5880, or visit TrueNorth's website at: <http://helpforheat.com>.

