



Service Delivery Plan

Comprehensive Energy Assistance Program

Service Delivery Plan

1) Subrecipients will select one cold trigger temperature and one hot trigger temperature for their service area. “Extreme weather conditions”, shall mean a day when:

- i. During winter months (November through February), extreme weather conditions will exist when the temperature has been at or below 45 degrees Fahrenheit for at least 3 days during the billing cycle.*
- ii. For summer months (June through September), extreme weather conditions will exist when the temperature has been at or above 101 degrees Fahrenheit for at least 3 days during the billing cycle.*
- iii. The NOAA issues a heat advisory for a county, or when such advisory has been issued on any one of the preceding three calendar days in a county.*

With this method, Subrecipients must maintain documentation of local temperatures and data from the NOAA. Highest/lowest temperatures are based on “1981-2010 Normals” temperatures recorded by National Centers for Environmental Information of the National Oceanic and Atmospheric Administration

2) Provide an analysis for determining how your agency plans to equitably deliver services based upon poverty population per county or within your county. Include information on location of main office, service centers, outreach centers, and/or how you will provide services to those who do not have an office or center.

Webb County Service and Outreach Centers:

Main Office/Fernando Salinas Community Center located at 520 Reynolds Street 2nd Floor

Lilia Perez Community Center located at 4420 Old Santa Maria Road

Larga Vista Community Center located at 5401 Cisneros Street

Rio Bravo Community Center located at 1600 Orquidia Lane

Webb County Community Action Agency will continue to equitably deliver services based upon poverty population by having community centers readily available in each of the four precincts in the county. Rural areas like Mirando City, TX, Oilton, TX, Bruni, TX and the *colonias* will be assisted by appointment. For our homebound clients, we will continue to schedule home visits to assist them, as well.

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

A needs assessment survey will be completed for all household members who will be seeking assistance. The assessments will assist the case worker in determining the needs of the applicants and will enable and ensure that case management, referrals, budget management, and energy conservation tips are used to assist the applicant to lower their energy consumption. Clients will receive counseling and be provided with energy conservation education classes. Clients will further be referred to area agencies that operate a Weatherization Assistance Program (*Documentation of the referral will be maintained*).

4) Submit a copy of your agency's Priority Rating Sheet that reflects your household prioritization process. Eligibility for PY18 contracts will not exceed 150% of Federal Poverty Income Guidelines. Priority is granted to households based on indicators such as poverty level, energy burden (over 11% of HH income), high energy consumption (over \$1000/yr), and the presence of vulnerable household members. Energy burden is to be awarded the highest point value in the prioritization process.

See agency's Priority Rating Sheet on page 4.

Webb County Community Action Agency

Eligibility/Priority Sheet	
*Priorities are reviewed on a weekly basis.	
Title	Points
Age & Disability	
Group 1	
Household member ages 60 or above Disabled ^{/E}	4
Household member ages 60 or above ^{/E}	4
Household member between the ages of 0 and 59 Disabled ^{/E}	4
Household member between the ages of 0 and 5 ^{/E}	4
Person Characteristics	
HOH Part-time Employment* - HOH ^{/E}	6
HOH Receives SS/SSI Benefits* - HOH ^{/E}	6
HOH Unemployed* - HOH ^{/E}	6
Zero Income for Household * - HOH ^{/E}	6
Poverty Level	
0.00% - 50.99% Federal Guideline *	4
51.00% - 75.99% Federal Guideline *	3
76.00% - 150.99% Federal Guideline *	2
Usage Amount	
\$1000.00 +	6
\$600.00 - \$999.00	5
\$200.00 - \$599.00	4
\$0.00 - \$199.00	3
Energy Burden	
30.00% +	9
20.00% - 29.00%	8
10.00% - 19.00%	7
1.00% - 9.00%	3
Eligibility/Priority Points	
Priority 1	15 +
Priority 2	10 - 14
Priority 3	0 - 9
* = required for Eligibility	
^{/E} = multiply on each occurrence	

Source: Texas Department of Housing and Community Affairs TAC Title 10 Part 1 Chapter 6 Subchapter C RULE §6.302 and
TAC Title 10 Part 1 Chapter 6 Subchapter A RULE §6.2 (25)

Indicate the number of payments to be made and which types of Households are qualified for a given number of payments at the bottom of your Priority Rating Sheet.

