

PY18 CEAP Service Delivery Plan for Hidalgo County Community Service Agency

1. Provide the Extreme weather conditions, with documentation from NOAA website, that your agency will use:

Winter temperature trigger: 46 degrees

Summer Temperature trigger: 99 degrees

2. Two Poverty Analyses have been provided. Community Commons does provide information regarding persons at 100% fpl and 185%fpl, it does not provide information regarding those at 150%fpl. Therefore, an educated estimate was developed for purposes of CEAP planning purposes.

According to Community Commons, 34.25% of the population was living below 100% fpl. By the same token, 57.9% were living below the 185% fpl. These percentages were applied to the number of households in the Hidalgo County of 224,021, the population range from a low of 76,727 to a high of 129,708. Therefore, program administrators determined that approximately 100,000 households are living below 150% fpl.

3. Provide a Brief Narrative of how customer education is being addressed.
Attached to the Service Delivery Plan is vast amount of educational material provided to our customers. We provide extensive information (in English and Spanish) ranging from tips on how to save money on utilities. Multiple information pamphlets provided by Texas Commission on Environmental Quality, and educational coloring books for the children of our clients. We also strive on understanding our client's needs, so we ask them to take part in our needs assessment to better understand our clients and make proper referrals to other agencies to assist their needs.
4. Priority Rating Worksheet: Because of the large disparity between the number of potential eligible applicants for CEAP services and the total available funds, Hidalgo County Community Service Agency Board and County Commissioners have determined that the service delivery model for CEAP PY 2018 will remain Four (4) total payments for vulnerable populations and three (3) total payments for non-vulnerable populations. Every effort will be made to continue outreach efforts to the vulnerable populations of the County in the form of visits to adult daycare, Community events and by operating

satellite offices in the isolated parts of the Hidalgo County. Please refer to attached Priority Rating Sheet.

5. The Alternative billing Method(ABM) is used for clients with incomplete consumption histories, to pledge future months and for LIHEAP Performance Reporting requirements The Alternative Billing Method was developed by taking a random sample of thirty (30) applications per household size category. Average kilowatts used were determined and a table was developed. Attached is the Document that will be used in PY 2018

1.Cold and Hot Trigger

Extreme Weather Crisis Temperatures

Winter Temperature Trigger	Summer Temperature Trigger	County/Counties
46	99	Hidalgo County

Data Tools: 1981-2010 Normals

The 1981-2010 Climate Normals are NCDC's latest three-decade averages of climatological variables, including temperature and precipitation. This new product replaces the [1971-2000 Climate Normals](http://hurricane.ncdc.noaa.gov/cgi-bin/climate_normals/climate_normals.pl?directive=prod_select&subrnum=) product, which remains available as historical data.

The tool below provides temperature and precipitation Climate Normals for over 9,800 stations across the United States. Begin by selecting the desired dataset tab to view monthly, daily, annual/seasonal, or hourly Normals. Then select the desired location and a corresponding station.

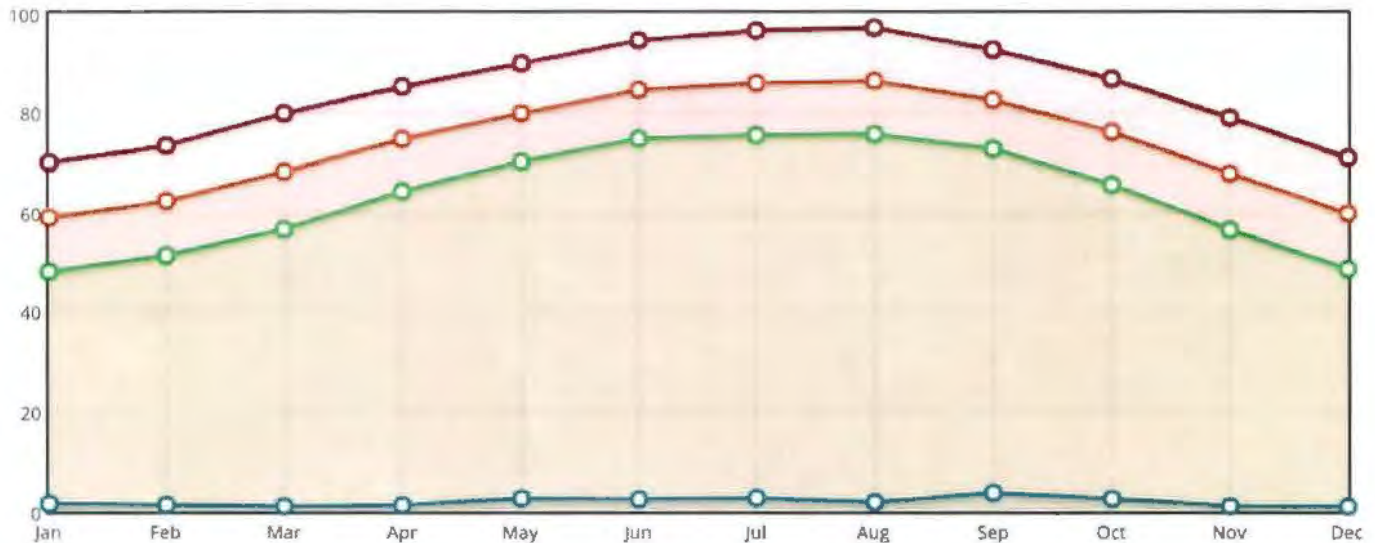
[Monthly Normals](#)
 [Daily Normals](#)
 [Annual/Seasonal Normals](#)
 [Hourly Normals](#)

Use the form below to select the geographic region in the first pane, then select the station name in the next pane as the name list is populated.

TENNESSEE	EL INDIO, TX US
TEXAS	EL PASO INTERNATIONAL AIRPORT, TX US
UTAH	EL PASO NUMBER 2, TX US
VERMONT	ELDORADO 10 W, TX US
VIRGINIA	ELDORADO, TX US
WASHINGTON	ELGIN 1 N, TX US
WEST VIRGINIA	EMORY, TX US
WISCONSIN	ENCINAL, TX US

EDINBURG, TX US

[View Station Details](https://www.ncdc.noaa.gov/cdo-web/datasets/normal/mly/stations/GHCND:USC00412758/detail)
 [View Station Report](#)



MONTH	PRECIP (IN)	MIN TEMPERATURE (°F)	25th PERCENTILE (°F)	MAX TEMPERATURE (°F)
01	1.58	48.2	59.2	70.1
02	1.36	51.4	62.5	73.5
03	1.10	56.6	68.3	80.0
04	1.35	64.2	74.8	85.3

Year	● 1990-1999	● 2000-2009	● 2010-2019	● 2020-2029
05	2.69	70.1	80.0	89.9
06	2.53	74.7	84.6	94.5
07	2.79	75.4	86.0	96.5
08	1.98	75.6	86.4	97.1
09	3.87	72.7	82.6	92.6
10	2.62	65.5	76.2	86.8
11	1.14	56.5	67.8	79.0
12	1.06	48.6	59.8	71.0


2. Poverty Population Analysis

QuickFacts

selected: **Hidalgo County, Texas; UNITED STATES**

QuickFacts provides statistics for all states and counties, and for cities and towns with a *population of 5,000 or more*.

