



PY19 CEAP Service Delivery Plan

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

Winter temperature trigger: 47 degrees
Summer Temperature trigger: 98 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, 32.76% of the population was living below 100% fpl. By the same token, 56.14% were living below the 185% fpl. These percentages were applied to the number of households in the Hidalgo County of 227,477, the population range from a low of 74,521 to a high of 127,706. 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 2019 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 2019





1. Cold and Hot Trigger

Extreme Weather Crisis Temperatures

Winter Temperature Trigger	Summer Temperature Trigger	County/Counties
47	98	Hidalgo

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.

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
WYOMING	ESCOBAS, TX US

EDINBURG, TX US

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

SEASON	PRECIP (IN)	MIN TMP (°F)	AVG TMP (°F)	MAX TMP (°F)
Annual	24.07	63.3	74.0	84.7
Winter	4.00	49.3	60.4	71.5
Summer	7.30	75.2	85.6	96.1
Spring	5.14	63.6	74.3	85.1
Autumn	7.63	64.9	75.5	86.1



2. Poverty Population Analysis

Total retail sales, 2012 (\$1,000) (c)	9,296,823	366,116,376
Total retail sales per capita, 2012 (c)	\$11,527	\$13,666
Transportation		
Mean travel time to work (minutes), workers age 16 years+, 2012-2016	21.9	25.9
Income & Poverty		
Median household income (in 2016 dollars), 2012-2016	\$36,094	\$54,727
Per capita income in past 12 months (in 2016 dollars), 2012-2016	\$15,240	\$27,828
Persons in poverty, percent	▲ 31.2%	▲ 15.6%

BUSINESSES


Businesses		
Total employer establishments, 2016	11,937	579,166 ¹
Total employment, 2016	194,826	10,429,924 ¹
Total annual payroll, 2016 (\$1,000)	5,355,855	526,782,643 ¹
Total employment, percent change 2015-2016	3.7%	1.9% ¹
Total nonemployer establishments, 2016	70,258	2,251,787
All firms, 2012	82,291	2,356,748
Man-owned firms, 2012	39,998	1,251,696
Woman-owned firms, 2012	36,097	866,678
Minority-owned firms, 2012	72,857	1,070,392
Nonminority-owned firms, 2012	7,619	1,224,845
Veteran-owned firms, 2012	5,026	213,590
Nonveteran-owned firms, 2012	75,189	2,057,218

GEOGRAPHY

Geography		
Population per square mile, 2010	493.2	96.3
Land area in square miles, 2010	1,570.87	261,231.71
FIPS Code	48215	48

Value Notes

- 1. Includes data not distributed by county.

 Estimates are not comparable to other geographic levels due to methodology differences that may exist between different data sources.

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 left of each row in TABLE view to learn about sampling error.

The vintage year (e.g., V2017) refers to the final year of the series (2010 thru 2017). *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

- 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
- 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 lower interval of an open ended distribution.

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 Poverty Estimates, State and County Housing Unit Estimates, County Business Patterns, Nonemployer Statistics, Economic Census, Survey of Business Owners, Building Permits.

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- QuickFacts
- American Factfinder
- 2010 Census
- Economic Census
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- Developers
- Catalogs
- Publications

BUSINESS & INDUSTRY

- Help With Your Forms
- Economic Indicators
- Economic Census
- E-Stats
- International Trade
- Export Codes
- NAICS
- Governments
- Longitudinal Employer-Household Dynamics (LEHD)
- Survey of Business Owners

PEOPLE & HOUSEHOLDS

- 2020 Census
- 2010 Census
- American Community Survey
- Income
- Poverty
- Population Estimates
- Population Projections
- Health Insurance
- Housing
- International
- Genealogy

SPECIAL TOPICS

- Advisors, Centers and Research Programs
- Statistics in Schools
- Tribal Resources (AIAN)
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- Statistical Abstract
- Special Census Program
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- USA.gov

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Community Health Needs Assessment (CHNA)

Health Indicators Report

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Report Area

Hidalgo County, TX

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Data Category

[Demographics](#)
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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
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- Insurance - Uninsured Children
- Insurance - Uninsured Population
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- Population with Bachelor's Degree or Higher
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- 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

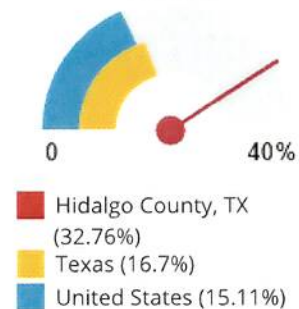
Poverty is considered a *key driver* of health status.

Within the report area 32.76% or 267,812 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.

[Download Data](#)

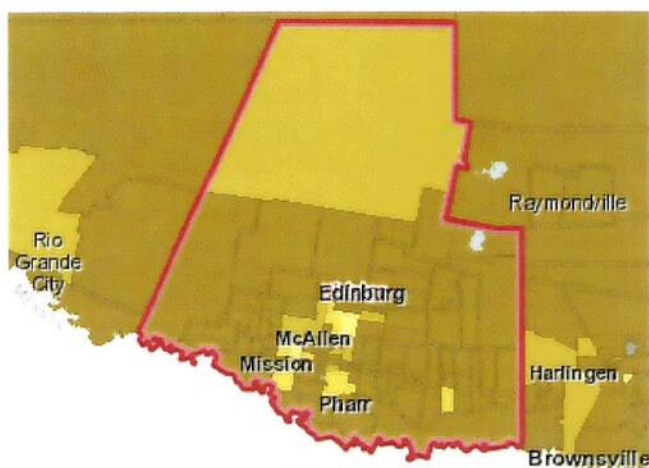
Report Area	Total Population	Population in Poverty	Percent Population in Poverty
Hidalgo County, TX	817,554	267,812	32.76%
Texas	26,334,005	4,397,307	16.7%
United States	310,629,645	46,932,225	15.11%

Percent Population in Poverty



Note: This indicator is compared with the state average.

