

The following procedures have been established in order to maintain compliance with the Texas Administration Code, Low Income Home Energy Program State Plan, Community Service Block Grant Contract, Migrant Seasonal Farm Worker Program Contract and Comprehensive Energy Assistance Contract.

Hidalgo County residents may seek utility bill assistance for current utility bills

Phase I-Pre Screening

1). A Pre-Screening Application Packet (PSA) is utilized to inform the client of all required documentation, capture basic household data, inform the client of charges that will not be considered and to obtain client consent to contact their respective utility company.

*Note: A PSA is not a guarantee of assistance.

A). Telephone Contact

1). Client is informed of all required documentation needed. This information is provided in an effort to prepare the client for the Pre-Screening process conducted when visiting the Agency.

2). Upon client request, a PSA may be mailed to the client's home.

B). Face – To – Face Contact

2). County of Hidalgo Community Service Agency (CHCSA) operates under a Numbering and Appointment System.

A). Numbering System

1). As the client arrives, the client is asked to take a number and is informed that they will be called based on the number taken.

a). PSA's are readily available.

i). PSA's may be completed in the lobby while the client waits to be called.

2). PSAs are reviewed by worker for completeness and required signatures.

a). Required documentation deemed primary (absolute) must be submitted.

i). Emphasis is placed on the current utility bill due date

aa). A utility bill that comes due prior to appointment is considered to be past due.

*Next available appointment is posted on Bulletin Board and updated frequently. This information is also provided during telephone contact.

ii) Proof of income must be presented for all household members 18 years of age or older.

aa). All household members (related and not related residing in the household) 18+ must provide proof of earned and/or unearned income.

bb). Anyone claiming zero income is required to register with Texas Workforce Commission.

*Proof of registration must be presented.

b). Copies of primary documentation is made by worker.

B). Appointment System

*Appointments are reserved for clients who have not received assistance in the previous 90 days.

- 1). An appointment is given to clients who present a current utility bill that coincides with the next available appointment and presents all income documentation.
 - a). Documentation deemed secondary in nature may be submitted at time of appointment. Such documentation may include social security numbers and/or birth certificates.
- 2). Appointments are scheduled at 30 minute intervals
 - a). Main Office appointments commence at 8:15 am until 3:30 pm.
 - b). Satellite Office appointments commence at 8:15 am until 3:30pm.
- 3). An appointment form is provided to the client.
 - a). Appointment forms include:
 - 1). Date and time of appointment
 - 2). Secondary documentation required at appointment time
 - 3). Signature of worker scheduling appointment
 - 4). Client signature acknowledging appointment provided and secondary documentation required.
- 4). All PSAs accepted and scheduled are maintained under lock and key until day of scheduled appointment.

DETAILED INSTRUCTIONS ARE PROVIDED TO WORKERS DURING ANNUAL STAFF TRAINING AT THE COMMENCEMENT OF THE PROGRAM YEAR AND THROUGHOUT THE YEAR AS NEW OR UPDATED INFORMATION IS MADE AVAILABLE.

STAFF ACKNOWLEDGE RECEIPT AND RESPONSIBILITY OF TRAINING MATERIALS AND INSTRUCTIONS PROVIDED OF EACH PHASE DESCRIBED HEREIN.