Table

All Topics	Hidalgo County, Texas	UNITED STATES
Population estimates, July 1, 2016, (V2016)	849,843	323,127,513
 PEOPLE		
Population		
Population estimates, July 1, 2016, (V2016)	849,843	323,127,513
Population estimates base, April 1, 2010, (V2016)	774,770	308,758,105
Population, percent change - April 1, 2010 (estimates base) to July 1, 2016, (V2016)	9.7%	4.7%
Population, Census, April 1, 2010	774,769	308,745,538
Age and Sex		
Persons under 5 years, percent, July 1, 2016, (V2016)	9.6%	6.2%
Persons under 5 years, percent, April 1, 2010	9.6%	6.5%
Persons under 18 years, percent, July 1, 2016, (V2016)	33.3%	22.8%
Persons under 18 years, percent, April 1, 2010	34.7%	24.0%
Persons 65 years and over, percent, July 1, 2016, (V2016)	10.9%	15.2%
Persons 65 years and over, percent, April 1, 2010	9.3%	13.0%
Female persons, percent, July 1, 2016, (V2016)	51.1%	50.8%
Female persons, percent, April 1, 2010	51.3%	50.8%
Race and Hispanic Origin		
White alone, percent, July 1, 2016, (V2016) (a)	97.1%	76.9%
Black or African American alone, percent, July 1, 2016, (V2016) (a)	0.8%	13.3%
American Indian and Alaska Native alone, percent, July 1, 2016, (V2016) (a)	0.5%	1.3%
Asian alone, percent, July 1, 2016, (V2016) (a)	1.1%	5.7%
Native Hawaiian and Other Pacific Islander alone, percent, July 1, 2016, (V2016) (a)	Z	0.2%
Two or More Races, percent, July 1, 2016, (V2016)	0.4%	2.6%
Hispanic or Latino, percent, July 1, 2016, (V2016) (b)	91.8%	17.8%
White alone, not Hispanic or Latino, percent, July 1, 2016, (V2016)	6.6%	61.3%

Population Characteristics

Veterans, 2011-2015	21,610	20,108,332
Foreign born persons, percent, 2011-2015	28.8%	13.2%

Housing

Housing units, July 1, 2016, (V2016)	268,765	135,697,926
Housing units, April 1, 2010	248,287	131,704,730
Owner-occupied housing unit rate, 2011-2015	68.1%	63.9%
Median value of owner-occupied housing units, 2011-2015	\$79,200	\$178,600
Median selected monthly owner costs -with a mortgage, 2011-2015	\$1,086	\$1,492
Median selected monthly owner costs -without a mortgage, 2011-2015	\$352	\$458
Median gross rent, 2011-2015	5661	\$928
Building permits, 2016	4,568	1,206,642

Families & Living Arrangements

Households, 2011-2015	224,021	116,926,305
Persons per household, 2011-2015	3.62	2.64
Living in same house 1 year ago, percent of persons age 1 year+, 2011-2015	88.9%	85.1%
Language other than English spoken at home, percent of persons age 5 years+, 2011-2015	84.7%	21.0%

Education

High school graduate or higher, percent of persons age 25 years+, 2011-2015	62.1%	86.7%
Bachelor's degree or higher, percent of persons age 25 years+, 2011-2015	16.7%	29.8%

Health

With a disability, under age 65 years, percent, 2011-2015	9.4%	8.6%
Persons without health insurance, under age 65 years, percent	▲ 32.0%	▲ 10.1%

Economy

In civilian labor force, total, percent of population age 16 years+, 2011-2015	57.9%	63.3%
In civilian labor force, female, percent of population age 16 years+, 2011-2015	50.7%	58.5%
Total accommodation and food services sales, 2012 (\$1,000) (c)	985,948	708,138,598
Total health care and social assistance receipts/revenue, 2012 (\$1,000) (c)	3,479,014	2,040,441,203
Total manufacturers shipments, 2012 (\$1,000) (c)	1,675,380	5,696,729,632
Total merchant wholesaler sales, 2012 (\$1,000) (c)	D	5,208,023,478
Total retail sales, 2012 (\$1,000) (c)	9,296,823	4,219,821,871
Total retail sales per capita, 2012 (c)	\$11,527	\$13,443

Transportation

Mean travel time to work (minutes), workers age 16 years+, 2011-2015	22.1	25.9
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Income & Poverty

Median household income (in 2015 dollars), 2011-2015	\$34,782	\$53,889
Per capita income in past 12 months (in 2015 dollars), 2011-2015	\$14,689	\$28,930
Persons in poverty, percent	▲ 31.1%	▲ 12.7%

 **BUSINESSES**

Businesses


Total employer establishments, 2015	11,866	7,663,938
Total employment, 2015	187,842	124,085,947
Total annual payroll, 2015 (\$1,000)	5,184,829	6,253,488,252
Total employment, percent change, 2014-2015	3.4%	2.5%
Total nonemployer establishments, 2015	69,823	24,331,403
All firms, 2012	82,291	27,626,360
Men-owned firms, 2012	39,998	14,844,597
Women-owned firms, 2012	36,097	9,878,397
Minority-owned firms, 2012	72,857	7,952,366
Nonminority-owned firms, 2012	7,619	18,987,918
Veteran-owned firms, 2012	5,026	2,521,682
Nonveteran-owned firms, 2012	75,189	24,070,685


 **GEOGRAPHY**

Geography

Population per square mile, 2010	493.2	87.4
Land area in square miles, 2010	1,570.87	3,531,905.43
FIPS Code	48215	00

Value Notes

 This geographic level of poverty and health estimates is not comparable to other geographic levels of these estimates

Some estimates presented here come from sample data, and thus have sampling errors that may render some apparent differences between geographies statistically indistinguishable. Click the Quick Info  icon to the left of each row in TABLE view to learn about sampling error.

