



APPENIX I - THE APPLICATION

Organization Name: Hidalgo Co. Community Service Agency

Amount Requested: \$300,000

Series 16B – General Assistance

Grant Funding Period: July 1, 2016 – June 30, 2017

Applicant Information (Complete all lines) Revised

*Legal Name of Organization:	Hidalgo County Community Service Agency
*Mailing Address:	P.O. Box 204
*City/State/County/Zip:	Edinburg, Texas / Hidalgo County / 78540
Physical Address (if different):	2524 N. Closner
City/State/County/Zip :	Edinburg, Texas / Hidalgo County / 78540
*Texas Address (if organization headquarters are located out of state):	N/A
*City/State/County/Zip:	
*Website Address:	
*Organization Phone Number:	956-383-6240
*EIN number:	74-6000717
*DUNS number:	103110834

*Applicant Contact (Project Coordinator – Principal Participant):	Jaime R. Longoria
*Contact Title:	Executive Director
*Phone Number:	956-383-6240
*E-Mail Address:	Jaime.longoria@co.hidalgo.tx.us

*Applicant Contact (Financial Coordinator – Principal Participant):	Guillermo Palacios
*Contact Title:	Manager for Administrative Operations
*Phone Number:	956-383-6240
*E-Mail Address:	guillermo.palacios@co.hidalgo.tx.us

* Required Information



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True and Correct Statement:

TO THE BEST OF MY KNOWLEDGE AND BELIEF, ALL INFORMATION IN THIS APPLICATION IS TRUE AND CORRECT AND COMPLETED PER THE DIRECTIONS OUTLINED IN THE ACCOMPANYING REQUEST FOR APPLICATIONS.

THE APPLICANT ORGANIZATION REPRESENTATIVE HAS READ AND UNDERSTANDS ALL REQUIREMENTS AND PROVISIONS NOTED IN THE ACCOMPANYING REQUEST FOR APPLICATIONS, AND WILL COMPLY WITH ALL REQUIREMENTS AND PROVISIONS NOTED IN THE ACCOMPANYING REQUEST FOR APPLICATIONS AND NOTICE OF GRANT AWARD EFFECTIVE UPON SUBMISSION OF THIS APPLICATION AND THROUGHOUT THE LIFETIME OF THE GRANT IF AN AWARD IS MADE.

THE SUBMISSION OF THIS DOCUMENT HAS BEEN DULY AUTHORIZED BY THE GOVERNING BODY OF THE APPLICANT.

*Authorized Signature: (must be original)	Ramon Garcia
*Name and Title:	Ramon Garcia, Hidalgo County Judge
*Phone Number:	956-318-2600
*Email:	Ramon.garcia@co.hidalgo.tx.us
*Date:	October 27, 2015

* Required Information

All information must be in sufficient detail to ensure the application can be weighed with other application. Do not leave any item blank. Refer to Section V. Grant Application of the accompanying Series 16B RFA document for further instructions.

The grant funding period is based on a 12-month calendar from July 1, 2016 to June 30, 2017. The required expenditure and program performance benchmarks (below) should be used as guidelines when completing the Application.

Date	Grant Period Elapsed	Amount Expended	Performance Met
October 1	25%	15%	15%
January 1	50%	40%	40%
April 1	75%	70%	70%

Part I – Proposed Project Information

Proposed Project Name

1. Provide a name for the Proposed Project.
Operation Bravo Zulu-(Operation Well Done)

Amount Requested

Check the **one** box for the amount being requested. Applicants must refer to **RFA Section IV. Program Guidelines, H. Funding Amounts and Financial Documentation** to ensure they are able to support request amount with correct financial documentation and other requirements.

- | | | | |
|--------------------------|------------------|-------------------------------------|------------------------------------------------------------------------------------|
| <input type="checkbox"/> | \$5,000 | <input type="checkbox"/> | \$125,000 |
| <input type="checkbox"/> | \$15,000 | <input type="checkbox"/> | \$150,000 |
| <input type="checkbox"/> | \$20,000 | <input type="checkbox"/> | \$200,000 |
| <input type="checkbox"/> | \$50,000 | <input checked="" type="checkbox"/> | \$300,000 |
| <input type="checkbox"/> | \$75,000 | | |
| <input type="checkbox"/> | \$100,000 | <input type="checkbox"/> | \$500,000 – <u>This amount may only be requested for Statewide Projects</u> |

Grant Project Service Category

Check the **one** box that best describes the nature of the Proposed Project. See Page 11 of the General Assistance – Series 16B RFA for more information about what may be included in the Service Categories listed below. **This Application is not for Veterans Mental Health programs, Housing 4 Texas Heroes programs, or Veteran Treatment Courts.**

Proposed Project Service Category

- Financial Assistance
- Transportation
- Employment
- Family Services
- Legal
- Referral
- Supportive Services

Is this proposed project a new project, an expansion of current services, or continuation of an existing FVA-funded project?

- New
- Expansion
- Continuation

Geographic Service Area(s)

The counties that will be served by this grant are called the Geographic Service Area(s). All Texas counties are grouped into one of eight regions. Check **all** counties, regardless of region, that the Proposed Project will serve. If the Proposed Project provides services to Veterans living in all counties statewide, only check the statewide box.

Rural Counties, per the Office of Rural Health Policy, are designated below in bold. Rural counties with an asterisk are designated as being part of a Metropolitan Area but are considered Rural based on their census tracks as determined by the Office of Rural Health Policy.

