

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 2024 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 2024 LIHEAP season are available from October 2, 2023 through August 15, 2024, 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.

2023 Federal Poverty Guidelines for 200% of Poverty for 2024 Program Year

Family Size (total number in household)	30-Day Income	Annual Income
1	\$2,430	\$29,160
2	\$3,287	\$39,440
3	\$4,143	\$49,720
4	\$5,000	\$60,000
5	\$5,857	\$70,280
6	\$6,713	\$80,560

* Program Year 2024 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), Illinois Home Weatherization Assistance Program (IHWAP) and Low-Income Household Water Assistance Program (LIHWAP).