WCCAA benefits levels are based on Texas Administrative Code (TAC) Rule §6.309. Agency will make utility payments on behalf of Households based on the previous twelve (12) month's home energy consumption history, including allowances for cost inflation. If a twelve (12) month's home energy consumption history is unavailable, WCCAA will base payments on current Program Year's Department-approved alternative billing method. Vulnerable Households (households who have at least one member that is elderly, disabled or a child age 5 or under) can receive benefits to cover up to the eight highest remaining bills within the Program Year, as long as the cost does not exceed the maximum annual benefit. Households that do not contain a Vulnerable Population member can receive benefits to cover up to the six highest remaining bills within the Program Year as long as the cost does not exceed the maximum annual benefit (see chart below).

Maximum Annual Benefit	
Federal Poverty Guideline %	Household Qualifies Up To CEAP Component Funds
0 - 50 %	\$1,200
51 - 75 %	\$1,100
76% - AT or BELOW 150 %	\$1,000

5) Subrecipients are to submit an Alternative Billing Method (ABM) with the SDP submission, to be used for clients with incomplete consumption histories to pledge future months and for LIHEAP Performance Reporting requirements. In order to utilize the "Department-approved alternative method," Subrecipients must submit to the Department for review at this time both the final data used in the ABM as well as the process used to get to that final data. Written approval of the ABM must be obtained from the Department.

See Alternative Billing Method on page 7.



Webb County Community Action Agency
Alternative Billing Method 2019

Single Family Site Built Homes

FAMILY SIZE	January	February	March	April	May	June	July	August	September	October	November	December
1	1,446	760	696	769	915	1,206	1,444	1,341	1,344	1,051	716	902
2 or 3	1,558	809	723	930	1,476	1,442	1,731	1,757	1,569	2,018	885	966
4 or 5	1,509	1,047	873	1,478	1,297	1,761	1,989	1,898	1,818	1,546	1,085	1,132
6 or 7	1,783	1,323	1,229	1,536	2,452	2,147	2,379	2,384	2,207	1,933	1,423	1,441
8 +	2,349	1,294	1,367	1,441	1,738	2,341	2,537	2,627	2,415	1,891	1,556	1,898

Note: There was only 1 household for 10+ family size; it was moved to 8+ family size section.

Multifamily Units

FAMILY SIZE	January	February	March	April	May	June	July	August	September	October	November	December
1	789	594	596	580	623	803	961	957	892	716	511	564
2 OR 3	1,008	739	667	777	890	1,108	1,230	1,244	1,180	993	777	887
4 OR 5	1,137	837	967	1,156	1,304	1,768	1,887	1,820	1,686	1,395	1,051	1,078
6+	1,202	1,070	1,031	1,293	1,541	1,844	1,960	1,884	1,659	1,470	1,161	1,221

NOTE: Reduced the Family Size to stop at 6+ , there was no files for 8 household members or above living in Multifamily Units.

Mobile Homes

FAMILY SIZE	January	February	March	April	May	June	July	August	September	October	November	December
1	1,242	820	693	828	952	1,304	1,407	1,473	1,357	1,066	717	895
2 or 3	1,270	982	840	1,060	1,183	1,623	1,856	1,814	1,674	1,427	974	1,012
4 or 5	1,821	1,338	1,157	1,508	1,570	1,908	2,248	2,324	2,112	1,809	1,166	1,443
6+	1,626	1,484	1,298	1,563	1,722	2,336	2,392	2,545	2,308	1,905	1,442	1,470

Note: Only 2 clients were found under the 8 or 9 family; they were moved to the 6+ family size list. No clients found under 10+

Clients seeking assistance under propane or gas will be assisted on a monthly basis based on their current bill.

In addition to completed 2019 PY Service Delivery Plan questions, agencies are required to have internal policies and procedures to administer CEAP on file and available for review.