Data Source: US Census Bureau, American Community Survey, 2012-16. Source geography: Tract



Population Below the Poverty Level, Percent by Tract, ACS 2012-16

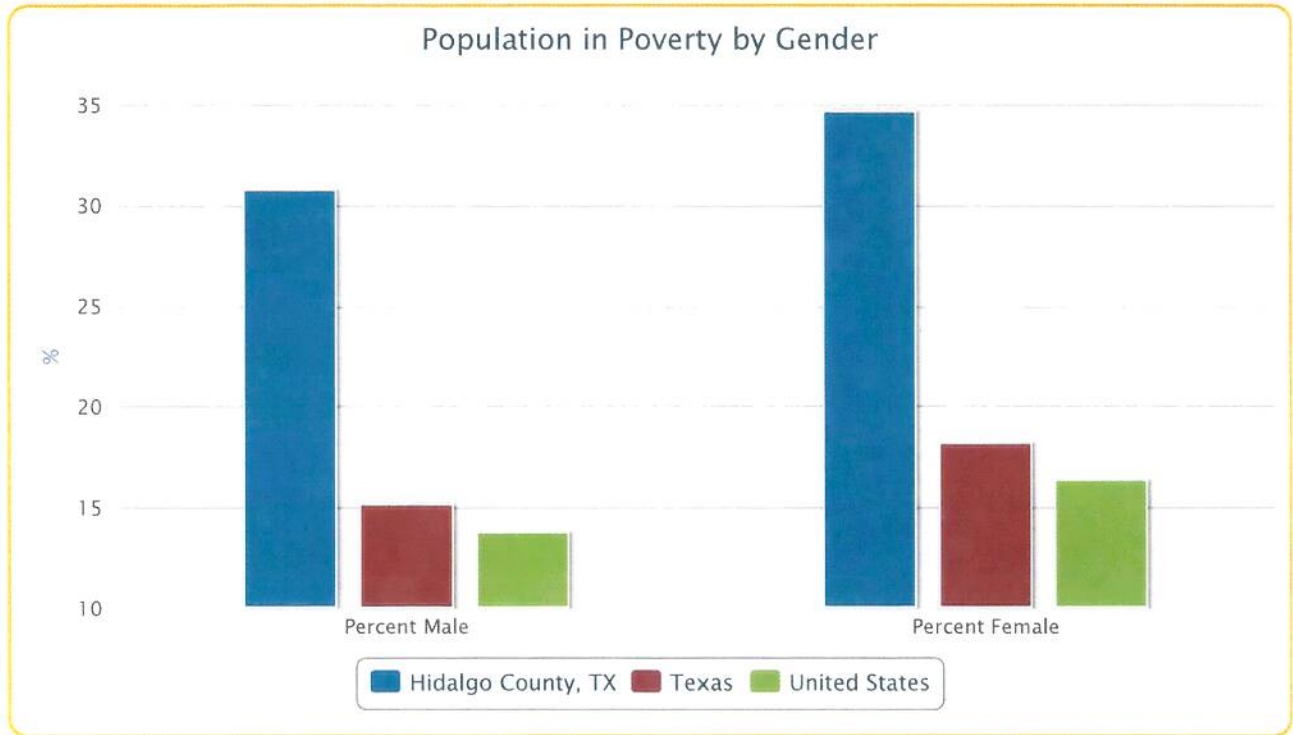


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Population in Poverty by Gender

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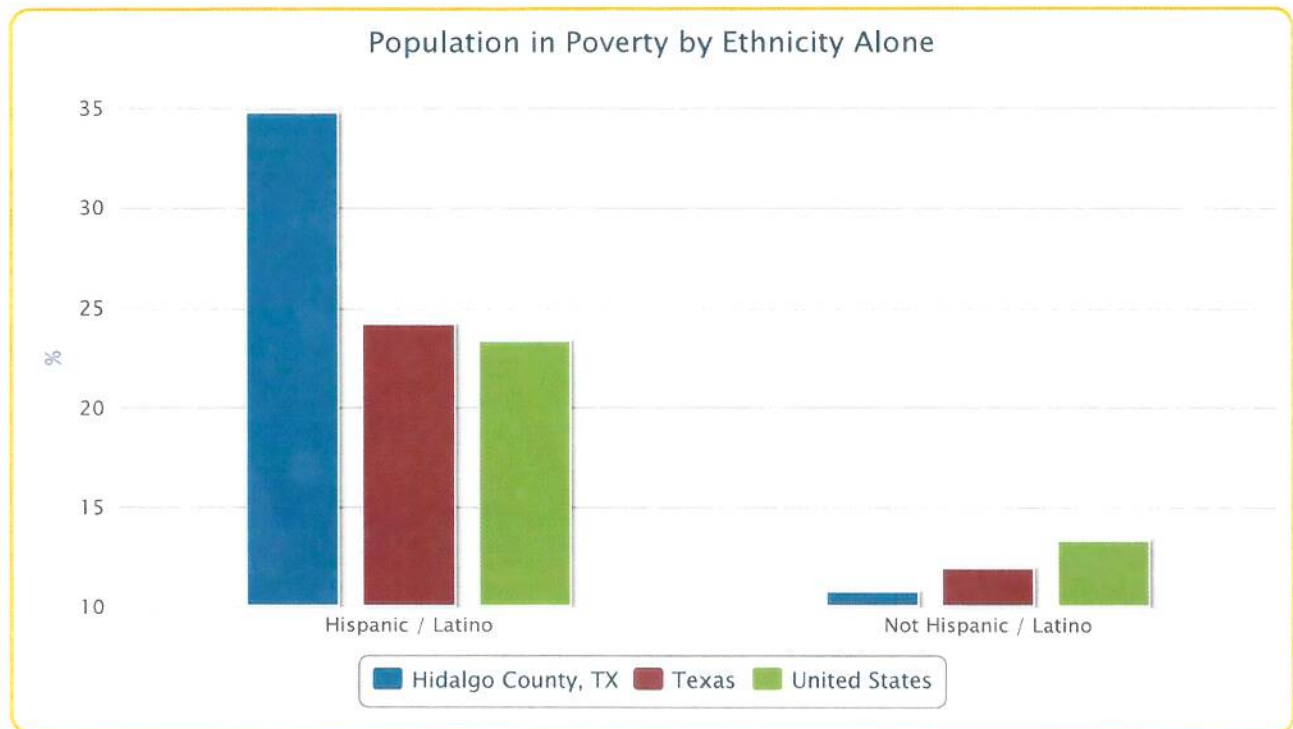
Report Area	Total Male	Total Female	Percent Male	Percent Female
Hidalgo County, TX	121,918	145,894	30.76%	34.64%
Texas	1,966,846	2,430,461	15.17%	18.18%
United States	21,012,839	25,919,386	13.82%	16.34%



