

CEAP CLIENT FILE CHECKLIST

- Completed, signed, and dated application*
- Income documentation for the past 30 days from the date the application was signed OR Declaration of Income Statement (DIS)*
- Priority rating sheet*
- Case notes to demonstrate services provided; include documentation of crisis criteria, if applicable*
- Household Status Verification (HSV) form*
- SAVE printouts, if applicable*
- Copy of client's current bill*
- 12-month billing history; if unavailable, Alternative Billing Method can be used.
NOTE: ABM can be maintained in separate file but must be accessible to TDHCA
- Documentation of payment(s) made*
NOTE: Can be maintained in separate file but must be accessible to TDHCA
- Benefit level determination*
- Notice of denial, if applicable*
 - Notice of denial must include notice of appeal rights and procedures for denial or termination of services
- HVAC documentation (assessment & work order), if applicable *
NOTE: Manual J and Manual S documentation required if applicable
- Documentation of referral to service providers, if applicable
- Consumption disclosure release form
- Copy of energy savings tips provided to client

*Denotes an item required by the CEAP Contract