

**Comprehensive Energy Assistance Program (CEAP)  
Poverty Population per County Analysis Tool**

| <b>Subrecipient:</b> Community Services of Northeast Texas, Inc  |                       |                          |                           |                                  |                  |                                   |   |                             |                                |  |
|--|-----------------------|--------------------------|---------------------------|----------------------------------|------------------|-----------------------------------|---|-----------------------------|--------------------------------|--|
| <b>Instructions:</b>   |                       |                          |                           |                                  |                  |                                   |   |                             |                                |  |
| <i>Input accurate numbers from Contract, Community Assessment Tool (<a href="https://engagementnetwork.org">https://engagementnetwork.org</a>), Contract Budget and CEAP Production Tool, in the yellow highlighted cells.</i> |                       |                          |                           |                                  |                  |                                   |   |                             |                                |  |
| <b>County/ or Zip Code for single county CAAs</b>  | <b>HHs in poverty</b> | <b>% of Service Area</b> | <b>Direct Service \$s</b> | <b>Direct Service \$s/County</b> | <b>Avg \$/HH</b> | <b>Target HHs to Serve/County</b> | <b>Actual HHs Served/County previous PY</b> | <b>Main office (Yes/No)</b> | <b>Service Center (Yes/No)</b> | <b>Outreach Visits - at least once a week (Yes/No)</b> |
| Bowie  | 6283                  | 30.60%                   | \$2,555,157.00            | \$781,827.77                     | \$1,060.96       | 737                               | 410   | No                          | Yes                            | No   |
| Camp   | 850                   | 4.14%                    | \$2,555,157.00            | \$105,770.11                     | \$1,060.96       | 100                               | 109   | No                          | No                             | No   |
| Cass   | 1873                  | 9.12%                    | \$2,555,157.00            | \$233,067.55                     | \$1,060.96       | 220                               | 253   | Yes                         | Yes                            | No   |
| Delta  | 294                   | 1.43%                    | \$2,555,157.00            | \$36,584.01                      | \$1,060.96       | 34                                | 37  | No                          | No                             | No   |
| Franklin   | 350                   | 1.70%                    | \$2,555,157.00            | \$43,552.40                      | \$1,060.96       | 41                                | 22  | No                          | No                             | No   |
| Hopkins  | 1726                  | 8.41%                    | \$2,555,157.00            | \$214,775.54                     | \$1,060.96       | 202                               | 103   | No                          | Yes                            | No   |
| Lamar  | 4027                  | 19.61%                   | \$2,555,157.00            | \$501,101.45                     | \$1,060.96       | 472                               | 165   | No                          | No                             | No   |
| Marion   | 833                   | 4.06%                    | \$2,555,157.00            | \$103,654.71                     | \$1,060.96       | 98                                | 100   | No                          | Yes                            | No   |
| Morris   | 1014                  | 4.94%                    | \$2,555,157.00            | \$126,177.52                     | \$1,060.96       | 119                               | 147   | No                          | No                             | No   |
| Rains  | 553                   | 2.69%                    | \$2,555,157.00            | \$68,812.79                      | \$1,060.96       | 65                                | 10  | No                          | No                             | No   |
| Red River  | 1060                  | 5.16%                    | \$2,555,157.00            | \$131,901.55                     | \$1,060.96       | 124                               | 91  | No                          | No                             | No   |
| Titus  | 1671                  | 8.14%                    | \$2,555,157.00            | \$207,931.59                     | \$1,060.96       | 196                               | 98  | No                          | Yes                            | No   |
|  |                       | 0.00%                    |                           | \$0.00                           |                  |                                   |   |                             |                                |  |
|  |                       | 0.00%                    |                           | \$0.00                           |                  |                                   |   |                             |                                |  |
|  |                       | 0.00%                    |                           | \$0.00                           |                  |                                   |   |                             |                                |  |
|  |                       | 0.00%                    |                           | \$0.00                           |                  |                                   |   |                             |                                |  |
|  |                       | 0.00%                    |                           | \$0.00                           |                  |                                   |   |                             |                                |  |
|  |                       | 0.00%                    |                           | \$0.00                           |                  |                                   |   |                             |                                |  |
|  |                       | 0.00%                    |                           | \$0.00                           |                  |                                   |   |                             |                                |  |
|  |                       | 0.00%                    |                           | \$0.00                           |                  |                                   |   |                             |                                |  |
|  |                       | 0.00%                    |                           | \$0.00                           |                  |                                   |   |                             |                                |  |
|  |                       | 0.00%                    |                           | \$0.00                           |                  |                                   |   |                             |                                |  |
|  |                       | 0.00%                    |                           | \$0.00                           |                  |                                   |   |                             |                                |  |
|  |                       | 0.00%                    |                           | \$0.00                           |                  |                                   |   |                             |                                |  |
|  |                       | 0.00%                    |                           | \$0.00                           |                  |                                   |   |                             |                                |  |
|  |                       | 0.00%                    |                           | \$0.00                           |                  |                                   |   |                             |                                |  |
|  |                       | 0.00%                    |                           | \$0.00                           |                  |                                   |   |                             |                                |  |
| <b>Total:</b>  | 20534                 |                          |                           |                                  |                  |                                   |   |                             |                                |  |
| <b>Report Date:</b>  |                       |                          |                           |                                  |                  |                                   |   | 15-Sep-22                   |                                |  |



