

## TrueNorth Community Services 2019 MEAP Grant

Grant Award: \$10,500,000

Service Area: Statewide

Anticipated Reach: 13,440 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 13,440 direct assistance payments to clients statewide including enrollment in home energy supplier affordable payment plans.
- Provide Comprehensive Complex Care Self-Sufficiency to eligible clients within our service territory. Intensive Self-Sufficiency Services will be focused on the following: Educating clients on energy waste reduction strategies, in home wraparound 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 Discover Success Self-Sufficiency to eligible clients statewide. Discover Success Self-Sufficiency services will be provided to clients participating in energy supplier affordable payment plans. The Self-Sufficiency Coach will develop a one-on-one relationship with clients to enable energy security, reduce household energy need, educate on energy efficiency and connect with TrueNorth and local resources. Each client will receive a specialized case plan with goals determined from our robust needs assessment and in partnership with the client. Additional training may include: bill literacy, budgeting and educational video/worksheet series.
- Provide Energy Security Self-Sufficiency services will be provided to all those participating in home energy supplier affordable payment plans. Additionally, services will be provided to ensure the safety of our most vulnerable populations. Clients 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 clients.
- Enroll clients into Consumers Energy CARE 6.0 (Affordable Payment Plan)
- Enroll clients into DTE LSP Plan (Affordable Payment Plan)
- Enroll clients into Semco MAP Program (Affordable Payment Plan)

### Partners

- Consumers Energy
- DTE Energy
- SEMCO Energy

### Locations and Contact Information

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