

# F.A.Q.'s

## **What Counties Do You Serve?**

Currently we serve Austin, Bastrop, Colorado, Fayette, Fort Bend, Lee, and Wharton counties. If you reside outside of these counties you may check here to see which agency serves your area:  
<https://www.tdhca.state.tx.us/texans.htm>

## **How do I know if I qualify?**

To receive services you must reside within the CCA service area and your household must qualify based on income limits set by TDHCA and other funding agencies. If you are over income there may be other programs we can refer you to or assist you with.

## **I need help with my light bill, what do I do?**

You will need to fill out our pre-application. Once you have filled it out you can mail/fax/email it to our office. If you are local to Giddings you may also drop it off at our office or in the Drop Box located at the back of the building.

## **What additional paperwork do I need to send in?**

For starters, just your application. That will give us an idea of the additional paperwork we will need. Commonly it is: proof of income, current bill, proof of citizenship, photo ID, etc. Depending on the program more or less information may be required.

## **When will I get my appointment?**

As a Community Action Agency, we are mandated to serve vulnerable households first. Priority points are assigned to all households. Unfortunately, we are not able to give you a time frame for when your appointment will be scheduled.

## **I keep calling and no one answers.**

Depending on the time of year, we experience a large volume of calls daily. As such a lot of those calls will go to voicemails. Our staff attempts to return voicemails in a timely manner. Please be sure you speak slowly and clearly when leaving a message so that we can return your call. Continually calling for a status on your application can cause unnecessary delays in processing time.

## **Has my credit been sent?**

It takes 4-6 weeks from the first of the month for your credit to get mailed from our office to your utility vendor. Some vendors may need additional processing time once the check is received.

## **I don't remember who my caseworker is/what my case number is.**

That is perfectly fine. Anyone in the agency can access your case and answer your questions.