The vintage year (e.g., V2016) refers to the final year of the series (2010 thru 2016). *Different vintage years of estimates are not comparable.*

Fact Notes

- (a) Includes persons reporting only one race
- (b) Hispanics may be of any race, so also are included in applicable race categories
- (c) Economic Census - Puerto Rico data are not comparable to U.S. Economic Census data

Value Flags

- Either no or too few sample observations were available to compute an estimate, or a ratio of medians cannot be calculated because one or both of the median estimates falls in the lowest or upper interval of an open ended distribution.
- D Suppressed to avoid disclosure of confidential information
- F Fewer than 25 firms
- FN Footnote on this item in place of data
- NA Not available
- S Suppressed; does not meet publication standards
- X Not applicable
- Z Value greater than zero but less than half unit of measure shown

QuickFacts data are derived from: Population Estimates, American Community Survey, Census of Population and Housing, Current Population Survey, Small Area Health Insurance Estimates, Small Area Income and Poverty Estimates, State and County Housing Unit Estimates, County Business Patterns, Nonemployer Statistics, Economic Census, Survey of Business Owners, Building Permits.

Community Health Needs Assessment (CHNA)

Health Indicators Report

Report Area

Hidalgo County, TX

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Data Category

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Social & Economic Factors

Economic and social insecurity often are associated with poor health. Poverty, unemployment, and lack of educational achievement affect access to care and a community's ability to engage in healthy behaviors. Without a network of support and a safe community, families cannot thrive. Ensuring access to social and economic resources provides a foundation for a healthy community.

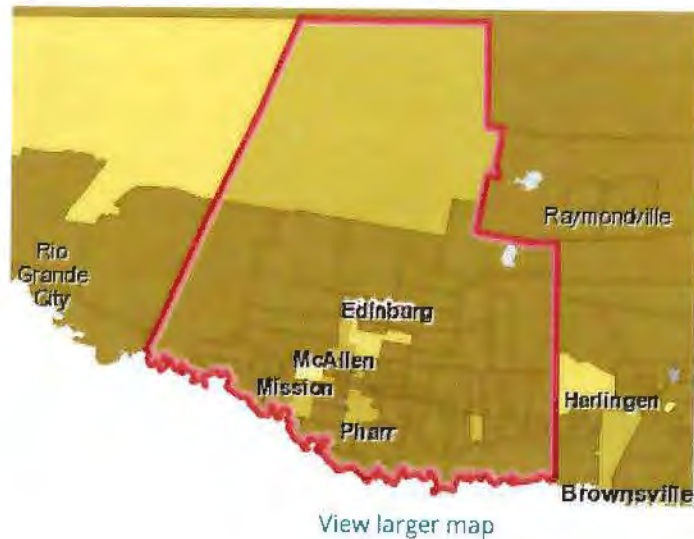
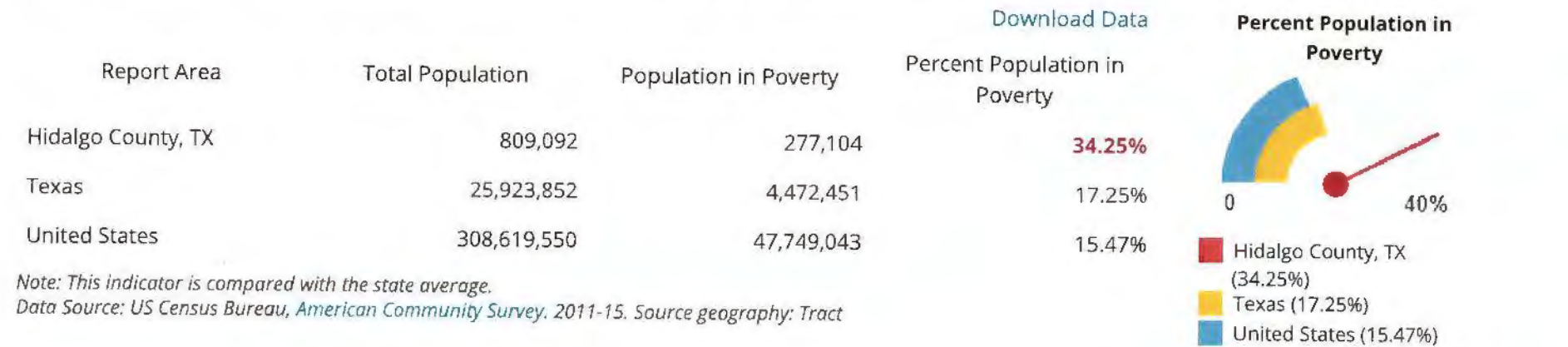
Data Indicators

- Children Eligible for Free/Reduced Price Lunch
- Food Insecurity Rate
- Head Start
- High School Graduation Rate (EdFacts)
- High School Graduation Rate (NCES)
- Households with No Motor Vehicle
- Housing Cost Burden (30%)
- Income - Families Earning Over \$75,000
- Income - Inequality (GINI Index)
- Income - Median Family Income
- Income - Per Capita Income
- Income - Public Assistance Income
- Insurance - Population Receiving Medicaid
- Insurance - Uninsured Adults
- Insurance - Uninsured Children
- Insurance - Uninsured Population
- Lack of Social or Emotional Support
- Population Receiving SNAP Benefits (ACS)
- Population Receiving SNAP Benefits (SAIPE)
- Population with Associate's Level Degree or Higher
- Population with Bachelor's Degree or Higher
- Population with No High School Diploma
- Poverty - Children Below 100% FPL
- Poverty - Children Below 200% FPL
- **Poverty - Population Below 100% FPL**
- Poverty - Population Below 185% FPL
- Poverty - Population Below 200% FPL
- Poverty - Population Below 50% FPL
- Student Reading Proficiency (4th Grade)
- Teen Births
- Unemployment Rate
- Violent Crime

[Poverty - Population Below 100% FPL](#)

Poverty is considered a *key driver* of health status.

Within the report area 34.25% or 277,104 individuals are living in households with income below the Federal Poverty Level (FPL). This indicator is relevant because poverty creates barriers to access including health services, healthy food, and other necessities that contribute to poor health status.



Population Below the Poverty Level, Percent by Tract, ACS 2011-15

- Over 20.0%
- 15.1 - 20.0%
- 10.1 - 15.0%
- Under 10.1%
- No Data or Data Suppressed
- Report Area

Population in Poverty by Gender

Report Area	Total Male	Total Female	Percent Male	Percent Female
Hidalgo County, TX	126,943	150,161	32.4%	35.98%

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Social & Economic Factors

Economic and social insecurity often are associated with poor health. Poverty, unemployment, and lack of educational achievement affect access to care and a community's ability to engage in healthy behaviors. Without a network of support and a safe community, families cannot thrive. Ensuring access to social and economic resources provides a foundation for a healthy community.