| Instructions:   |  |  |  |                              |                            |                         |
|---|--|--|--|------------------------------|----------------------------|-------------------------|
| Answer the questions below to describe the process of CEAP service delivery in your area.   |  |  |  |                              |                            |                         |
| 1. How do you accept CEAP applications? Please check all that apply.  |  |  |  |                              |                            |                         |
| Virtual portal  | Via email  | Via regular mail   | In office drop-off   | Drop-off at another location | Over the phone             | Other (please describe) |
| X   | X  | X  | X  | X                            | X                          |                         |
| 2. Where can applicants access CEAP applications? Please check all that apply.  |  |  |  |                              |                            |                         |
| Virtual portal  | PDF or Word document on your website                                 | Via email, upon request  | Via regular mail, upon request                                       | In office pickup             | Pickup at another location | Other (please describe) |
| X   | X  | X  | X  | X                            | X                          |                         |
| 3. Do you take appointments in-office? If yes, describe what happens during these appointments. If no, describe how applicants provide you copies of their documents.   |  |  |  |                              |                            |                         |
| Yes. When a customer comes in to apply for services, the case managers make sure they have all of their documents first. If they do, they proceed with making copies of the documents and help applicants fill out their application.   |  |  |  |                              |                            |                         |
| 4. How do you ensure that homebound/disabled applicants and applicants requiring accommodations have access to applications?  |  |  |  |                              |                            |                         |
| Case Managers provide home visits for homebound/disabled applicants or guide them through the process. In an effort to keep everyone safe and healthy, applications are also accepted by email, fax, online and by mail for customers that are unable to visit an office.   |  |  |  |                              |                            |                         |
| 5. How are clients provided updates on their application status after applying? How are clients alerted to their eligibility determination? How are clients notified if their application is missing documentation?   |  |  |  |                              |                            |                         |
| Clients are provided updates on their application status, eligibility determinations, and if their application is missing documentation by phone and mail.  |  |  |  |                              |                            |                         |
| 6. How does your agency utilize applicants' priority rating? Are clients served in order of priority at any time or do eligible households receive assistance based on priority only at certain times?  |  |  |  |                              |                            |                         |
| Eligible households receive assistance based on priority when funds are low.  |  |  |  |                              |                            |                         |
| 7. How does your agency ensure that applications are accepted in areas that are geographically accessible to all applicants? Describe how you ensure counties/zip codes without an office or outreach location receive information and are able to apply for services.  |  |  |  |                              |                            |                         |
| CSNT has multiple locations in our service area where applications can be dropped off. We also have other ways such as email, fax, mail and online access for applicants to submit applications.  |  |  |  |                              |                            |                         |
| 8. How do you identify that an applicant has a disconnect? Once identified, how are disconnects handled?  |  |  |  |                              |                            |                         |
| Disconnects are identified by a disconnect notice. Applicants with a disconnect notice are processed in a timely manner.  |  |  |  |                              |                            |                         |
| 9. What is your process for handling crisis applicants to ensure compliance with the 18/48 hour time limit?   |  |  |  |                              |                            |                         |
| Crisis applications are processed in a timely manner to meet the time limit. If the case manager that serves the county where the client that is up for disconnection lives is overwhelmed with applications, the application with the disconnect is given to our Director of Energy Programs to process or to delegate it to a case manager that is available. |  |  |  |                              |                            |                         |
| 10. Describe your agency's marketing and outreach to advertise the availability of CEAP assistance in your service area. Include information about partnerships that help identify and refer eligible families.   |  |  |  |                              |                            |                         |
| For marketing and outreach, we do PSA's on the radio throughout the 12 county service area, put advertisements in newspapers, put flyers up everywhere in the communities that will allow us to display them, speak with community partners at least monthly, and provide applications to them to give to customers.  |  |  |  |                              |                            |                         |
| 11. Are you still enacting measures to prevent the spread of COVID-19? Are staff working in-office or remotely, due to COVID-19 or otherwise?   |  |  |  |                              |                            |                         |
| Yes, we are still providing alternate methods to accept applications. In an effort to keep everyone safe and healthy, applications are accepted by email, fax, online, by phone and by mail for customers that are uncomfortable with an in office visit. Staff are working in office.  |  |  |  |                              |                            |                         |
| 12. How many months of assistance will you provide? Please select one. (Maximum allowable assistance is determined from application date to end of original program year)   |  |  |  |                              |                            |                         |
| Full allowable amount: Up to 12 months for Vulnerable; up to 6 months for Non-Vulnerable  | 6 months, not to exceed allowable number of months or benefit amount | 3 months, not to exceed allowable number of months or benefit amount | First month, with arrears, and pledge the remaining allowable months |                              |                            |                         |
| X   |  |  |  |                              |                            |                         |



