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Hidalgo County Community Service Agency



Comprehensive Energy Assistance Program
Service Delivery Model
Update, February 20, 2018

CEAP Program Eligibility



- Application
- Provide proof of Identity and Residency
- Provide Current Electric Bill
- Determined Income Eligible - 150% Federal Poverty Level
 - Family of 4 - \$31,375 per year

Hidalgo County Demographics



- Households in Hidalgo County 224,021*
- Households Below 100% fpl (31.2%) 69,943*
- Estimated Households Below 150% fpl ~100,000+

- Funding is available for roughly 6,000 households or 6%

* Community Commons, Poverty Report, Hidalgo County, Texas, February, 2018.

Current CEAP Service Delivery Model



- Currently Serving ~70 households per day
(Current bills plus future)
 - 40 at main office
 - 30 in the community
- Disconnects served on a walk in basis (One month assistance only)
- Vulnerable families (4 payments)
- Non-Vulnerable families (3 payments)

Recommended CEAP Service Delivery Model



- Currently Serving - 70 households per day
(Current bills plus future)
40 at main office
30 in the community
- Disconnects served on a walk in basis (One month assistance only)
- Vulnerable families (4 payments)
- Non-Vulnerable families (3 payments)
- As per Advisory Board Recommendation (2/16/18)

*Those not receiving assistance will receive appointment for following month.
Appointments will be set no more than one month in advance.*

Current CEAP Service Delivery Model



Comments?
Questions?