The Application Process: What you need to know . . .
How do I start the process of getting an application?

You may do **ONE** of the following:

- **Call us** at (210) 335-3666

- **Mail us** a request form or letter to
  233 N. Pecos, Suite 590
  San Antonio, TX 78207

- **Email us** your request to clientservices@bexar.org
What happens if I decide to call?

The following information will be asked of you and required to create an application just for you:

- Your Name
- Date of Birth
- Social Security Number
- Address, City and Zip Code
- Utility Bill Account Number
- Telephone Number
- Email Address
- U.S. Citizenship
- Estimated Amount of Income
- Number of People in Your Home
Applications are sent by **mail** based on funding availability.

* Be prepared to wait 7-10 business days to receive your application by mail.

* If you do not receive your application within this time frame, call us at (210) 335-3666.

In the upper right hand corner of your application is a CASE ID Number. Please refer to this number if you need information on the status of your application.

**An application does not guarantee assistance.**
1. Read the first page of your application, it explains the DOCUMENTS you will need so that we can accept your application

2. Answer all the questions on your application

3. Be sure to include two (2) telephone numbers so we can contact you in case we have questions

4. List your email address on the application for us to send you our Notices

5. Sign all Signature pages
What do signature pages look like?

Utility Account Access Information

Name of Utility Company: ____________________________________________

Account #: _________________________________________________________

Account Holder’s Name: _____________________________________________

☐ I am listed as a Secondary Account Holder and am responsible for payment on this account.

Last 4 digits of Account Holder’s Social Security Number: __________

Last 4 digits of Account Holder’s Driver’s License or State ID: _________

Last 4 digits of Account Holder’s Military ID: _________________________

APPLICANT’S CERTIFICATION OF UNDERSTANDING AND AGREEMENT

1. I authorize Bexar County to request, obtain, view my utility customer account data to include past and present billing amounts, charges, fees incurred, date of interruption and/or disconnection of services, including details of all changes owed from an installment plan and/or consumption history for the sole purpose of determining eligibility for and/or providing utility financial assistance. This authorization is valid for one (1) year from the date of signature.

2. My answers to all the previous questions, the statements I have made and the information I have provided are true and correct to the best of my knowledge and belief.

3. I authorize the Texas Department of Housing and Community Affairs and its contracted agencies to contact any source in order to solicit/verify information necessary for an eligibility determination. I will also provide the Texas Department of Housing and Community Affairs and its contracting agencies with any information necessary to verify my eligibility.

4. I also understand my household income has been annualized all the time of application according to pre-established agency procedures.

5. I understand may request a hearing to appeal a denial of eligibility, amount of assistance received, or a delay of service delivery.

6. I have been advised and understand that this application will be considered without regard to race, color, religion, creed, national origin, sex, or political belief.

7. I am aware that I am subject to prosecution for providing false or fraudulent information or for omitting information that may affect my eligibility for benefits. Whoever obtains or attempts to obtain services for which he/she is not entitled, by means of willful false statements or other fraudulent means, may be considered guilty of a criminal offense and, upon conviction, may be fined and/or imprisoned.

__________________________
Signature of Applicant ________

__________________________
Signature of Witness _________

__________________________
Signature of individual making application on applicant’s behalf or (in cases where said individual is not listed as a person with丝丝 ___)

__________________________
Signature of individual making application on applicant’s behalf or (in cases where said individual is not listed as a person with丝丝 ___)

__________________________
Date _______________________

__________________________
Date _______________________

__________________________
Date _______________________

__________________________
Date _______________________

TXAS DEPARTMENT OF HOUSING AND COMMUNITY AFFAIRS
Systematic Alien Verification for Entitlements (SAVE) System
Application Certification Form for WAP and CEAP

The program for which you are applying requires verification that you are a U.S. citizen a non-citizen national, or a legal resident of the United States. Documentation of your status is required. This agency uses the Systematic Alien Verification for Entitlements (SAVE) System to verify the status of non-citizens.

