



## Am I eligible?

If you need help with basic household amenities covered by the programs mentioned above and believe that you may be income-eligible, please review the following before submitting an application:

**1.** Is my household income within 200% of federal poverty level? If your household's combined income for the 30 days prior to application (gross income for all household members, before taxes are deducted) is at or below 200% of the federal poverty level as shown in the chart below, you may be eligible to receive assistance.

Family Size (total number in household)	30-Day Gross Income Total to Meet Eligibility
1	\$2,127
2	\$2,873
3	\$3,620
4	\$4,367

Add \$747 monthly income per person above 4 people.

**2.** What documentation do I need to prove eligibility? For each household member, please have the following documents ready to confirm eligibility with your LAA or CAA: social security card; proof of income over last 30 days through paystub, check or copy of check showing fixed income amount (e.g. SSA, VA, DHS benefits) or other proof of documentation for any income source; and utility bill if seeking utility bill assistance or lease if seeking rental assistance.

### Start your application!

If you believe you are eligible and do NOT need assistance from a live agent, it's time to start your pre-application form online. Start by visiting [helpillinoisfamilies.com](http://helpillinoisfamilies.com) to identify your county which will route you to the pre-application form linked to the CAA or LAA servicing your county. If you need assistance with completing and submitting your application, **contact the call center at 1-833-711-0374 for live support.** The call center will provide translation services in English, Spanish, and other languages if necessary and TDD services for callers with hearing impediments.

### Check pre-application status

After your pre-application form has been submitted, your LAA or CAA will contact you as quickly as possible to confirm eligibility and determine the amount of your LIHEAP and/or CSBG benefit. Please keep in mind the volume of requests is very large given the impact of COVID-19 and it may take longer for your application to be processed. Applications will be processed in order of when the application is received - check status with your local CAA or LAA.

### Help Illinois Families

is administered by DCEO's Office of Community Assistance. DCEO manages three federal programs; Low-Income Home Energy Assistance Program (LIHEAP), Community Services Block Grant Program (CSBG), and the Illinois Home Weatherization Assistance Program (IHWAP).

