

# LIHEAP Crisis

State	Crisis Definition	Eligibility	Benefits: winter	summer	year-round
Alabama	A household member's health and/or well-being would likely be endangered if energy assistance is not provided.	150% FPG	\$850	\$810	
Alaska	The household must be within 48 hours of shutoff, out of fuel, or within a day of running out of fuel. Also, their income for the month prior to the date they signed their application must be less than their shelter costs (mortgage/rent, electric and heat) for the same time period.	150% FPG	\$3,150		
Arkansas	The household must have an energy related emergency situation. Instances of extreme hot or cold temperatures or other energy related disasters such as floods, storms, etc. and/or "state emergency" as designated by the Governor.	60% SMI	\$500	\$500	
Arizona	A crisis is defined as a delinquent or shut off notice, or if utilities are included in the rent, an eveiction notice is required. Added to the definition of a crisis is the determination of a Human Service Emergency made by the Arizona Department of Economic Security. A Human Service Emergency includes, but is not limited to, a fire or flood which results in the evacuation of homes and shelters. Upon determination of a Human Service Emergency, households affected may be assistaed with costs to temporarily shelter or house individuals in hotels, apartments, or other living situations, i.e., placing people in settings to preserve health and safety and to move them away from the crisis situation.	150% FPG (60% SMI for HHs with 8+ members)	\$500		
California	CSD uses the federal definition of a crisis (Low Income Energy Assistance Act 2603(3)):"weather-related and supply shortage emergencies and other household energy related emergencies." Crisis funds may only be used in accordance with the federal definition, including: 1. A natural disaster (whether or not officially declared), 2. A significant home enrgy supply shortage or disruption, 3. An official declaration of a significant increase in: - home energy costs, home energy disconnections, enrollment in public benefit programs, or unemploymentand layoffs or, 4. An official emergency declaration by the Secretary of Health and Human Services. In those situation where there is not an official federal, state, or local declaration of emergency, an emergency may be deemed to exist by CSD where there is imminent danger, requiring immediate action to prevent or mitigate the loss or impairment of life, health, property, or essential public services.1	60% SMI	\$1,000		

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Colorado	A household in crisis is one where service has been discontinued or is threatened to be discontinued, is out of fuel or will run out of fuel, or is responsible for heating costs that are included in rent and has received an eviction notice. A crisis also includes a household whose primary heating system is inoperable or access to a fuel tank is not possible due to severe weather.	165 FPG	\$700		\$3,700
Connecticut	There are two categories of "Crisis" in use. "Winter Crisis" refers to benefits provided to households that have fully utilized their 'heating' assistance benefit and are still in need of assistance. "Other Crisis" assistance refers to benefits provided to households that have fully utilized their 'heating' and 'Winter Crisis' benefits and are in a life-threatening situation. The eligibility threshold for households receiving "Other Crisis" benefits is 200 % FPG.	60 SMI (200% FPG for "Other Crisis" assistance).	\$550		
Delaware	Income eligible households are deemed to be experiencing an energy crisis whenever: <ol style="list-style-type: none"> <li>1. the local administering agency determines through a financial assessment, that the household is currently without sufficient financial resources and has no prospect for receiving financial resources within the next 48 hours, that could be utilized to alleviate the crisis; or</li> <li>2. has already been disconnected from the utility services which provided heating to the household; or</li> <li>3. has received a notice from the utility service which provides heating to the household that the services will be disconnected within 48 hours; or</li> <li>4. the household is out of bulk heating fuel; or</li> <li>5. exorbitant rise in price of any home energy fuel type may be deemed a crisis at the discretion of the State.</li> <li>6. When designated by the LIHEAP Administrator, summer crisis benefits may be paid to avoid disconnection of services.</li> </ol> In addition, the current weather conditions or the weather conditions forecast for the next 24 hours, must, in the judgment of the local administering agency, be such that they pose a threat to the health or safety of one or more members of an eligible household if heating is not provided to the household during these weather conditions.	200% FPG			\$5,000
D.C.	A household is considered in crisis if they have received a shut-off notice, their energy service has been disconnected or household heating oil is at 5% or less.	60% SMI			\$600