Population in Poverty by Ethnicity Alone

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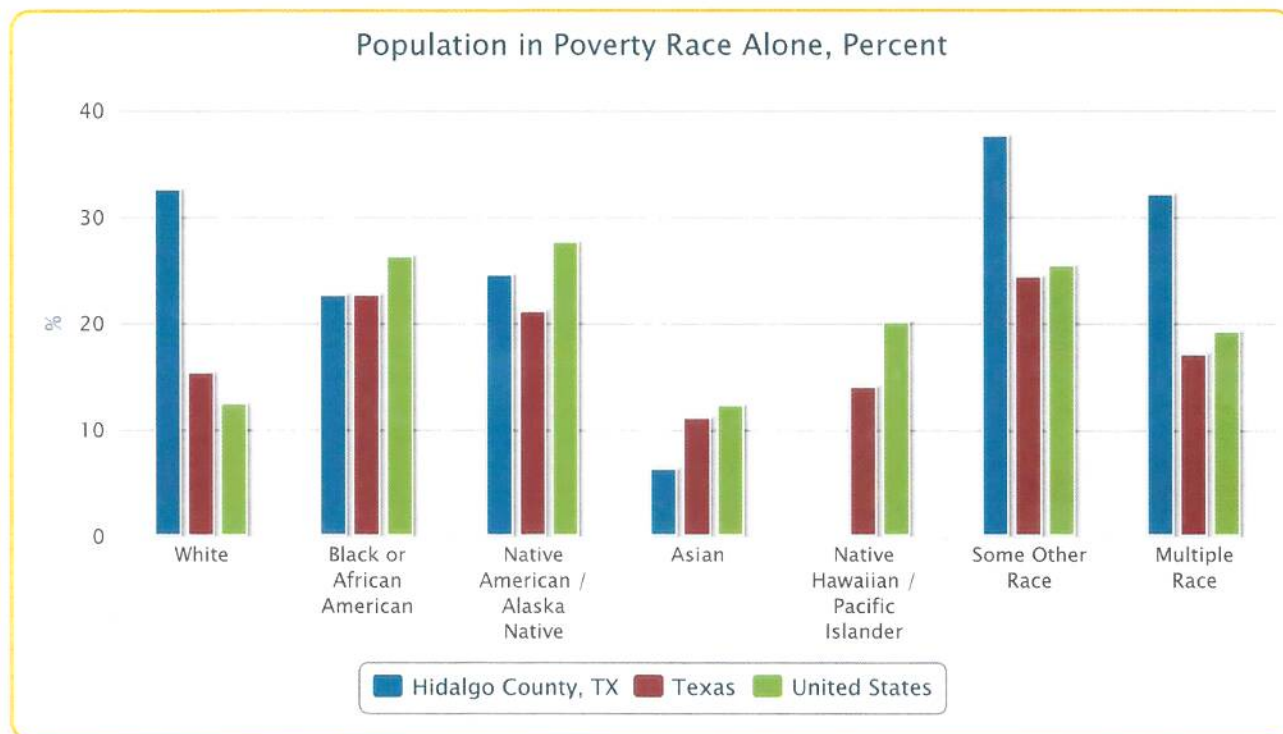
Report Area	Total Hispanic / Latino	Total Not Hispanic / Latino	Percent Hispanic / Latino	Percent Not Hispanic / Latino
Hidalgo County, TX	260,431	7,381	34.77%	10.78%
Texas	2,468,927	1,928,380	24.16%	11.97%
United States	12,653,597	34,278,628	23.4%	13.36%



Population in Poverty Race Alone, Percent

[Download Data](#)

Report Area	White	Black or African American	Native American / Alaska Native	Asian	Native Hawaiian / Pacific Islander	Some Other Race	Multiple Race
Hidalgo County, TX	32.74%	22.75%	24.5%	6.3%	0%	37.72%	32.21%
Texas	15.46%	22.63%	21.17%	11.13%	13.96%	24.39%	17.16%
United States	12.44%	26.22%	27.59%	12.33%	20.07%	25.37%	19.27%