1. Are you a U.S. citizen (born or naturalized)?
   Yes ______ (Go to number 4)
   or No ______ (Go to number 2)

2. Are you a legal resident of the U.S.?
   Yes ______ (Complete numbers 3 and 4)
   or No ______ ***

3. My legal residency is based on my status as:
   ______ Lawful Permanent Resident (LPR)
   ______ Asylee
   ______ Parolee
   ______ Person with Deportation (or Removal) Withheld
   ______ Conditional Entrant
   ______ Cuban or Haitian Entrant
   ______ Deferred Non-Citizen
   ______ Refugee
   ______ Trafficking Victim
   ______ Iraqi or Afghan Special Immigrant (SVI)

4. Under penalty of perjury, I certify that I am a U.S. citizen, a non-citizen national, or a legal resident of the United States.

__________________________
Printed Name ____________________________

__________________________
Signature of Applicant ________

__________________________
Date _______________________

__________________________
Date _______________________

__________________________
Date _______________________

__________________________
Date _______________________

DCS staff: Describe documentation reviewed ____________________________

initial and date ____________________________

Bexar County Department of Economic and Community Development, Direct Client Services

2/9/2018
What documents are needed for U.S. Citizenship?

Types of US Citizenship Documentation accepted:
VALID U.S. Passport and/or Certification of Naturalization
We require two (2) documents as forms of identification:

* A valid Government issued ID or Driver’s License, that is not expired with your Birth Certificate

OR

* I am a U.S. Citizen, but I don’t have a Passport
A valid Government issued ID or Driver’s License, that is not expired with your Voter Registration Card

I am a U.S. Citizen, but I don’t have a Passport
What happens if my ID has expired?

- An **expired** Identification card or Driver’s License **cannot be accepted** . . . You will need to renew this document.
What if I am not a U.S. Citizen?

You will need to submit a valid copy of your Permanent Resident Card. An **expired card cannot be accepted.**
What if SAVE cannot verify my U.S. Citizenship status (PRWORA Act)?

- If denied enrollment/benefits because SAVE cannot verify your U.S. Citizenship status then you will need to visit website: USCIS.gov/SAVE https://www.uscis.gov/sites/default/files/SAVE/Publications/Records-Fast-Facts-for-Benefi-Applicants.pdf

- Go to this website and select “Records Fast Facts for Benefit Applicants” and follow the instructions on how to update your U.S. Citizenship record.
Records Fast Facts for Benefit Applicants

What is SAVE?
The Systematic Alien Verification for Entitlements (SAVE) Program provides a fast, secure and efficient verification service that allows federal, state, and local benefit-granting and licensing agencies to verify your status when you apply for a license or government benefit. To learn more, visit uscis.gov/save.

What does SAVE need to verify your immigration status?
The benefit-granting or licensing agency must provide SAVE with your current biographic information (first name, last name, and date of birth) and a numeric identifier (such as an Alien Number (A# or USCIS#); Form I-94, Arrival/Departure Record Number; Student and Exchange Visitor Information System (SEVIS) ID number; or unexpired foreign passport number).

What happens if SAVE cannot verify your status?
You may correct or update your immigration record with the Department of Homeland Security (DHS). SAVE cannot correct, renew, or replace records.

Where do you go to correct, obtain, renew or replace a record?
You must contact the DHS agency that issued your record.

U.S. Citizenship and Immigration Services (USCIS)
For instructions and forms on how to obtain, correct, renew, or replace a:

- Certificate of Naturalization, visit uscis.gov/n-600.
- Form I-551, Permanent Resident Card, visit uscis.gov/i-90.
- Form I-766, Employment Authorization Card, visit uscis.gov/i-766.
- Form I-94 issued by USCIS, visit uscis.gov/i-102.