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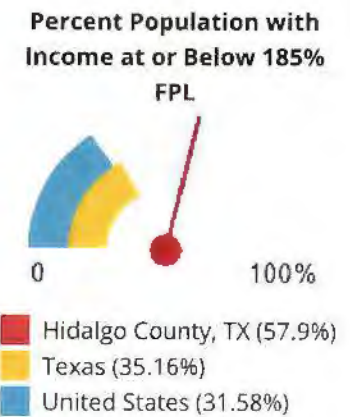
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- **Poverty - Population Below 185% FPL**
- Poverty - Population Below 200% FPL
- Poverty - Population Below 50% FPL
- Student Reading Proficiency (4th Grade)
- Teen Births
- Unemployment Rate
- Violent Crime

[Poverty - Population Below 185% FPL](#)

In the report area 57.9% or 468,455 individuals are living in households with income below 185% of the Federal Poverty Level (FPL). This indicator is relevant because poverty creates barriers to access including health services, healthy food, and other necessities that contribute to poor health status.

[Download Data](#)

Report Area	Total Population	Population with Income at or Below 185% FPL	Percent Population with Income at or Below 185% FPL
Hidalgo County, TX	809,092	468,455	57.9%
Texas	25,923,852	9,115,258	35.16%
United States	308,619,550	97,454,684	31.58%



*Note: This indicator is compared with the state average.
Data Source: US Census Bureau, American Community Survey, 2011-15. Source geography: Tract*



[View larger map](#)

Population Below 185% Poverty Level, Percent by Tract, ACS 2011-15

- Over 43.0%
- 35.1 - 43.0%
- 27.1 - 35.0%
- Under 27.1%
- No Data or Data Suppressed
- Report Area

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Health Indicators Report

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Hidalgo County, TX

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Economic and social insecurity often are associated with poor health. Poverty, unemployment, and lack of educational achievement affect access to care and a community's ability to engage in healthy behaviors. Without a network of support and a safe community, families cannot thrive. Ensuring access to social and economic resources provides a foundation for a healthy community.

Data Indicators

- Children Eligible for Free/Reduced Price Lunch
- Food Insecurity Rate
- Head Start
- High School Graduation Rate (EdFacts)
- High School Graduation Rate (NCES)
- **Households with No Motor Vehicle**
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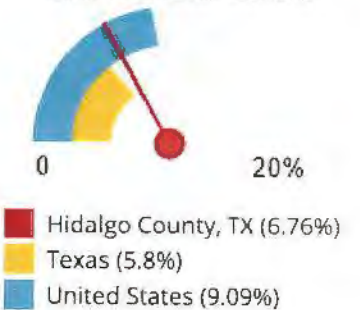
Households with No Motor Vehicle

This indicator reports the number and percentage of households with no motor vehicle based on the latest 5-year American Community Survey estimates.

[Download Data](#)

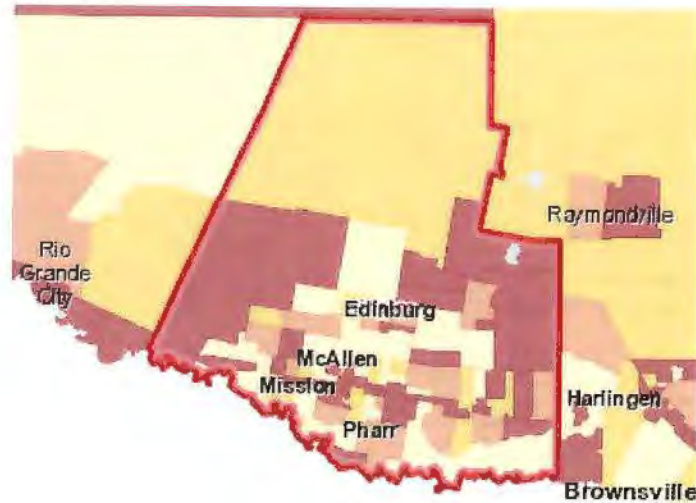
Report Area	Total Occupied Households	Households with No Motor Vehicle	Percentage of Households with No Motor Vehicle
Hidalgo County, TX	224,021	15,148	6.76%
Texas	9,149,196	530,789	5.8%
United States	116,926,305	10,628,474	9.09%

Percentage of Households with No Motor Vehicle



Note: This indicator is compared with the state average.

Data Source: US Census Bureau, American Community Survey, 2011-15. Source geography: Tract



Households with No Vehicle, Percent by Tract, ACS 2011-15



[View larger map](#)

Households with No Motor Vehicle by Tenure

[Download Data](#)

Report Area	Owner-Occupied Households with No Vehicle	Percentage of Owner-Occupied Households with No Vehicle	Renter-Occupied Households with No Vehicle	Percentage of Renter-Occupied Households with No Vehicle
Hidalgo County, TX	6,346	4.16%	8,802	5.77%
Texas	131,999	2.32%	398,790	7%

3. Customer Education Material

Provide a brief narrative of how customer education is being addressed.

Attached to the Service Delivery Plan is vast amount of educational material provided to our customers. We provide extensive information (in English and Spanish) ranging from tips on how to save money on utilities, Multiple information pamphlets provided by Texas Commission on Environmental Quality, and educational coloring books for the children of our clients. We also strive on understanding our client's needs, so we ask them to take part in our needs assessment to better understand our clients and make proper referrals to other agencies to assist their needs.

