

RELIEF FOR HOUSEHOLDS ACROSS THE STATE

The Pritzker Administration, in partnership with the Illinois Department of Commerce and Economic Opportunity (DCEO), is leveraging federal funds to help Illinois families access and afford home energy assistance and other essential services through its Help Illinois Families initiative.



More assistance for more needs

Building on the State's Low-Income Home Energy Assistance Program (LIHEAP) and Community Services Block Grant (CSBG) program, the State's Fiscal Year 2025 budget provides LIHEAP and CSBG support for eligible Illinoisans seeking assistance to cover costs of utility bills, rent, temporary shelter, food, and other household necessities.



Water/
Service
Payment



Food



Financial
Management



Energy
Utility Bill
Assistance



Rental
Assistance



Temporary
Shelter



Employment
Training/
Placement

LIHEAP helps eligible low-income households pay for home energy services. This includes assistance with heat, gas, propane and electricity. More information on services available in your region can be found by visiting your Local Administering Agency (referred to as a local agency) page.

CSBG offers Illinoisans an opportunity to receive support for an array of essential services including rental assistance, food, temporary shelter, medicine and more. Check your local Community Action Agency (referred to as local agency) page for a list of available services near you.

Assistance to more Illinois individuals and families

Expanded eligibility thresholds offer support to additional households who are still struggling to make ends meet.

An easy and convenient Request for Services form can be filled out online for free

Filling out a free of charge Request for Services form online determines your eligibility and starts the application process remotely. All applications will be reviewed on a first-come, first-serve basis.

Application dates and deadlines

Applications for the 2025 LIHEAP season are available from October 1, 2024, through August 15, 2025, or until funding is exhausted.

CSBG applications are available year-round.

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.

2024 Federal Poverty Guidelines for 200% of Poverty for 2025 Program Year

Family Size (total number in household)	30-Day Income	Annual Income
1	\$2,510	\$30,120
2	\$3,407	\$40,880
3	\$4,303	\$51,640
4	\$5,200	\$62,400
5	\$6,097	\$73,160
6	\$6,993	\$83,920

* Program Year 2025 Income Guidelines are based on Federal Poverty Guidelines and State Median Income. The State reserves the right to adjust these levels based on the availability of federal appropriations.

2. What documentation do I need to prove eligibility? For each household member, please have the following documents ready to confirm eligibility with your local agency: proof of Social Security Numbers (SSN) or Individual Taxpayer Identification Number (ITIN) for all household members; 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. Individuals without an SSN or ITIN can still apply and their local agency will advise accordingly.

Start your application!

If you believe you are eligible and do NOT need assistance from a live agent, it's time to start your Request for Services form online.

Request Services in
Cook County

Request Services in
Other Counties

You can also visit helpillinoisfamilies.com to identify your county which will route you to the Request for Services form linked to the local agency servicing your county. If you need assistance with completing and submitting your application, contact the call center at 1-833-711-0374.

Check Request for Services form status

After your Request for Services form has been submitted, await an email or phone call from your local agency to review and confirm your eligibility and to determine the amount of your LIHEAP and/or CSBG benefit. The State estimates that a response could range from days to weeks based on the date of your submittal, availability of funds and the type of services requested. Applications will be processed in the order of applications received. You can check the status of your LIHEAP application [here](#) or contact your local agency.

Help Illinois Families

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



APPLIANCES

The average home uses \$2,200 worth of energy every year—and more than 20% of that goes right into your appliances



APPLIANCE 101

- **Thermostats** should be set between 36°F and 38°F for the refrigerator, and freezers should be kept at 0°F.
- **Use microwaves or toaster ovens** when you can. They use less energy than ovens.
- **Make sure** to keep refrigerator coils dust free and leave plenty of room behind the appliance so air can circulate!
- **Door seals and gaskets** need to be airtight. To test seals, close door on a piece of paper to see if it stays in place.

AVOID ENERGY VAMPIRES

- **Plug electronics into a power strip.** Then turn the strip off when not in use.
- **Pull the plug on that old fridge** located in the HOT garage or utility room. Some utility companies have appliance recycling programs and will pick it up for free. Check with your local electric company.
- **Look for ENERGY STAR qualified electronics.** These products are up to 30% more efficient than non-certified models.

