



Carlanda is a single mother living in Detroit who has spent years in and out of the hospital with her second child, Anzio, who was diagnosed with stage 4 cancer at an early age. He's been cancer-free for more than 20 years now, but he has had multiple surgeries and still needs treatment.

Watch their story at: [www.bit.ly/iheal1217](http://www.bit.ly/iheal1217).

In addition to caring for her children, Carlanda also cared for her ailing parents, and the bills piled up. Soon, she was struggling to keep her heat and lights on. One day, her doctor asked if she needed help with her electric bill.

Carlanda called THAW and spoke to one of our case managers, Courtney.

"Courtney made me feel like a person," Hawkins said. "She never made me feel like a person standing in line waiting for a handout or anything like that. That meant a lot to me because I have a lot of pride in how I take care of my family."

Now, instead of worrying about bills, Hawkins and Anzio are looking ahead. Anzio hopes to one day to become an electrician so he can help build or work with an organization like THAW.

## Ways to Support



Visit **thawfund.org** to donate online.



Call **(313) 963-2656** to donate by phone.



Mail your gift to:  
The Heat and Warmth Fund  
Department Number 77650  
PO BOX 77000  
Detroit, MI 48277-9901



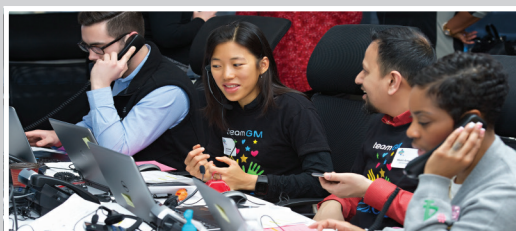
**We welcome your gift of appreciated stock.**  
Please ask your broker to transfer the stock to our account with Charles Schwab. Or call **(313) 963-2656**.

Follow us on:



@THAWFUND | [thawfund.org](http://thawfund.org)

## Upcoming Events



General Motors volunteers at the WWJ Winter Survival Radiothon.

**Friday, February 9, 2018**  
**WWJ Winter Survival Radiothon**  
Tune in WWJ Newsradio 950 all day to hear stories from THAW!

**Friday, November 9, 2018**  
**Night of Warm Hearts**  
Save the date!

## THAW Leadership

**EXECUTIVE STAFF**  
**Saunteel Jenkins**  
Chief Executive Officer

**Matthew Phillips**  
Chief Operating Officer

**Marie Burke**  
Chief Financial Officer

**BOARD OF DIRECTORS**  
**Board President**  
**Bertram Marks**  
Litigation Associates PLLC

**Board Vice President**  
**Mark Lichtman**  
Zenacomp Inc.orporated

**Board Secretary**  
**Doug E. Dettman**  
Consumers Energy

**Board Treasurer**  
**Michelle Lemerond**  
Comerica Bank

**Member-at-Large**  
**Joi Harris**  
DTE Energy

**Tanya Allen**  
Elcarim LLC,  
dba ForeverFresh

**Jo Arnold-Robinson**  
Detroit Water &  
Sewage Department

**Rick Ayers**  
SEMCO Energy  
**Krista Capp**  
Bedrock Detroit

**Romano Curti**  
Barton Malow  
Company

**James L Doak**  
Miller Buckfire &  
Company

**April Donaldson**  
Strategic Staffng  
Solutions

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Cinnaire

**Lawrence C. Glass, Jr.**  
El Bethel Baptist Church

**Debbie Kenyon**  
Entercom

**David Rous**  
Slalom Consulting

**Melissa Roy**  
Advancing Macomb

**Tony Saunders**  
Volte Strategy

**James Settles**  
UAW – National Ford  
Dept.

**Mark Winter**  
Identity PR

# THE WARMTH CONNECTION

## Recognized for Energy Excellence



THAW Chief Operating Officer, Matt Phillips (back row, fourth from right), Chief Executive Officer, Saunteel Jenkins (front center right), and Development Director, Stacy Ziarko (front center left) with Michigan Governor Rick Snyder (center) and other finalists.

THAW was recognized as a finalist in the 2017 Governor's Energy Excellence Awards in the "Communication and Education Program" category. The Governor's Energy Excellence Awards honor Michigan organizations and individuals for their commitment to responsible energy production and consumption.

Congratulations to our long-time partner, Consumers Energy, for winning the category for their Nonprofit Energy Efficiency program!

## In the Field: Energy Efficiency Education

THAW brings resources directly to customers – in their churches, schools, and community centers.

At Customer Assistance Days, we deliver energy efficiency education and hand out energy efficiency toolkits. The kits can save homeowners up to \$340 a year. Through November, our outreach teams have held 62 Customer Assistance Days in six counties and distributed over 1,600 kits.



Customers receiving utility assistance at a Customer Assistance Day.

## iHEAL: Focusing on the medically vulnerable

Medical bills from surgery or chronic illnesses are enough to throw off any family's budget, and equipment for in-home treatment can lead to high energy bills, increasing the financial burden. THAW is partnering with utility and medical partners to reach this unique group who may need utility assistance.