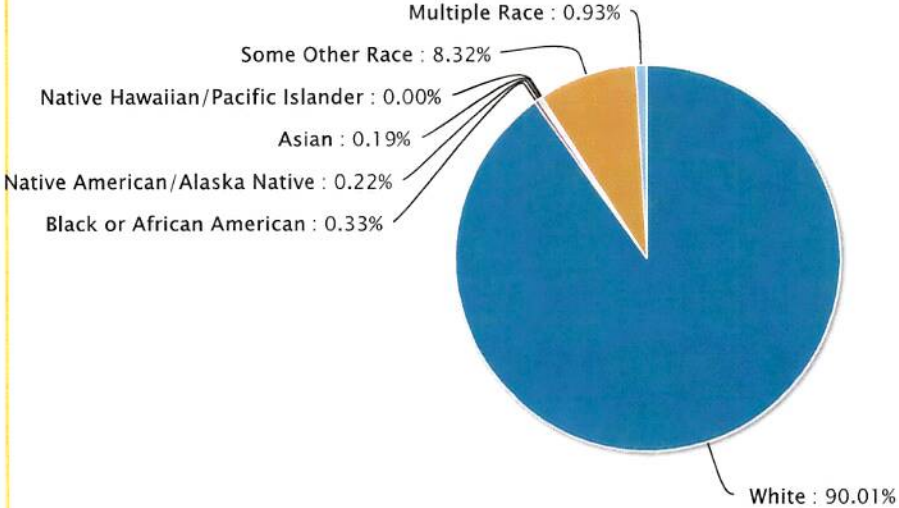
Population in Poverty by Race Alone, Total

[Download Data](#)

Report Area	White	Black or African American	Native American / Alaska Native	Asian	Native Hawaiian / Pacific Islander	Some Other Race	Multiple Race
Hidalgo County, TX	241,051	893	590	513	0	22,279	2,486
Texas	3,054,970	697,386	26,264	129,228	3,024	373,974	112,461
United States	28,424,685	10,111,248	692,998	2,009,019	108,956	3,765,448	1,819,871

Population in Poverty by Race Alone, Total

Hidalgo County, TX



Poverty - Population Below 100% FPL

Data Background

The American Community Survey (ACS) is a nationwide, continuous survey designed to provide communities with reliable and timely demographic, housing, social, and economic data. The ACS samples nearly 3 million addresses each year, resulting in nearly 2 million final interviews. The ACS replaces the long-form decennial census; however, the number of household surveys reported annually for the ACS is significantly less than the number reported in the long-form decennial census. As a result, the ACS combines detailed population and housing data from multiple years to produce reliable estimates for small counties, neighborhoods, and other local areas. Negotiating between timeliness and accuracy, the ACS annually releases current, one-year estimates for geographic areas with large populations; three-year and five-year estimates are also released each year for additional areas based on minimum population thresholds.

Citation: U.S. Census Bureau: A Compass for Understanding and Using American Community Survey Data (2008).

For more information about this source, including data collection methodology and definitions, refer to the [American Community Survey](#) website.

Methodology

Population counts for demographic groups and total area population data are acquired from the U.S. Census Bureau's American Community Survey. Data represent estimates for the 5 year period 2012-2016. Mapped data are summarized to 2010 census tract boundaries. Area demographic statistics are measured as a percentage of the total population based on the following formula:

$$\text{Percentage} = [\text{Subgroup Population}] / [\text{Total Population}] * 100$$

For more information on the data reported in the American Community Survey, please see the complete [American Community Survey 2016 Subject Definitions](#).

Notes

Trends Over Time

The American Community Survey multi-year estimates are based on data collected over 5 years. For any given consecutive release of ACS 5-year estimates, 4 of the 5 years overlap. The Census Bureau discourages direct comparisons between estimates for overlapping periods; use caution when interpreting this data.

Race and Ethnicity

Race and ethnicity (Hispanic origin) are collected as two separate categories in the American Community Survey (ACS) based on methods established by the U.S. Office of Management and Budget (OMB) in 1997. Indicator race and ethnicity statistics are generated from self-identified survey responses. Using the OMB standard, the available race categories in the ACS are: White, Black, American Indian/Alaskan Native, Asian, and Other. An ACS survey respondent may identify as one race alone, or may choose multiple races. Respondents selecting multiple categories are racially identified as "Two or More Races". The minimum ethnicity categories are: Hispanic or Latino, and Not Hispanic or Latino. Respondents may only choose one ethnicity. All social and economic data are reported in the ACS public use files by race alone, ethnicity alone, and for the white non-Hispanic population.

Data Limitations

Beginning in 2006, the population in group quarters (GQ) was included in the ACS. The part of the group quarters population in the poverty universe (for example, people living in group homes or those living in agriculture workers' dormitories) is many times more likely to be in poverty than people living in households. Direct comparisons of the data would likely result in erroneous conclusions about changes in the poverty status of all people in the poverty universe.

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Report Area

Hidalgo County, TX

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Data Category

Demographics

Social & Economic Factors

Physical Environment

Clinical Care

Health Behaviors

Health Outcomes

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

Poverty - Population Below 185% FPL

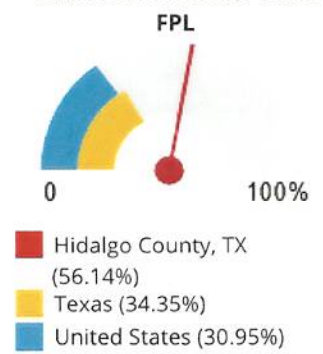
In the report area 56.14% or 458,981 individuals are living in households with income below 185% of the Federal Poverty Level (FPL). This indicator is relevant because poverty creates barriers to access including health services,

healthy food, and other necessities that contribute to poor health status.

