

GENERAL INFORMATION SYSTEM
Center for Employment & Economic Supports

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TO: Subscribers

SUGGESTED DISTRIBUTION: Commissioners, TA and SNAP Directors, HEAP Coordinators

FROM: Phyllis D. Morris, Acting Deputy Commissioner
Center for Employment and Economic Supports

SUBJECT: Home Energy Assistance Program (HEAP) Benefit Processing and Pending Applications
Reporting

EFFECTIVE DATE: Immediately

CONTACT PERSON: HEAP Bureau at 1-(800) 343-8859, ex. 3-0332

The Office of Temporary and Disability Assistance (OTDA) is closely tracking HEAP obligations against the amount of Federal HEAP funds that have been allocated to New York State to date. To ensure that our projections are accurate, it is critical that local Social Services Districts (SSDs):

- Accurately report all pending applications in eReports, in accordance with the September 7, 2012 Dear HEAP Coordinators Policy letter; and
- Process all pending applications timely in accordance with the processing timeframes outlined in 12-LCM-12.

Please refer any questions to your HEAP Bureau liaison. Thank you for your assistance.