Statewide

Region 1 – Panhandle

- | | | | | |
|-----------------------------------------------|------------------------------------------|----------------------------------------------|-------------------------------------------|--------------------------------------------|
| <input type="checkbox"/> Armstrong * | <input type="checkbox"/> Bailey | <input type="checkbox"/> Briscoe | <input type="checkbox"/> Brown | <input type="checkbox"/> Callahan |
| <input type="checkbox"/> Carson * | <input type="checkbox"/> Castro | <input type="checkbox"/> Childress | <input type="checkbox"/> Cochran | <input type="checkbox"/> Coleman |
| <input type="checkbox"/> Collingsworth | <input type="checkbox"/> Comanche | <input type="checkbox"/> Crosby | <input type="checkbox"/> Dallam | <input type="checkbox"/> Deaf Smith |
| <input type="checkbox"/> Dickens | <input type="checkbox"/> Donley | <input type="checkbox"/> Eastland | <input type="checkbox"/> Fisher | <input type="checkbox"/> Floyd |
| <input type="checkbox"/> Garza | <input type="checkbox"/> Gray | <input type="checkbox"/> Hale | <input type="checkbox"/> Hall | <input type="checkbox"/> Hansford |
| <input type="checkbox"/> Hartley | <input type="checkbox"/> Haskell | <input type="checkbox"/> Hemphill | <input type="checkbox"/> Hockley | <input type="checkbox"/> Hutchinson |
| <input type="checkbox"/> Jones | <input type="checkbox"/> Kent | <input type="checkbox"/> King | <input type="checkbox"/> Knox | <input type="checkbox"/> Lamb |
| <input type="checkbox"/> Lipscomb | <input type="checkbox"/> Lubbock | <input type="checkbox"/> Lynn | <input type="checkbox"/> Mitchell | <input type="checkbox"/> Moore |
| <input type="checkbox"/> Motley | <input type="checkbox"/> Nolan | <input type="checkbox"/> Ochiltree | <input type="checkbox"/> Oldham * | <input type="checkbox"/> Parmer |
| <input type="checkbox"/> Potter | <input type="checkbox"/> Randall | <input type="checkbox"/> Roberts | <input type="checkbox"/> Runnels | <input type="checkbox"/> Scurry |
| <input type="checkbox"/> Shackelford | <input type="checkbox"/> Sherman | <input type="checkbox"/> Stephens | <input type="checkbox"/> Stonewall | <input type="checkbox"/> Swisher |
| <input type="checkbox"/> Taylor | <input type="checkbox"/> Terry | <input type="checkbox"/> Throckmorton | <input type="checkbox"/> Wheeler | <input type="checkbox"/> Yoakum |

Region 2 – West Texas

- | | | | | |
|-----------------------------------------|--------------------------------------------|--------------------------------------------|----------------------------------------|-------------------------------------------|
| <input type="checkbox"/> Andrews | <input type="checkbox"/> Borden | <input type="checkbox"/> Brewster | <input type="checkbox"/> Crane | <input type="checkbox"/> Culberson |
| <input type="checkbox"/> Dawson | <input type="checkbox"/> Ector | <input type="checkbox"/> El Paso | <input type="checkbox"/> Gaines | <input type="checkbox"/> Glasscock |
| <input type="checkbox"/> Howard | <input type="checkbox"/> Hudspeth * | <input type="checkbox"/> Jeff Davis | <input type="checkbox"/> Loving | <input type="checkbox"/> Martin |
| <input type="checkbox"/> Midland | <input type="checkbox"/> Pecos | <input type="checkbox"/> Presidio | <input type="checkbox"/> Reeves | <input type="checkbox"/> Terrell |
| <input type="checkbox"/> Upton | <input type="checkbox"/> Ward | <input type="checkbox"/> Winkler | | |

Region 3 - Alamo

- | | | | | |
|-------------------------------------------|------------------------------------------|--------------------------------------------|------------------------------------------|------------------------------------------|
| <input type="checkbox"/> Atascosa | <input type="checkbox"/> Bandera | <input type="checkbox"/> Bexar | <input type="checkbox"/> Coke | <input type="checkbox"/> Comal |
| <input type="checkbox"/> Concho | <input type="checkbox"/> Crockett | <input type="checkbox"/> Dimmit | <input type="checkbox"/> Edwards | <input type="checkbox"/> Frio |
| <input type="checkbox"/> Gillespie | <input type="checkbox"/> Guadalupe | <input type="checkbox"/> Gonzales | <input type="checkbox"/> Irion * | <input type="checkbox"/> Karnes |
| <input type="checkbox"/> Kendall | <input type="checkbox"/> Kerr | <input type="checkbox"/> Kimble | <input type="checkbox"/> Kinney | <input type="checkbox"/> La Salle |
| <input type="checkbox"/> Mason | <input type="checkbox"/> Maverick | <input type="checkbox"/> McCulloch | <input type="checkbox"/> Medina | <input type="checkbox"/> Menard |
| <input type="checkbox"/> Reagan | <input type="checkbox"/> Real | <input type="checkbox"/> Schleicher | <input type="checkbox"/> Sterling | <input type="checkbox"/> Sutton |
| <input type="checkbox"/> Tom Green | <input type="checkbox"/> Uvalde | <input type="checkbox"/> Val Verde | <input type="checkbox"/> Wilson | <input type="checkbox"/> Zavala |

Region 4 – South Texas

- | | | | | |
|------------------------------------------|-------------------------------------------|----------------------------------------|---------------------------------------------|-----------------------------------------|
| <input type="checkbox"/> Aransas | <input type="checkbox"/> Bee | <input type="checkbox"/> Brooks | <input type="checkbox"/> Calhoun | <input type="checkbox"/> Cameron |
| <input type="checkbox"/> DeWitt | <input type="checkbox"/> Duval | <input type="checkbox"/> Goliad | <input checked="" type="checkbox"/> Hidalgo | <input type="checkbox"/> Jackson |
| <input type="checkbox"/> Jim Hogg | <input type="checkbox"/> Jim Wells | <input type="checkbox"/> Kenedy | <input type="checkbox"/> Kleberg | <input type="checkbox"/> Lavaca |
| <input type="checkbox"/> Live Oak | <input type="checkbox"/> McMullen | <input type="checkbox"/> Nueces | <input type="checkbox"/> Refugio | <input type="checkbox"/> San Patricio |
| <input type="checkbox"/> Starr | <input type="checkbox"/> Victoria | <input type="checkbox"/> Webb | <input type="checkbox"/> Willacy | <input type="checkbox"/> Zapata |

Region 5 – Gulf Coast

- | | | | | |
|------------------------------------|-----------------------------------|-----------------------------------|------------------------------------|-------------------------------------|
| <input type="checkbox"/> Austin * | <input type="checkbox"/> Brazoria | <input type="checkbox"/> Chambers | <input type="checkbox"/> Colorado | <input type="checkbox"/> Fort Bend |
| <input type="checkbox"/> Galveston | <input type="checkbox"/> Harris | <input type="checkbox"/> Liberty | <input type="checkbox"/> Matagorda | <input type="checkbox"/> Montgomery |
| <input type="checkbox"/> Walker | <input type="checkbox"/> Waller | <input type="checkbox"/> Wharton | | |