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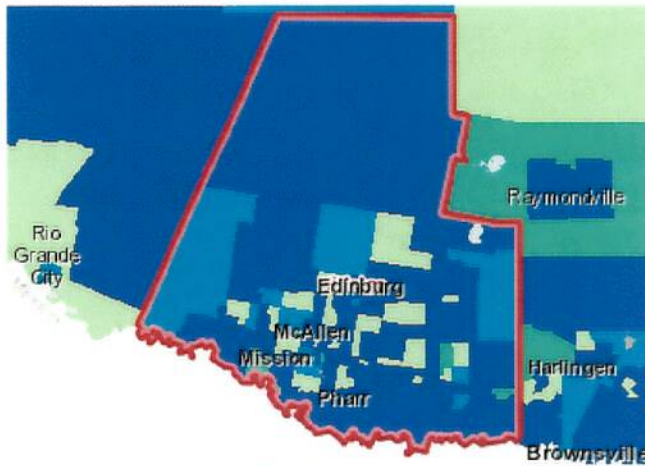
Report Area	Total Population	Population with Income at or Below 185% FPL	Percent Population with Income at or Below 185% FPL
Hidalgo County, TX	817,554	458,981	56.14%
Texas	26,334,005	9,045,101	34.35%
United States	310,629,645	96,139,377	30.95%

Percent Population with Income at or Below 185% FPL



Note: This indicator is compared with the state average.

Data Source: US Census Bureau, American Community Survey. 2012-16. Source geography: Tract



Population Below 185% Poverty Level, Percent by Tract, ACS 2012-16

- Over 3.0%
- 2.1 - 3.0%
- 1.1 - 2.0%
- Under 1.1%
- No Population Age 65+ Reported
- No Data or Data Suppressed
- Report Area

[View larger map](#)

Poverty - Population Below 185% FPL

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Hidalgo County, TX

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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	227,477	15,200	6.68%
Texas	9,289,554	523,186	5.63%
United States	117,716,237	10,562,847	8.97%

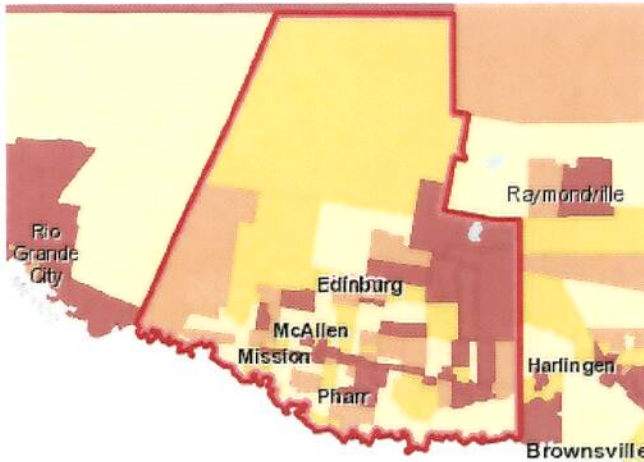
Percentage of Households with No Motor Vehicle



- Hidalgo County, TX (6.68%)
- Texas (5.63%)
- United States (8.97%)

Note: This indicator is compared with the state average.

Data Source: US Census Bureau, [American Community Survey](#). 2012-16. Source geography: Tract



Households with No Vehicle, Percent by Tract, ACS 2012-16

- Over 8.0%
- 6.1 - 8.0%
- 4.1 - 6.0%
- Under 4.1%
- No Data or Data Suppressed
- Report Area

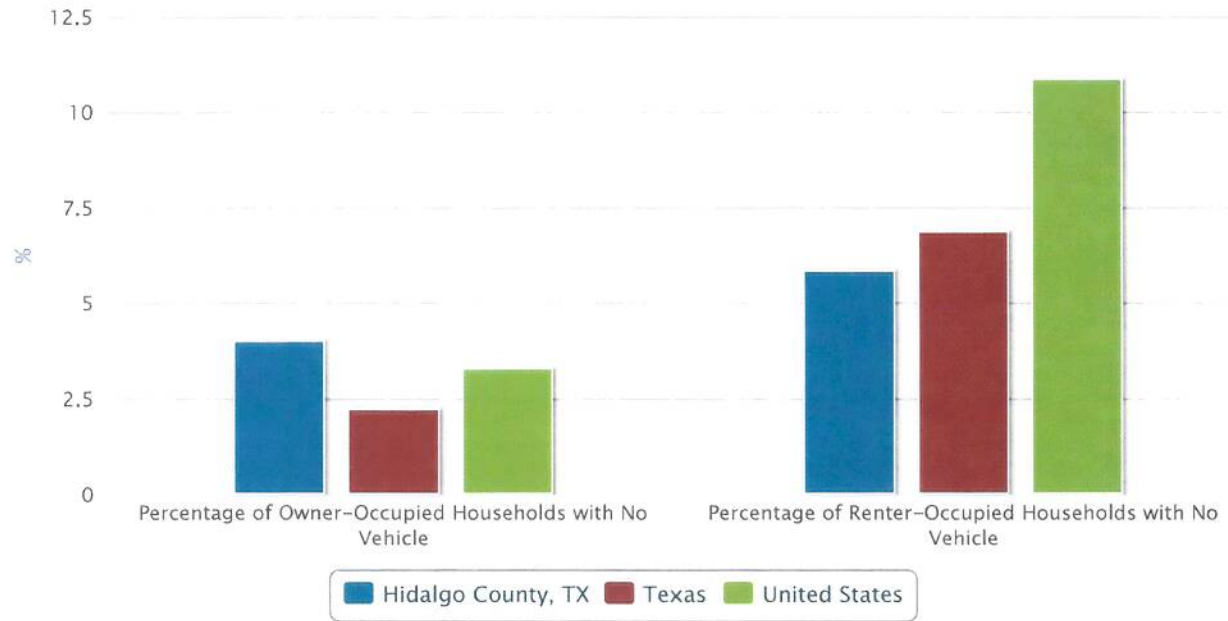
[View larger map](#)

Households with No Motor Vehicle by Tenure

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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	6,184	4.01%	9,016	5.85%
Texas	129,005	2.24%	394,181	6.86%
United States	2,462,839	3.29%	8,100,008	10.82%

Households with No Motor Vehicle by Tenure



Households with No Motor Vehicle

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For more information about this source, including data collection methodology and definitions, refer to the [American Community Survey](#) website.

