

Essential Services Information During COVID-19



OFFICE OF COMMUNITY &
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Energy Bill

DTE and Consumers Energy have shutoff for non-payment for low-income eligible customers as well as for senior citizens have been suspended. For those in need of payment assistance due to loss of income or medical condition, contact 1-800-477-4747 (DTE) or 1-800-477-5050 with any questions.



Internet Access

Internet providers are offering free packages for new low-income customers or households with students, including Comcast (866.500.0017), Charter (833.267.6094), AT&T (888.333.6651), MetroNet (www.metronetinc.com/studentspecial)



Moratorium on Evictions

The State of Michigan and Washtenaw County courts have issued temporary moratoriums on evictions. Visit lsscm.org/coronavirus/washtenaw-county-resources or call 734-665-6181 to learn more.



Unemployment Services

You can file a new claim for unemployment benefits by visiting www.michigan.gov/UIA or calling 1-866-500-0017



Pet Supply Assistance

Huron Valley Humane Society has a free pet food pantry. To learn more call 734-661-3552. If you can't leave your home and cannot afford to purchase food online, please contact kariem@hshv.org.



Childcare Options

Under the "Stay Home, Stay Safe" executive order, childcare providers are only open for essential workers. To learn more, go to <https://www.helpmegrow-mi.org/essential>



Food Pantry

Visit foodgatherers.org or call (734) 761-2796 for a list of their open pantries around the county.



Public Transportation

TheRide is suspending the collection of fares on all fixed-routes and demand response services, however their service levels will be reduced. For more information, call 734-996-0400 or visit theride.org.

You can find more information about these and other services at

Washtenaw.org/3100

CAN YOU BE EVICTED DURING THE COVID-19 CRISIS?

NO!

Evictions are banned statewide **until at least May 15th**. This does not include individuals who pose a serious risk to a person or property.



Does that mean you don't owe rent right now?

No - you are still responsible for any rent and fees that become due during the COVID-19 crisis.

What if you can't afford rent due to COVID-19?

If you need assistance paying rent, you can reach out to a Barrier Busters agency to see if you can receive financial assistance at Washtenaw.org/2818



Is the May 15th deadline the same for everyone?

If you have a housing voucher, live in subsidized housing, or if your landlord has a federally backed mortgage, new evictions can not move forward until July 25th, at which point 30 days notice is required.

Visit nlihc.org/federal-moratoriums to find a list of some, but not all, properties that are included.

Who can I call for help?

Legal Services of South Central Michigan
Phone: 734-665-6181 Web: lsscm.org/coronavirus



ARE YOU STRUGGLING TO PAY YOUR MORTGAGE DURING THE COVID-19 CRISIS?



Call your servicer and ask for help!

Find the phone number on your most recent mortgage bill and ask the following 4 questions:

1. Who owns my mortgage?
2. Is my mortgage federally backed?
3. What options (like forbearance, loan modification, etc.) are available to help reduce or temporarily suspend my payments?
4. Can you waive late fees?



If your mortgage is federally backed, you qualify for:

Foreclosure Prevention - Your lender or loan servicer may not begin or finalize a foreclosure against you until at least 5/17.

Requesting Forbearance - If you are experiencing financial hardship due to COVID-19 you can request forbearance for up to 180 days from your servicer.

Waived Late Fees - If your mortgage is backed by Fannie Mae or Freddie Mac, you won't incur late fees during this time.

Visit bit.ly/coronavirus-mortgage-info for more information

If it is not federally backed, you may still receive these supports.

The **MiMortgage Relief Partnership** is made up of Michigan banks, credit unions, & mortgage servicers who have agreed to:

Offer a **grace period** for payments.

Make it easier to **request/receive forbearance**.

Waive mortgage-related **late fees**.

Suspend new foreclosures until 6/22.

Visit michigan.gov/MiMortgageRelief or call 877-999-6442 to learn more

Once you're able to secure forbearance or another mortgage relief option, ask your servicer to provide written documentation that confirms the details of your agreement.

If you are still struggling to make ends meet, reach out to a Barrier Buster Agency (Washtenaw.org/2818) to see if you are able to receive financial assistance.

RESOURCES DURING COVID-19

SENIOR FOOD ASSISTANCE

What options for food assistance are available to seniors in our community?

Washtenaw County is working with Food Gatherers and Senior Centers and nonprofit agencies around the county to provide meals for all members of our community.



What does someone need to do to receive meals?

You can reach out to providers to inquire about the services they are currently offering. Please note, some of these providers are working near or at capacity due to increased demand, so your patience and flexibility is appreciated.

Chelsea/Manchester Meals on Wheels | 734-475-9245

Dexter Senior Center | 734-426-7737

Jewish Family Services | 734-769-0209

Milan Seniors for Healthy Living | 734-508-6229

Northfield Township Community Center | 734-449-2295

Pittsfield Senior Center | 734-822-2117

Ypsilanti Senior Center | 734-483-5014

Ann Arbor Meals on Wheels | 734-998-6686

Ypsilanti Meals on Wheels | 734-487-9669



Once I'm signed up, what will I be receiving and how often?

Depending on which provider you are able to connect with, you will either be able to pick up multiple meals or have them delivered to you on a regular schedule. Meals may be already prepared, frozen, or capable of being stored on your shelf. More information can be provided when you connect with one of the organizations listed above.

IS COVID-19 MAKING IT HARD TO MAKE ENDS MEET?

If you're struggling to keep
up with rent, mortgage, or
utilities payments...



Or need help paying
for food, childcare, or
gas for your car...

**The Barrier Busters Network
is here to support you.**

Reach out to one of our community's Barrier
Busters agencies to help you pay your bills as
soon as possible:

Washtenaw.org/2818

Barrier Busters is coordinated by:



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BARRIER BUSTER AGENCIES CURRENTLY OFFERING ASSISTANCE IN WASHTENAW COUNTY INCLUDE:

SOS Community Services

Phone: 734.484.5411

Website: www.soscs.org

Housing Access for Washtenaw County

Phone: 734.548.1999

Website: housingaccess.net

Washtenaw Health Plan

Phone: 734.544.3030

Website: www.washtenaw.org/WHP

Jewish Family Services

Phone: 734.769.0209

Website: jfsannarbor.org

You can find more at:

Washtenaw.org/2818