Region 6 – Central Texas

- | | | | | |
|------------------------------------|------------------------------------|-----------------------------------|-------------------------------------|-------------------------------------|
| <input type="checkbox"/> Bastrop | <input type="checkbox"/> Bell | <input type="checkbox"/> Blanco | <input type="checkbox"/> Bosque | <input type="checkbox"/> Brazos |
| <input type="checkbox"/> Burleson | <input type="checkbox"/> Burnet | <input type="checkbox"/> Caldwell | <input type="checkbox"/> Coryell | <input type="checkbox"/> Falls |
| <input type="checkbox"/> Fayette | <input type="checkbox"/> Freestone | <input type="checkbox"/> Grimes | <input type="checkbox"/> Hamilton | <input type="checkbox"/> Hays |
| <input type="checkbox"/> Hill | <input type="checkbox"/> Lampasas | <input type="checkbox"/> Lee | <input type="checkbox"/> Leon | <input type="checkbox"/> Limestone |
| <input type="checkbox"/> Llano | <input type="checkbox"/> Madison | <input type="checkbox"/> McLennan | <input type="checkbox"/> Milam | <input type="checkbox"/> Mills |
| <input type="checkbox"/> Robertson | <input type="checkbox"/> San Saba | <input type="checkbox"/> Travis | <input type="checkbox"/> Washington | <input type="checkbox"/> Williamson |

Region 7- East Texas

- | | | | | |
|------------------------------------|------------------------------------|-----------------------------------|----------------------------------------|--------------------------------------|
| <input type="checkbox"/> Anderson | <input type="checkbox"/> Angelina | <input type="checkbox"/> Bowie | <input type="checkbox"/> Camp | <input type="checkbox"/> Cass |
| <input type="checkbox"/> Cherokee | <input type="checkbox"/> Delta | <input type="checkbox"/> Franklin | <input type="checkbox"/> Gregg | <input type="checkbox"/> Hardin |
| <input type="checkbox"/> Harrison | <input type="checkbox"/> Henderson | <input type="checkbox"/> Hopkins | <input type="checkbox"/> Houston | <input type="checkbox"/> Jasper |
| <input type="checkbox"/> Jefferson | <input type="checkbox"/> Lamar | <input type="checkbox"/> Marion | <input type="checkbox"/> Morris | <input type="checkbox"/> Nacogdoches |
| <input type="checkbox"/> Newton | <input type="checkbox"/> Orange | <input type="checkbox"/> Panola | <input type="checkbox"/> Polk | <input type="checkbox"/> Rains |
| <input type="checkbox"/> Red River | <input type="checkbox"/> Rusk | <input type="checkbox"/> Sabine | <input type="checkbox"/> San Augustine | <input type="checkbox"/> San Jacinto |
| <input type="checkbox"/> Shelby | <input type="checkbox"/> Smith | <input type="checkbox"/> Titus | <input type="checkbox"/> Trinity | <input type="checkbox"/> Tyler |
| <input type="checkbox"/> Upshur | <input type="checkbox"/> Van Zandt | <input type="checkbox"/> Wood | | |

Region 8 – North Texas

- | | | | | |
|----------------------------------|-------------------------------------|------------------------------------|-----------------------------------|------------------------------------|
| <input type="checkbox"/> Archer | <input type="checkbox"/> Baylor | <input type="checkbox"/> Clay | <input type="checkbox"/> Collin | <input type="checkbox"/> Cooke |
| <input type="checkbox"/> Cottle | <input type="checkbox"/> Dallas | <input type="checkbox"/> Denton | <input type="checkbox"/> Ellis | <input type="checkbox"/> Erath |
| <input type="checkbox"/> Fannin | <input type="checkbox"/> Foard | <input type="checkbox"/> Grayson | <input type="checkbox"/> Hardeman | <input type="checkbox"/> Hood |
| <input type="checkbox"/> Hunt | <input type="checkbox"/> Jack | <input type="checkbox"/> Johnson | <input type="checkbox"/> Kaufman | <input type="checkbox"/> Montague |
| <input type="checkbox"/> Navarro | <input type="checkbox"/> Palo Pinto | <input type="checkbox"/> Parker | <input type="checkbox"/> Rockwall | <input type="checkbox"/> Somervell |
| <input type="checkbox"/> Tarrant | <input type="checkbox"/> Wichita | <input type="checkbox"/> Wilbarger | <input type="checkbox"/> Wise | <input type="checkbox"/> Young |

Proposed Project Services

- Briefly describe the Proposed Project. Be specific in your answer and include the Who, What, Where, When, and Why of the Project.
Operation Bravo Zulu is designed to provide temporary financial assistance in the form of electric utility assistance to honorably discharged veterans living in Hidalgo County who have a combined household income at or below 200% of Federal Poverty Level (fpl) as defined by the United States Department of Health and Human Services.
The Project offers veterans who fall between the 0% and 200% fpl marks the opportunity to qualify for this temporary assistance. The program offers up to \$600 in utility assistance for current bills, arrears and future payments. In addition, veterans applying for this program will also undergo a comprehensive needs assessment by a licensed social worker. Based on the needs assessment, referrals will be made to appropriate agencies that can successfully address those needs.
- Briefly describe how Beneficiaries will access and/or be provided with Project services by your organization. Be specific in your answer and include the How of the Project.
Assigned staff will develop and execute a detailed marketing and outreach plan designed to maximize contact with the over 23,000 veterans currently living in Hidalgo County. Plans call for meetings with veterans groups, advocates and various other interested parties to inform them of program requirements and guidelines. During these interactions, program staff will assist veterans in the preparation of standard applications. Those applications will be used to determine eligibility for benefits under the umbrella of Community Service Agency.

For veterans falling within the 0-150% of federal poverty, funds from the Comprehensive Energy Assistance Program will be used. For those between 0% and 200% fpl, Texas Veterans Commission General Assistance Grant Funds will be used. The amount of assistance will be capped at \$600 per veteran household. That assistance will be used to pay for any utility consumption fees that are in arrears, future payments and or currently due. Those monies will be paid directly to the electric service provider. In addition, future payments will be pledged and paid directly to the electric service provider as well. Currently, Hidalgo County Community Service Agency has vendor agreements with 29 Electric Service Providers and several natural gas providers.

Based on the on initial assessment, referrals will be made to pertinent social service, education, job training or medical programs. Possibilities include South Texas Community College, University of Texas RGV, Workforce Solutions, Veteran's Administration, Rio Grande Valley Food Bank, church organizations etc. Veterans will also be screened for participation in the Community Service Agency's Community Services Block Grant Program. That program assists individuals in transitioning out of poverty. The department takes persons whose household income is below 125% of fpl and helps them address the barriers that inhibit their progress in getting out from under the poverty level.