For questions and assistance:
- Call the National Customer Service Center (NCSO) at 800-375-5283 (TTY 800-767-1833 for deaf or hard of hearing).
- For information about scheduling an appointment to talk to a USCIS officer in person at a local USCIS office using INFOPASS, visit https://my.uscis.gov/appointment.

Custom Border Protection (CBP)
Contact CBP if you need to replace or correct your Form I-94, Arrival Departure Record.

- To correct the Form I-94 records that originated at CBP’s Deferred Inspection Sites (DIS), visit the CBP website at cbp.gov/document/guidance/deferred-inspection-sites for a list of all DIS’s.

If you have questions or need information on the I-94 automation process, visit the CBP INFO Center at https://help.cbp.gov.

Student and Exchange Visitor Program (SEVP)
If you are a student or exchange visitor and need to correct your record, contact your designated school official (DSO) or responsible officer (RO).

If they cannot help you, contact the SEVP Response Center (SRC) at 703-603-3400 or sevp@dhs.gov.

SAVE Program
Revised June 2017
How do I verify my immigration status with the SAVE Program?

Applying for a benefit or license with a federal, state, or local government agency? Agencies may need to verify your immigration status to process your application. To verify your status, they use the SAVE Program. CaseCheck, a free and fast service, lets you follow the progress of your SAVE verification case online as often as you like.

Checking your case is easy! Simply click on the red CHECK YOUR CASE button below and enter your date of birth (DOB) along with the number from one of the following immigration documents:

- Certificate of Citizenship
- Certificate of Naturalization
- I-20 Certificate of Eligibility for Nonimmigrant Student Status
- I-94 Arrival/Departure Record
- I-94 stamp in Unexpired Foreign Passport
- I-551 Permanent Resident Card
- I-766 Employment Authorization Card
- Case verification number, provided by your agency

CHECK YOUR CASE
What documents are needed for Proof of Income?

Social Security Award Letter
Must be for Current Year

Bank statements are never accepted.
What documents are needed for Proof of Income?

Veteran Award Letter
Must be for the Current Year

Bank statements
are never accepted.
What documents are needed for Proof of Income?

Annuity / Pension Award Letter

Bank Statement are never accepted.
What documents are needed for Proof of Income?

Check Stubs

Bank Statements are never accepted.
How do you get paid?

* Weekly: We need up to 5 check stubs
* Bi-weekly: We need up to 3 check stubs
* Semi-monthly: We need up to 2 check stubs
* Monthly: We need up to 1 check stub

Check stubs submitted are for the 30 day period from the date you sign your application.
If you receive cash from your employer or if you work odd jobs or if you are self-employed, you will need to complete our Declaration of Income Statement.

- Answer all questions on form.
- Sign and Date the form.
What other documents are needed for proof of income?

- Child Support: Declaration of Income Letter
- TANF: HHSC Letter
I’m unemployed, so I don’t have any income . . .

* If you haven’t received any income for the past 30 days, you will need to complete our Declaration of Income Statement

* Answer all questions

* List why you are not working

* If you lost your job give date of final check.

* Sign and Date the form
I have everything I need, what’s next?

There are three (3) ways you can turn in your completed application with your supporting documents . . .
1. Hand deliver your application

- Hand deliver your application to our office with your supporting documents.

Monday through Friday
8:30 a.m. to 4:00 p.m.
What do I need to be aware of when I walk into your office?

If you are hand delivering your application to our office, you will be asked to pull a ticket and have a seat. If you bring a visitor, they may be asked to wait downstairs.

We work on a first come, first served basis and we’ll do everything we can to see you as quickly as possible.