Tips on How to Save Money on Utilities

No Cost Tips

- Turn water heater down to 120°F (49°C)
- Clean refrigerator coils
- Set refrigerator to 36°-38°F (2°- 3°C)
- Set freezer to a 0°-5°F (-18° -15°C)
- Keep refrigerator/freezer full (water)
- Unplug major appliances when not in use
- Turn off water while shaving or brushing teeth
- Use cold water to wash and wash full loads
- Use the right size pot/pan on the stove burner
- Do not preheat your oven except for baking
- Cover pots/pans when cooking

Summer Tips

- Raise thermostat up 5 degrees at night (78°F/day, 83°F/night)
- Raise thermostat up 5 degrees when leaving for 4 hours or more
- Turn off furnace pilot light
- Close curtains on the sunny sides of the home
- Wear loose light colored clothing
- Use fans to circulate air in the home

Winter Tips

- Turn thermostat down 10 degrees at night (68°F/day, 58°F/night)
- Turn thermostat down 10 degrees when leaving for 4 hours or more
- Keep curtain open on the south side of the house during the day
- Keep curtain closed on north windows
- Remove screens from south windows
- Dress in layers of clothing

Low Cost Tips

- Install low flow shower heads and aerators on faucets
- Insulate water heater
- Replace the central unit filter monthly during summer and winter
- Replace light bulbs with compact fluorescent bulbs
- Insulate electrical outlets and switches
- Caulk the inside of windows and doors
- Insulate/caulk all pipe penetrations in the walls and ceilings
- Purchase a water saving toilet or use dams
- Make a draft dodger to use on doors and windows

Consejos Sobre Como Ahorrar Dinero en las Utilidades

Consejos sin Costo

- Ajuste el calentador de agua 120°F (49°C)
- Limpie la parrilla del refrigerador
- Ajuste su frigerador a 36° a 38°F (2° a 3°C)
- Ajuste su congelador a 0° a 5°F (-18° a 15°C)
- Mantenga su refrigerador/congelador lleno (agua)
- Desconecte aparatos mayores que no use
- Cierra la llave de agua cuando se razure o lave los dientes
- Use agua fria para lavar ropa y llene bien la lavadora
- Use el tamaño de olla/sarten adecuado para la parrilla
- Cubra las ollas/sartenes cuando cocine

Consejos para el Verano

- Suba el termostato 5 grados mas durante la noche (78°F/dia, 83°F/noche)
- Suba el termostato 5 grados mas cuando salga por mas de 4 horas
- Apague el piloto del horno
- Abra las ventanas del lado fresco de la casa
- Use ropa clara y ligera
- Use abanicos para hacer circular el aire en la casa

Consejos para el Invierno

- Baje el termostato 10 grados menos durante la noche (68°F/dia, 58°F/noche)
- Baje el termostato 10 grados menos cuando salga por mas de 4 horas
- Mantenga las cortinas del lado sur de la casa abiertas durante el dia
- Mantenga las cortinas del lado norte cerradas
- Remueva las tela de las ventanas del lado sur
- Vista con varios empalmes de ropa

Consejos de Bajo Costo

- Instale una cabeza que fluya menos agua a la regadera del baño y cocina
- Cambie el filtro del aire cada mes
- Aisle su calentador de agua
- Aisle los conductores electricos y apagadores
- Instale masilla en las puertas y ventanas
- Aisle o instale masilla en los escapes de aire de canos/tuberias
- Adquiera un inodoro que tenga deposito que ahorre agua
- Cubra los escapes de aire alrededor de las puertas y ventanas

COUNTY OF HIDALGO COMMUNITY SERVICE AGENCY
CASE MANAGEMENT/NEEDS ASSESSMENT

Applicant Name: _____ Case #: _____

Accepts Referral/Acepta La Referencia

Nutrition/Nutricion

- 1) Does household receive food assistance? ___ Yes ___ No
If no, refer to SNAP and RGV Food Bank/Food Pantry
- 2) Is there a pregnant member and/or children age 5 and younger?
___ Yes ___ No
 - a) If yes, is WIC received? ___ Yes ___ No
 - b) If no, refer to WIC

1) ___ Yes/Si ___ No, Explain/Explique _____

2) ___ Yes/Si ___ No, Explain/Explique _____

Employment/Empleo

- 3) Is Applicant or other member(s) claiming zero income?
___ Yes ___ No
 - a) If yes, is member(s) employable? ___ Yes ___ No
 - b) If yes, refer to TWS

3) ___ Yes/Si ___ No, Explain/Explique _____

Child Support/Soporte de Niños

- 4) Is Applicant or other member a single parent? ___ Yes ___ No
 - a) Is child support received for all children? ___ Yes ___ No
 - b) If no, refer to Attorney General

4) ___ Yes/Si ___ No, Explain/Explique _____

Child Care/Cuidado de Niños

- 5) Is Applicant and/or spouse employed? ___ Yes ___ No
 - a) If yes, is child care readily available? ___ Yes ___ No
 - b) If no, refer to TWS

5) ___ Yes/Si ___ No, Explain/Explique _____

U.S. Citizenship/Ciudadano de E.U.

- 6) Is Applicant a U.S. Citizen? ___ Yes ___ No
 - a) If yes, does Applicant have documents for SAVE Certification? ___ Yes ___ No
 - b) If no, refer to County Clerk

6) ___ Yes/Si ___ No, Explain/Explique _____

Education/Educacion

- 7) Do all Adult members (18-55) a High School Diploma or GED?
___ Yes ___ No
 - a) If no, refer to Region I

7) ___ Yes/Si ___ No, Explain/Explique _____

Health/Salud

- 8) Do all household members have health insurance?
___ Yes ___ No
 - a) If no, refer to Health Clinics

8) ___ Yes/Si ___ No, Explain/Explique _____

Other/Otro

- 9) Does house/mobile home/apartment have screens
On windows? ___ Yes ___ No
- 10) Are you a Texas Gas Customer? ___ Yes ___ No
 - a) if yes, do you live within the limits of a city? ___ Yes ___ No
 - b) If yes, do you have gas appliances that are in need of replacement? ___ Yes ___ No

9) ___ Yes/Si ___ No, Explain/Explique _____

Applicant Signature/Firma del Apicante

Worker Signature

Date

SEIS MANERAS DE CUIDAR A TEXAS

- 1 RECICLA.** Usa recipientes de reciclaje en el hogar y en la escuela.
- 2 AHORRA AGUA.** Cierra la llave de agua cuando te laves los dientes.
- 3 CONSERVA ENERGÍA.** Apaga las luces y la televisión cuando no las estés usando.
- 4 MANTÉN LIMPIO EL AIRE.** Camina, vete en bicicleta, comparte viajes en carro con otros o toma el autobús.
- 5 REUTILIZA LAS COSAS.** Comparte o dona los juguetes, juegos, libros y ropa que ya no necesites. Sacar libros de la biblioteca en lugar de comprarlos.
- 6 NO TIRES BASURA.** Únete con tus padres en un evento de limpieza en la comunidad.



Take Care
OF Texas

It's the only one we've got

CuideATexas.org



GI-324esp (rev. 4/14)

La Comisión de Calidad Ambiental de Texas

Impreso en papel reciclado y utilizando tinta vegetal

SIX WAYS TO TAKE CARE OF TEXAS

- 1 RECYCLE.** Use recycling bins at home and at school.
- 2 SAVE WATER.** Turn off the faucet when you brush your teeth.
- 3 CONSERVE ENERGY.** Turn off lights and the TV when you're not using them.
- 4 KEEP THE AIR CLEAN.** Walk, ride your bike, carpool, or ride the bus.
- 5 REUSE THINGS.** Share or donate toys, games, books, and clothes you don't need anymore. Buy used books or borrow them from the library.
- 6 DON'T LITTER.** Sign up with your family for a community cleanup event.



