

**2015-16
HEAP Regional Training
Questions and Answers**

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POLICY

- 1. Q. What is the acceptable timeframe for applicant for Emergency benefits who have resources above their income limit to access those resources?**
 - A. The application must be pended for ten business days in order for the applicant to obtain and provide the necessary documentation. If the applicant cannot provide necessary documentation prior to the end of the pending period, the application must be denied. Otherwise, the Social Services District (SSD) must process the application with the documentation provided.

- 2. Q. When a client or vendors receives a benefit in error, what is the appropriate action the SSD should take?**
 - A. SSDs must attempt to recover a repayment from the client or the vendor, unless delivery has been made or service has been provided. If the benefit cannot be recovered, this must be reported as an erroneous payment. SSDs cannot recoup HEAP benefits from a client's future benefit.

- 3. Q. Are applicants who receive veterans benefits for a permanent disability considered disabled for HEAP purposes?**
 - A. Yes, the applicant is disabled as defined in Chapter 8, B, 3, b, (3) of the HEAP Manual.

- 4. Q. If an applicant moves after applying for HEAP during the Early Outreach period, but prior to program opening, what steps should the SSDs take?**
 - A. If the applicant is still residing in the same county, their applications should be pended for the new information since they are still eligible for Early Outreach. If the applicant has moved to a different county, the county where the applicant originally applied must deny the application once the program opens. The applicant is still eligible for Early Outreach and must be given the opportunity to apply as a new applicant in the county in which they now reside.

- 5. Q. Must applications, where the entire household is NOT in receipt of SNAP or TA (mixed-household) still provide income documentation?**
 - A. Yes, all applicants for HEAP must provide income documentation, unless they received a Regular benefit through the Autopay. If there is current income documentation for any household member in the TA or SNAP case file, that documentation is sufficient for HEAP income documentation purposes.

- 6. Q. If the only citizen or qualified alien in a household is a minor child, is the household still eligible for a Regular benefit?**
 - A. The household would still be eligible for a Regular benefit, but only citizens or qualified aliens would be counted as household members. All income in the household would still be counted, regardless of the earner's immigration status. These households would not be eligible for an Emergency benefit since the customer or record cannot apply.

- 7. Q. Is a recreational vehicle considered an eligible living situation for HEAP benefits?**
- A. Recreational vehicles that are not registered with the DMV would be eligible, as long as the dwelling meets all local building codes, is the applicant's primary residence, and the applicant's primary heat source is not a space heater.
- 8. Q. Is the Low-Income Worksheet (LDSS-3829) required for TA or SNAP recipients with low or no income?**
- A. Only applicants who are not in receipt of TA or SNAP (HEAP only cases) are required to have a completed Low-Income Worksheet (LDSS-3829) in their case file.
- 9. Q. Must SNAP or TA recipients who apply for a Regular benefit after the Autopay complete the HEAP Application (LDSS-3421)?**
- A. Yes, all TA and SNAP recipient who did not receive a Regular benefit via the Autopay must complete a HEAP Application to apply for a Regular benefit (LDSS-3421). These applicants may be provided an application AFTER program opening.
- 10. Q. What is the application date for a submitted, unsigned application?**
- A. The application date is the date the HEAP Application was received by the SSD or Alternate Certifier. If the application is not signed, please send the Documentation Requirements Form (LDSS-2642) and pend the application for ten business days.
- 11. Q. What must new applicants do to document Social Security income?**
- A. Applicants must provide an award letter or SSDs must use SOLQ to verify Social Security income. These are the only two acceptable forms of documentation.
- 12. Q. Is a valid Social Security Number sufficient to document identity?**
- A. No a valid SSN alone is not sufficient to document identity. Please refer to Chapter 13 of the HEAP Manual for a comprehensive list of allowable documentation to prove identity.
- 13. Q. If a TA or SNAP recipient is on the Autopay Exception Report, do they have to complete a HEAP Application (LDSS-3421) once the program opens?**
- A. If SSDs can get the missing vendor or account information prior to program opening, they should add it into Screen 6 in the Welfare Management System (WSM) or the Budget Payment Tab in myWorkspace, then the applicant will not have to complete a HEAP Application (LDSS-3421). Applicants who fail to provide this information will have to complete a HEAP Application.
- 14. Q. Can SSDs write missing information in margins of the HEAP Application (LDSS-3421)?**
- A. No. All notations must be made in the "Agency Use Section" section of the HEAP Application (LDSS-3421).

15. Q. In an emergency situation, who is considered the applicant when the customer of record is different for the electric account and the heating account?

- A. The applicant for Regular benefits may differ from the applicant for Emergency benefits if two different household members have different bills in their name (i.e. oil and electric). As long as both members were part of the original household on the Regular HEAP application, the applicant with the electric bill in their name may apply for the Emergency benefit.

MYWORKSPACE

1. Q. Do SSDs have to sign the Non-Services Authorization Document (LDSS-3209) if processing applications through myWorkspace?

- A. SSDs must sign the LDSS-3209 unless they have a signed waiver from OTDA finance. To request a waiver, please refer to the IPPS Manual for further information.