**Comprehensive Energy Assistance Program (CEAP)  
Production Schedule Tool**

**Instructions:**

*Input accurate numbers, ideally from submitted and approved Monthly Expenditure Reports, in the yellow boxes (cells). The rest of the table should auto-populate the information according to the data input in the appropriate boxes (cells). More detailed instruction is provided in each cell, once selected.*

|   |   |  |   |   |  |   |
|---|---|--|---|---|--|---|
| <b>Monthly Report:</b>  |   |  |   |   |  |   |
| <b>2022 Program Year Contract</b>   |   |  |   |   |  |   |
| <b>Contract Number:</b>   | 58220003579   | <b>Contract Term:</b>                            | Jan 1 - Dec 31  | <b>Program Year:</b>                            | PY22   |   |
|   | <b>Administration</b>   | <b>Direct Services - Household Crisis</b>        | <b>Direct Services - Utility Assistance</b>                 | <b>Program Services</b>                         | <b>Travel</b>                                  | <b>TOTAL</b>  |
| <b>Budget Amount</b>  | \$199,033.00  | \$1,107,788.00                                   | \$1,107,788.00  | \$339,581.00                                    | \$2,500.00                                     | \$2,756,690.00  |
| <b>Expenditure</b>  | \$67,477.94   | \$108,890.48                                     | \$2,084,126.15  | \$105,607.74                                    | \$0.00   | \$2,366,102.31  |
| <b>Percentage</b>   | 2.85%   | 4.60%  | 88.08%  | 4.59%   | 0.00%  | 85.83%  |
| <b>Remaining Dollars</b>  | \$131,555.06  | \$998,897.52                                     | -\$976,338.15   | \$233,973.26                                    | \$2,500.00                                     | \$390,587.69  |
| <b>Obligated Funds</b>  |   |  | \$9,609.06  |   |  | \$9,609.06  |
| <b>Percentage Including Obligated</b>   |   |  | 88.13%  |   |  | 86.18%  |
| <b>Remaining Dollars less Obligated</b>   | \$131,555.06  | \$998,897.52                                     | -\$985,947.21   | \$233,973.26                                    | \$2,500.00                                     | \$380,978.63  |
| <b>Percentage of Total Award Expended and Obligated</b>   |   |  |   |   |  | <b>86.18%</b>   |
| <b>Data Analysis</b>  |   |  |   |   |  |   |
| <b>Weeks Left in Program Year</b>   | 12  | <b>Cumulative Unduplicated Households Served</b> | 2067  | <b>Number of CEAP caseworkers employed</b>      | 7  |   |
| <b>Total Direct Service Budget Expended &amp; Obligated</b>   | <b>Remaining Direct Service Budget to Expend [Budget - (Exp+Oblig)]</b> | <b>Average Household Expenditure Prior Year</b>  | <b>Estimated number of Households still needed to serve</b> | <b>Estimated Files to be completed per week</b> | <b>Estimated Files to be completed per day</b> | <b>Estimated Files to be completed per day per caseworker</b> |
| \$2,308,233.43  | \$246,923.57  | \$929.33   | 266   | 22  | 4.4  | 0.6   |
| <b>Disclaimer:</b>  |   |  |   |   |  |   |
| <p><i>This spreadsheet provides a quick analysis of data. There are countless situations that each Subrecipient can be in, regarding the CEAP program, that this spreadsheet does not include, like the encumbered UA payments for upcoming months, for example. It is the responsibility of the Subrecipient to stay aware of the expenditure levels in this program, analyze it, and then act accordingly with the end goal of full and allowable contract program expenditures. This spreadsheet is simply another tool Subrecipients can use to try and understand what is left to do for the current program year.</i></p> |   |  |   |   |  |   |