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GI-324 (rev. 4/14)

Texas Commission on Environmental Quality

Printed on recycled paper using vegetable-based ink

Sea Prudente con el Agua en Casa

Cierre la llave mientras se cepille los dientes y ahorre hasta 2 galones de agua por minuto. Esto sería hasta 220 galones por semana para una familia de cuatro.
Tape el lavabo en lugar de dejar que corra el agua para enjuagar su rastrillo de afeitado y ahorre hasta 200 galones al mes.

13,000 galones
Inodoros eficientes en agua pueden ahorrar hasta 13,000 galones de agua al año. Si el sello, o sago, de su inodoro no cierra bien después de la descarga, cámbielo.

3,400 galones
Ahorre hasta 3,400 galones de agua al año lavando ropa sólo cuando la maquina esté llena.

Una llave que gotea una gota por segundo puede desperdiciar hasta 3,000 galones de agua al año.

Reducir una ducha de 10 minutos usando un cabezal de regadera estándar a 5 minutos ahorrará 12.5 galones de agua en cada ocasión.

Instale dispositivos de plomería más eficientes. Un cabezal de regadera eficiente en agua puede ahorrarle 2,900 galones de agua y \$70 en costos de energía y agua al año a la familia promedio.

Riegue prudentemente
Evite regar su césped o jardín en pleno día. Regar antes del amanecer o después del atardecer permite que el agua se absorba en lugar de evaporarse en el calor del mediodía.

10% = 30
Capte y use agua de lluvia. Captando agua de lluvia de sólo el 10 por ciento de los techos residenciales en Texas, podríamos conservar más de 30 mil millones de galones de agua anualmente.

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tceq.texas.gov/goba/enqustadefcliente

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Be Water Wise at Home

Turn off the water while you brush your teeth and save up to 2 gallons a minute. That's up to 220 gallons a week for a family of four.
Plug the sink instead of running the water to rinse your razor and save up to 200 gallons a month.

13,000 gallons
Water-efficient toilets can save up to 13,000 gallons of water a year. If your toilet flapper doesn't close properly after flushing, replace it.

3,400 gallons
Save up to 3,400 gallons of water a year by washing laundry only when the machine is full.

A faucet leaking at a rate of one drop per second can waste up to 3,000 gallons of water a year.

Reducing a 10-minute shower using a standard showerhead to 5 minutes will save 12.5 gallons of water in each occasion.

Install more efficient fixtures. A water-efficient showerhead can save the average family 2,900 gallons of water and \$70 energy and water costs a year.

Water wisely
Avoid watering your lawn or garden in the middle of the day. Watering before dawn and after dusk allows for water to be absorbed instead of evaporating in midday heat.

10% = 30 billions
Collect and use rainwater. By collecting rainwater from just 10 percent of the residential roof area in Texas, we could conserve more than 30 billion gallons of water annually.

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TEXAS COMMISSION ON ENVIRONMENTAL QUALITY

How is our customer service?
tceq.texas.gov/customerurvey

The TCEQ is an equal opportunity employer. The agency does not allow discrimination on the basis of race, color, religion, national origin, sex, disability, age, sexual orientation or veteran status.

www.tceq.texas.gov/publications/gl/gl-370.html

Ponga la basura en su lugar

No patea ni arroja. Mantenga los líquidos y aerosoles en su envase original. No ponga aceites, grasas, aceites, líquidos, pinturas, ni otros líquidos en el bote de basura. No ponga los refrigeradores, estufas y calentadores en el bote de basura.



Mantenga los líquidos, aerosoles y grasas en su envase original. No ponga aceites, grasas, aceites, líquidos, pinturas, ni otros líquidos en el bote de basura.



Mantenga el aceite de motor en el bote de basura.

No tire los gases de escape en el bote de basura.



1 millón

Por el día por persona, se usan 25 dispositivos electrónicos.



6.5 lb por día

Cada texano genera alrededor de seis libras y seis onzas de basura por día.



Algunos artículos electrónicos, como los teléfonos móviles, el papel, los cables, el metal y el plástico se reciclan. Llame al 282-3687 para obtener más información.

Put Waste in Its Place

Don't pat feet on or grease down the drain.



Keep your tires properly inflated. Do not use them. They can almost 500 miles.



Recycle used motor oil.



1 million



The average household has 25 electronic devices.



6.5 lbs per day

Each Texan generates about six and a half pounds of garbage each day.



Items such as food, yard trimmings, paper, glass, metal, and plastics are curbed for over 85 percent of household trash.

Para obtener más información para reciclar y desechar sus residuos, visite nuestro sitio web: takecareoftexas.org/twofaces.



TakeCareOfTexas.org



Comisión de Recursos Ambientales de Texas

¿Cómo le parece nuestro servicio al cliente?
tceq.texas.gov/goto/encuestadelcliente

Check out our website for resources for recycling and disposing of your waste, visit TakeCareOfTexas.org/twofaces.



TakeCareOfTexas.org



Comisión de Recursos Ambientales de Texas

How is our customer service?
tceq.texas.gov/customer/survey



When Less = More: Energy-Conservation Tips

Drive less.

Carpool, use public transit, combine errands, take your lunch to work, and host meetings via teleconference.



Turn off the lights and use energy-saving light bulbs.

Turning off just one light bulb that would otherwise burn 8 hours a day can save almost \$20 per year.



Halogen incandescent, compact fluorescent (CFL), and light-emitting diode (LED) bulbs use 25 to 80 percent less energy and last longer than traditional incandescent bulbs.



Adjust your thermostat.

To reduce energy use, set it at 78 degrees or higher in the summer and 68 degrees or lower in the winter.



Use ceiling fans.

Run ceiling fans, but only while you're in the room. Fans allow you to raise the thermostat 4 degrees. In the winter, reverse your fan to force warm air near the ceiling down into the room.



Weatherize your home or office.

Weatherize your home or office. Use caulk and weather stripping to seal air leaks, and add insulation to save up to 10 percent on your energy bill.



Trade up to Energy Star appliances.

High-efficiency appliances cut energy consumption over standard models—by 5 percent for a dishwasher, 20 percent for a clothes dryer, and 25 percent for a clothes washer.



