



Local Commissioners Memorandum

Section 1

Transmittal:	23-LCM-12
To:	Social Services District Commissioners
Issuing Division/Office:	Employment and Income Support Programs
Date:	August 23, 2023
Subject:	Home Energy Assistance Program (HEAP) Revised File and Signature Requirements
Contact Person(s):	HEAP Bureau (518) 473-0332 or NYSHEAP@otda.ny.gov
Attachments:	None

Section 2

I. Purpose

The purpose of this Local Commissioners Memorandum (LCM) is to inform social service districts (districts) of an update to the file and case records requirements for the Home Energy Assistance Program (HEAP). The signature policy is revised for the electronic processing of paper HEAP Applications (LDSS-3421).

II. Background

Social Services Law 18 NYCRR 350.2 (a) states, in part, that assistance to an eligible person is granted by a social services official on the basis of an authorization prepared on the state prescribed form. Applications for HEAP may be submitted to districts by mail, in person, or online through myBenefits.ny.gov for Rest of State (ROS) residents, or via access.nyc.gov for residents of New York City. Paper applications may be processed using either the Welfare Management System (WMS) or myWorkspace.

Social Services Law 18 NYCRR406.1 (a) states, in part, that “the social services district shall maintain all records necessary for proper and efficient operation of the social services program. This includes records regarding application, determination of eligibility, authorization and provision of social services, administrative costs, and such statistical, fiscal, and other records as are necessary for reporting and accountability.” Additionally, pursuant to 18 NYCRR 406.1 (b) “the social services district shall retain such records for an appropriate period of time.”

III. Program Implications

All paper HEAP Applications (LDSS-3421) that are processed in myWorkspace can now be signed electronically by eligibility workers, and by a supervisor as required, and districts will not be required to sign or retain a completed paper copy of the Agency Use Section in the case record. Districts processing and signing paper HEAP applications electronically must retain the paper HEAP Application (LDSS-3421) until the case has been data entered into myWorkspace, reviewed, approved, or denied, and imaged to the district’s electronic record retention system.

The changes identified in this LCM supersede policy contained in the [HEAP Manual](#) (Rev. 7/1/2021) and any other previously released policy documentation.

Please contact your HEAP Bureau Liaison at: (518) 473-0332 with any questions.

Issued By:

Name: Valerie T. Figueroa

Title: Deputy Commissioner

Division/Office: Employment and Income Support Programs/Office Temporary Disability and Assistance