

## Do You Qualify?

Are you over the age of 60? Do you have a disability? Have you been without a job and just started back working? Do you have a child age 5 or under? Are you experiencing a WEATHER RELATED crisis? Do you have an old heating and/or cooling device that needs to be replaced or repaired? Do you need home improvement to conserve energy?

If you answered “yes” to any of these questions, TRI-COUNTY COMMUNITY ACTION AGENCY, INC. may be able to assist you. The Comprehensive Energy Assistance Program (CEAP) helps the elderly, disabled, and low-income families with gas, electric, and home energy burden costs when funds are available. Please contact the Social Services worker in your county to see if you may qualify for any of these services.



## TRI-COUNTY COMMUNITY ACTION AGENCY, INC. SOCIAL SERVICES DEPARTMENT



## Promise of Community Action

Community Action changes people's lives, embodies the spirit of HOPE, Improves communities and makes America a better place to live. We care about the entire community and we are dedicated to helping people help themselves and each other.

## Comprehensive Energy Assistance Program (CEAP)

The Comprehensive Energy Assistance Program (CEAP) is designed to assist income eligible households that are in danger of having their utilities turned off or are experiencing other energy-related emergencies. The CEAP program consists of two components:

**Crisis Assistance:** Crisis Assistance can be provided to persons who have already lost service or are in immediate danger of losing service only under one of the conditions listed below, and shall not exceed the client's maximum benefit level. (1) Extreme Weather Conditions, with assistance provided within 48 hours; (2) Disaster, with assistance provided within 48 hours; or (3) Life Threatening Crisis, with assistance provided within 18 hours.

**Utility Assistance:** TCCA, Inc. may use home energy payments to assist low-income households to reduce their home energy costs. TCCA, Inc. shall combine home energy payments with energy conservation tips, participation by utility vendors, and coordination with other services in order to assist low-income households to reduce their home energy needs. TCCA, Inc. must make payments directly to vendors and/or landlords on behalf of eligible households. TCCA, Inc. may 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, TCCA, Inc. may base payments on an Alternate Billing Method. Benefit amounts exceeding the actual bill shall be treated as a credit for the client with the utility company. Households that include at least one member that is elderly, disabled or a child age 5 or younger may receive benefits to cover up to 100% of the remaining bills within the contract year as long as the cost does not exceed the maximum annual benefit. First payment may include 100% of utility bill including arrears. Elderly households include at least one member age sixty (60) or above. Disabled households include at least one member living with a disability. Households that do not contain at least one member that is elderly, disabled, or a child age 5 or younger may receive benefits to cover up to 100% of the 6 highest remaining bills within the contract year as long as the cost does not exceed the maximum annual benefit. First payment **may include** 100% of the utility bill including arrears (to be determined by TCCA). **All screenings are set based on a priority points rating system.**

## The Purpose of Our Agency

The purpose of the Agency is to promote the reduction of poverty, the revitalization of low-income communities, and the empowerment of families and individuals in the service area to achieve economic self-sufficiency and maintain personal independence.

## Intake and Eligibility Process

Eligibility is based on income and specific criteria for each program. Service Centers are located throughout 4 (four) Texas Counties in order to make our programs easily accessible to all of our clients. Each Service Center is staffed by a Case Manager who assists each client in determining eligibility for all of the available programs. All prospective clients may be required to schedule an appointment by calling the Service Center that supports their county. The following documentation must be submitted prior to the delivery of any services:

- A valid Texas Driver's License or Texas ID
- Birth Certificates and/or proof of citizenship for ALL household members (*contact your local office to find out what is acceptable*)
- Social Security cards for all members of the household (if available but not required)
- Proof of income for all household members over the age of 18 (check stub, award letters etc.) for the last 30-days from the date of application (contact your local office to find out what is acceptable).
- Proof of Food Stamps and Child Support (if available but not required).
- 12-month billing history for electric, gas, and propane from your utility company
- If you rent, please provide the name, address, and phone# of your landlord and current lease agreement
- Bring current electric, and gas bill
- Bring a disconnect notice if it applies to your need
- Documented proof of crisis as to why you need assistance
- Complete an application and obtain all appropriate signatures
- Applications are available for pick-up or on-line at [www.tccainc.org](http://www.tccainc.org)

## Community Services Block Grant (CSBG)

Community Services Block Grant (CSBG) funds provide assistance to states and local communities, working through a network of community action agencies and other neighborhood-based organizations for the reduction of poverty, the revitalization of low-income communities, and the empowerment of low-income families and individuals in rural and urban areas to become fully self-sufficient (particularly families who are attempting to transition off a state program carried out under part A of title IV of the Social Security Act.)

CSBG funds may be used for administrative support and/or for direct services such as: education, employment, housing, health care, nutrition, transportation, and linkages with other service providers, youth programs, emergency services, i.e., utilities, food, shelter, clothing, etc.

### Service Center Locations

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|---|---|
| <b>Harrison County</b><br>505 E. Travis St., Ste. 108<br>Marshall, TX 7670<br>903-934-9892<br>Tammy Luster, Case Mgr.<br>M-F 8:00 – 4:30    | <b>Jasper County</b><br>1201 Cardinal St.<br>Woodville, TX 75979<br>409-489-4016<br>Patricia Swanson, Case Mgr.<br>M-F 8:00 – 4:30                |
| <b>Newton / Tyler County</b><br>1201 Cardinal St.<br>Woodville, TX 75979<br>409-283-7867<br>Patricia Swanson, Case Mgr.<br>M-F 8:00 – 4:30  | <b>Panola County</b><br>1218 S. Market St.<br>Carthage, TX 75633<br>903-931-2177<br>Beth Eubanks, Case Mgr.<br>M, TU 9:30 – 3:00                  |
| <b>Sabine County</b><br>214 Nacogdoches St.<br>Center, TX 75935<br>936-598-6315, ext. 500<br>Pearlie Nash, Case Mgr.<br>T, TH 8:00-4:30     | <b>San Augustine County</b><br>214 Nacogdoches St.<br>Center, TX 75935<br>936-598-6315, ext. 501<br>LaTisha Stanberry, Case Mgr.<br>M-F 8:00-4:30 |
| <b>Shelby County</b><br>214 Nacogdoches St.<br>Center, TX 75935<br>936-598-6315, ext. 500<br>Pearlie Nash, Case Mgr.<br>M, W, F 8:00 – 4:30 | <b>Upshur County</b><br>1561 State Hwy 271 N.<br>Gilmer, TX 75644<br>903-843-0604<br>Beth Eubanks, Case Mgr.<br>W-F 8:00 – 4:30                   |

Brenda Allen, Social Services Director  
214 Nacogdoches Street  
Center, TX 75935  
936-598-6315, ext. 502  
[ballen5@tccainc.org](mailto:ballen5@tccainc.org)  
[www.tccainc.org](http://www.tccainc.org)