25%

Unplug electronics or turn off power strips.

Standby power accounts for 5 to 10 percent of residential energy use, costing the average household up to \$180 per year.



\$180
per year

10%



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of Texas

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www.tceq.texas.gov/publications/gi/gi-388.html



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JOIN US IN THE FIGHT AGAINST CLIMATE CHANGE



United States
Environmental Protection Agency
Air and Radiation (6202J)
Washington, DC 20460-0001

Official Business
Penalty for Private Use
\$300



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Cuando Menos = Más: Consejos para Conservar Energía

Maneje menos.

Comparta coche, use transporte público, combine mandados, lleve su comida al trabajo y realice reuniones por medio de teleconferencias.



Cambie a electrodomésticos Energy Star.

Los electrodomésticos de alta eficiencia reducen el consumo de energía comparados con modelos estándar: en 5 por ciento para un lavaplatos, 20 por ciento para una secadora y 25 por ciento para una lavadora.



25%

Apague las luces y use focos ahorradores de energía.

Apagar solo un foco que de otra manera estaría prendido ocho horas al día puede ahorrar casi \$20 al año.



Focos incandescentes halógenos, fluorescentes compactos (CFL) y diodos emisores de luz (LED) usan de 25 a 80 por ciento menos energía y duran más que los focos incandescentes tradicionales.



Ajuste su termostato.

Para reducir el uso de energía, ponga su termostato a 78 grados o más en el verano y a 68 grados o menos en el invierno.



Use ventiladores de techo, pero sólo cuando esté en el cuarto.

Los ventiladores le permiten subir el termostato 4 grados.

En el invierno, ponga su ventilador en modo inverso (sentido contrario), para forzar el aire caliente que esté cerca del techo hacia abajo.



Climatice su hogar u oficina (protegerlos contra la intemperie).

Use masilla y burletes para sellar las fugas de aire y añada aislante, para ahorrar hasta el 10 por ciento en su cuenta de energía.

10%



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Use masilla y burletes para sellar las fugas de aire, y añada aislante, para ahorrar hasta el 10 por ciento en su cuenta de energía.



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TAKE CARE OF TEXAS

Lone Star Activity Book



**Take Care
OF Texas**

It's the only one we've got.

TakeCareOfTexas.org



**PLAY THESE FUN GAMES ONLINE
AT <TAKECAREOFTEXAS.ORG>.**



Texas Commission on Environmental Quality

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How is our customer service?

Fill out our online customer-satisfaction survey at <www.tceq.texas.gov/customersurvey>.

<p>Take Care of Texas</p>	<p>TakeCareOfTexas.org Online Tips to Do Your Part!</p>
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Join
the

LORAX

To Help Save Energy, Water,
and Protect the Planet

Activity Book

Join the Lorax and ENERGY STAR by doing your part.
Save energy at home and at school -
to keep pollution out of the air and keep the earth cool!
The Lorax can teach us a thing or two,
about saving water - that's good for the earth too!



ENERGY STAR and WaterSense Super Sleuths

When you go to the store, you face so many options:
"Pick me!" "I'm the best!" say all the contraptions.

In all of those sounds, there is one little voice saying,
ENERGY STAR is the simple choice!

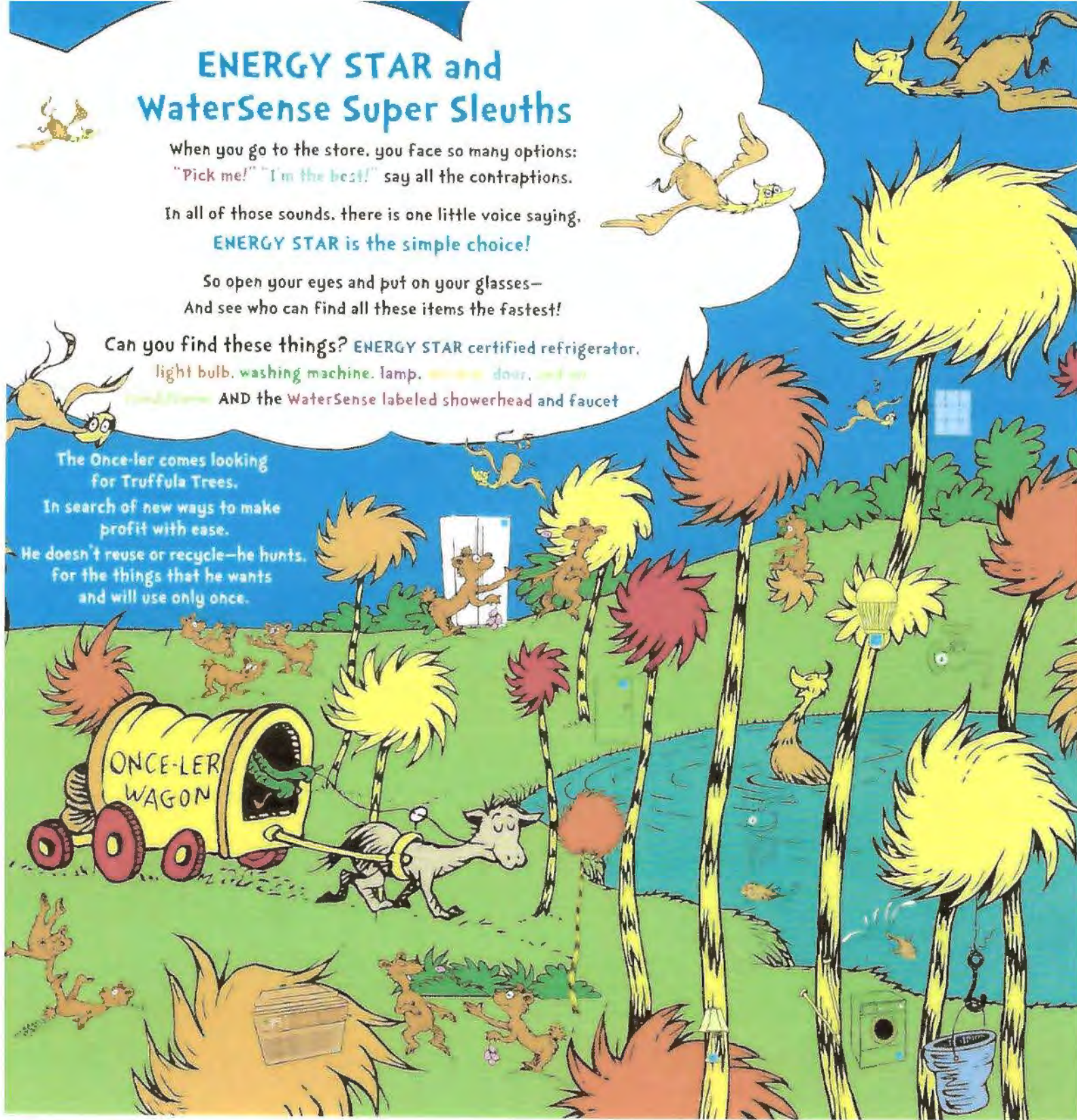
So open your eyes and put on your glasses—
And see who can find all these items the fastest!