Please be prepared to wait about 1 hour.
2. Email your application

- Email your application along with all your supporting documents to:
  
  clientservices@bexar.org

- Your will need to upload our encrypted software before you submit your information to us
How to email your application

- Please list on your Subject line: CONFIDENTIAL:
  - Enter your Case ID Number found on your application
  - Enter your First Initial and Last Name
  - Type Application after your Last Name
  - Insert your Application (Attached)

How to email your application

Send

To: CLIENTSERVICES (CLIENTSERVICES@bexar.org);

Cc:

Bcc:

Subject: CONFIDENTIAL: CASE ID (LIST YOUR NUMBER) (FIRST INITIAL) (LAST NAME) APPLICATION

Attached: 2018 Application J PUBLIC.docx (254 KB)
Here’s a sample of how it should look:

- Your email should show there is an attachment
Here’s a sample of an email being sent to us:

I have included my application with scanned documents for your review.

Please call me at (210) 123-4567 if you did not receive my attachment.

Sincerely,

Johnny Q. Public
Emailing your application

- If you experience problems uploading our software, then we recommend you hand deliver your application with documents to us.

- Make sure you submitted everything to us.

- Check on the status of your application after 7 business days.
3. Mail in your application

- Mail in your application along with all copies of your supporting documents to:

Bexar County Economic and Community Development
Direct Client Services
233 N. Pecos, Suite 590
San Antonio, TX 78207
Why is it important to turn in my application with all supporting documents?

If you turn in your application WITHOUT ALL your necessary documents it will be considered **incomplete**. 

**INCOMPLETE**

applications are **denied**.
Review your application for completion
Submit your supporting documents so that we can process your application
Incomplete applications will be denied
Refer to your Case ID number on your application when calling us to check your status
You may call us Monday through Friday at (210) 335-3666
You will receive a Notice from by regular mail or by email.
• My spouse/room mate moved out last week, do I have to include them in my application?
  
  **Answer:** Yes, they contributed to using the electric and/or natural gas in the home. You will need to add them to your application and tell us the amount of income they received within the past 30 days and when they left your home on the Declaration of Income Statement.

• My utility bill is under someone else’s name. Can I still apply?
  
  **Answer:** Yes, if that person is a member of your household. If that person is not a member of the household then the applicant must be listed as a secondary account holder and responsible for payment on the account.

• I cannot provide proof of my U.S. Citizenship, can I still apply?
  
  **Answer:** Yes, you can apply, however, if proof is not submitted, we will have to deny your case. Proof of U.S. Citizenship status is a federal requirement, without this verification, we cannot release funding.
Do I have to submit all new paperwork even though I was in the system last year?

Answer: Yes. Our funding source requires a new application and submission of documentation each year.

How will I know I received help?

Answer: Once your application has been reviewed and you are determined eligible, you will receive a ‘NOTICE OF ELIGIBILITY’ letter. This letter will outline the program you are eligible for and the amount(s) of assistance you qualified for.

Is Bexar County going to pay my full bill?

Answer: We are limited to only paying a households’ electric and/or natural gas charges. Any remaining balance, once our pledge has gone through, will be your responsibility.
FREQUENTLY ASKED QUESTIONS

How do I proceed once my application is turned in?
Answer: You may call our main line at (210) 335-3666 to check the status. You may also contact CPS Energy to request an extension on your account.

What if my services are scheduled for disconnection?
Answer: Please contact CPS Energy for arrangements or contact United Way at 211 to seek assistance during our processing period.

How long will it take for you to work on my application?
Answer: Please allow us, at least, a 2 week time frame to process your application. Your application must go through certification process.
FREQUENTLY ASKED QUESTIONS

- **Why was my application Denied?**
  
  *Answer:* You will receive a letter explaining why your application was DENIED.

- **I was denied, but I still need help, can I reapply?**
  
  *Answer:* You have 20 days from the date of your Notice of Denial to submit your missing documents to Bexar County. Your case will be closed after this period. If the case is closed you can reapply but you will need to start the process all over again by requesting a second application.

- **If Bexar County cannot help me, what are my options for getting my bill paid?**
  
  *Answer:* You can call United Way at 2-1-1 for a listing of agencies that may be able to help and/or call CPS Energy at (210) 353-2222 to make arrangements on your account.