



NEW YORK STATE  
OFFICE OF TEMPORARY AND DISABILITY ASSISTANCE  
40 NORTH PEARL STREET  
ALBANY, NEW YORK 12243-0001

Andrew M. Cuomo  
Governor

Kristin M. Proud  
Commissioner

## Local Commissioners Memorandum

### Section 1

<b>Transmittal:</b>	13-LCM-11
<b>To:</b>	Local District Commissioners
<b>Issuing Division/Office :</b>	Center for Employment and Economic Supports
<b>Date:</b>	September 4, 2013
<b>Subject:</b>	2013-14 Home Energy Assistance Program—Early Mail Out Process and Administrative Allocations
<b>Contact Person(s):</b>	OTDA CEES HEAP Bureau Liaison at (518) 473-0332
<b>Attachments:</b>	<a href="#">Attachment 1 – Local District Early Outreach Administrative Allocations</a>
<b>Attachment Available On – Line:</b>	yes

### Section 2

#### I. Purpose

This Local Commissioners Memorandum (LCM) informs Social Services Districts (SSD) that administrative funds for processing applications received during the upcoming 2013-14 Home Energy Assistance Program (HEAP) early outreach period will be distributed; and outlines the requirements for the use of the administrative funds.

#### II. Background

Over the past several years, in an effort to streamline the workflow and to assist SSDs 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. The mail out process for SSDs 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) to mail applications to these targeted households.

Mail out to these targeted households in NYC will be conducted by the NYC Human Resources Administration (HRA), Management Information Services.

### III. Program Implications

#### **Additional Administrative Funds**

##### Local District Allocations

HEAP administrative funds, as established by the attached allocation schedule, are available to SSDs for the purpose of processing cases during the Early Outreach period. Attachment I provides the amount of Early Outreach administrative funds that are available to your district. Administrative funds designated for this purpose are distributed to districts based on the number of Early Outreach applications mailed out per district in the previous season.

##### Obligation and Claiming Deadlines

HEAP early outreach administrative funds are added to your 2012-13 administrative allocation. These funds must be obligated by September 30, 2013 and claimed by December 31, 2013. Unclaimed funds **cannot** be rolled into the 2013-14 administrative allocation.

##### Processing for Applications Received During Early Outreach

Processing cases during the early mail out period is mandatory for the 2013-14 Home Energy Assistance Program (HEAP) for all SSDs. 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).

SSDs must identify alternate certifier responsibilities regarding the efficient and timely completion of early outreach activities by the alternate certifier(s). SSDs must communicate their expectations to their alternate certifier(s) regarding the timeframes that their alternate certifiers are expected to meet regarding the completion of early outreach activities. SSDs must monitor alternate certifier(s) compliance with identified early outreach responsibilities including timeframes relating to the completion of early outreach activities.

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

#### **Issued By**

**Name: Phyllis Morris**

**Title: Deputy Commissioner**

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