



Greater East Texas Community Action Program

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ADMINISTRATIVE

Proudly serving rural east Texas

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To: Community Partners

Date: March 19, 2020

With the growing spread of the coronavirus (COVID-19) this is a difficult time for our community. GETCAP wants to ensure that we have informed our partners of our efforts during this critical time. It is our top priority for GETCAP to offer services to our community, while promoting safety and health for our customers and staff. Effective immediately, GETCAP has suspended all face to face appointments and contact with customers.

The primary method to apply for Energy Assistance is via our online application, emailed, mailed or faxed in the application. Our website is [www.get-cap.org](http://www.get-cap.org). Upon completion of the application the customer will be contacted by telephone. It is important that required documents be sent with the application for it to be considered complete. This application is the minimum required by the guidelines and support documentation is necessary. Income must be shown for the last 30 days. Evidence of citizenship for the household is needed. Those who have reduced hours and income during this period should apply! Typically we can assist multiple months. Many households may receive help throughout the remainder of 2020. This is major assistance without having to contact GETCAP again. Many of our partners are handing out our applications. Please feel free to share this application. It is our hope households will apply before the hot summer months arrive.

Our office hours have adjusted to Monday-Wednesday, 8:00-5:00. On Thursday and Friday customers may still be helped as an emergency. Questions regarding applications can be emailed to [statusupdate@get-cap.org](mailto:statusupdate@get-cap.org). Partners and customers may contact the main office at 1-800-621-5746. Regular operating hours may change with the uncertain times. Response time for updates or calls may be longer than usual.

We appreciate our local partners and highly value our relationships. Together we will get through this difficult time.

Teresa Land, Program Director  
Karen Swenson, Executive Director