



**NEW YORK STATE  
OFFICE OF TEMPORARY AND DISABILITY  
ASSISTANCE  
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ALBANY, NY 12243-0001  
Andrew M. Cuomo  
Governor**

**Local Commissioners Memorandum**

**Section 1**

<b>Transmittal:</b>	11-LCM-07
<b>To:</b>	Local District Commissioners, Accounting Supervisors
<b>Issuing Division/Office:</b>	Center for Employment and Economic Supports
<b>Date:</b>	August 10, 2011
<b>Subject:</b>	2011-12 Home Energy Assistance Program–Early Mail Out Process and Administrative Allocations for Early Outreach Processing
<b>Contact Person(s):</b>	OTDA CEES HEAP Bureau Liaison at (518) 473-0332
<b>Attachments:</b>	<a href="#">Attachment 1–Local District Allocations</a>
<b>Attachment Available On – Line:</b>	Yes

**Section 2**

**I. Purpose**

This Local Commissioners Memorandum (LCM) provides information on requirements for the early mail out process that will be conducted for the upcoming 2011-12 Home Energy Assistance Program (HEAP).

Local districts may be eligible to receive additional administrative funds for processing of applications received during the early outreach period. This LCM outlines the requirements for receipt and use of these funds and provides each district with the amount of the additional administrative funds.

**II. Background**

Over the past several years, in an effort to streamline the workflow and to assist districts in managing the large volume of case processing that occurs in the HEAP program, a mail out has been conducted to those households that received a HEAP benefit in the preceding year and whose household contains a vulnerable individual (under age 6, age 60 or older, or disabled).

This mail out will again be conducted prior to program opening in November. The mail out process for districts outside of New York City (NYC) is conducted centrally by the Office of Temporary and Disability Assistance (OTDA), and will utilize the Client Notices System (CNS) system to mail applications to these targeted households.

The mail out to targeted households in NYC is conducted by the NYC Human Resources Administration (HRA).

### **III. Program Implications**

#### **Schedule for Mail Out**

The mail out for counties outside of NYC is scheduled to begin on August 29, 2011. Applications will be mailed in three (3) groups: first to heads of households age 66 and older; then to households with children under age 6 or disabled individuals; and then to heads of households age 60-65. The mail out to each group will be fully completed before the mailing for the next group begins.

Within each mailing group, the mailings will be sent in the following county order: Erie, Monroe, Onondaga, Suffolk, Oneida, Niagara, Chautauqua, Broome, Steuben, St Lawrence and Albany. The applications for the remaining counties will be mailed in reverse alphabetical order starting with Yates and ending with Allegany. The entire mail out process should take approximately **2½ to 3 weeks**.

#### **Additional Administrative Funds**

##### Local District Allocations

Additional HEAP administrative funds, as established by the attached allocation schedule, are available to districts for the purpose of processing cases during the early mail out period. Please see Attachment I for your district's available funding amount.

Attachment 1 provides the amount of early outreach administrative funds that are available to your district.

##### Allocation Criteria

In order to receive these funds, each district must have claimed at least seventy percent (70%) of the current 2010-11 administrative allocation. Districts that have not met this claiming requirement have not been allocated early outreach funds. This will be indicated by an allocation of zero (0) in the Approved Early Outreach Allocation column in Attachment I.

Districts may remedy this by submitting claims to meet the 70% requirement no later than August 31, 2011. Please notify your OTDA HEAP Bureau liaison if you have met this requirement.

Early outreach funds will not be available after August 31, 2011.

## Obligation and Claiming Deadlines

Please note that early outreach administrative funds are added to your 2010-11 administrative allocation. These funds must be obligated by September 30, 2011 and claimed by December 31, 2011. Unclaimed funds cannot be rolled into the 2011-12 administrative allocation.

**Acceptance of funds requires that districts ensure that at least seventy percent (70%) of the cases received during the early outreach period will have payments authorized prior to program opening. The NYS OTDA HEAP Bureau may conduct on site or desk reviews to determine compliance.**

## Processing for Applications Received During Early Outreach

Detailed information on processing applications received during the early outreach period will be provided at the 2011-12 HEAP training which will be held in Albany on August 17 -19, 2011. Additional instructions will also be provided to your district's HEAP Coordinator prior to the start of the mail out.

Processing cases during the early mail out period is mandatory for the 2011-12 Home Energy Assistance Program (HEAP) for all districts. The early mail out targets those households that have received a HEAP benefit in the preceding year and whose household contains a vulnerable individual (under age 6, age 60 or older, or disabled).

Districts must structure local programs to begin case processing for applications received during the early mail out period upon receipt.

If alternate certifiers participate in case processing for applications sent out in the early mail out period, contracts with these certifiers must be in place in order to start processing upon receipt of the early outreach applications. Alternate certifiers must route completed applications to the DSS within 15 calendar days.

Processing is defined as eligibility determination and authorization of benefits through the Welfare Management System (WMS).

**HEAP benefits cannot be used to resolve emergency situations until on or after program opening. Information on eligibility or payment guarantees cannot be provided either to applicants or vendors prior to program opening.**

### **Issued By**

**Name: Russell Sykes**

**Title: Deputy Commissioner**

**Division/Office: Center for Employment and Economic Support**