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OFFICE OF TEMPORARY AND DISABILITY ASSISTANCE
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Andrew M. Cuomo
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Local Commissioners Memorandum

Section 1

Transmittal:	14-LCM-11
To:	Local District Commissioners
Issuing Division/Office :	Center for Employment and Economic Supports
Date:	September 26, 2014
Subject:	2014-2015 Home Energy Assistance Program (HEAP) – Early Mail Out Process and Administrative Allocations
Contact Person(s):	HEAP Bureau at (518) 473-0332
Attachments:	Attachment 1 – Local District Early Outreach Administrative Allocations
Attachment Available On – Line:	Yes

Section 2

I. Purpose

This Local Commissioners Memorandum (LCM) informs Social Services Districts (SSD) that administrative funds for processing applications received during the 2014-15 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 is 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 is 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 utilizes the Client Notices System (CNS) to mail applications to these targeted households.

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

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 1 provides the amount of Early Outreach administrative funds that are available to the districts. 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 the 2013-14 administrative allocation. These funds must be obligated by September 30, 2014 and claimed by December 31, 2014. Unclaimed funds **cannot** be rolled into the 2014-15 administrative allocation.

Processing for Applications Received During Early Outreach

Processing cases during the early mail out period is mandatory 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

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