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Florida	<p>Florida has a statewide definition of crisis that all subgrantees must use in determining if a client is eligible for a crisis benefit:</p> <p>Home Energy Crisis - shall be defined as no access or being in immediate danger of losing access to needed home energy because of any of the following:</p> <ul style="list-style-type: none"> <li>a. The Applicant's home cooling or heating energy source has been cut off;</li> <li>b. The Applicant has been notified that the energy source for cooling or heating is going to be cut off;</li> <li>c. The Applicant has received a notice indicating the energy source is delinquent or past due;</li> <li>d. The Applicant is unable to get delivery of fuel for heating, is out of fuel for heating, or is in danger of being out of fuel for heating;</li> <li>e. The Applicant has a bill for which the due date has lapsed; or</li> <li>f. The Applicant has other problems with lack of cooling or heating in the home, such as needing to pay a deposit, needing a repair or purchase of heating or cooling equipment, or needing interim emergency measures to avoid further crisis.</li> </ul>	150% FPG	\$600	\$600	
Georgia	A crisis is determined when a low-income household is facing imminent disconnection and/or needs restoration of their heating or cooling fuel source. A crisis may also result from a weather-related emergency, which affects all, or a specific area of the state.	60% SMI	\$350		
Hawaii	Utility power at the household's current residence has been terminated within 30 days of application or will be terminated within seven days of application because of nonpayment of utility bill.	150% FPG			\$500
Idaho	Idaho defines a crisis as a situation where an eligible household: is at risk of disconnection of utility service; has had their utility service disconnected; or has less than 48 hours of bulk fuel.	150% FPG			\$750
Illinois	Emergency assistance will be provided only after a household has actually been disconnected by the utility from its primary heat source or any secondary energy source that is heat-related, or when disconnection of the heat in such cases is imminent. Disconnection will be considered imminent when disconnection would occur within seven days without the provision of emergency assistance.	150% FPG	\$5,000		
Indiana	A crisis occurs when a household is in imminent danger of disconnection, is shut-off or low or out of heating fuel.	150% FPG	\$400		

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Iowa	Iowa's Procedural Manual lists allowable crisis measures with expenditure limits. Those allowable measures address the following crisis situations: non-working furnace, temporary need for alternate shelter, disconnected from utility service, empty tank, disconnection from utility service imminent, tank less than 20% remaining, and when medically necessary provides a window air conditioning unit or repair of existing central air unit.	175% FPG			\$3,000
Kansas	Household has no heating fuel or no energy to operate the primary heating system.	130% FPG	\$1,483		
Kentucky	A household is considered to be in crisis if they meet basic LIHEAP eligibility criteria and: The household has a past due/disconnect notice, if electric or natural gas is the primary heating source; or The household is within four (4) days of running out of fuel if coal, wood, kerosene, fuel oil or propane is the primary heat source.	130% FPG	\$250		
Louisiana	A crisis exists when a household's energy source for heating and/or cooling has been disconnected or scheduled for disconnection, depleted and there are insufficient resources to resolve the situation. A crisis may also include weather-related alerts and supply shortage emergencies declared by state or federal government.	60% SMI	\$475		
Maine	Weather-related and supply shortage emergencies and other household energy-related emergencies. A household may be eligible for crisis assistance if there is an imminent loss of heat due to: Less than 3-day supply of fuel (e.g. reading of 1/8 tank or less on a standard 275 gallon heating oil tank; reading of 25% or less on a propane tank; "3-day or less" supply standard applies to other delivered fuel types). Disconnection of service notice from natural gas or electric utility if the household's heating system requires electricity/natural gas. Dysfunctional or unsafe primary heating system and no secondary heating system.	170% FPG	\$400		
Maryland	Maryland defines an energy crisis as where a household has no heat or a shortage of fuel supply or an immediate utility turn off (less than three days) during the normal winter period (November 15 through March 31). Local agencies may request a waiver to change the time length in the definition of the winter period.	175% FPG			\$1,791