Methodology

Counts of housing units are acquired from the U.S. Census Bureau's American Community Survey. Data represent estimates for the 5 year period 2012-2016. Mapped data are summarized to 2010 census tract boundaries. The data on vehicles available were obtained from Housing Question 12 in the 2016 American Community Survey (ACS). The question was asked at occupied housing units. These data show the number of passenger cars, vans, and pickup or panel trucks of one-ton capacity or less kept at home and available for the use of household members. Vehicles rented or leased for one month or more, company vehicles, and police and government vehicles are included if kept at home and used for non-business purposes. Dismantled or immobile vehicles are excluded. Vehicles kept at home but used only for business purposes also are excluded. For more information on the data reported in the American Community Survey, please see the complete [American Community Survey 2016 Subject Definitions](#).

Customize Report

Start Over

Save & Download



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^oF (49^oC)
- Clean refrigerator coils
- Set refrigerator to 36^o-38^oF (2^o- 3^oC)
- Set freezer to a 0^o-5^oF (-18^o -15^oC)
- 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^oF/day, 83^oF/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^oF/day, 58^oF/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 conductors 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 #: _____

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

Accepts Referral/Acepta La Referencia

- 1) ___ Yes/Si ___ No, Explain/Explicue _____

- 2) ___ Yes/Si ___ No, Explain/Explicue _____

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/Explicue _____

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/Explicue _____

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/Explicue _____

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/Explicue _____

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/Explicue _____

Health/Salud

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

- 8) ___ Yes/Si ___ No, Explain/Explicue _____

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
- 11) Does your home have a smoke detector? ___ Yes ___ No

- 9) ___ Yes/Si ___ No, Explain/Explicue _____

If yes is it working? ___ Yes ___ NO

Applicant Signature/Firma del Apicante

Date

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 estás 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 necesitas. Saca 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
1-800-441-4676
TakeCareOfTexas.org

Call 324-699-4016
La Comisión de Calidad Ambiental de Texas
Recycle right. Reuse right. Reuse first.

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.



Take Care of Texas
1-800-441-4676
TakeCareOfTexas.org

Call 324-699-4016
Texas Commission on Environmental Quality
Recycle right. Reuse right. Reuse first.

Sea Prudente con el Agua en Casa

1 Cierre la llave mientras se cepilla los dientes y "barrido" 3 minutos. Esto se ahorra hasta 220 galones por semana para una familia de cuatro.

Hacer el lavado en lugar de dejar que corra el agua hasta que agarra su color lo de limpiar y ahorrará hasta 200 galones al mes.

13,000 galones de agua al año pueden ahorrarse si se ahorra 3.3 galones al día.

Si el agua se calienta demasiado, no ventila bien después de la descarga, cambie.

Instalar dispositivos de plomería más eficientes.

Un cabezal de regadera eficiente ahorra agua y puede ahorrar hasta 2,500 galones de agua al año, energía y agua al ir a la lavadora.

13,000 galones de agua al año.

Be Water Wise at Home

1 Turn off the water while you brush your teeth and save 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 220 gallons a month.

13,000 gallons of water a year can be saved if you use 3.3 gallons of water a day.

If your toilet flapper doesn't close properly after flushing, replace it.

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 a month.

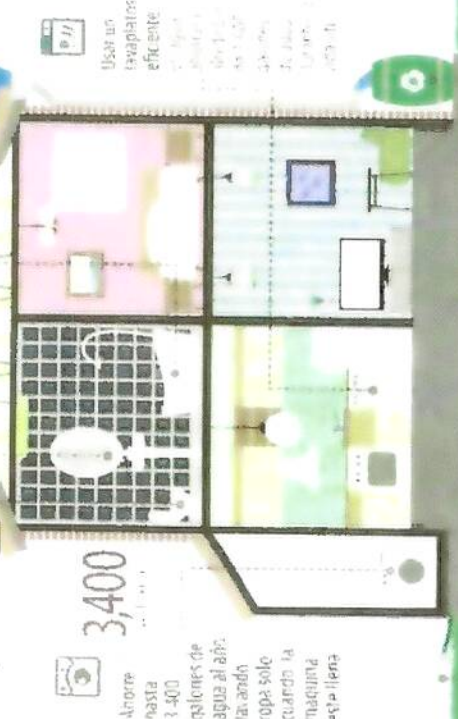
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3,400 gallons of water a year can be saved by washing laundry only when the machine is full.

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

Using a water efficient showerhead will save about 17 gallons of water on its lifetime.

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If your toilet flapper doesn't close properly after flushing, replace it.

Capte y use agua de lluvia. Captando agua de lluvia de esta manera, el 10 por ciento de los techos en el estado de Texas, podrían conservar más de 30 mil millones de galones de agua anualmente.

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.

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Take Care of Texas
TakeCareOfTexas.org



COMISION DE CALIDAD AMBIENTAL DE TEXAS

Take Care of Texas
TakeCareOfTexas.org



TEXAS COMMISSION ON ENVIRONMENTAL QUALITY

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The TCEQ is not a regulatory agency, an employer, a provider of services, or a financing agency. The agency does not allow discrimination on the basis of race, color, national origin, or disability. All requests for information or assistance should be directed to customer service.

Put Waste in Its Place

Don't put fats, oil, or grease down the drain. It can cause pipes to clog, resulting in costly repairs and environmental contamination. Collect them in a container and throw them in the trash.



