



# Office of Temporary and Disability Assistance

ANDREW M. CUOMO  
Governor

SAMUEL D. ROBERTS  
Commissioner

BARBARA C. GUINN  
Executive Deputy Commissioner

## Local Commissioners Memorandum

### Section 1

<b>Transmittal:</b>	18-LCM-20
<b>To:</b>	Social Services District Commissioners
<b>Issuing Division/Office:</b>	Integrated Family Assistance Programs / Employment and Income Support Programs
<b>Date:</b>	October 26, 2018
<b>Subject:</b>	2018-2019 Home Energy Assistance Program (HEAP)
<b>Contact Person(s):</b>	HEAP Bureau at: (518) 473-0332
<b>Attachments:</b>	<a href="#">Attachment 1: 2018-2019 Heating Equipment Repair and Replacement Reference Tool</a> <a href="#">Attachment 2: 2018-2019 Clean and Tune Benefit Reference Tool</a> <a href="#">Attachment 3: 2018-2019 Cooling Assistance Component Reference Tool</a> <a href="#">Attachment 4: 2018-2019 HEAP Desk Guide – LDSS-5005</a> <a href="#">Attachment 5: 2018-2019 HEAP Administrative Form Guide</a> <a href="#">Attachment 6: 2018-2019 HEAP Systems Quick Reference Tool – LDSS-5099</a>
<b>Attachment Available Online:</b>	<input checked="" type="checkbox"/>

### Section 2

#### I. Purpose

This Local Commissioners Memorandum (LCM) is to provide local social services districts (districts) with information for the administration of all components and benefits of the 2018-2019 Home Energy Assistance Program (HEAP).

#### II. Background

HEAP is a federally funded energy program intended to provide assistance to low income households in meeting their immediate home energy needs. To receive federal funding, states must submit a State Plan to the United States Department of Health and Human Services (HHS) each year. New York State's 2018-2019 HEAP State Plan has been accepted by HHS and may be found on the Office of Temporary and Disability Assistance's (OTDA) website at: <http://otda.ny.gov/programs/heap/stateplan.asp>.

### III. Program Implications

#### A. Program Components – Dates of Operation

The components and dates of operation may be adjusted based on the amount and timing of receipt of federal funding. Districts will be notified if components or program dates are changed. Districts will be notified of each component's closing date via a General Information System message (GIS).

Client Notices of Eligibility Determination, payments, or guarantees of benefits to HEAP vendors, including ten-day account hold requests to gas and electric utility companies, must not be issued before the opening of each program component.

#### **Heating Equipment Repair and Replacement (HERR) Component**

Applications for the HERR component must be accepted beginning November 5, 2018 through close of business (COB) September 30, 2019 or until funding allocated to this component is exhausted; whichever comes first. A detailed component summary may be found in Attachment 1.

#### **Regular Component**

Applications for Regular heat and heat included in shelter expense benefits must be accepted beginning November 13, 2018 through COB March 15, 2019 or until funding allocated to this component is exhausted; whichever comes first. Detailed component information may be found in the NYS [HEAP Manual](#).

#### **Regular Nominal**

Nominal benefits continue to be available to households in receipt of ongoing Supplemental Nutrition Assistance Program (SNAP) benefits, who reside in specific HEAP eligible shelter types, incur a shelter expense with heat included, and are not otherwise eligible for the Heating and Cooling Standard Utility Allowance (HCSUA). The Regular nominal benefit is provided to households to assist with home energy costs and to enable these households to receive the HCSUA to maximize their SNAP benefits. Nominal benefits authorized after the close of the 2018-2019 Regular benefit component are an advance of the 2019-2020 HEAP benefit. Refer to [GIS 18 TA/DC012](#) for further direction.

#### **Regular Heating Equipment Clean and Tune (C&T)**

Applications for C&T benefits must be accepted beginning April 1, 2019 through COB November 1, 2019 or until funding allocated to this benefit is exhausted; whichever comes first. A detailed benefit summary may be found in Attachment 2.