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Massachusetts	<p>The crisis intervention component of Massachusetts' LIHEAP has been developed as a FastTrack system, integrated into the heating assistance program, for prioritizing and expediting services to households experiencing heating emergencies. The purpose of this FastTrack system is to provide a swift response to heating emergencies, while steering applicants into the mainstream heating assistance component with full benefits. Emergency applications are given priority at all intake and processing steps. Subgrantees are required to provide for emergency service within 18 hours of the eligible household's application or request, in accordance with the statute and corresponding procedures outlined in the Fiscal Year 2017 Administrative Guidance, if the household's health and safety is in danger.</p>	60% SMI	\$850		
Michigan	<p>Eligibility for an energy-related crisis is based on the household's demonstration of immediate need for assistance with home heating fuel, electricity, or energy-related home repairs. Crisis means one of the following:</p> <ul style="list-style-type: none"> <li>An individual or household has received a past due or shut off notice on an energy bill for his or her household.</li> <li>A residential fuel tank is estimated to contain not more than 25% of its heating fuel capacity.</li> <li>A stated need for household deliverable fuel or a non-traditional fuel source in which there is no meter or regular energy bill provided, (example: wood, corn, cherry pits, etc.).</li> <li>A notice that the balance in a prepayment account is below \$100.</li> <li>A statement from a licensed service provider indicating the homeowners furnace is inoperable and in need of repair or replacement.</li> </ul> <p>Eligibility staff will contact the energy provider to secure a hold on the pending disconnect to resolve the immediate emergency and allow time to determine the household's eligibility for program benefits.</p>	150% FPG	\$1,200		

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Minnesota	<p>To receive a Crisis benefit, a household must:  Request assistance with an energy emergency by either:  Submitting a bill, disconnect notice or disconnection document verifying the energy emergency.  OR  Notifying the Service Provider of an energy emergency.  Be EAP eligible.  Have received a Primary Heat benefit that did not resolve the emergency.  Have the emergency situation verified and documented by the Service Provider with the energy vendor at the time the Crisis benefit is determined.  Be occupying the dwelling at the time Crisis is requested and the benefit is determined.  Not have a redundant heating system that has fuel. An exception is that households with a redundant heating system are eligible for Crisis if the heating system that is out of fuel is needed to allow continuous heat to the dwelling (e.g. if the electric portion of the redundant heating system is on an off-peak discount program that interrupts electric heat to the dwelling.)  Not have a Crisis payment that results in a credit on an account.  Have one of the following Crisis reasons:  Heat Related Shut Off.  Heat Related Disconnection Notice.  Less than 20% in Fuel Tank and Refusal to Deliver (RTD).  Less than One Week Biofuel.  Non-Heat Electric Shut Off.  Non-Heat Electric Disconnection Notice.  Senior Past Due or Current Energy Bill.</p>	50% SMI or 110% FPG if hh size is 15 or more	\$500		
Mississippi	<p>Two types of crisis: 1) emergency crisis is a relief following a natural or man-made disaster that is considered unexpected or life threatening such as income loss due to layoff, persons on life-support, natural disaster or severe weather, unexpected expense (death related or medical); 2) non-Emergency crisis is any other cause(s) that are not considered life threatening such as employment, education, income management.</p>	60% SMI			\$1,500
Missouri	<p>Crisis is defined as receipt of termination or disconnect notice indicating a specific disconnect date; a final billing statement advising the account has been terminated; if they are a cash on delivery (COD) customer or when the propane tank is filled at less than 20% capacity.</p>	135% FPG	\$800	\$300	

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Montana	<ol style="list-style-type: none"> <li>1. The household's primary supply of energy is interrupted because of weather conditions and another supply or a different type of energy is necessary.</li> <li>2. Weather or other forces outside the control of the household damages the household's dwelling and causes the dwelling to suffer a severe loss of heat.</li> <li>3. Hazardous or potentially hazardous conditions exist in the household's primary home water heating and/or space heating system, and safety modifications are required.</li> <li>4. Any other home energy-related condition caused by severe weather conditions, fuel shortages, and/or acts of God.</li> <li>5. The household has a documented medical need for home energy related safety modifications.</li> </ol> <p>Crisis cooling assistance is allowable during sustained high temperatures.</p>	60% SMI or 150% FPG for households with 8 or more members			\$9,999
Nebraska	Nebraska defines a crisis situation as the household has a shut off notice, currently without heating or cooling, is in jeopardy of being taken off their budget plan, or an	130% FPG			\$500