Need Identified

1. What is the community need(s) or existing service gap(s) that the Proposed Project will address? Be specific in your answer and sufficiently describe the need that your service area faces.
Currently, the Comprehensive Energy Assistance Program (CEAP) addresses the electrical energy needs of the general population at or below 150 of federal poverty. However, program staff has identified a significant level of veterans who come into the program to apply for energy assistance but do not qualify for service because their income is above the threshold. However, many of them are still struggling in making ends meet. According to the U.S. Census Bureau, there are 1,840 veterans living in Hidalgo County who are below 100% of federal poverty. However, to date, Hidalgo County Community Service Agency (HCCSA) has served only 66 veterans in 2015. Projections are that by year's end, only 100 veterans will walk through our doors and seek assistance. It is worthy to note that CHCSA can only assist 6-8% of the over 90,000 eligible households. Program funding is not sufficient to address the all of those who may qualify for the program under income guidelines. For these reasons, Operation ZULU will target veterans specifically and assist them in submitting their particular applications for assistance to the program.
2. How did you identify the community need(s) or problem(s)? Be specific in your answer and sufficiently describe any methods used to identify that the need described above in **Need Identified #1** is present in your service area (example: current client experiences, word of mouth, client surveys). Include references to data that may substantiate and support that this need exists in your service area.
Conversations with veteran advocacy leaders have helped to focus the needs of veterans in Hidalgo County. Specifically, several program staff members with specific knowledge as to the plight of veterans have brought the need to the forefront. They noticed that the numbers of veterans obtaining assistance was miniscule in comparison to the population as a whole. In addition, program managers began to notice an inordinate number of veterans who did not qualify under the CEAP income guidelines but still struggled to make ends meet as they continued their education or entered the world of work. Agency data indicates that only 66 veterans were assisted up to now under these guidelines. However, Census data indicates that over 1,800 veterans are living in poverty in Hidalgo County.
3. How will the Proposed Project address the identified need(s) or problem(s)? Be specific in your answer and sufficiently describe how the components of the Proposed Project as described above in **Proposed Project Services #1** will assist in attempting to resolve the need described above in **Need Identified #1**.
Project Bravo Zulu (Well Done) will assist veterans at two distinct levels. Initially, it will assist them by addressing real needs with regards to their monthly living expenses. Living expenses oftentimes prove to wreak havoc with persons struggling to get ahead. This assistance will allow the veterans to focus on getting their financial lives back on track with little worry about the elements.

In addition, the project will also allow for the veteran to target the specific causes of their situation and with the help of a case manager, possibly address the root cause of their dilemma.

4. How is the Proposed Project unique from other similar services that may be available in your proposed service area? Be specific with details about what sets your Proposed Project apart.
- Project Bravo Zulu is unique in various capacities. First and foremost, Hidalgo County Community Service Agency has many years of experience in providing financial assistance in the form of utility assistance. This year alone the agency has assisted over 16,000 individuals with utility assistance payments. All of those applications were processed and evaluated. Once the determination was made, service providers were contacted with pledges for payment on behalf of their customers. Determination letters were mailed to the head of household and service providers were mailed a check for payment. These components of the program are routine operations for agency staff.*
- In addition, the agency offers comprehensive case management to those qualifying participants. Participants under this program undergo a comprehensive assessment and agree to abide by program goals. These mutually developed goals allow participants to chart a path to self-sufficiency and ultimately out from under the 125% of federal poverty. Case managers are assigned to the participants and help them identify and address the barriers that keep them from transitioning out of poverty. The final unique component lies in the vast network of partnering agencies that call on Hidalgo County Community Service Agency. These agencies range from the American Red Cross, Catholic Charities, Women Infants and Children, Head Start, Affordable Homes of South Texas, Mujeres Unidas, Hidalgo County Veterans Service Office, Hidalgo County Health Department to legislative offices and state and local agencies.*

Beneficiaries

1. Related to the information provided in **Need Identified** above, Applicants may elect to restrict Proposed Project services to particular groups to address needs by narrowing the eligibility of who can receive services through the Proposed Project. Examples include, but are not limited to:
- Veterans of a particular era (such as Vietnam or OEF/OIF era Veterans);
 - Veterans with a specific discharge status (such as Honorable);
 - Veterans' duty status (such as National Guard, Reservist, or Active Duty); or
 - Particular Veteran dependents (such as dependents of newly separated veterans, or surviving spouses of reservists or Guards Members).

Provide a definition below for each applicable category that will be eligible to receive services, listing any service restrictions of the Proposed Project. Be specific.

Veterans: Services will be provided to all members of the United States Armed forces who were honorably discharged. This status will be determined via documents such as the DD-214 or other government issued identifying documents that establish service in the United States Armed Forces.

Veteran Dependents: Veterans dependents are assisted only as part of a household unit headed by a veteran.

Surviving Spouses: Surviving spouses will not be assisted as part of this grant but will be evaluated for other services under the Hidalgo County Community Service Agency umbrella.

2. Describe any other restrictions on eligibility, if applicable (example: income level, beneficiaries living in a specific service area like a county or region, or referral from VA or other such organization).
- Eligible participants will be veterans of the US Armed Forces who were Honorably Discharged and reside in Hidalgo County, Texas. They must provide identifying documents, a current electric utility bill, DD-214 or other government issued documents that establish service in the United States Armed Forces, a current program application, proof of income for all members of the household and proof of any governmental assistance.*
3. If your organization receives grant funds, it will be responsible for tracking each individual Veteran, their dependents, and survivors that receive grant-funded service(s). The number of unduplicated Veterans, dependents and survivors, as well as cumulative totals, will be reported to the FVA quarterly.
- a. Estimated Number of Clients to be Served

Enter the estimated number of unduplicated Veterans, Dependents, and Surviving Spouses to be served by the Proposed Project. The information to be entered is a number. Do not enter a percentage and do not enter a range.

Performance Measure	Estimated Number of Clients to be Served
Number of Veterans served. (Required performance measure for all applicants.)	450 Veterans
Number of Dependents served. (Required performance measure if served.)	0 Dependents
Number of Veterans' Surviving Spouses served. (Required performance measure if served.)	0 Surviving Spouses
Total Estimated Number of Clients to be Served	450 Total Unduplicated Beneficiaries

b. Additional Performance Measures and Estimated Volume of Services Provided to Clients

1. First enter additional performance measures that align with and are related to the Proposed Project in the Performance Measure column. For example, if the Proposed Project is to provide free transportation services via a dial-a-ride van service, an additional performance measure may be “number of rides provided to beneficiaries.”

