



Community Council of South Central Texas
2025 Community Services Application

Effective Immediately:

- Please note: Due to changes to the Texas Administrative Code (TAC) and funding cuts, the amount of assistance you receive may be less than in previous years.
- Due to the high volume of applications for assistance, and our program requirements, when returning your application, you **MUST** include **ALL** the required documents, or we CANNOT accept your application.
- If you submit an incomplete application by email, fax, mail or otherwise to the office, the office will contact you for missing documents. If you do not submit the documents within 10 days, your application will be shredded, and you will need to submit a new application with all required documents.
- We are working as fast as we can, but due to the high volume of applications we receive, it can take up to 90 days or longer to process complete applications depending on the time of the year and the number of applications already in process. We will contact you once your application has been processed.
- Please continue to pay your bill until you are notified if you can be assisted.
- Submitting a completed application is not a guarantee of assistance!

We appreciate your understanding and cooperation.

How to return your application:

Coordinator Name	Ana Medrano
Phone number	(432) 360-3716
Email to:	amedrano@ccsct.org
Fax to:	—
Drop off, or Mail to:	710 E Holland Ave suite 1
	Alpine, Tx 79830



Community Council of South Central Texas, Inc.
2025 Community Services Program Application

INFORMATION PAGE

Please note: Due to changes in the Texas Administrative Code (TAC) and funding cuts, the amount of assistance you receive may be less than in previous years.

NOTICES:

1. If you have more than 5 people in the home, please ask for an additional household member page.
2. Applications will not be put in processing order until ALL documents are received. We cannot process incomplete applications!
2. You are still responsible for paying your bill until your application is processed and you are notified of the outcome.
3. It can take up to 90 days or longer to process complete applications depending on the time of the year and the number of applications already in process. We will contact you once your application has been processed.
4. Applications are accepted by email, fax, mail, or drop off (unless otherwise noted) and will be processed according to priority and date received complete. (see # Notice #2 above)
5. This application is for screening purposes only and does not guarantee your eligibility to receive services. Payments are made within 45 days from the date of the voucher and are subject to availability of funds.

REQUIRED DOCUMENTS: Completed application and...

- ❖ Social security cards for all household members
- ❖ Proof of ALL income FOR THE PAST 30 DAYS for every household member 18 years or older (Check stubs, Award letters from SS Administration only for Social Security/SSI/SSDI, etc. (including minor children) VA letter, unemployment, TANF letter, retirement, pension, child support, etc. All award letters must be dated for the **current year**!
- ❖ If any household member 18 or over is NOT receiving any income, or has no proof of income, (example is self-employed, works for cash, etc.) you must complete the attached **Declaration of Income Statement**.
- ❖ Citizenship papers: **no exceptions** (if you do not have these contact your local office for a list of acceptable documents)
 - Certified Birth Certificates for all household members born in USA (not hospital footprint form)
 - Proof of Legal Residency for all household members not born in USA (permanent resident card, visa, foreign passport, etc.)
- ❖ Identification: **no exceptions** (if you do not have these contact your local office for a list of alternative documents)
 - Photo DL/ID for anyone 16 or over
- ❖ A 12-month billing history from each of your energy providers, even if you are not receiving assistance from all of them. (ELECTRIC, NATURAL GAS AND/OR PROPANE) NOTE: If you have less than 12 months in your home, please provide the history for as many months as possible.
- ❖ Your current and past due electric and gas bills and disconnection notice, if applicable.

CCSCT is Celebrating 60 years of Community Action!

Helping People Changing Lives!

Check us out on Social Media



CCSCT-CS COMPLAINT POLICY: Clients or partners who wish to complain about staff treatment, application status or any other complaint are advised to contact Carol Delgado, CCAP, NCRI, Program Director by phone at 830-767-2019, or email cdelgado@ccsct.org. The alternate contact for complaints is Belinda Lacey, CCAP, NCRI, Assistant CS Program Director at phone number 830-625-6268 or email blacey@ccsct.org. Your complaint will be investigated within 10 days and complainant notified of results. If the complaint is regarding a denial due to income, the client will be reminded of the appeals process as outlined in the denial form.