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Nevada	<p>To receive fast-track case processing, the applicant household must meet EACH of the following four (4) criteria:</p> <ol style="list-style-type: none"> <li>1. The household must 1) have received a 48-hour disconnect notice from their heating or electric service, or 2) have been disconnected, or 3) be in need of heating fuel and have less than 10% in their tank, or 4) need a deposit to establish service, or 5) have a life-threatening situation if they lose energy; and, 6) have paid at least \$25 on their utility bill(s) during the sixty (60) days prior to the emergency; and 7) have requested a payment plan and been denied or already have a payment plan established but are unable to meet the payment requirements.</li> <li>2. The household's annual income must not be more than the current income limits of the federally designated level signifying poverty, as determined by the Division of Welfare and Supportive Services. Eligibility is based on the income of the entire household. The household's income is reviewed and documented during the application process.</li> <li>3. The household must have experienced a recent unexpected loss or reduction of income or emergency expense as approved by the program manager, in the last two to five months, of at least 15% of the household's total gross income and which caused the inability to pay heating and/or electric costs. The loss or reduction of income could not have been from a seasonal or temporary position or being terminated for misconduct. Increases in utility costs due either to harsh weather or utility fee increases levied on all residents do not qualify as unexpected since they are not individualized to any particular household. Emergency expense includes: 1) unreimbursed medical expenditures for a medical emergency, or long-term, chronic medical condition, and 2) unreimbursed compulsory and necessary home repairs; and 3) unreimbursed automobile repairs only if transportation is needed for ongoing medical care, the repairs are critical to the operation of the vehicle, and it is the only registered vehicle in the household. Regular vehicle maintenance is excluded, including tire purchases. The household must provide proof they paid for the expense out-of-pocket and was not paid by a friend or relative.</li> <li>4. Households are ineligible for Fast-Track assistance if they; 1) received Fast-Track assistance in the previous program year, or 2) received an arrearage payment, unless there are extenuating circumstances, e.g. terminal illness, car accident, etc.</li> </ol>	150% FPG			\$1,496



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New Hampshire	The NH FAP definition of a crisis application (energy emergency) is a household with less than an estimated seven days of fuel (1/4 tank for oil and kerosene, 20% for propane, a utility disconnection or eviction notice). The applicant in an energy emergency must have the opportunity to apply for fuel assistance within the next business day of the initial contact and have resolution of the emergency within 48 hours. The application for an energy emergency is given certification priority. If eligible, the vendor will be notified to authorize an emergency delivery, or to guarantee payment in the case of a utility disconnection or eviction notice.	200% FPG up 60% SMI if funds available	\$1,125		
New Jersey	An energy emergency shall exist when a household is without heat or in danger of being without heat and has insufficient funds to purchase fuel. The CAA or CBO staff shall, no later than 48 hours after a household signs the declaration of emergency provide some form of assistancethat will resolve the energy crisis.	200% FPG	\$450		
New Mexico	Households that have received a written disconnect notice from their utility vendor or a statement of non-delivery or sale of fuel from their fuel vendor due to lack of payment or inability to pay, have insufficient funds to open an account or meet the security deposit requirements may be eligible to receive a crisis LIHEAP benefit. The Department is required to provide intervention to resolve an energy crisis that may exist. The processing of the applications for households in a crisis situation includes contacting the utility company or fuel provider within the specified time frames to resolve. Contact with the utility vendors will be provided no later than 48 hours after the household's application for LIHEAP benefits has been approved and 18 hours for households with a life-threatening emergency. Crisis intervention is not available to households that have already received a LIHEAP benefit in the current federal fiscal year.	150% FPG	\$490	\$490	
New York	The definition of a crisis emergency is when loss of heat is imminent. Imminent loss of heat is defined as less than ¼ tank for oil, kerosene or propane or less than a ten-day supply for other deliverable fuels, or heat or heat related utility service is scheduled for termination.	60% SMI or 150% FPG for hh of 11+	\$575		
North Carolina	A household is in a crisis if it is experiencing or is in danger of experiencing a life threatening or health related emergency due to a heating or cooling issue and sufficient, timely and appropriate assistance is not available from any other source.	150% FPG			\$600
North Dakota	Weather-related and supply shortage emergencies and other household energy-related emergencies.	60% SMI			\$500