Keeping your tires properly inflated can extend their life by almost 5,000 miles. When your tires can no longer be used, recycle them.



Don't throw rechargeable batteries in the trash. Recycle them at your local home improvement and electronics retailers or community collection drop-off sites, where available.



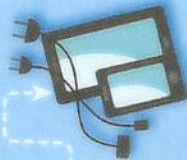
Recycle used motor oil. The used oil from one oil change can contaminate 1 million gallons of fresh water—a year's supply for 50 people.



Each Texan generates about six and a half pounds of garbage each day. Reduce waste by buying less. Purchase only what you need, buy reusable products, and avoid items with a lot of packaging.



The average household has 28 electronic devices. Consider purchasing refurbished electronics. Also, donate used electronics or recycle these devices if they are no longer working.



If a collection opportunity exists in your community, take household hazardous waste—such as used fluorescent light bulbs, drain cleaner, and pesticides—to a community collection site or event.

Items such as food, yard trimmings, paper, glass, metal, and plastics account for over 80 percent of household trash. Make a huge impact by composting and recycling as many of these items as possible.



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



TEXAS COMMISSION ON ENVIRONMENTAL QUALITY

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

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Ponga la basura en su lugar

No vierta mantecas, aceites y grasas al fregadero porque podrían taponar las tuberías, ocasionando reparaciones costosas y contaminación ambiental. Recólectelas en un recipiente y arrojeelas a la basura.



Mantener las llantas correctamente infladas puede prolongar su vida útil unas 5,000 millas. Cuando ya no estén en condiciones de ser utilizadas, recíclelas.



No tire las pilas recargables a la basura. Recíclelas en las ferreterías y tiendas de artículos electrónicos locales o en los sitios comunitarios de recolección, según disponibilidad.



Recicle el aceite de motor usado. El aceite usado de un solo cambio de aceite puede contaminar 1 millón de galones de agua dulce, es decir, el suministro necesario para abastecer a 50 personas durante un año.



Cada texano genera alrededor de seis libras y media de basura por día. Para reducir la cantidad de residuos, compra menos cosas. Adquiere solo aquello que necesite, opte por productos reutilizables y evite los artículos que tengan mucho embalaje.



En el hogar promedio hay 28 dispositivos electrónicos. Contemple la posibilidad de comprar artículos electrónicos reparados. También puede donar o reciclar productos electrónicos usados si ya no funcionan.



Si hay una oportunidad de recolección en su comunidad, lleve los residuos domésticos peligrosos, tales como bombillas fluorescentes usadas, limpiadores de desagües y pesticidas a un sitio o evento de recolección comunitaria.

Artículos tales como los alimentos, los restos de poda, el papel, el vidrio, el metal y el plástico representan más del 80 por ciento de los residuos domésticos. Haga una contribución significativa al reciclar y compostar con la mayor cantidad de estos elementos que le sea posible.



Para obtener más información para reciclar y desechar sus residuos, visite nuestro sitio web: TakeCareOfTexas.org/es/tierra.



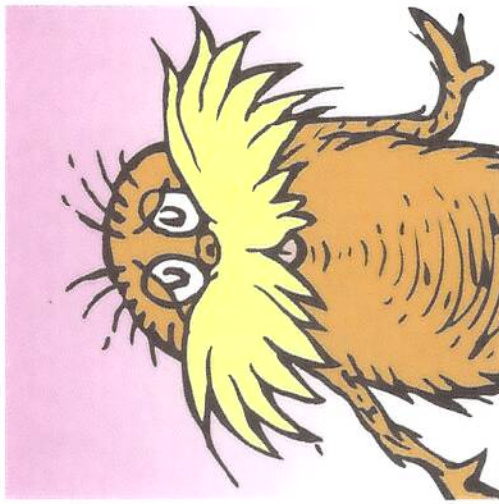
COMISION DE CALIDAD AMBIENTAL DE TEXAS

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

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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



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.



Apague las luces y use focos ahorradores de energía.

Apagar sólo 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.



Desconecte los aparatos electrónicos o apague las barras multicontacto.

La energía en espera representa el 5 al 10 por ciento del uso residencial de energía, costándole al hogar promedio hasta \$180 al año.



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.



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%

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.



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.



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.



10%



When Less = More: Energy-Conservation Tips



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%

COMISION DE CALIDAD AMBIENTAL DE TEXAS

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

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Impreso en papel reciclado usando tinta vegetal

TEXAS COMMISSION ON ENVIRONMENTAL QUALITY

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tceq.texas.gov/customersurvey

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

TEXAS COMMISSION ON ENVIRONMENTAL QUALITY

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>.**

GAMES

<p>Paint</p>	<p>Hot Shots!</p>
<p>SKY'S ECO MATCH</p> <p>PLAY NOW</p>	<p>WACKY WORD WIZ</p>
<p>The CRYPTOGRAM GAME</p>	<p>RIVER'S LONE STAR TRIVIA</p>



Texas Commission on Environmental Quality

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Printed on recycled paper using vegetable-based ink.

How is our customer service?

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

	<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!" They all seem to 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!

