

**Harris County Community Services Department  
Office of Social Services  
Appointments made Monday-Friday  
Call for appointments  
(713) 696-7900**

**HAVE ALL INFORMATION READY FOR CASE MANAGER**

**Basic Information for an Interview**

Standby clients are determined based on the following:

- Utility must already be disconnected *and* availability of staff.

**Note:** Standby waiting time will depend upon the amount of appointments scheduled for that day.

- **Current Picture identification and Social Security Card**

You must have some form of government issued identification to verify you are the person whom you state you are.

- **Citizenship status**

You must be a US Citizen or properly documented immigrant. If you were not born in the United States but your minor children (who live with you) were born in the United States, you must provide their original birth certificate.

- **House deed or lease agreement or housing contract**

- **Proof of current or most recent income and/or proof of past management of bills/rent**

Verification of **ALL** income must be provided for **ALL** household members who are receiving income. Income documentation must be verifiable. Income documentation may include, but not limited to, Social Security Disability award letters, TANF award letters, Food Stamp award letters, VA award letters, printouts from Texas Attorney General (child support), paycheck stubs, letter from employer, and letters from friends/family. If there is no income from a particular household member (who is 18 years or older), a currently dated unemployment printout from Texas Work Source must be provided.

- **Current bank statement and/or receipts**

- **Verification of other assistance**

If you are currently receiving assistance from another agency/organization, please provide proof of **ALL** pledges and assistance.

**The Office of Social Services no longer assists with any prepaid utility bills.**

**The following income guidelines will be used to determine eligibility:**

Income Levels	HOUSEHOLD SIZE							
	1	2	3	4	5	6	7	8
Maximum Income for Eligibility	\$38,750	\$44,300	\$49,850	\$55,350	\$59,800	\$64,250	\$68,650	\$73,100