

6094 Second Street
Romulus, MI 48174
Phone: (734) 729-7635
Fax: (734) 729-7636

Service Area: Belleville, Canton
Twp, Huron Twp, Romulus, Sumpter
Twp, Van Buren Twp, Wayne, and
Westland

Region IV Outreach Office
Taylor Human Services Center
26650 Eureka Road
Taylor, MI 48180
Phone: (734) 955-6752
Fax: (734) 955-6754

Service Area: Brownstown Twp, Flat Rock,
Gibraltar, Grosse Ile, Riverview,
Rockwood, Trenton, and Woodhaven

Wayne-Metropolitan Community Action
Agency provides a range of
comprehensive services to low-income
persons, which promote positive change
for Out-Wayne County communities,
individuals and families empowering them
to become self-sufficient.

Wayne-Metro Community Action agency is
a non-profit agency with 501(c) (3) status.
As the Community Action Agency for the
forty-three communities in Out-Wayne
County, Wayne-Metro offers an extensive
series of support programs and services to
income-eligible community residents. Our
programs and services encompass four
focus areas: Community Support Services,
Homeless Programs, Youth and Family
Services and Community Development.

TELEPHONE SERVICE

AT&T Michigan
444 Michigan Ave.
Detroit, MI 48226
Phone: (800) 244-4444

Web site: www.att.com

Directory Assistance Exemption

If a disability makes it difficult for you to
use the telephone directory, you may not
have to pay for calls to Local Directory
Assistance. To see if you qualify and to
find out more details, call 1-800-464-7928:

Qualified customers may be exempt from:
Local Directory Assistance Charges when
dialing 1 +411
Local Directory Assistance Call Completion
when dialing 1 +411

If you are making a Local Directory
Assistance call from another location you
may use your calling card and ask the
operator to bill your call to your exempt
telephone number.

Lifeline and Linkup Telephone Assistance Programs

Web site:
www.michigan.gov/documents/lifelinelinkup_152143_7.pdf

The Michigan Public Service Commission
urges qualifying low-income residents to
apply for the Link-Up America and Lifeline
Telephone Assistance Programs. These
programs make basic local telephone
service more affordable for income-eligible
families throughout Michigan. Those who
qualify could receive discounts for monthly
telephone bills and/or initial installation
costs of telephone service.

What are the benefits?

Lifeline provides discounts for basic local
wired telephone service to eligible low-
income customers.*

- Eligible low-income customers
under age 65 can receive a
minimum discount of \$8.25 per

month (the current average discount is \$10.00 per month and varies depending on the provider).

- Eligible low-income customers 65 years of age or older can receive a discount of \$12.35 per month.

Link-Up reduces the installation charge for phone service by 50%, up to \$30, for telephone service for those customers meeting income eligibility guidelines. Customers can request a deferred payment schedule for the remaining installation charges.

The rate reductions for both Lifeline and Link-Up cannot be greater than the cost of the basic service.

* Discount and reductions only apply to wired telephone service.

How do you apply?

All local wired telephone service providers in Michigan are required to provide Link-Up and Lifeline. Contact your local telephone company to apply. The phone number and information on Lifeline and Link-Up can generally be found in the front of your telephone book. You may be asked to provide documentation to demonstrate your eligibility.

Who is eligible?

To qualify for Link-Up and/or Lifeline, the customer's household income must be at or below the guidelines listed in the chart, or the customer must participate in one of the following assistance programs:

- Medicaid
- Food Stamps
- Supplemental Security Income (SSI)
- Federal Public Housing Assistance (Section 8)

- Low-Income Home Energy Assistance Program (LIHEAP)
- Temporary Assistance to Needy Families or
- The National School Lunch Program's Free Lunch

Monthly Telephone Bills

On-Line Billing and Payment service allows you to view and pay your phone bill online. Get more information about On-line Billing (<http://www.att.com/gen/general?pid=3793>) and Payment to manage your account online.

For customers who have difficulty reading a standard telephone bill, your bill is now available in large print or Braille. For more information or to order your bill in an alternate format, please call (800) 464-7928.

Speech Solutions

TTY Local Toll Discount

Qualified customers using a TTY will receive a discount for local toll calls. For more information, contact your local AT&T business office.