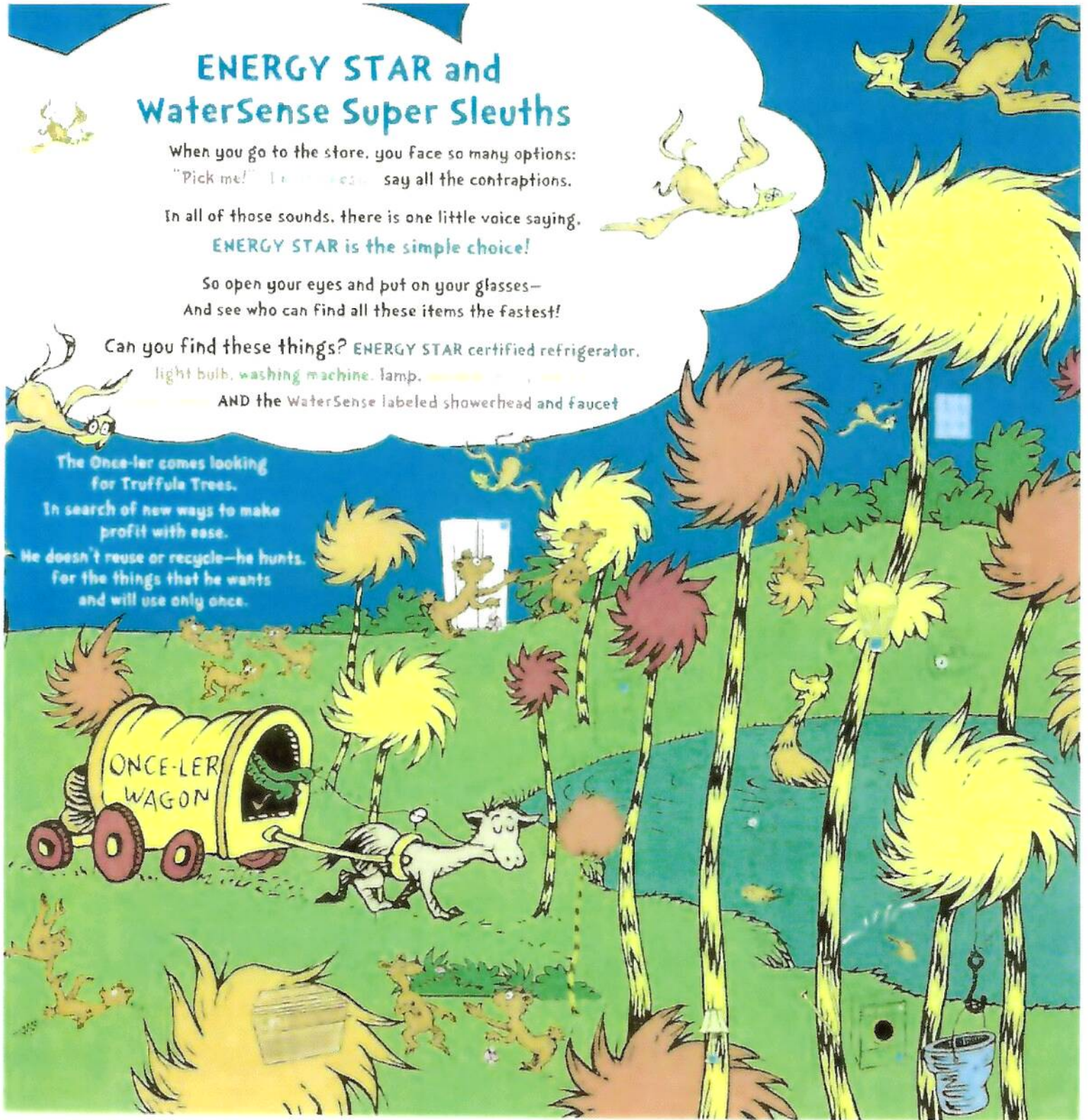
Can you find these things? ENERGY STAR certified refrigerator,
light bulb, washing machine, lamp, window blinds, and more!

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.

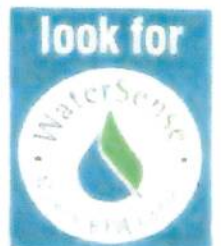


More ways to help

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	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 _____

<u>Utility Assistance Component</u>	
Vulnerable Group (4 Months)	_____
Non-Vulnerable Group (3 Months)	_____

EW Signature: _____

Date: _____

Hist Req Date: _____



5. Alternative Billing Method



October 18, 2018

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 timely 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) Help with only propane services based on highest months selected.

Your consideration to our request is greatly appreciated. Should you have any questions, please contact Hidalgo County Community Service Agency to (956) 383-6240, Thank you.

2019 AVERAGE ELECTRIC CONSUMPTION TABLE SINGLE H.H.

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
1614	1189	888	1000	1136	1490	1726	1680	1671	1313	1051	1063

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
1607	1088	795	859	964	1353	1582	1473	1552	1167	985	1042

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
1456	1153	1110	1434	1438	1945	1955	1971	2036	1551	1220	1150

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
2072	1444	1302	1632	1713	2313	2401	2182	2223	1789	1549	1494

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
1994	2085	1281	1593	1774	2441	2543	2224	2341	1831	1529	1504

2019 AVERAGE ELECTRIC CONSUMPTION TABLE MULTIH.H.

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
650	518	419	499	524	697	780	759	784	630	503	520

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
791	668	644	762	814	1113	1172	1145	1127	946	759	699

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
1007	811	841	979	1079	1367	1493	1484	1399	1121	968	889

HOUSEHOLD OF 6 (+)

JAN	FEB	MAR	APRIL	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC
KwH	KwH	KwH	KwH	KwH	KwH	KwH	KwH	KwH	KwH	KwH	KwH
1939	1522	1549	1951	2167	2803	2896	2756	2798	2200	1901	1755

2019 AVERAGE ELECTRIC CONSUMPTION TABLE MOBILE H.H.

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
1015	786	652	712	813	1106	1211	1260	1256	1004	796	730

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
1505	1209	1044	1243	1412	1796	1750	1660	1719	1405	1161	1190

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
1635	1146	1118	1291	1318	1943	2125	2028	2143	1628	1264	1232

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
5586	4736	4464	4693	4908	6786	7279	6923	7557	6056	5189	4598