

CEAP-Self-Certification Waiver Q&A

April 2020

The Texas Department of Housing and Community Affairs (The Department) has created the following document to assist its Subrecipients to answer applicable program questions. The document contains answers to the questions the Department has received related to Self-Certification Waiver Form for use during the COVID-19 pandemic.

If after reading and referencing all these materials you still have questions, you may submit a program question by completing this form: <https://tdhca.wufoo.com/forms/request-for-ca-program-assistance/>

- 1. How do we get signed waiver forms from clients who do not have the technology or means of submitting a signed waiver form? Can we use the signature waiver? If not, this doesn't make sense.**

Use the Client Signature Waiver form in tandem with this form and document the file of their verbal attestation.

- 2. Are we to assist everyone from today and going forward under the crisis component only or do we have the flexibility to help under UA or Crisis component ?** Only if they meet the first criteria for Crisis, as stated in 10 TAC§6.310 (a) 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 in paragraphs (1) Extreme Weather (2) Disaster or (3) Life Threatening Crisis. Otherwise, use utility assistance.

- 3. Are these crisis payments, only?**

No, this applies to UA, as well.

- 4. Is this for only new applicants (eligible to use this allowance) or for new and current applicants?**

This waiver is for applications dated between 4/7/2020 and 8/7/2020, AND for those who are unable to obtain their birth record due to COVID-19 record office shut downs.

- 5. If a client applied before 4/7 but couldn't obtain the birth certificate due to office closure, does the waiver apply to them too?**

You will need to obtain a self-certification form from them, and update the file.

- 6. What if you have a client history and the highest bill are September and October?**

This waiver is only for 4/7/2020 thru 8/7/2020, and allows bill payments for these months. Once the client obtains their citizenship document, you may re-evaluate the remaining benefit allowance for those months.

- 7. When you say pledge, can we pledge all 4 months to utility all 4 at once? Or still one month at a time?**

You may pledge up to the remaining months, until 8/7/2020, not to exceed 4 payments. You are to

pledge them as you do any other time; one payment per month.

8. Does this apply to those who have been issued birth certs in the past? What about elderly people born at home, who have never had a cert issued? Can this waiver be used for them?

NO---if you have previously certified the client, use a copy of that certification form. If they have a birth certificate, they must provide it. This only applies for those who are unable to obtain their birth record due to COVID-19 closures---and is only applicable for the 4 months of this waiver.

9. Is this waiver only for CEAP?

Correct.

10. If social distancing/isolation/closures last longer than August would the department be willing to extend the waiver period?

That will be determined, if or when that occurs.

11. Why can't we use the Texas DL with the gold star? Doesn't it verify that the TX DPS verified citizenship?

Unfortunately, it does not. A person can be eligible under the REAL ID ACT and not be a Qualified Alien under PRWORA (e.g. persons that have conditional permanent resident status, temporary legal status, freely associated states citizens). Likewise certain categories of persons may not be eligible for REAL ID, but are Qualified Aliens eligible for LIHEAP/WAP benefits (e.g. certain individuals with VAWA status).

<https://www.govinfo.gov/content/pkg/FR-2008-01-29/html/08-140.htm>

<https://www.law.cornell.edu/uscode/text/8/1641>