#### **Emergency Component**

Applications for Emergency heat, heat related domestic benefits, temporary relocation, and propane tank deposit benefits must be accepted beginning January 2, 2019 through COB March 15, 2019. Detailed component information may be found in the NYS [HEAP Manual](#).

## **Cooling Assistance Component (CAC)**

Applications for CAC must be accepted beginning May 1, 2019 through COB August 30, 2019 or until funding allocated to this component is exhausted; whichever comes first. A detailed component summary may be found in Attachment 3.

### **B. Processing Time Frames**

There are no changes to the HEAP application processing timeframes. Applicants must be notified in writing of the eligibility decision, either an approval or denial, within 30 business days from the application date, with the exception of Early Outreach applications. Early Outreach application notices must be issued within 30 business days from program opening. Any pending timeframes, up to ten business days, will not be counted towards the 30-business day requirement. Districts must incorporate their 6 or 13 calendar day voucher review process, as outlined in Appendix H of the "[Indirect Payment Processing Sub-System Manual](#)", into their processing timeframe to ensure clients are provided with a timely notice.

Payments for cases included on the HEAP Mass Authorization process (Autopay) exception report, must be authorized in the Welfare Management System (WMS), myWorkspace no later than December 31, 2018.

### **C. Income Guidelines**

Maximum income guidelines have been set at 60% of State Median Income (SMI) for households with 1-10 individuals and at 150% of the federal poverty level (FPL) for households with 11 or more individuals. Income guideline amounts may be found in Attachment 4.

### **D. Application Process**

All applicants outside of New York City (NYC) may apply for Regular benefits online through [myBenefits](#). New York City applicants may apply by downloading a HEAP application through [ACCESS NYC](#) and submitting it to the NYC Department of Social Services /Human Resources Administration (NYCDSS/HRA). All new, returning or Early Outreach HEAP applicants should be encouraged to apply for HEAP via [myBenefits](#). Applicants may complete, submit, and track their HEAP application online once they create a secure account. Applicants may also use [myBenefits](#) to submit required documentation to districts who use OTDA's Imaging Enterprise Documentation Repository (I/EDR). When the HEAP season is open, households may apply via [myBenefits](#) for both HEAP and SNAP using a single application.

Applicants may not apply online via [myBenefits](#) for HERR, Emergency, C&T or CAC.

Applicants may apply for Regular benefits by submitting paper applications by mail, fax or in person at a district or alternate certifier. Applicants for Regular benefits who are not returning applicants must have an eligibility interview conducted either in person or on the telephone. A printable HEAP Application ([LDSS-3421](#)) will be available on the OTDA website, [OTDA.ny.gov](#), effective November 13, 2018.

Applicants may apply for the HERR benefit component by submitting paper applications in person (or via an authorized representative or individual with a documented power of attorney) at the district or alternate certifier. An in-person interview is required.

Applicants may apply for the Emergency benefit component by telephone or in person at the district or alternate certifier. A telephone or an in-person interview is required.

Applicants for C&T and CAC should contact the district office in their county of residence for information and applications. Applicants for C&T and CAC who have not received a current program year Regular component benefit must have an eligibility interview conducted either in person or on the telephone.

Districts must make reasonable accommodations for homebound applicants to apply.

If applicants submit multiple applications for a Regular or Emergency benefit, the application submitted to the district first, regardless of method (electronic or paper), takes precedence. Subsequent applications must be acted on and an appropriate notice must be issued timely. Electronic or paper applications for HEAP may only be withdrawn with the applicant's consent.

## **E. Autopay Process for Temporary Assistance (TA) and SNAP Recipients**

The Autopay process is utilized as a tool to maximize outreach and limit administrative costs while maximizing HEAP accessibility and targeting the highest benefits to the lowest income households.