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Ohio	For Heating Crisis Assistance: an actual disconnection, notice of disconnection, or less than 25 percent supply of deliverable fuel, or a furnace needing repair to be operable. For Summer Crisis Assistance: medical certification, or elderly (age 60 or older).	60% SMI	\$750	\$500	
Oklahoma	A utility crisis exists when a household is within 72 hours of having their heating or coolign utility disconnected, is within 72 hours of running out of heating fuel (usually propane), has a refusal to deliver from supplier, or is without heating or cooling utility and need assistance establishing or restoring service during our ECAP Open Enrollment period. The household must have a precipitating factor that caused the household to choose between paying the energy bill and another vital household need.	110% FPG			\$500
Oregon	A crisis exists when a household faces an energy burden which depletes or threatens to deplete financial resources, or which poses a potential health and/or safety threat to the well-being of the household.	60% SMI			\$500
Pennsylvania	Households may apply for and, if eligible, receive crisis benefits regardless of whether they apply for or receive a LIHEAP cash benefit. To qualify for a crisis benefit, a household shall meet the following requirements: 1) The household shall meet the general eligibility requirements under 601.31 (relating to general eligibility requirements), the responsibility for heating costs and Pennsylvania residency. 2) The household shall be without heat or in imminent danger of being without heat because of a weather-related or energy-supply-shortage emergency. 3) The household shall be eligible for a crisis benefit that, alone or combined with other resources available to the applicant household, will resolve the home-heating emergency. Any credit balance with the vendor, including but not limited to LIHEAP cash benefits, is deemed an available resource. 4) The applicant must provide proof of the home-heating emergency. Note: An individual scheduled for automatic delivery service is protected from having a home-heating emergency and therefore does not qualify for a LIHEAP crisis grant.	150% FPG	\$500		
Rhode Island	A Crisis is considered to occur when a client is unable to maintain heat in the home. This may result of: 1. Heat is shut off due to failure to pay a regulated utility bill. 2. The inability of the client to pay for a deliverable fuel. 3. Breakdown of a heating system.	60% SMI	\$1,500		
South Carolina	Energy crisis means weather-related and supply shortage emergencies and other household energy-related emergencies.	150% FPG	\$1,000		

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South Dakota	Households must meet one of the following conditions for the period of October 1 - March 31 -Supplier refuses to deliver -Household has an overdue bill from supplier -Heating system requires repair or replacement -Household has less than 20% remaining in tank -Household has a disconnect notice or has already been disconnected -Household has an eviction notice for non-payment when heat is included in rent or paid in addition to rent	160% FPG	\$1,200		
Tennessee	The Crisis Assistance component will be based on uncontrollable circumstances which must include either a shut off notice, disconnected utilities or a lack of home delivered fuel notice in combination with at least one of the following: Household has an unanticipated medical or major household expense. Out of pocket expense should exceed 100% of current utility bill. Documentation could include: receipts of payments made to meet this unanticipated medical or major household expense. Household wage earner with at least a year of stable work history has lost his/her job within the last twelve (12) months. Documentation could include: letter from employer, termination or lay-off notice, UI claims, UI notification of eligibility. Household wage earner has left the home within the past forty-five (45) days. Documentation could include recent application for family assistance (Families First, Food Stamps), order of protection, police report, revised lease, or other legal documentation. Death of wage earner within the last twelve (12) months. Documentation could include obituary, death certificate, and funeral program. Significant loss of work hours. Documentation could include a letter from employer outlining details of loss of work hours or pay stubs. Household wage earner is unable to work due to illness and does not receive sick leave or time away from work. Documentation could include a statement from employer. Household has a non-functioning or malfunctioning heating system. Child under the age of six (6) in the home. Elderly - 1 member of household is age 60 or above. Disabled - 1 member of household is disabled. Uncontrollable Circumstances must be explained by the client and documented to the extent possible.	150% FPG			\$600
Texas	A bona fide Household crisis exists when extraordinary events or situations resulting from extreme weather conditions and/or fuel supply shortages or a terrorist attack have depleted or will deplete Household financial resources and/or have created problems in meeting basic Household expenses, particularly bills for energy so as to constitute a threat to the well being of the Household, particularly the Elderly, Persons with Disabilities, or children age 5 and younger. A utility disconnection notice may constitute a Household energy crisis.	150% FPG			\$1,200