Customers who have a TTY may include this information as a part of their directory listing at no additional charge.

Telecommunications Relay Services (TRS)

711 Relay service provides toll free telephone accessibility for people who are deaf, hard of hearing or speech impaired and is available 24 hours a day, 365 days a year. Specially trained Communication Assistants connect the call and remain on the line to assist in the conversation. Emergency calls should continue to be directed to existing local TTY-911 numbers.

Customers who use a coin telephone to make phone calls through their state TRS should know about two pricing policies that became effective in November 1995.

Local pay phone calls made through the TRS Center are free.

When you use a calling card to make long distance calls from a pay phone connected through TRS, you're not charged more than the standard coin rate.

TRS is a telephone transmission service that allows persons who are deaf, hard of hearing, or speech disabled to place telephone calls. TRS centers, which facilitate personal and business calls, use a text telephone type (TTY) to communicate over phone lines. These centers are in operation seven days a week, 24 hours a day.

AT&T Relay Services History

Since the introduction of the first TTY in the early 1960s, AT&T has been committed to communications services for the deaf, hard-of-hearing, and speech-disabled communities.

Pioneering Relay Services

AT&T helped pioneer Operator Services for the Deaf. In 1986, AT&T was the first telecommunications company to offer a TTY Relay Service for consumers. Since 1989, we've operated fully automated relay call centers throughout the United States.

Bringing Relay Online

In June of 2002, we launched AT&T Internet Relay Service, which allows relay calls to be placed over a web-enabled computer. This web-based service provides a fast, easy way for users to make relay calls without using a TTY. It offers speed, convenience, and flexibility, as well as features for personalizing and enhancing the relay experience.

Relay by Signing

In January of 2003, we launched AT&T Video Relay Service. The online relay service allows relay users to sign rather than type their communications. Using a web-cam and a high-speed Internet connection, relay users who prefer sign language have the choice to communicate in real-time, in their language of choice.

SafeLink Wireless

9700 N.W. 112th Avenue
Miami, FL 33178

Web site: <https://www.safelinkwireless.com>

Lifeline Assistance is part of a program that was created by the government to provide discounted or free telephone service to income-eligible consumers. To help bring you this important benefit, SafeLink Wireless is proud to offer Lifeline Service. Through our Lifeline Service you will receive FREE cellular service, a FREE cell phone, and FREE Minutes every month! SafeLink Wireless Service does not cost anything – there are no contracts, no recurring fees and no monthly charges.

Any Minutes you do not use will roll-over. Features such as caller ID, call waiting and voicemail are all also included with your service. If you need additional Minutes, you can buy TracFone Airtime Cards at any TracFone retailer (Wal-Mart, Walgreens, Family Dollar, etc). SafeLink Airtime Cards will be available soon.

The process to qualify for Lifeline Service depends on the State you live in. In general, you may qualify if...

1. You already participate in other State or Federal assistance program such as Federal Public Housing Assistance, Food Stamps and Medicaid.

OR

2. Your total household income is at or below 135% of the poverty guidelines set

by your State and/or the Federal Government.

AND

3. No one in your household currently receives Lifeline Service through another phone carrier.

4. You have a valid United States Postal Address. In order for us to ship you your free phone you must live at a residence that can receive mail from the US Post Office. Sorry, but P.O. Boxes cannot be accepted.

In addition to meeting the guidelines above you will also be required to provide proof of your participation in an assistance program, or proof of your income level.

Wayne County Sheriff Senior 911 Cell Phone Bank

1231 St. Antoine
Detroit, MI 48226
Phone: (313) 224-0614
Fax: (313) 224-2367

Sheriff Offers 911 Cell Phones for Senior Citizens

Program aims to collect unwanted phones, distribute them to vulnerable adults

“These days, cell phones have become almost a disposable item, which means a growing number of people have one sitting in a drawer or closet not being used,” Evans said. “Instead of letting those phones go to waste, we want to get them in the hands of senior citizens so they can have added security and peace of mind.”

An emergency 911 call is always free and will connect the user to the nearest local emergency operator. However, in order for the operator to send help, the person calling will need to tell them their exact location, Evans said. Since demand is initially expected to exceed supply, the Sheriff’s Office will begin compiling a

waiting list and distribute the phones on a first-come, first-serve basis, Evans said.