TA and SNAP recipients who are in receipt of ongoing benefits are categorically income eligible for Regular HEAP benefits, but these recipients must also meet all other eligibility criteria for a Regular benefit. These recipients consent to have their eligibility determined for HEAP through the Autopay process when they complete and submit the New York Application for Certain Benefits and Services ([LDSS-2921](#)), Recertification Form for Certain Benefits and Services ([LDSS-3174](#)), Supplemental Nutrition Assistance Program (SNAP) Application/Recertification ([LDSS-4826](#)), or who apply for SNAP or who recertify for SNAP or TA using myBenefits. The consent language is found in the consent section of each application.

TA and SNAP recipients who are categorically income eligible, meet all other eligibility criteria, and are in receipt of ongoing TA or SNAP benefits at the time of the Autopay file creation or "pull down" are not required to complete a separate HEAP Application ([LDSS-3421](#)).

OTDA uses the TA and SNAP eligibility information found in WMS at the time of the Autopay file creation to determine the household's income eligibility for HEAP, as well as other eligibility criteria, including living arrangement and vendor relationship. If all HEAP eligibility factors can be collected from WMS, a Regular benefit eligibility determination is made, and a payment is electronically authorized, as appropriate, to either the vendor or the household. Cases with payments authorized as part of the Autopay will appear on a HEAP Mass Authorization Report. The 2018-2019 HEAP Mass Authorization Reports are WMSBP650 for TA and WMSBF650 for SNAP. If required HEAP eligibility factors beyond income eligibility cannot be retrieved from WMS, the case appears on an exception report. The 2018-2019 HEAP Autopay exception reports are WMSBP630 for TA cases and WMSBF630 for SNAP cases.

Individuals who become ongoing recipients of TA or SNAP after the Autopay file creation will not be included in the Autopay process. These individuals may apply for HEAP by submitting a HEAP Application ([LDSS-3421](#)) on or after November 13, 2018. Depending on funding availability, OTDA plans to conduct an additional Autopay in March 2019. Individuals who become ongoing recipients of TA or SNAP after the September Autopay file

creation and do not apply after November 13, 2018 will be included in the March 2019 Autopay. Districts will be notified via a GIS message.

Any individual who receives a Regular benefit via the Autopay must not be issued a duplicate Regular benefit. Districts must complete WMS inquiry on all applications, for every component, to ensure a duplicate benefit is not issued.

Regular benefit recipients may apply for a HEAP supplemental Regular benefit if they received a heat-included benefit, but subsequently move within the program year and are then responsible for the heating bill. These recipients may apply for a supplemental Regular benefit online through [myBenefits](#) or by submitting a paper HEAP Application ([LDSS-3421](#)) by mail, fax or in person at a district or alternate certifier. Additional information on this process was provided to districts in the August 13, 2018 [HEAP 2018-2019 Systems Letter](#) which outlines the WMS systems implications for the 2018-2019 HEAP Program Year.

## **F. Definition of Emergency Types**

A HEAP eligible household is considered to be in a life-threatening emergency when the household is without heat. A household without heat has no heating fuel, or utility service has been disconnected. Any HEAP eligible household's life-threatening emergency must be resolved within 18 hours from the time the household applies for an Emergency benefit.

A HEAP eligible household is considered to be in a crisis emergency when the loss of heat is imminent. A household with imminent loss of heat has less than ¼ tank of oil, kerosene, or propane, less than a ten-day supply of other deliverable fuels, or utility service is scheduled for disconnection. Any HEAP eligible household's crisis emergency must be resolved within 48 hours from the time the household applies for an Emergency benefit.

Emergency resolution may include an action other than the issuance of a benefit, such as temporary relocation, safe supplemental heat, or referral to TA or other community programs if HEAP eligibility has not been determined.

The application date for applicants eligible for income deeming is the date the Emergency Benefit Budget Worksheet ([LDSS-3594B](#)) is completed by the district eligibility examiner with assistance from the applicant, either over the telephone or in person. The application date for applicant's ineligible for income deeming is the date the signed and dated HEAP Application ([LDSS-3421](#)) is submitted to the district. The HEAP Application ([LDSS-3421](#)) must be accompanied by a completed Emergency Benefit Budget Worksheet ([LDSS-3594B](#)).

