2017 Service Delivery Plan Responses

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 fall and winter months, extreme weather conditions will exist when the daily temperature has been at or below 46 degrees Fahrenheit for at least 3 days during the billing cycle.
ii. For summer and spring months, extreme weather conditions will exist when the monthly temperature has been at or above 101 degrees Fahrenheit for at least 3 days during the billing cycle.
iii. the NWS issues a heat advisory for a county, or when such advisory has been issued on any one of the preceding two 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 the latest Census data for the priority groups throughout your service area. Priority groups must include the elderly, disabled individuals, and households with children under the age of six. Data must be from 2010 Census or newer American Community Survey data sets. This data is available at the U.S. Census Bureau American FactFinder (http://factfinder2.census.gov/faces/nav/jsf/pages/index.xhtml).

Webb County, Texas (US Census) Population – 255,549

Persons 65 years and over	20,860
Persons 5 years and under	30,914
Disabled individuals	32,421

3) Using the Census data provided in response to question 2, provide a brief description of your agency's prioritization process for eligible CEAP applicants.

Webb County Community Action Agency prioritization process is determined at the point of application intake which persons in households who are particularly vulnerable such as the elderly, persons with disabilities, families with young children five years and under, high residential energy users, and households with high energy burden are set a priority rating one in which CEAP assistance is provided to these individuals prior to those households who are prioritized as a 2 or a 3. Once all those clients identified as priority rating 1 are assisted the CAA proceeds to assist the clients in the next priority category.

Eligibility for PY17 contracts will not exceed 150% of Federal Poverty Income Guidelines. Priority is granted to households based on indicators such as poverty level, energy burden and

use, and the presence of vulnerable household members. Energy burden is to be awarded the highest point value in the prioritization process. Include a copy of your agency's Priority Rating Sheet.

Priority Rating Sheet is attached. Please note: Priority Rating Sheet has not been updated with the 150% our client tracking software CAP60 will not reflect the update until January 1, 2016.

4) 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:

Main Office located at 1110 Washington St., Suite 203
Lilia Perez Community Center located at 4420 Old Santa Maria Rd.
Fernando Salinas Community Center located at 2600 Cedar
Larga Vista Community Center located at 5401 Cisneros
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.

5) Provide a brief description of your agency's determination process for the number of assistance payments per household. Include a copy of the form used for payments determination.

WCCAA will be assisting clients under the Utility Assistance component at which point households who have at least one member that is elderly, disabled or a child age 5 or under may receive benefits to cover up to 100% of the eight highest remaining bills within the contract year based on their previous year's energy billing history. If a billing history is not available, assistance will first be with their current months energy consumption bill then for all future payments an alternative billing method would be provided. However, should the household not have any elderly, disabled or children age 5 or younger benefits may cover up to 100% of the six highest remaining bills within the contract year based on their previous years energy billing history or if a billing history is not available assistance will be with their current months energy consumption bill.

6) As required by Assurance 16 of the LIHEAP statute, describe how you use LIHEAP funds to provide services that encourage and enable households to reduce their home energy needs and thereby the need for energy assistance. Please include all needs assessment, counseling, and client education activities.

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*).

7) Provide the number of CEAP Case managers (full time and part time) and provide the estimated number of cases each Case Manager will be assigned per day.

Fulltime: 4 Case Workers
Fulltime: 1 Case Manager
Part-time: 1 Temp. Case Worker

The estimated number of cases each Case Manager/Worker that will be assigned per day for 2017 will vary due to the amount of clients we expect throughout the year. For the beginning of the program year (Jan.-Jul.) we usually have an abundance of people seeking assistance, therefore we will adjust to the demand and have each Case Manager/Worker set appointments for 6 clients for Phase-2 of our application process. The part-time employee will also see another 4 different clients for the Phase-1 of our application process which is to screen clients to assure they have all the required documentation. After mid-year (Aug.-till reaching expenditure of all funds, usually the end of Oct.), Case Managers/Workers will be averaging 4 appointments a day along with the part-time employee. This determination is based on what was experienced in 2016 with our new CAP60 Client Tracking Software which has expedited the application process and has made client tracking much effective.

In addition to completed PY2017 Service Delivery Plan questions, agencies are required to have internal policies and procedures to administer CEAP on file and available for review.