Then, provide the estimated volume over the grant funding period for the additional performance measure listed. For example, “500 rides.”

Additional lines may be added.

Performance Measure	Estimated Volume of Services Provided to Clients
<i>Example:</i> <i>Number of rides to be provided to beneficiaries.</i>	<i>Example:</i> <i>500 rides</i>
Number of veteran households qualifying for electric utility assistance	450 households
Number of veterans referred to social service agencies	250 veterans
Number of veterans referred to Community Service agency CSBG Case Management Program	45 veterans

c. Goals and Anticipated Outcomes

1. First enter goals that align with and are related to the Proposed Project in the Goals column. For example, if the Proposed Project is to provide free transportation services via a dial-a-ride van service, a goal may be “clients provided with rides were able to regularly attend medical appointments, and health and independence was improved.”

Then provide the anticipated outcome for the goal listed in the “Anticipated Outcomes” column. For example, “85% of clients had improvements in health and independence.”

Additional lines may be added.

Goals	Anticipated Outcomes
<i>Example:</i> <i>Clients provided with rides were able to regularly attend medical appointments and health and independence was improved.</i>	<i>Example:</i> <i>85% of clients had improvements in health and independence.</i>
Veterans provided with electric utility assistance will avoid interruption of utility service	85% of veterans will avoid interruption of service
Veterans referred to case management services will become active participants in the program	50% of the veterans referred to CSBG case management will participate.

- Next, describe how you will determine if anticipated outcomes are met. Examples may include using a client satisfaction survey, following up with clients 30-90 days after receiving services to determine status, tracking pertinent client data.

For the first goal (interruption of service), an online/personal interview survey format will be utilized. The agency currently utilizes Survey Monkey or similar online survey tool to ascertain customer satisfaction for other program offerings.

For the second goal (case management), case managers will use already existing tracking forms and measures in place. The system calls for individual meetings with participants coupled with phone calls. The 90 day tracking measure is also currently in place.

Project Eligibility

- Eligibility to receive services must be verified and documented. List the **specific forms** your organization staff will use to verify eligibility of clients who can receive services and ensure that it is applicable to beneficiary definitions above in **Beneficiaries #1** (Veteran, dependent, surviving spouse related) and **#2** (any other applicable eligibility requirements). If dependents and surviving spouses are listed as eligible beneficiaries, include how their eligibility will be verified. Types of forms can include, but are not limited to:

- DD Form 214, Certificate of Release or Discharge from Active Duty
- NGB-22, National Guard Report of Separation and Record of Service
- Department of Veterans Affairs (VA) official letter or disability letter
- State of Texas Issued Driver License with Veteran designation
- E-Benefits summary
- Honorable discharge certificate
- Uniform Services Identification Card
- VA Health Card
- Tricare Healthcare Insurance card

Beneficiary #1 -Veteran Eligibility will be ascertained using various forms already in place and in use at Hidalgo County Community Service Agency. The universal application will be the primary demographic collection tool in use. In addition, various other forms will be used to ascertain income. For those veterans who are self-employed, a notarized declaration of income statement will be utilized. This form is also in use currently. Various authorizations for disclosure will be used to obtain electrical consumption histories are also in use and will be utilized.

For discharge status, a standard DD-214 or other government issued document that establishes services in the United States Armed Forces. A partial list is detailed above. Proof of income will be substantiated using standard pay stubs. Governmental assistance will be verified using communication from those granting entities. All of these procedures are currently in use today.

- Describe how the eligibility verification documents will be retained (example: as listed in your organization’s retention policy) **and** maintained (example: in locked filing cabinet or electronically on your organization’s server). *The County of Hidalgo adheres to the State of Texas Library Commission Records Retention Schedule. In addition, records retention is governed by the dictates of the Texas Local Government Code and Texas Administrative Code. The agency also has a records retention policy. Records are secured in locked filing cabinets, locked offices and in secured electronic computer servers.*

Project Principal Participants

List the principal participants in the organization. Indicate which principal(s), if any, are Veterans. **Refer to the RFA Section III. Definitions of Key Terms for who is considered a Principal Participant.** Résumés are to be included for each Principal Participant and should describe applicable experience by position

Name of Principal Participant	Title	Veteran (Y/N)	# of years of experience in position	Résumé Attached (Y/N)
1. Jaime R. Longoria	Executive Director	N	1	Y
2. Guillermo Palacios	Manager of Adminis-	N	0	Y

	trative Operations				
3.	Mario Ramirez	Eligibility Worker II	N	3	Y
4.	Hermelinda Ramirez	Administrative Assistant IV	N	1	Y
5.					

1. What are the roles and responsibilities of the Principal Participants listed in the table above as related to the Proposed Project? For example, a CFO may be listed as a principal participant, but the description should reference his/her role and responsibility to the Proposed Project.

Principal Participant #1: The Executive Director will oversee all aspects of the program. In addition, he will develop strategic contacts with veteran serving organizations. He will also oversee and implement program objectives.

Principal Participant #2: The Manager of Administrative Operations will devote his time to providing fiscal guidance for the project. In addition, he will also devote time to planning for project implementation.

Principal Participant #3: The Eligibility Specialist will devote her time to working directly with veteran populations. Her job will include the identification of veteran groups, special events for veterans and the like. She will assist veterans in gathering pertinent information for the application for services. In addition, she will provide the veterans with referrals to other agencies on an as needed basis. She will be the primary liaison with the veteran population.

Principal Participant #4: The administrative assistant will provide valuable indirect services to the project. She brings with her years of experience as with the Family Readiness Group for her husband's unit. He is a lifetime member of the armed forces. She will assist in identifying those veterans recently separated from service as well as information regarding outreach events in Hidalgo County. She will also prepare announcements and media ready information for agency sponsored events.

Partnerships

List agencies and/or organizations that your organization partners with to assist in serving Beneficiaries as part of the Proposed Project. Use additional page(s) if needed.

Name of Partner Organization	Address	Telephone	Website
Tropical Texas Center for Mental Health and Mental Retardation	1901 S. 24 th Avenue, Edinburg, Texas	956-289-7000	www.tbh.org
Hidalgo County Veterans Service Office	100 N. Closner, Edinburg, Texas	956-318-2436	
America's Last Patrol	1902 Pin Oak Rd., Edinburg	956-792-6687	
American GI Forum	1000 Brazos St., Austin, Texas	(512) 992-7066	

Marketing and Outreach

1. Does your organization have an outreach and/or marketing plan to ensure your organization is able to reach and provide services to the Estimated Number of Clients to be Served as listed in the table for **Beneficiaries #3**?