## **G. Regular and Emergency Benefit Amounts**

For the 2018-2019 season, the benefit amounts will remain at the same level as 2017-2018. The Regular benefit amount is calculated based on primary fuel type, income tier and the presence of a vulnerable household member, defined by HEAP as, a child under 6, an individual 60 or older, or individual in receipt of SSI. The Emergency benefit amount is based on the type of emergency. See the 2018-2019 HEAP Desk Guide, ([LDSS-5005](#)), Attachment 4, for benefit amounts.

## **H. Forms**

Twelve forms used to administer HEAP have been revised. New forms with a revision date of 2018 were made available to order on September 7, 2018. These forms, along with any forms that were not revised, must be used for the 2018-2019 program year. The Home

Energy Assistance Program Administrative Forms Guide, Attachment 5, is a table that identifies revised forms, and whether the form is mandatory or optional.

The updated 2018-2019 HEAP Systems Quick Reference Tool ([LDSS-5099](#)), can be found in Attachment 6. This guide is also available for download on [LDSS E-Forms](#) and printed copies may be ordered on card stock through the warehouse.

All forms should be ordered by the districts as needed. All forms were made available on September 7, 2018 to order from the warehouse. All forms are available for electronic downloading and printing from [LDSS E-Forms](#), through CentraPort or warehouse order.

How to order forms:

1. All forms with LDSS or PUB numbers are produced by OTDA and can be ordered. When ordering or reordering any HEAP form, be sure to order sufficient quantities for the entire HEAP season. Districts must also take into consideration the form supply needs of Alternate Certifiers when placing orders. Please check the current supply at the district prior to placing an order.
2. In addition to English, these forms are also available on the OTDA Intranet website in the following languages: Arabic, Chinese, Haitian-Creole, Italian, Korean, Russian and Spanish. To access the English and other than English languages go to the OTDA Intranet website at: [http://otda.state.ny.net/ldss\\_eforms/default.htm](http://otda.state.ny.net/ldss_eforms/default.htm).
3. HEAP forms are available on the OTDA Intranet website at [LDSS E-Forms](#) and may be available for downloading by districts for reproduction locally, depending on print specifications.

Requests for printed copies of HEAP forms should be submitted to the OTDA using either the OTDA 876EL (DOC) or OTDA 876 EL (PDF) available at the link above and either mail, fax or e-mail it to:

Office of Temporary and Disability Assistance  
Bureau of Management Services (BMS) Document Services and Operational Support  
PO Box 1990  
Albany, NY 12201

E-mail: [forms.orders@otda.ny.gov](mailto:forms.orders@otda.ny.gov)  
District online forms ordering system: <http://formorders/>  
Fax: (518) 402-0084

Questions concerning ordering forms should be directed to BMS Document Services at: (518) 474-9522.

How to request a Local Equivalent Form:

1. To make changes to a mandated LDSS form, districts **MUST** submit to the BMS a written request on county letterhead with a modified version of the form attached, prior to program opening. The request must include the reason for the change and a contact person. The district must receive written approval from the OTDA BMS prior to using the local equivalent form.
2. Local equivalent forms are forms developed by districts which are designed to be used in place of State-mandated forms. Local equivalent forms must contain all the information required on the State-mandated forms, but may also contain additional

information required for the district's own purposes. Local equivalents may differ in format as well as media from the mandated forms. Districts develop local equivalent forms for many reasons, including producing forms to accommodate sight-impaired workers; producing different sized forms which better fit in district case folders; producing forms which have the district address preprinted; and producing electronic forms to be used in place of hard copy forms. The goal of the local equivalent form approval process is to guarantee that districts are using forms which are legally, programmatically and systematically accurate and up-to-date.