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|   |   |  |   |   |  |   |
|---|---|--|---|---|--|---|
| <b>Monthly Report:</b>  |   |  |   |   |  |   |
| <b>2023 Program Year Contract</b>   |   |  |   |   |  |   |
| <b>Contract Number:</b>   |   | <b>Contract Term:</b>                            | Jan 1 - Dec 31  | <b>Program Year:</b>                            | PY23   |   |
|   | <b>Administration</b>   | <b>Direct Services - Household Crisis</b>        | <b>Direct Services - Utility Assistance</b>                 | <b>Program Services</b>                         | <b>Travel</b>                                  | <b>TOTAL</b>  |
| <b>Budget Amount</b>  | \$199,033.00  | \$1,107,788.00                                   | \$1,107,788.00  | \$339,581.00                                    | \$2,500.00                                     | \$2,756,690.00  |
| <b>Expenditure</b>  |   |  |   |   |  | \$0.00  |
| <b>Percentage</b>   | 0.00%   | 0.00%  | 0.00%   | 0.00%   | 0.00%  | 0.00%   |
| <b>Remaining Dollars</b>  | \$199,033.00  | \$1,107,788.00                                   | \$1,107,788.00  | \$339,581.00                                    | \$2,500.00                                     | \$2,756,690.00  |
| <b>Obligated Funds</b>  |   |  |   |   |  | \$0.00  |
| <b>Percentage Including Obligated</b>   |   |  | 0.00%   |   |  | 0.00%   |
| <b>Remaining Dollars less Obligated</b>   | \$199,033.00  | \$1,107,788.00                                   | \$1,107,788.00  | \$339,581.00                                    | \$2,500.00                                     | \$2,756,690.00  |
| <b>Percentage of Total Award Expended and Obligated</b>   |   |  |   |   |  | <b>0.00%</b>  |
| <b>Data Analysis</b>  |   |  |   |   |  |   |
| <b>Weeks Left in Program Year</b>   | 48  | <b>Cumulative Unduplicated Households Served</b> | 0   | <b>Number of CEAP caseworkers employed</b>      | 7  |   |
| <b>Total Direct Service Budget Expended &amp; Obligated</b>   | <b>Remaining Direct Service Budget to Expend [Budget - (Exp+Oblig)]</b> | <b>Average Household Expenditure Prior Year</b>  | <b>Estimated number of Households still needed to serve</b> | <b>Estimated Files to be completed per week</b> | <b>Estimated Files to be completed per day</b> | <b>Estimated Files to be completed per day per caseworker</b> |
| \$0.00  | \$2,555,157.00  | \$1,060.96                                       | 2408  | 50  | 10.0   | 1.4   |
| <b>Disclaimer:</b>  |   |  |   |   |  |   |
| <p><i>This spreadsheet provides a quick analysis of data. There are countless situations that each Subrecipient can be in, regarding the CEAP program, that this spreadsheet does not include, like the encumbered UA payments for upcoming months, for example. It is the responsibility of the Subrecipient to stay aware of the expenditure levels in this program, analyze it, and then act accordingly with the end goal of full and allowable contract program expenditures. This spreadsheet is simply another tool Subrecipients can use to try and understand what is left to do for the current program year.</i></p> |   |  |   |   |  |   |

**Instructions**

*Please upload the following items to Wufoo when submitting your SDP workbook*

1. Client Education
2. Temperature Triggers
3. Priority Rating Sheet
4. Alternative Billing Method (ABM and actual client data)