



## Family Services F.A.Q.'s

### **What counties do Family Services programs serve?**

Currently we serve Austin, Bastrop, Colorado, Fayette, Fort Bend, and Lee 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 for services?**

To receive Comprehensive Energy Assistance Program (CEAP) services you must reside within the Combined Community Action, Inc service area, and your household must qualify based on income limits set by the Texas Department of Housing and Community Affairs (TDHCA). 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 online inquiry, then complete the initial application through the link that will be emailed to you. 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, do I need that?**

That is perfectly fine. Anyone in the Family Services Department can access your case and answer your questions.

**I don't have a computer/cell phone so can't fill out the application online, where can I get a paper application?**

**Locations where CEAP Pre-Applications can be found:**

<b>All Areas</b>	<b>Austin</b>	<b>Bastrop</b>	<b>Colorado</b>	<b>Fayette</b>	<b>Lee</b>
Online	Bellville City hall	Bastrop City Hall	Columbus City Hall	La Grange City Hall	CCA Office
Mail	Sealy City Hall	Smithville City Hall	Weimar City Hall	Schulenburg City Hall	Lexington City Hall
	Sealy Library	Advocacy Outreach (Elgin)	Eagle Lake City Hall	Flatonia City Hall	
		BEC office (Bastrop)		FEC office (La Grange)	