Can you find these things? ENERGY STAR certified refrigerator,
light bulb, washing machine, lamp, window, door, and air
conditioner. AND the WaterSense labeled showerhead and faucet

The Once-ler comes looking
for Truffula Trees.

In search of new ways to make
profit with ease.

He doesn't reuse or recycle—he hunts
for the things that he wants
and will use only once.

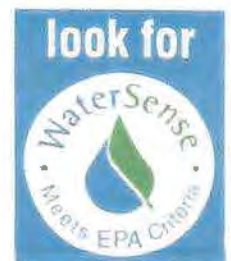


More ways to help

For kids – and grown-ups too – who care a whole awful lot,
Don't fret the book is over, our mission to protect the earth is not!

Our planet has limited resources, but the population continues to grow –
So EPA offers tips and tricks to help us reduce, reuse, and recycle.
Learn how you can save and share what you learn with your friends and family!

energystar.gov/kids | epa.gov/watersense/kids | epa.gov/recycle



4. Priority Rating Sheet

Hidalgo County Community Service Agency

PRIORITY RATING SHEET

Client Name: _____

Case # _____

<u>Category</u>	<u>POINTS</u>	<u>TOTAL</u>
Elderly (60 or Older)	5	_____
Disabled (Documented Proof)	5	_____
Children 5 Years of Age and Under	5	_____

***** Households with highest priority will be seen first *****

<u>Poverty Level</u>		
0% - 50% Federal Guideline *	5	_____
51% -75% Federal Guideline *	4	_____
76% -100% Federal Guideline *	3	_____
101% - 125% Federal Guideline *	2	_____
126% - 150% Federal Guideline *	1	_____
151 and Up% Federal Guideline * (C.E.C)	0	_____

<u>Energy Burden</u>		
_____	divided by _____ = _____%	
Consumption usage	Annual income/resource*	Energy Burden
11% - 100%		5
1% - 10%		0

***Note: If income/resources is zero, award only 1 point.**

Points Total _____

Utility Assistance Component

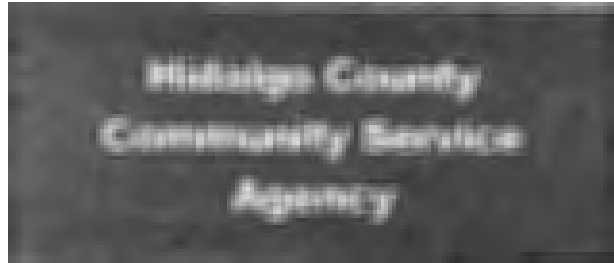
Vulnerable Group (4 Months)	_____
Non-Vulnerable Group (3 Months)	_____

EW Signature: _____

Date: _____

Hist Req Date: _____

5. Alternative Billing Method (ABM)



Memo

To: Jaime Longoria, Executive Director
From: Mari Gallegos CCFS Supervisor
cc: Rosalinda Gonzalez, Guillermo Palacios
Date: October 19, 2017
Re: Alternative Method

In reference to lack of twelve (12) month home energy consumption history, Subrecipients may base payments on current program year's bill or utilize a Department approved alternative method.

In order to determine amount of assistance to be provided to eligible households in a timelier manner and not unnecessarily burden our clients, CHCSA is submitting the following alternative methods for Department review and approval.

Electric

Alternative method detailed below for the determination/selection of the highest consumption months when consumption histories are not available due to: a) consumption history provided is not for a complete 12-month period, or b) electric utility company did not provide consumption history, or c) amount of kWhs reflected on history appear to be skewed in relation to the amount before and after the amount in question.

- 1) Request consumption histories from appropriate electric utility companies. CSA will note "request date" on Priority Rating Form.
- 2) Provide electric utility companies a maximum of 7 calendar days from date requested to provide requested histories to CHCSA.

- 3) Utilize an average kWh amount(s) (1-12 month) for cases that meet one or more of the above conditions (a-c).
- 4) Determine the appropriate charge per company based on an average price reflected on electric bill submitted at time of application.

CHCSA has compiled an average kWh usage table/chart per household size and has attached such form for your review and approval.

CHCSA will use figures for each month selected under all circumstances to include when complete 12-month histories are provided.

Propane

In the event that a 12-month purchase history is not provided by propane vendor, CHCSA will proceed in the following manner:

- 1) Document reason for lack of history in case file.
- 2) Select highest month based solely on propane consumption history.
- 3) Provide assistance for only propane services based on highest months selected.

2018 AVERAGE ELECTRIC CONSUMPTION TABLE

HOUSEHOLD OF 1

JAN	FEB	MAR	APRIL	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC
KwH	KwH	KwH	KwH	KwH	KwH	KwH	KwH	KwH	KwH	KwH	KwH
736	550	535	572	784	1048	1155	1287	1284	984	769	598

HOUSEHOLD OF 2-3

JAN	FEB	MAR	APRIL	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC
KwH	KwH	KwH	KwH	KwH	KwH	KwH	KwH	KwH	KwH	KwH	KwH
1116	902	958	1117	1335	1645	1918	1802	1882	1509	1173	1055

HOUSEHOLD OF 4-5

JAN	FEB	MAR	APRIL	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC
KwH	KwH	KwH	KwH	KwH	KwH	KwH	KwH	KwH	KwH	KwH	KwH
1309	1063	1046	1275	1425	1689	1805	1901	1934	1612	1315	1112

HOUSEHOLD OF 6-7

JAN	FEB	MAR	APRIL	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC
KwH	KwH	KwH	KwH	KwH	KwH	KwH	KwH	KwH	KwH	KwH	KwH
1411	1192	1180	1450	1633	2055	2265	2142	2325	1939	1647	1260

HOUSEHOLD OF 8 (+) OR MORE

JAN	FEB	MAR	APRIL	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC
KwH	KwH	KwH	KwH	KwH	KwH	KwH	KwH	KwH	KwH	KwH	KwH
2678	1313	1334	1706	1852	2161	2422	2428	2540	2079	1751	1537