Yes No

2. If yes, sufficiently describe the outreach and/or marketing plan and how it will ensure that your organization is able to reach and provide services to the Estimated Number of Clients to be Served as listed in the table for **Beneficiaries #3**.

The agency has access to the County's Public Information Officer and her staff of three other individuals. They publish a quarterly newsletter that is distributed to over 30,000 households. In addition, the agency utilizes a

media studio with capability of producing public service announcements. These PSA's will be distributed to various media outlets in the Hidalgo County area.

The marketing plan also includes contact with the many Veteran Serving Organizations in Hidalgo County. They include the Veterans Administration, Hidalgo County Veterans Office, Veterans of Foreign Wars, Catholic War Veterans, American Legion, America's Last Patrol, Military Order of the Purple Heart, Iraq-Afghanistan Veterans of America, Vietnam Veterans of America, Tropical Texas Center for MHMR, and the Disabled Veterans Of America.

The agency will also partner with various Congressional and Legislative Offices as they conduct various special events on behalf of veterans. Congressman Filemon Vela, Jr. has requested that Hidalgo County CSA participate in future events.

Sustainability after the Grant

1. If your organization were to receive a one-year FVA grant, will the Proposed Project continue after the one-year grant period if you did not receive additional FVA funding?
 Yes No *Specific assistance to veterans in this income group will not be continued. Program rules allow for those below 125% of federal poverty to participate.*

2. If Yes, please describe how the Proposed Project will continue. Be specific. Include in your answer what other funding will be available to your organization and what other organizations with whom you may be partnering or working to carry on the work of the Proposed Project after June 30, 2017:
N/A

3. If your organization has received FVA funding in the past for the Proposed Project, describe why you are applying for a grant again.
N/A

Part II – Organization Background

Organization Overview

1. What is the purpose or mission of your organization?
The mission of the Hidalgo County Service Agency is to improve the quality of life and promote self-sufficiency of the low income and vulnerable households of Hidalgo County by providing effective, efficient, and comprehensive services through partnerships and direct funding.

2. What year was your organization established?
Hidalgo County Community Service Agency was established in 1984.

3. What types of programs/services does your organization as a whole currently provide? Provide examples and briefly describe program components.
Comprehensive Energy Assistance Program (CEAP) – Program is designed to assist low income households in meeting their immediate energy needs and to encourage consumers to control energy costs for years to come through energy education. The program serves households who are below 150% of federal poverty. Participants are determined eligible based on income. Benefit levels are determined based on particular criteria and vulnerable/non-vulnerable status.

Community Service Block Grant Program – This program assists individuals living below 125% of federal poverty transition out of poverty by providing individualized case management. The case management allows for the participant to identify the barriers to transition and helps them to address those needs. The program assists with tuition reimbursement, testing fee payments, uniforms, transportation assistance etc.

Retired Senior Volunteer Program – This program helps to match retired seniors into volunteer placement opportunities throughout the county of Hidalgo.

4. Who is currently served by the programs/services your organization currently offers?
Residents of Hidalgo County below 150% of federal poverty level may apply. Because of limited funding only 6,000 – 8,000 households of the over 90,000 qualifying households are assisted.

Organizational Structure

1. What type of organization is applying?
 - City/Municipal government
 - County government
 - Nonprofit organization
 - Other, please describe:

2. What type of governing body does your organization have?
 - City Council/Mayor/City Manager
 - County Commissioners' Court/County Judge
 - Board of Directors/Board Officers/Executive Director
 - Other, please describe:

Previous FVA Grant Awards

List any previous grants your organization was awarded from the FVA.

Amount Awarded	Grant/Contract #	Begin Date	End Date	Was previous funding for the same Proposed Project under this application? (Y/N)

\$ Total FVA Grant Awards

Other Grants and TVC Contracts

1. List all grants and TVC contracts your organization received within the last two (2) years. Do not include FVA grants listed above. Do not list in-kind donations. Use additional pages if needed.

Amount Awarded	Grantor	Grant/Contract #	Begin Date	End Date	Audit Performed (Yes or No)
\$1,589,572.00	Texas Department of Housing and Community Affairs	61150002185	4/15	4/16	Y
4,456,048	Texas Department of Housing and Community Affairs	58150002108	1/1/15	12/31/15	Y
967,706	Texas Department of Housing and Community Affairs	58140002229	5/15/15	9/15/15	Y
97,932.25	Direct Energy	-	1/1/15	12/31/15	Y
35,036	RSVP Texas	13RZWTX018	9/2014	8/2015	Y
79,251	Corp. for National Service	14SRWTX001	7/2015	6/2016	Y
1,571,631	Texas Department of Housing and Community Affairs	61140001850	4/14	4/15	Y
3,638,330	Texas Department of Housing and Community Affairs	58140001799	1/01/2014	12/31/2014	Y

\$12,435,506.25 Total Other Grant Awards

2. Provide a brief narrative for each TVC contract that is listed in the above table.
N/A

Fiscal Management

Answer each question below and do not leave any item unanswered.

- What software does your organization used to record accounting transactions?
QuickBooks Sage MIP Fundware Other (If other, list software)
- Does your organization have written accounting policies and procedures for the following? Please be aware that you may be asked to provide copies of the below policies and procedures to FVA staff should you be awarded a grant. Do not list N/A.

	YES	NO
A. Procurement	<input checked="" type="checkbox"/>	<input type="checkbox"/>
B. Vendor Payments	<input checked="" type="checkbox"/>	<input type="checkbox"/>
C. Payroll	<input checked="" type="checkbox"/>	<input type="checkbox"/>
D. Grants Administration	<input checked="" type="checkbox"/>	<input type="checkbox"/>
E. Cash Management	<input checked="" type="checkbox"/>	<input type="checkbox"/>
F. Travel	<input checked="" type="checkbox"/>	<input type="checkbox"/>
G. Capitalization and Equipment	<input checked="" type="checkbox"/>	<input type="checkbox"/>

3. Indicate if each statement is true or false for your organization. Do not list N/A.

	TRUE	FALSE
A. There has been no staff turnover or reorganization in the past 6 months.	<input type="checkbox"/>	<input checked="" type="checkbox"/>
B. The organization uses a Chart of Accounts.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
C. Time sheets are approved and signed by supervisory personnel.	<input checked="" type="checkbox"/>	<input type="checkbox"/>

D. An A-133 Single Audit has been performed in the past 2 years.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
E. Travel receipts are submitted for travel reimbursement requests.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
F. At what amount does your organization capitalize equipment?	\$5,000	