3. All prior year approved waiver requests remain valid unless OTDA revises a form for which a district has an approved waiver or the district would like to make additional revisions to a form which has an approved waiver.
4. Districts interested in this procedure should consult [16-ADM-03](#) for guidance.

## **I. Case Supervisory Review Process**

In accordance with [12-LCM-12](#), districts are required to complete a supervisory review and approval on 100% of HEAP applications, unless the district has a Case Supervisory Review (CSR) plan approved by OTDA. The CSR process permits district supervisors to review and approve a targeted or random sampling of HEAP cases.

Each district that chooses to review their cases with an approved CSR plan may implement a plan specific to their district to ensure that cases are processed properly and that corrective action measures are instituted. To maintain accuracy standards, HEAP cases chosen for review must receive a thorough case review by a supervisor. The case review must be based upon all current information pertaining to eligibility and benefit levels, and the supervisor's approval must be indicated by including the supervisor's dated signature in the case record as required.

Districts that elect to perform a targeted or random sample review should provide increased staff training, when appropriate, to address those areas that are identified through the supervisory review approval process as needing worker improvement.

All applications from known relatives of any district employee require two levels of review. Written district guidelines that provide for stricter protocol take precedence over this OTDA requirement.

CSR plans must be submitted to and approved by OTDA. The plan must include the following:

1. A description of which cases will be subject to supervisory review and approval. Districts must identify areas or types of cases that should be targeted for 100% review. For example:
  - a. Error prone areas (e.g. earned income cases),
  - b. New applications, new workers cases, or
  - c. Emergency application cases from an alternate certifier.
2. The minimum number of HEAP cases each supervisor will be required to review per worker, per week/month;
3. A description of how case processing errors will be addressed to assure accuracy; and,

4. A description of how the plan will address alternate certifiers. Alternate certifiers must not review or approve HEAP cases.

### Plan Submission

Plans must be submitted to:

HEAP Bureau  
Employment and Income Support Programs  
Office of Temporary and Disability Assistance  
40 North Pearl Street, 11-B  
Albany, NY 12243

Upon the submission of a CSR plan, OTDA will review each district's plan and approve the plan in whole or in part within 60 days of the date of submission by the district. The time frame may be extended with the agreement of both parties. If any or all components of the plan are not approved, OTDA will specify the reason(s) for the disapproval and will specify the steps, if any, the district must take to rectify the plan. Once a plan is approved by OTDA, a district does not need to submit another plan unless the district revises the originally approved plan. Districts that currently have a CSR plan approved by OTDA for HEAP do not need to re-submit a plan unless revisions are made to the originally approved plan.

### CSR and HERR Benefits

All applications for HERR benefits require two levels of review and a CSR process cannot be used for this component.

It is recommended that the district designated HEAP Coordinator perform the review and sign-off on all HERR benefit applications, unless the HEAP Coordinator has determined eligibility. In that case a supervisor one level up must sign off.

## **J. Required Signatures on Authorization**

Districts are required to provide 100% supervisory review and approval of the authorization document for HEAP unless the district has a CSR plan approved by OTDA. Generally, districts use the Non-Services Authorization Document (LDSS-3209) to authorize assistance; however, a district may request a waiver to use a different process to authorize assistance (for further information see [05-LCM-09](#)). An alternative method of authorization must be approved by OTDA. The LDSS-3209 is signed by the worker who prepared the authorization and the supervisor who approved it. Once both signatures are obtained, the LDSS-3209 becomes the official authorization. The exception for this procedure would be for districts operating under an approved waiver from OTDA Budget, Finance and Data Management.

## **K. Pending Report Information**

Districts are required to complete and submit HEAP Pending Reports for all applications (Regular, Emergency, HERR, CAC, and C&T) that have been received but do not have an approval or denial transaction through WMS or myWorkspace. Districts must report any pending applications for the 2018-2019 program through [eReports](#) and continue to report the number of pending cases for each program component year-round, on a weekly basis. If you have no pending cases for a specific component, you must enter 0 in that field.



