

METRICS

COMPREHENSIVE ENERGY ASSISTANCE PROGRAM



Purpose

The Comprehensive Energy Assistance Program (CEAP) aims to assist low-income households with their energy bills while also empowering them to save money on future costs through energy education.



Key Services

Key services for eligible clients include assistance for electric and gas bill payment. Program offers assistance with repairs to HVAC units for eligible clients during energy crisis. Additionally, the program receives donated funds from energy providers to assist low-income individuals or families with electric and gas bill payments



Full Time Equivalent Staffing

Permanent Total	25	Permanent (General Fund)	N/A	Permanent (Grant Fund)	25
Contractual Total	1	Contractual (General Fund)	N/A	Contractual (Grant Fund)	1



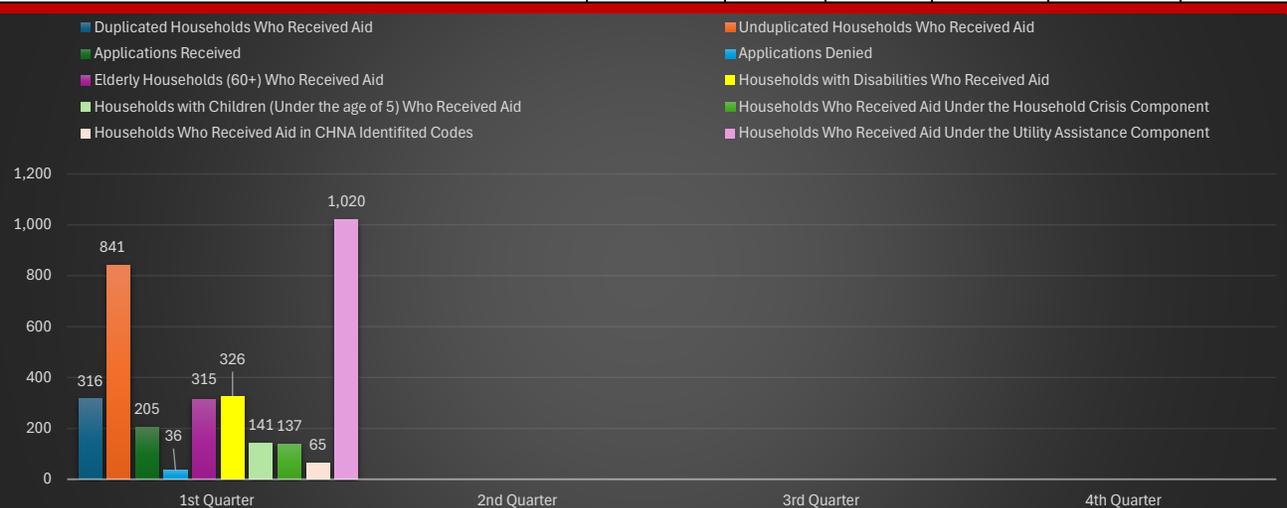
Funding

Budget	\$13,991,191		General Fund	YTD	YTD	Grant/s	YTD	YTD
Type:	<input type="checkbox"/> General Fund	0%	<input checked="" type="checkbox"/> Grant Fund	100%	Budget	Exp	EXP. %	EXP. %
Source: Local and State			N/A	N/A	N/A	\$13,991,191	\$13,639,937	97%



Key Metrics

Workload Measures	Prior Year	FY 2026				
		1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	YTD Total
Duplicated Households Who Received Aid	1,615	316				316
Unduplicated Households Who Received Aid	9,771	841				841
Applications Received	10,678	205				205
Applications Denied	1,056	36				36
Outcome Measures	Prior Year	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	YTD Total
Elderly Households (60+) Who Received Aid	5,122	315				315
Households with Disabilities Who Received Aid	5,125	326				326
Households with Children (Under the age of 5) Who Received Aid	1,042	141				141
Households Who Received Aid Under the Household Crisis Component	154	137				137
Households Who Received Aid in CHNA Identified Codes	5,531	65				65
Households Who Received Aid Under the Utility Assistance Component	11,232	1,020				1,020



DALLAS COUNTY FY2026 PERFORMANCE INDICATORS

These performance indicators are intended to represent the progress of the program against its goals. The user acknowledges that the user is responsible for assessing the accuracy and reliability of the data or information provided, and that it is not a guarantee of performance.



Comprehensive Energy Assistance Program (CEAP)

KEY METRICS	METRIC DESCRIPTORS
Duplicated Households Who Received Aid	The number of households that received services multiple times during the reporting period. Each household is counted only once, even if it received multiple services.
Unduplicated Households Who Received Aid	The number of households that received services only once.
Applications received	Total number of applications submitted for aid from the program
Applications denied	Number of applications for aid reviewed by program staff and does not meet requirements to receive program assistance
Households Who Received Aid in CHNA Identified Codes	This measure tracks the number of clients who applied for and received aid from the program residing in zip codes identified as high-risk within the current Community Health Needs Assessment (CHNA). The CHNA is updated every three years, and the identified high-risk zip codes may change accordingly. This measure serves as a general indicator of the program's reach in serving individuals and families residing in areas identified as having a high vulnerability index, encompassing factors such as poverty, limited access to healthcare, food insecurity, and other social determinants of health. Note: For this reporting period (2023-2025), the high-risk zip codes were 75210, 75211, 75215, 75216, 75217, 75241
Elderly Households (60+) Who Received Aid	Number of households with an individual over the age of 60 that had applications approved and received aid from the program
Households with Disabilities Who Received Aid	Number of households with an individual with a qualifying disability that had applications approved and received aid from the program
Households with Children (Under the age of 5) Who Received Aid	Number of households with children under the age of 5 that had applications approved and received aid from the program
Households Who Received Aid Under the Household Crisis Component	The number of households that received assistance for weather-related or supply shortage emergencies.
Households Who Received Aid Under the Utility Assistance Component	The number of households that received assistance for weather-related or supply shortage emergencies.