Performance Reporting

1. What type(s) of data collection tools will your organization use to document Beneficiaries receiving services (required performance measure) and any additional performance measures noted in **Beneficiaries #3 a., b., and c.**? *Hidalgo County Community Service Agency currently utilizes SHAH Software to gather and process data regarding services for beneficiaries. During the next two months, the department will transition to the newer version of this software.*
2. How will your organization consolidate the collected data **to ensure that beneficiaries that are reported to the FVA are unduplicated?** *Currently, program requirements dictate that monthly reports be provided. SHAH Software is designed to capture, report and disaggregate data by various categories including unduplicated households served by various funding streams. Management anticipates no issues with reporting unduplicated services to beneficiaries.*

Part III – Budget Tables and Budget Narratives

The budget is broken up into Direct and Indirect Costs. Within Direct Costs there are seven allowable sections. Indirect Costs has one section. Each section represents a Budget Category that will make up your Total Grant Amount Request. The total grant amount request must equal the Amount Requested checked in **Part I – Proposed Project**.

Complete each Table as applicable to your Proposed Project. Costs must be broken out in Tables to a degree that is sufficient to determine if costs are reasonable, allowable, and necessary for the successful performance of the grant project. Costs will be reviewed for compliance with UGMS and federal grant guidance found in 2 CFR Part 200, Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards.

Following each table, a narrative description supporting and discussing each budget item must be entered, as well as a calculation demonstrating how the cost was arrived at. For example, if there is travel in the budget, the narrative must discuss travel and the appropriateness of travel to the project, and the narrative must include calculations to support how the cost was determined.

Costs claimed as direct costs that appear indirect in nature or budgets claiming no indirect costs will be scrutinized for accuracy. Any such costs claimed as direct need to be fully explained, supported, be reasonable and treated in a consistent manner across your organization. The FVA may ask the applicant to re-classify costs as indirect if the support provided does not meet the above criterion.

DIRECT COSTS

A. Salaries and Wages

1. Enter **each** employee that will be directly associated with the Proposed Project. Enter their position title, employee name, percent of time to be allotted to the Project, and employee’s annual salary rate.

Table A

Position Title	Employee Name	Annual Salary	% of Time Allocated to the Grant	Total Cost
		\$	%	\$
		\$	%	\$
		\$	%	\$
		\$	%	\$
Total Table A				0

2. Describe the roles and responsibilities of each of the positions listed under Salaries and Wages **and** how each of those roles are necessary to accomplishing the Proposed Project. Narrative must also include a calculation to demonstrate how the cost was determined.

B. Fringe Benefits

1. For each Position listed in Table A, include the annual fringe benefits for that position.

Table B

Position Title	Employee Name	Annual Fringe Benefits	% of Time Allocated to the Grant	Total Cost
		\$	%	\$
		\$	%	\$
		\$	%	\$
		\$	%	\$
Total Table B				0

- Describe the benefits– including health insurance, annual leave, social security and any other applicable fringe benefits – for each position listed in Table B **and** how each of those benefits are necessary to accomplishing the Proposed Project. Narrative must also include a calculation to demonstrate how the cost was determined.

C. Travel

- Enter employee travel in the table below. This can include travel to and from conferences, training, outreach, and travel to provide services to Beneficiaries. As noted in the RFA Section XI. Grantee Training, funds do not need to be budgeted for travel to Austin, TX for grantee training. This training will be done remotely via webinar or conference call, or in some instances, FVA staff may conduct onsite training visits at the Awarded Applicant’s facility.

Table C

Travel Expense	Reason for Travel	No. of Staff	No. of Days	Total Cost
Staff Mileage @ \$0.54 per mile	To visit Veteran clients at their homes; conduct outreach at veteran centers, VFW’s, etc.	1	Avg. 2 days/wk	\$2,000.00
				\$
				\$
				\$
				\$
				\$
				\$
Total Table C				\$2,000.00

- Provide a description for each travel item included in the Table above. The description should include, but is not limited to, what the travel is for, costs to be used for mileage rates, meal rates per day, conference registration fees, **and** why the travel is necessary to accomplishing the Proposed Project. Narrative must also include a calculation to demonstrate how the cost was determined.

HCCSA finds it necessary for staff to travel within the County to visit veterans at their home for those that may not have access to transportation or are disabled and/or infirm. Travel is necessary to conduct outreach in areas where veterans may congregate such as VFW’s, veteran service offices, special events and various other veteran related organizations. Reimbursement will be at the County adopted rate prescribed by the County Auditor. Current rate is \$0.54per mile.

*Calculation: 3704 miles * 0.54 = \$2000.16*

D. Equipment

1. Enter a description, unit cost and quantity for each item of equipment to be purchased for the Proposed Project. Remember, capital expenditures and pieces of equipment that are capitalized are not allowable under this grant.

Table D

Description of Equipment	Unit Cost	Quantity	Total Cost
	\$		\$
	\$		\$
Total Table D			

2. Provide a description for each equipment item listed in the Table above **and** explain why each equipment item is necessary to accomplish the Proposed Project. Narrative must also include a calculation to demonstrate how the cost was determined.
HCCSA is recommending in this budget category, the purchase of a Surface Tablet, mobile printer and hot spot internet service to allow the EW mobility in order to service clients outside of the office. The Surface Tablet will easily interface with current HCCSA IT systems.
3. If this is a continuation request and your organization was previously awarded funding for the Proposed Project, note each item of equipment listed in the Table above that was also requested as part of a previously funded application **and** explain why it is being requested again. Examples of such items of equipment may include laptops, projectors, printers, phones, office furniture.
 N/A

E. Supplies

1. Enter a description, unit cost and quantity for each item of supplies to be purchased for the Proposed Project.

Table E

Description of Supplies	Unit Cost	Quantity	Total Cost
General Office Supplies	\$75.70 avg / unit	10	\$757.00
Surface Tablet Computer	\$500.00	1	\$500.00
Mobile Printer	\$200.00	1	\$200.00
WiFi Hotspot	\$40.00	12	\$480.00
Total Table E			\$1,937.00

2. Provide a description for each item of supply listed in the Table above **and** explain why each supply item is necessary to accomplish the Proposed Project. Narrative must also include a calculation to demonstrate how the cost was determined.
CHCSA needs supplies listed in order to give the worker mobility in transporting supplies and equipment. Table and display throw will be used for attending special events to inform the public of the program.
 - *Office Supplies needed for day to day operations are printer paper, cover for the Surface Computer with kick-stand, print toner, ink, collapsible hand dolly, folding table, and a table throw with logo. The Average Cost per Unit was determined by: Total Supplies Cost \$757.00 / Total Quantity of individual items 10 = Total Unit Cost \$75.70*

- List any direct costs not included in the above tables. Direct costs that appear indirect in nature need to be fully explained, supported, be reasonable and treated in a consistent manner across your organization. The FVA may ask the applicant to re-classify costs as indirect if the support provided does not meet the above criterion.