Districts must designate an individual to report the number of pending applications weekly to OTDA. If a district has any changes in their pending report designee, please provide the HEAP Bureau with the following information for the person or persons that you would like to have access to eReports: (a) name; (b) user ID; (c) email address; (d) phone number; and, (e) fax number. This information can be e-mailed to Emily Urban at: [Emily.Urban@otda.ny.gov](mailto:Emily.Urban@otda.ny.gov) and Anna Vitolins at: [Anna.Vitolins@otda.ny.gov](mailto:Anna.Vitolins@otda.ny.gov). If you have questions, please call your HEAP Bureau liaison at: (518) 473-0332.

#### **L. HEAP Participating Vendor List**

The HEAP database for commodity vendors is available through [Centraport](#). Each district has a unique password for the [participating vendor list](#). These will remain unchanged, unless a district requests a new password. Districts must contact their OTDA HEAP Bureau liaison if the current password is unknown or if a new password is required.

Districts must check the vendor list when processing applications to ensure that only participating vendors in their county are issued benefits.

#### **M. Notice Production**

Use of the Client Notice System (CNS) is required. Manual notices must only be used when the CNS does not support the action taken. Proper use of CNS ensures accuracy and further supports consistency of program rules and policy across the State.

Approval notices will be produced via CNS when the payment file is sent to the Office of the State Comptroller (OSC) or when the district sets the HEAP Benefit Issuance Control System (BICS) locks to “U” for Unlocked to produce Electronic Benefit Transfer (EBT) payments and locally issued two party checks.

Districts may process denial transactions beginning November 13, 2018.

#### **N. Subscription to Policy Directives**

District staff, as appropriate, should subscribe to receive Administrative Directives (ADM); Information letters (INF); Local Commissioner Memorandums (LCM); and, General Information Systems (GIS) messages via email by going to: <http://otda.state.ny.net/dta/resources/subscribe.asp>. See the Dear WMS-CNS Coordinators letter dated June 26, 2018 for more information.

#### **O. Systems**

Detailed information regarding the current WMS implications for the 2018–2019 HEAP season may be found in the [HEAP 2018-2019 Systems Letter](#).

It is strongly suggested that districts outside of New York City use myWorkspace as the primary computer application to complete eligibility processing for Regular applications submitted via myBenefits.

System access for district employees, including granting entitlements to myWorkspace and the resetting of passwords, is performed at the district level by a district Local Area Network (LAN) Administrator. The LAN Administrator or Systems Administrator is responsible for granting entitlements and setting up Lightweight Directory Access Protocol (LDAP) accounts to all users including alternate certifiers. Instructions for LAN Administrators can be found in [GIS 17TA/myB006](#) “Providing Remote Access to myWorkspace for Home Energy Assistance Program (HEAP) Alternate Certifiers (AC).” For assistance with problems

establishing remote connections through a Secure Sockets Layer Virtual Private Network (SSLVPN), district staff must contact the NYS Information Technology Services (ITS) Service Desk at: 1-800-697-1323, and open an ITSM ticket specifically for “SSLVPN Support”. Please discuss any problems with your district LAN or Systems Administrator in accordance with district procedures before contacting the ITS Service Desk.

### 1. Alternate Certifiers’ Access to myWorkspace

The Alternate Certifiers’ role and responsibilities have not changed from previous years. **Alternate Certifiers cannot determine final HEAP eligibility, complete final HEAP authorizations in myWorkspace or resolve energy emergencies by guaranteeing payment to energy vendors.** Applicants may apply for a Regular benefit using myBenefits and districts may use myWorkspace to process Regular applications. The current and future ‘Remote Access End User Guide’ can be accessed from the myWorkspace ‘Resources’ link on CentraPort (HEAP Information): [https://otda.state.nyenet/dta/myWorkspace/myWS\\_switchboard.html](https://otda.state.nyenet/dta/myWorkspace/myWS_switchboard.html).

