

GENERAL INFORMATION SYSTEM
Center for Employment & Economic Supports

February 13, 2013

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TO: Subscribers

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

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

SUBJECT: Additional information on the Home Energy Assistance Program (HEAP)

EFFECTIVE DATE: Immediately

CONTACT PERSON: HEAP Program Questions: HEAP Bureau at 1-800-343-8859 ext. 3-0332

The purpose of this GIS is to provide additional information on the closing of the Heating Equipment Repair and Replacement (HERR) component of the 2012-13 Home Energy Assistance Program (HEAP), the suspension of the HEAP daily mass authorization process, and implications of the Client Notice System (CNS) language revisions for HEAP Electronic Workbook (e-HEAP).

Procedures for Heating Equipment Repair and Replacement (HERR) Applicants

As per January 29, 2013 GIS titled "Home Energy Assistance Program (HEAP) Heating Equipment Repair and Replacement Component Closing Date", applications for HERR HEAP filed after Close of Business (COB) February 1, 2013 must be denied. Social Services Districts (SSDs) have the option of denying these cases using CNS denial code F08 (HEAP Application Received after HEAP Program Year Closing Date) or using HEAP Manual Denial Notice LDSS-3494B.

When entering HEAP HERR payment type codes H0, H5, and H7, SSDs must enter the application date as the **FROM** date on the payment line. There must be no **FROM** dates later than February 1, 2013 for these payment types.

Procedures for TA and SNAP Applicants

As per January 25, 2013 GIS titled "Suspension of the Home Energy Assistance Program (HEAP) Daily Mass Authorization Payment Process" effective January 28, 2013, each SSD must begin to accept the 2012-2013 HEAP Application (LDSS-3421) for all new applicants for TA and SNAP, and process all applications timely in accordance with the processing timeframes outlined in 12-LCM-12.

If the TA or SNAP case does not open or is denied, the HEAP Application must still be processed. If the case file does not contain sufficient information, districts must obtain any additional information.

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This may be accomplished via calls to the applicants, use of vendor on line systems, or collateral contact with vendors. If the information cannot be obtained using one of these methods, a Request for Information/Documentation Requirements Form (LDSS-3431) must be sent to the applicant. A benefit may only be issued once the information is received and the applicant is determined eligible. Applicants, who do not return this information timely, must be denied in accordance with the HEAP Manual.

e-HEAP Users Only

Due to CNS language revisions, the following HEAP denial codes will no longer be supported in e-HEAP. Effective immediately these denials must be performed outside of the e-HEAP environment.

HEAP reason code **G73** – Resources Available to Meet an Emergency has been replaced with **W73** due to significant changes to CNS notice language. Changes to the G73 HEAP denial code are defined in the WMS/CNS Coordinator letter dated February 01, 2013. Attachment 1, section 4, pages 5-6.

HEAP reason code **M04** – Enhancements to the M04 HEAP Emergency denial are currently in production but pending activation. More information will be forthcoming once the code is active.