To learn more about saving energy in your home, visit these sites:

The American Council for an Energy-Efficient Economy

www.aceee.org

U.S. Department of Energy

www.energy.gov

Energy Star

www.energystar.gov

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For more information you may contact:

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Illinois
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& Economic Opportunity

OFFICE OF COMMUNITY ASSISTANCE

JB Pritzker, Governor

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HOME ENERGY SAVINGS GUIDE

Save money on utilities
by making your home
more energy efficient



Illinois
Department of Commerce
& Economic Opportunity

OFFICE OF COMMUNITY ASSISTANCE

JB Pritzker, Governor

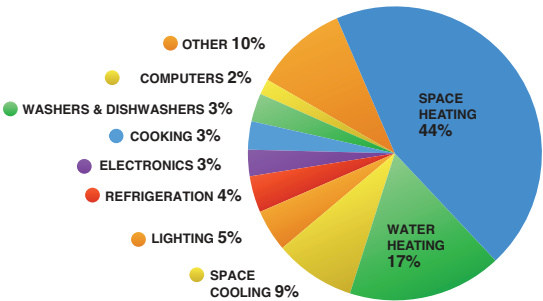
WHERE DOES THE MONEY GO?

LIGHTING 6%, on average, of your energy bill is spent lighting your home

COOLING 9% of your energy bill is spent cooling your home

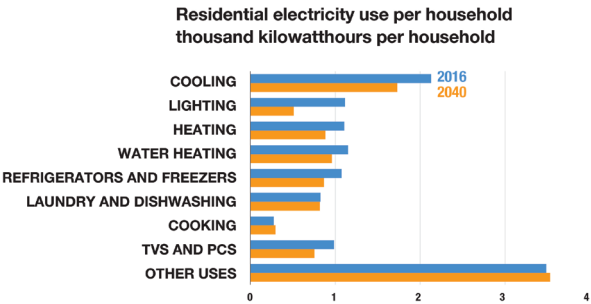
HEATING 45% of your energy bill is spent heating your home

RESIDENTIAL SITE ENERGY CONSUMPTION BY END USE



Source: Building Energy Data Book, 2015, U.S. Department of Energy; Madison County Community Development.

PROJECTED SAVINGS OF ENERGY EFFICIENCY



Source: U.S. Energy Information Administration

LIGHTS OFF

One 100-watt bulb left on overnight costs \$25 per year.

SWITCH IT UP

By switching to **Light-Emitting Diode (LED)** light bulbs the average home can save \$75 per year, according to the U.S. Department of Energy (DOE).

KEEP IT LIGHT AND CLEAN

Light-colored or opaque lampshades work best. Keep them clean and **dust FREE** for up to 25% better output.

BE A STAR



Buy ENERGY STAR® light fixtures when they are available.

ENERGY STAR® products use 75% less energy than traditional fixtures.

REMEMBER

October is National Energy Awareness Month!



HEATING & COOLING CHALLENGE!

As much as half of the energy used in your home goes to **heating and cooling**. Making smart decisions about your home's heating, ventilating, and air conditioning (HVAC) system can have a big effect on your utility bills - and your comfort.

KEEP IT CLOSED

Make sure doors and windows are tightly closed when the AC is on and remember to close unused air vents. Also use shades, blinds and drapes to block the sun from overheating your home!

BE A FAN

Ceiling fans should be switched to turn in a counter-clockwise direction in the summer. You can also use ceiling fans to cool off for less.

CLEAN IT UP: Make sure AC air filters are cleaned at least once a month.

TUNE IT UP: Tuning up your AC system keeps it running efficiently and helps lower monthly bills.

COOL TIP

Set your thermostat to "auto" NOT "on" so your fan does not run constantly. Utilize a "set-back" thermostat.

WATCH YOUR THERMOSTAT

Set your thermostat to 68-70°F during the day in the winter, and 65-68°F at night.

Raise the temperature slowly

Raising the temperature too quickly activates the heat strip and uses a lot of energy.

Leave it on!

If you are out of town during the winter months, set your thermostat to 60°F but **don't turn it off!**

EFFICIENCY COUNTS

Change the filters in your heating system every month for optimum efficiency.

Give your air handler space to work efficiently. Never stack anything against your HVAC or drape anything over it! Air vents will also be more efficient without curtains or furniture blocking them.

HEAT UP WITH THESE TIPS!

- **Cover all bare floors.** Carpeting and rugs add heat retention.
- **Close the flue in your fireplace** and install glass doors to keep warm air in.
- **Limit your use of portable heaters.** They're great for "spot" heating, but can be expensive and dangerous.
- **Heat your home with the sun's help.** Leave window shades or blinds open during the daytime, and consider using solar heat!
- **Wall it up:** Insulate walls and attics to save energy by keeping cold outside air from seeping in.