In 2017, we rolled out a new program to help medically vulnerable patients make affordable utility payments. The iHEAL program provides utility assistance to ensure at-home treatment can continue uninterrupted; keeping medical conditions in check and preventing return trips to the hospital.

THAW is partnering with area clinics and has distributed over \$200,000 in assistance to families. Our new case management program connects families to services and partner organizations in THAW's network that address the family's other pressing needs.







## CEO LETTER

For over thirty years, we have been working hard to expand our reach, abilities, and services. Every day, we're in the community, our office, and out with partners helping the hundreds of thousands of Michigan families that struggle to afford basic needs like heat, electricity, and water. There are limited funds, and with so many of our neighbors in energy or water crises, the work is urgent.

On some remarkable occasions, we're reminded of the impact of our work – we hear from a single mother, veteran, or young family after we've helped them. I'd like to share one of these inspiring stories with you.

During our annual gala, the Night of Warm Hearts, I met a woman who was helped by THAW. She introduced herself, hugged me and said, "Thank you for being the bridge I needed to get over a bumpy road." When we helped her, she was unemployed and struggling to keep her head above water.

Now she is gainfully employed and has achieved the stability we strive to help all our customers attain. In fact, she attended the gala as a member of a skilled trades union, one of our sponsors. She was passionate and eager about her desire to give back to THAW. I walked away from that encounter with a lump in my throat, thinking that was the highlight of my evening.

But she wasn't the only one. Later that night, another guest walked up to me with a young woman who worked in the hotel and said, "I had to make sure you met her because she was in the restroom telling everyone how much THAW helped her family." And at the end of the night, a security guard for the hotel found us after his shift to thank us for helping him when he and his grandmother were struggling. I was honored to hear each of their stories.

In our thirty-two years, we've served hundreds of thousands of households with the goal of helping them achieve stability. It is an amazing feeling, to in one evening have three THAW families with warm, stable homes thank me for helping them get there. They were thanking THAW, but we know none of that work was possible without you. We're passing their thanks on to you – thank you.

Looking back on 2017, I'm proud of the work we've accomplished together. Thank you for giving me the opportunity to share stories of that work with you here.

Your continued support has enabled many families to support themselves and help others—for that, I thank you. You enable us to achieve our mission of stabilizing and empowering Michigan families, keeping them healthy, safe and warm. I am humbled by the stories of the lives we touch and I am grateful to able to share them with you in this issue of the Warmth Connection.

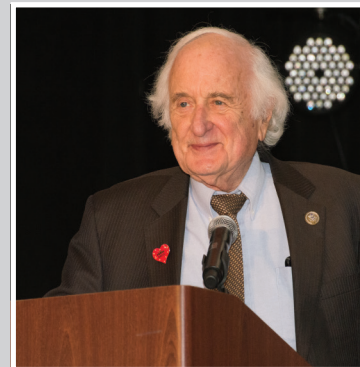
Warm regards,

**Saunteel Jenkins**  
Chief Executive Officer,  
The Heat and Warmth Fund

## 8th Annual Week of Warmth



Left, (L to R) THAW Board President Bertram Marks, 2017 Power Force Award honoree David L. Johnson of DTE Energy, THAW CEO Saunteel Jenkins, Emcee Sandra Ali of Local 4 News, and Mark Steirs, President and CEO of DTE Energy at Night of Warm Hearts.



Above, Congressman Sander Levin accepting the 2017 Alice Parker Award at Night of Warm Hearts.



Above, (R) 2017 Warm Heart Award honoree Lady Robin L. Kinloch of Triumph Church, and her mother (L) at Night of Warm Hearts.



Right, Detroit's Local 4 News anchor Rhonda Walker taking donations at the annual WDIV Gift of Warmth Telethon.

Left, Hallelujah for Heat performers Marvin Winans and Kierra "KiKi" Sheard.



## WEEK OF WARMTH SPONSORS

### PRESENTING



**DTE Energy®**

### PLATINUM



### GOLD

Barton Malow  
Community Financial Credit Union  
Michigan Regional Council of Carpenters and Millwrights  
Strategic Staffing Solutions

### SILVER

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Aria Energy  
Blue Cross Blue Shield  
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Consumers Energy  
Eagle Excavation Inc.  
Flagstar Bank

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Huntington Bank  
MASCO  
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Construction Company  
SEEL  
UAW Ford  
Whole Foods Market

### BRONZE

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Vector Pipeline

## LIHEAP Funding Update #LIHEAPSAVESLIVES

### What happened?

The Low-Income Home Energy Assistance Program (LIHEAP) is a federal program that provides utility assistance to vulnerable families across the country. The president's proposed budget completely eliminated its funding. We knew we had to act.

### We acted.



We tapped our network to call on its legislators to save this vital program. Together, we sent 15,000+ petitions to Michigan's congressional delegation.

### They listened.

LIHEAP is now **funded** through a continuing resolution this fall. Also, it was restored to last year's level of **\$3.6 billion** - the first time funding was not reduced since the recession.

### Thank you!

Thank you for stepping up to #SAVELIHEAP. Your action allows THAW to keep thousands of Michigan families healthy, safe and warm.