How to receive an Emergency 911 Cell Phone from the Wayne County Sheriff’s office:

Contact the Sheriff’s Office at: 313-224-0614 to receive a free phone or to have your name placed on the waiting list

To donate:

Anyone wanting to donate a working cell phone and charger may do so by dropping them off to the following Wayne County Sheriff’s Office locations:

Administration Building
1231 St. Antoine
Detroit, MI

Road Patrol Office
3100 Henry Ruff
Westland, MI

When donating a phone:

- Include all chargers and any other accessories you wish to part with
- Place all items for each phone into a plastic bag that can be tied or sealed so the accessories do not get mixed up with those of other phones

UTILITY ASSISTANCE PROGRAMS

Utility Payment Assistance Programs may be able to assist people with their utility bill payments if they meet the eligibility requirements.

DTE Energy Payment Assistance Programs

DTE Energy

One Energy Plaza
Detroit, MI 48226
Phone: (866) 200-2386
Phone: (800) 477-4747
Web site: www.dteenergy.com

Case Management

Helps low-income customers reduce their unpaid balances by providing a personal payment plan, agency referrals, and follow-up.

To be eligible for enrollment you must have:

- An unpaid balance greater than \$300.00
- No record of illegal usage
- A household income at or below that stated in the *Household Income Eligibility Guidelines* chart. This chart is available on the DTE Energy website.

Winter Protection Plan (WPP)

Protects seniors and low-income customers from shutoff between December 1 and March 31. During this period, customers must pay a portion of their estimated annual bill plus regular payments on any past-due bills. After March 31, the required bill payment will increase to cover the winter bills.

To enroll, customers should call DTE Energy between November 15 and March 31, and meet at least one of the following requirements:

- Age 62 or older
- Receive Department of Human Services
- (FIA) cash assistance
- Receive food stamps
- Receive Medicaid
- Household income at or below that stated in the *Household Income*

Eligibility Guidelines chart (found on the DTE Energy Web site).

Home Heating Credit (HHC)

Eligible customers may receive funds from the Michigan Department of Treasury to apply toward their heating bills. To qualify, you must meet the Household Income Eligibility Guidelines.

Special exemptions may be available to customers 65 and older and to people with disabilities. Department of Human Services recipients and people who receive other public assistance may also be eligible for the Home Heating Credit if they owned or rented a home or apartment during the winter. You must have your household income information, birth date and Social Security numbers for yourself and your dependents available when applying.

File over the phone by calling DTE Energy's Home Heating Credit Hotline at (866) 200-2386. Have your household income information and Social Security numbers for yourself and your dependents available before calling.

Medical Emergencies

If an account is subject to shut off for nonpayment, a shut off may be postponed for up to 21 days due to a medical emergency. Written proof from a doctor must be provided.

The Heat and Warmth (THAW) Fund

Customers who meet the guidelines from the *Household Income Eligibility Guidelines* chart (found on the DTE Energy website), are in shut-off status, and have exhausted all federal and state-funding programs may be eligible for assistance.

Phone: (800) 866-THAW (8429)

Earned Income Credit

This credit is available based on the income level and number of qualifying child dependents. To apply for the credit, you must file a federal income tax return with Schedule EIC. You can receive an advance cash payment through your employer or apply for the credit at tax time. Contact the Internal Revenue Service (IRS) to apply.

WEATHERIZATION

Assistance with home Weatherization may be available to those who meet guidelines listed on the *Household Income Eligibility Guidelines* chart (found on the DTE Energy website).

Examples of Eligible Improvements:

- Sidewall Insulation
- Weather-Stripping Doors and Windows
- Broken Glass Repair
- Furnace Inspection and Tune-up
- Caulking Doors and Windows
- Attic Insulation and Ventilation
- Crawl Space Insulation

Contact your Community Action Agency to apply.

City of Dearborn Economic and Community Development

13615 Michigan Ave.
Dearborn, MI 48126
Phone: (313) 943-2180 Ext. 2
TDD: (313) 943-2074
Web site: www.cityofdearborn.org

Service Area: Dearborn

Dearborn low-income home owners and renters are eligible to apply for Weatherization Program (WX) assistance

through the Wayne-Metropolitan Community Action Agency (WMCAA).