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Utah	A crisis exists when a household has a 48 hour shut off notice or less than 10% in their tank for deliverable fuels and faces a sudden or unexpected event beyond their control resulting in the inability to pay household heating costs.	150% FPG			\$1,000
Vermont	A crisis is found to exist in households that are at imminent risk of losing home heating because they have nearly exhausted their current supply of primary heating fuel, or have received a shutoff notice from their natural gas or electricity company, and the company either provides metered service for their primary heating source, or supplies service to a necessary component of their primary home heating equipment. Criteria for determining the existence of a home heating crisis include, but are not limited to, the following circumstances: (1) the household's primary heating fuel tank is at 25% or less of its full capacity; (2) there is one week's supply or less of fuel for households whose primary heating sources include firewood, wood pellets, or coal; (3) the household has received a disconnect notice for a metered utility, and the utility is responsible for either providing the household's primary fuel source, or for operation of a necessary component of the household's primary home heating equipment.	150% FPG	\$444		
Virginia	The Crisis Assistance component is designed to help households meet energy emergencies that cannot be met by other resources. The emergency may result from a weather related or supply shortage emergency such as: no source of heat; the only heating equipment in the home is inoperable or unsafe; or there is a potential no heat situation. Crisis Assistance will be provided when the conditions for providing assistance are met and the assistance will ensure heat for the household. Crisis Assistance intervention must resolve the energy crisis of eligible applicants within 48 hours, or 18 hours if in a life threatening situation. Assistance with the purchase of primary fuel and the payment of the primary utility bills is provided to households who did not receive Heating Assistance or who have exhausted their heating benefit.	130% FPG	\$2,500		

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Washington	Crisis is defined as the household having no fuel or being without power. Commerce allows each sub grantee the flexibility to select between implementing that definition, or choosing a definition that is similar to the state's definition, but better serves the needs of their individually agency and community. We allow Sub grantees this flexibility due to their community and agency capacity. An example of this type of scenario would be, Sub grantee A has a great working relationship with local vendors and is able to mitigate a client's crisis in multiple ways (i.e. having vendor stop shutoffs, phone calls to ensure pledge is imminent, etc.) In this example the sub grantee would have flexibility to define crisis in a way that serves crisis clients, but also leaves time for regular energy assistance appointments. Although each of our sub-grantees have this flexibility, their definition of crisis must be approved by the Department of Commerce at the beginning of each program year when sub-grantees apply to provide LIHEAP services to ensure that the definition they select meets statutory requirements. Definitions range from sub-grantee to sub-grantee, from a shutoff notice or less than a 10 day supply of fuel to being shut off or without fuel.	125% FPG	\$1,000		
West Virginia	The definition of a crisis is being without home heating or being in danger of not having home heat and not having the resources to resolve the crisis, ie. no money for the bill or to pay for repair/replacement to a malfunctioning heating unit. A disconnect notice is required to verify the crisis if the threat is loss of the utility. If the heating unit is no longer functioning the client can be evaluated for emergency repair or replacement of the heating unit.	135% FPG	\$5,000		
Wisconsin	Household must have existing/imminent lack of adequate heat/cooling in dwelling (emergency), or a risk of a heating emergency (proactive). While there is not a formal asset test, consideration may be given to resources available to the household before assistance is provided. No household will be eligible for crisis cooling assistance without a declaration by a local or state public health agency of a heat emergency and authorization is given by the Department of Administration. A household may receive more than one crisis assistance payment. Determination of eligibility for regular heating assistance benefits will determine a household eligible for crisis assistance for the remainder of the program period if the household has contributed \$25 or more towards their heating costs in the three months prior to application for crisis assistance.	60% SMI			\$1,200

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Wyoming	<p>In Wyoming, we refer to Crisis Situations as Special Situations. Special Situations include: deposits either to restore or establish power; back bill assistance to help avoid disconnections and restore power after disconnection; deliverable fuel special fill to avoid running out of heating fuel; propane tank set and rental assistance; heat loss emergency due to heating system failure; and heating system failure prevention assistance. These types of Crisis assistance are designed to remove or prevent a life or health threatening situation relating to a heat loss emergency or potential heat loss emergency.</p>	60% SMI	\$500		