



DALLAS COUNTY
HEALTH AND HUMAN SERVICES
Weatherization Assistance Program

PHILIP HUANG, MD, MPH
DIRECTOR



Frequently Asked Questions:

Q: Who is eligible for the Weatherization Program?

A: Households with a combined gross income at or below 200% of federal poverty level are eligible.

Q: How does Weatherization define a “household?”

A: For the purposes of weatherization eligibility, a household includes all persons living under one roof. This includes but is not limited to family members living with you, roommates, adult children, persons renting space/rooms, etc.

Q: What is considered income?

A: All money you receive is considered income. This includes but isn’t limited to wages/salaries, net receipts from self-employment, retirement, alimony, veteran’s payments, Social Security, pension, etc.

Q: What documents do you need to verify income?

A: For wages/salaries your paystubs from the previous 30 days. For structured payments (Social Security, Alimony, Railroad Retirement, etc.) a letter stating your weekly/monthly/quarterly payment amount. Don’t hesitate to call us if you’re unsure what to provide.

Q: What do I do if one of the adults in my household has no income?

The applicant will need to complete the attached Declaration of Income Statement Form and sign it.

Q: How does DCHHS WAP decide who receives services first?

A: We are required to follow our grantors prioritization matrix, which provides 1 point for each of the categories listed below:

| | |
|--------------------------------|------------------------------------|
| People over 60 years of age | Households with high energy burden |
| People with Disabilities | High residential energy users |
| Families with children under 5 | |

Household with a high energy burden means a household whose residential energy burden (residential expenditures divided by the annual income of that household) exceeds the median level of energy burden for all low-income households in the state

High residential energy user means a household whose residential energy expenditures exceed the medial level of residential expenditures for all low-income households in the state.

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Frequently Asked Questions (cont.):

Q: When will I be served?

A: Dallas County WAP must comply with state and federal regulations in determining priority of clients. Your household information is used to determine what priority level you will be assigned. Wait times can vary widely based on the number of clients awaiting services, and funding the agency receives. We strive to assist all clients in a timely manner and appreciate your patience.

Q: Does the Weatherization Assistance Program have to verify U.S. Citizenship, U.S. National status, or Qualified Alien Status for everyone in the household?

A: Yes—only U.S. Citizen, U.S. National, or Qualified Alien household members are eligible for assistance.

Q: Will the Weatherization Assistance Program replace my HVAC system?

A: Dallas County WAP uses the federally approved National Energy Audit Tool (NEAT) and the State of Texas approved Priority List when determining what a particular home needs. The primary goal of the Weatherization Program is energy efficiency. Once an assessment has been completed and the data is entered, the NEAT or Priority List will determine what measures get installed in your home.

Q: Do I get to pick what measures/items will be installed in my home?

A: There are some measures that are not optional and therefore if the NEAT or Priority List specifies for them to be installed and you refuse the Weatherization Program is not allowed to work on the home. These include Health & Safety measures, infiltration measures, insulation, duct sealing and refrigerators. There are also some measures the client can decline such as solar screens, smart thermostats, aerators, and LED bulbs.

Q: Who does the work on my home?

A: The work will be completed by a contractor for the Weatherization Assistance Program. Any work that requires a license to perform will be done so through Dallas County Contractors or its sub-contractors and inspected by the appropriate city inspection department. All other work will be completed by trained personnel that are hired by the contractors. Once all the work is completed a Dallas County Inspector will perform the final inspection on the home.

Import Information for Former Military Services Members. Women and men who served in any branch of the United States Armed Forces, including Army, Navy, Marines, Coast Guards, Reserves or National Guard, may be eligible for additional services. For more information, please visit the Texas Veterans Portal at:

<https://veterans.portal.texas.gov/>
<https://americaserves.org/where-we-are/southwest/texas/>

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