Table H

Other Direct Costs	Annual Cost	Allocation % (if applicable)	Total Cost
N/A	\$	%	\$
	\$	%	\$
	\$	%	\$
	\$	%	\$
	\$	%	\$
	\$	%	\$
	\$	%	\$
	\$	%	\$
Total Table H			\$

- Provide a description for each item of other direct costs listed in the Table above **and** explain why each cost is necessary to accomplish the Proposed Project. If costs are allocated an approximate percentage to be charged to this grant is to be included. Narrative must also include a calculation to demonstrate how the cost was determined.
N/A

I. Total Direct Charges

All Personnel, Fringe Benefits, Travel, Equipment, Supplies, Client Services and Other Direct Charges and should sum to Total Direct Charges on Line I of Table K below.

INDIRECT COSTS

J. Indirect Costs

Allowable Indirect Cost Recovery for FVA grants is limited to 10% of total direct costs for all applicants. Indirect charges are those items that are often considered “overhead,” and can be classified as those costs associated with accounting, human resources, and other administrative and facility-related costs.

Typical examples of indirect cost for many nonprofit organizations may include depreciation on buildings and equipment, the costs of operating and maintaining facilities, and general administration, such as the salaries and expenses of executive officers, personnel administration, and accounting.

If your organization has a federally negotiated indirect cost agreement, that document must be submitted as part of the Application Package so that staff is able to determine that direct and indirect costs are similarly treated.

If your organization does not have a federally negotiated indirect cost agreement, the flat 10% rate of total direct costs is allowable. Please keep in mind that direct and indirect costs must be treated in a similar manner as they are across your organization and may be reviewed for accuracy during compliance visits.

Costs claimed as direct costs that appear indirect in nature or budgets claiming no indirect costs will be scrutinized for accuracy. Any such costs claimed as direct need to be fully explained, supported, be reasonable and treated in a consistent manner across your organization. The FVA may ask the applicant to re-classify costs as indirect if the support provided does not meet the above criterion.

For more information regarding direct and indirect costs, please see 2 CFR §200.412-414.

1. Enter the total Direct Costs in Table J. to calculate the total allowable Indirect Recovery. Then enter the total Indirect Recover to be charged to the grant – this amount may not be more than the total allowable Indirect Recovery.

Table J

Total Direct Costs (Total of Table A through Table H)	Maximum Indirect Costs (as percentage of Direct Costs)	Total Allowable Indirect Recovery	Total Indirect Recovery to be Charged to Grant
\$273936.93	10%	\$27393.69	\$26063.00
Total Table J			\$26063.00

2. If your organization is not submitting a federally negotiated indirect cost agreement, provide a basic line item description for each indirect cost (ex. Executive Director, IT, Facilities). No further explanation is required. Again, direct and indirect costs are to be treated consistently and similarly either as a direct or an indirect cost in order to avoid double-charging the grant.

All indirect costs will be absorbed by 4 Principle grant positions towards there Salaries and Fringes. The four positions include the Executive Director, Operations Manager, E.W Worker, as well as a Case Manager.

K. Budget Table

Enter the all Total lines from Tables A-H and J on the corresponding line below. The total of Table K must match the grant amount being requested in Part I: Proposed Project Information Amount Requested.

Table K

Table	Budget Category	Total Cost
DIRECT COSTS		
A	Salaries and Wages	0
B	Fringe Benefits	0
C	Travel	\$2,000.00
D	Equipment	\$0.00
E	Supplies	\$1,937.00
F	Client Services	\$270,000.00
G	Construction	
H	Other Direct Costs	\$
I	Total Direct Costs	\$273,937.00
INDIRECT COSTS		
J	Indirect Costs	\$26,063.00
Total Indirect Costs		\$26,063.00
Total Grant Amount Requested		\$300,000.00

L. Matching Funds

Describe what other funding sources and/or matching funds your organization will be using to support and accomplish the goals of the Proposed Project. This information helps to provide a complete picture of what resources will be used to accomplish the Proposed Project. Be specific in your answer by including, for example, any other grants that may fund portions of the Proposed Project, in-kind donations, or volunteer time that assists in the delivery of Proposed Project services.

Hidalgo County Community Service Agency (HCSA) has served well over 15,000 unduplicated individuals through July of this year via the Comprehensive Energy Assistance Program and the Community Services Block Grant programs this year alone. This assistance has reached over 6,500 low income and vulnerable households in Hidalgo County. In addition, Direct Energy Corporation has also provided private funding to reach additional households in

the County. The program offers a staff of 36 that range in duties from determining eligibility for these programs to fiscal oversight. The program has been providing services to the people of Hidalgo County for over 30 years.

The program has developed a full complement of pertinent forms and processes that allow individuals to apply for and qualify for assistance should they be determined program eligible. In addition, program staff develop and attend various community outreach events by which program information is disseminated to the general public. The program also partners with a large number of social service agencies to further extend the reach of assistance. Those partners range in mission from food banks and pantries to religious organizations. Other partners are come from the local, state and federal government sectors.

In addition, identified veterans can receive services through the Community Services Block Grant Case Management Program. This program targets those individuals who are actively trying to transition themselves out of poverty via improved education or job training. Program funds can augment tuition assistance programs by paying for testing fees, uniforms, books, school supplies, transportation assistance and even vehicle repairs. Basically, if there is an identified impediment to a person's successful transition out of poverty, case managers can help address those needs and provide assistance.

Finally, the program will take full advantage of the healthy working relationship that has developed with the 29 electric service providers doing business with HCSA. This relationship allows for important information exchange between the electric provider and the agency in order to head off interruption of electric service for the clients they serve. For low to moderate income residents, electric utility service can be a drain on their finances most especially when the temperature hits the 100 degree mark in Hidalgo County and the unbearable humidity increases the heat index to well over 110 degrees.

Hidalgo County Community Service Agency aims to use all of the resources at their disposal to serve the veteran population of Hidalgo County. We look forward to putting these dollars to work alongside other funds to better the quality of life for all of Hidalgo County.