2. Q. What steps should SSDs take when a HEAP Application is submitted via myBenefits and authorized in myWorkspace on an open SNAP case?

- A. SSDs must keep a record of the HEAP application with the SNAP case record. The myBenefits HEAP application must be withdrawn (NOT denied) and the case must be authorized on the SNAP case in myBenefits.

3. Q. Do SSDs need to complete the “Agency Use Section” of the HEAP Application (LDSS-3421) when the paper applications are processed in myWorkspace?

- A. No, the comment section in myWorkspace may be used in lieu of the “Agency Use Section” of the HEAP Application (LDSS-3421).

4. Q. Is training available to assist SSDs with myWorkspace?

- A. Please contact Janet Krak for assistance: Janet.Krak@otda.ny.gov

5. Q. What are Alternate Certifiers’ roles using myWorkspace?

- A. Alternate Certifiers’ roles and responsibilities are outlined in GIS 13TA/DC033.

ALTERNATE CERTIFIERS

1. Q. Can Alternate Certifiers assist applicants with completing an electronic application?

- A. Yes, Alternate Certifiers may assist application with completing an electronic application.

2. Q. Can Alternate Certifiers use volunteers to assist applicants with HEAP applications?

- A. Volunteer may assist applicants with filling out their HEAP Applications as long as these volunteers fall under the supervision of the Alternate Certifier and the Alternate Certifier

has signed an MOU or contract with the SSD. The applicant must complete the bottom of page 6 of the HEAP Application (LDSS-3421), stating that they had assistance filling out their application.

3. Q. Can Alternate Certifiers collect Cooling Assistance applications?

A. Yes, Alternate Certifiers may collect Cooling Assistance applications.

4. Q. Can Alternate Certifiers access CentraPort for online trainings on Trainingspace.org?

A. Anyone who wishes to access trainings on Trainingspace.org must obtain a New York State Directory Services ID (LDAP account/NY.Gov) first. To obtain this ID they go to <https://my.ny.gov/sreg/SelfReg?APP=nyappotdatv> and complete the form. Most training requires registration for course access, but the HEAP trainings do not require registration.

VENDORS

1. Q. What are the delivery requirements for fuel vendors for households in an emergency situation?

A. If an Emergency benefit is guaranteed to a delivery fuel vendor, the vendor must make an acceptable schedule for delivery with their customer.

2. Q. Must deliverable fuel vendors make timely deliveries to their HEAP customers?

A. The vendor agreement states to adhere to acceptable delivery times with customers. SSD should use good vendor management and speak directly to the vendor or advise the applicant to switch to another vendor.

HEATING EQUIPMENT REPAIR & REPLACEMENT (HERR)

1. Q. Is it necessary to have verification in writing that homeowner's policy will cover repair and replacement of heating equipment?

A. Yes, verification is necessary and if the homeowner policy is available to pay for the repair or replacement of the heating equipment, the applicant would not be eligible for HERR.

2. Q. Must vendors who are the single source contractor to complete the HEAP Job Proposal form (LDSS-4867A)?

A. No, as it is expected that these vendors have already negotiated for the best prices when contracting their work.

3. Q. If a vendor does not currently use an account number, what can they use for HEAP purposes?

- A. Vendors may not use personal identify information. They may use the applicant's case number or the applicant's phone number.
- 4. Q. Can a vendor include a small amount of oil in the original job proposal for a HERR benefit prior to HEAP opening?**
- A. Yes, but this should be part of the overall scope of work. This amount of oil should not equal a minimum delivery, and may not constitute a HEAP benefit.
- 5. Q. Is documentation of the co-owner's resources necessary when the client states there is a domestic violence situation involving a co-owner?**
- A. Income documentation of the co-owner's resources is not necessary.
- 6. Q. How can the SSD assist homebound applicants apply for HERR benefits?**
- A. SSDs have several options for assisting homebound applicants for HERR benefit. An outreach worker may bring the application to the applicants home and conduct the interview at that time or the SSD may allow an authorized representative or a person with Power of Attorney to complete the application and attend the interview for the homebound applicant.
- 7. Q. Are SSDs required to store an ABEL budget required for a HERR benefit?**
- A. Yes, A stored ABEL budget is required. If a budget is not stored, CNS will not issue an Approval or Denial notice.
- 8. Q. Can orphaned hot water heaters be included in the scope of work for an HERR benefit?**
- A. If the hot water heater is stand-alone, it cannot be included in the scope of work for a HERR benefit. If the hot-water heater must function properly for the successful operation of the home's main heating system, then it would be included in the scope of work for an HERR benefit.

COOLING

- 1. Q. Is it the SSD's responsible to pay vendors for service calls for the Cooling Assistance Component when the vendor finds an ineligible situation?**
- A. No, Cooling Assistance funds cannot be used for any other purpose other than the installation and costs associated with that installation. Vendors are made aware of these criteria and agree to this program rule by signing the vendor agreement.
- 2. Q. Must vendors provide a warranty for their work for installing air conditioners?**
- A. There is no provision in the vendor agreement requiring a warranty of the vendor's work.