The district identifies the Alternate Certifier role that works best for their operations and is responsible to communicate the roles and responsibilities to the Alternate Certifier. Districts can grant one of two levels of entitlements in myWorkspace; either an Alternate Certifier worker or an Alternate Certifier supervisor. A listing of the Alternate Certifier worker and supervisor functionality in myWorkspace can be accessed from the myWorkspace “Resources” link on CentraPort (HEAP information) at: <https://otda.state.nyenet/dta/resources/myWorkspace/myW-HEAPUserRoles.pdf>.

Alternate Certifier staff experiencing problems accessing myWorkspace and/or having HEAP policy questions must contact the district HEAP Coordinator.

### 2. MyWorkspace Problem Solving

District HEAP Coordinators experiencing problems accessing myWorkspace must contact their Systems Administrator.

District staff must use the “**Contact Us**” button in myWorkspace (located on the myWorkspace Homepage – External links) to report problems with myWorkspace. When reporting problems using the “**Contact Us**” functionality, districts should include as much information as possible, including at a minimum the registry/case number, and any error number and message you receive.

District staff may access information regarding myWorkspace from the myWorkspace “Resources” link on CentraPort: [https://otda.state.nyenet/dta/myWorkspace/myWS\\_switchboard.html](https://otda.state.nyenet/dta/myWorkspace/myWS_switchboard.html).

Alternate Certifier staff experiencing problems accessing myWorkspace and/or having HEAP policy questions must contact the district HEAP Coordinator.

### 3. HEAP Mass Closing

The HEAP Mass Closing (“HEAP Auto Close”) of 2016-2017 upstate HEAP cases (Case Type 60) which have had no activity since 09/30/17 began **October 11, 2018**, and was completed on **October 15, 2018**. A report of successfully closed cases has been generated and is available for viewing in the Cognos HEAP Reports folder. The reports can be viewed by selecting the following folder sequence in Cognos: [Public Folders](#) > [Global Reports](#) > [OTDA](#) > [HEAP Reports](#) > [Annual Reports](#) > [HEAP Auto Close Reports](#) > Auto Close FFY2018.

## **P. OSC Vouchers**

Detailed information regarding the authorization of HEAP payments through BICS; including EBT and OSC Statewide Financial System (SFS) payment process is available in [Indirect Payment Processing Sub-System Manual](#).

Initial production of the 2018-2019 HEAP vouchers for vendor direct payments will remain in issued status until they are transferred to the NYS OSC for payment once federal funding is in place.

The initial 2018-2019 vouchers for HEAP OSC vendor payments authorized outside of the Autopay are available to districts as of Monday, October 8, 2018 and continue each Monday thereafter.

The TA and SNAP Autopay vouchers are available to districts as of Monday, October 15, 2018.

### **Voucher Review Period**

During the review period, there are only two actions that districts may perform on a HEAP OSC voucher that is in OSC-Issued status: correcting the customer account number and voiding the voucher.

Please note that each payment line has a unique voucher number and districts are able to void HEAP OSC vouchers using Accounts Menu, Selection 4 – Void a Voucher.

Districts must not adjust payment lines to zero on OSC vouchers.

## **Q. Fair Hearings**

Applicants for and recipients of HEAP benefits may seek review of their eligibility determination at an administrative fair hearing in accordance with the requirements of, and within the time limits specified in, 18 NYCRR §§358-1.1 through 358-6.5 and §393.5.

## **R. Funding Allocations**

All districts receive administrative funds to support HEAP's administration. Additionally, districts receive program allocations for locally issued payments.

Districts will receive administrative and program allocations for program administration and locally issued HEAP payments under separate cover, once federal LIHEAP funding is released to the State from HHS.

### **Issued By**

**Name:** Nancy P. Maney  
**Title:** Deputy Commissioner  
**Division/Office:** Integrated Family Assistance Programs