

DATE: December 28, 2018

TO: Subscribers

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

FROM: Jeffrey Gaskell, Assistant Deputy Commissioner
Employment and Income Support Programs

SUBJECT: Availability of Denial Reason Code H97 – Receiving HEAP on Another Case
(UPSTATE ONLY)

EFFECTIVE DATE: Immediately

CONTACT PERSON: HEAP Bureau at: 518-473-0332

The purpose of this GIS is to inform social services districts (districts) of a new Home Energy Assistance Program (HEAP) denial reason code, H97, for applicants who will receive their Regular HEAP benefit on another case. This code is available for immediate use.

Denial code H97 is to be used when a household has applied for a HEAP benefit either on-line through myBenefits or with a paper HEAP application ([LDSS-3421](#)), but has an active, ongoing Temporary Assistance (TA) or Supplemental Nutrition Assistance Program (SNAP) case upon which an eligible household will have their Regular HEAP benefit issued. Workers should use denial reason code H97 to inform applicants that their Regular HEAP benefit will be issued on their existing TA or SNAP case. The following language will appear on the corresponding Client Notice System (CNS) generated notice:

Your (Application Date) application for the Home Energy Assistance Program (HEAP) benefit(s) is not approved.

This is because your household has or will receive the Regular HEAP benefit(s) to which it is entitled on an existing Temporary Assistance (TA) or Supplemental Nutrition Assistance Program (SNAP) case. You will receive an appropriate notice of eligibility determination once your HEAP benefit has been issued.

This decision is based on New York Social Services Law 97, 18 NYCRR Part 393, and the current New York State HEAP State Plan. The State Plan is available online at the New York State Office of Temporary and Disability Assistance website at: <http://otda.ny.gov/programs/heap/>. Or you can obtain a free copy of the HEAP State Plan by contacting: New York State Office of Temporary and Disability Assistance, Home Energy Assistance Program Bureau, 40 North Pearl Street, Albany, New York 12243.