City of Detroit Department of Human Services-Weatherization

Weatherization
Phone: (313) 852-5609 Ext. 1100
Web site: www.ci.detroit.mi.us

AREA A Community Service Center
Northwest Activities Center
18100 Meyers, Detroit, MI 48235
Phone: (313) 887-6656
Fax: (313) 578-7638
Contact: Anita Mitchell
Phone: (313) 887-6632

AREA C Community Service Center
7131 Westfield, Detroit, MI 48204
Phone: (313) 887-687
Fax: (313) 870-5059
Contact: Timothy Jeude'
Phone: (313) 887-6675

AREA D Community Service Center
Butzel Family Center
7737 Kercheval, Detroit, MI 48214
Phone: (313) 852-4786
Fax: (313) 852-4775
Contact: Lynn Miller
Phone: (313) 887-6710

AREA G Community Service Center
5031 Grandy, Detroit, MI 48211
Phone: (313) 852-5634
Fax: (313) 852-5608
Contact: Cecily McClellan
Phone: (313) 887-1136

Service Area: Detroit

Weatherization aim is to promote energy conservation and to reduce the energy cost of low-income families through energy-efficient weatherization measures.

Weatherization professionally trained crews evaluate both single-family home and multi-family dwelling.

Weatherization determines which energy efficiency measures are appropriate, emphasizing the most cost-effective measures, and those which are essential for the health and safety of the occupants. This service includes, but is not limited to: attic and wall insulation, some window repair, pipe insulation, caulking and weather-stripping.

To determine if you qualify for the weatherization services, you must visit one of our four centers and complete an application. Our community centers are listed above.

Please bring with you the following information:

- Proof of ownership or residency
- Proof of income of all household members
- Current gas/electric bills
- Picture I.D. and Social Security Card

Downriver Community Conference

15100 Northline Rd.

Southgate, MI 48195

Phone: (734) 362-3476

Web site:

www.dccwf.org/?page=weatherization

Service Area: Allen Park, Brownstown, Ecorse, Flat Rock, Gibraltar, Grosse Ile, Lincoln Park, Melvindale, River Rouge, Riverview, Rockwood, Southgate, Taylor, Trenton, Woodhaven, and Wyandotte

Monroe County Opportunity Program (MCOP)

1140 S. Telegraph Rd.

Monroe, MI 48161

Phone: (734) 241-2775 Ext. 233 or 235

Web site: www.monroecountyop.org

Service Area: Monroe County

The weatherization assistance is a state and federally-funded home energy conservation program providing FREE measures to a home.

Families receiving weatherization services can expect heating costs to be reduced 20-25%, amounting to about \$300 savings per year.

Tips, incentives, and energy savings kits are distributed at each energy class to assist in lowering energy expenses.

Wayne County Department of Jobs and Economic Development

Weatherization Program

33030 Van Born Rd.

Wayne, MI 48184

Phone: (734) 727-7297

Web site: www.waynecounty.com

Provides insulation and home repairs to conserve energy, lower heating and cooling costs, and increase home comfort. Services include: ceiling, wall, and pipe insulations; inspection of gas appliances and furnaces for carbon monoxide leakage; and weather stripping around inadequately sealed doors and windows. Funded by the U.S. Department of Energy and Michigan Department of Human Services.

Income-eligible renters or homeowners (including mobile homes) who live in the western Wayne County communities of Belleville, Canton Township, Dearborn Heights, Garden City, Huron Township, Inkster, Livonia, Northville, Northville Township, Plymouth, Plymouth Township, Redford Township, Romulus, Sumpter Township, Taylor, Van Buren Township, Wayne, and Westland.

Wayne Metropolitan Community Action Agency

Weatherization Program

2121 Biddle, Suite 102
Wyandotte, MI 48192
Phone: (313) 843-2550
Fax: (313) 841-7540
Web site: www.waynemetrol.org

Wayne Metro's Weatherization Assistance Program is a FREE program funded through the Department of Energy and offers energy assistance to income-eligible home owners and renters in Hamtramck, Highland Park, Harper Woods, the Grosse Pointes, and Dearborn.