

GENERAL INFORMATION SYSTEM
Center for Employment & Economic Supports

November 15, 2013

Page: 1

TO: Subscribers

SUGGESTED DISTRIBUTION: Commissioners, TA and SNAP Directors, HEAP Coordinators

FROM: Phyllis D. Morris, Deputy Commissioner
Center for Employment and Economic Supports

SUBJECT: Home Energy Assistance Program (HEAP) Manual

EFFECTIVE DATE: Immediately

CONTACT PERSON: HEAP Bureau at 1-(800) 343-8859, ex. 3-0332

The purpose of this GIS message is to inform local Social Services Districts (SSDs) that the HEAP Manual has been updated for the 2013-14 heating season and was released on Friday, November 15, 2013. The HEAP Manual is available electronically on Centraport.

The HEAP Manual is a tool for SSDs to use to administer HEAP and all its components, including regular, emergency, cooling assistance, and heating equipment repair and replacement (HERR).

The HEAP Manual consists of the following chapters:

1. Overview – This chapter provides information on the background of the program, explains the four components of HEAP, SSD responsibilities and Alternate Certifiers' Responsibilities
2. Application – This chapter includes information on SSDs and Alternate Certifiers' responsibilities relating to the application including requirement to accept, maintain, date stamp, log and process paper and electronic applications.
3. Application, Interview, and Documentation for Regular Component – This chapter provides procedures for processing regular HEAP Applications for both "new applicant" or "returning applicant".
4. Application, Interview, and Documentation Requirements for Emergency Component – This chapter provides procedures for processing emergency HEAP Applications.
5. Application, Interview, and Documentation Requirements for the Cooling Assistance Component – This chapter provides procedures for processing cooling assistance HEAP Applications.
6. Application, Interview, and Documentation Requirement for the HERR Component – This chapter provides procedures for processing HERR HEAP applications.
7. Basic Eligibility – This chapter provides information on the basic eligibility for HEAP.
8. Regular Benefit Component Eligibility Criteria – This chapter provides information on eligibility criteria specific to the regular benefit component.

GENERAL INFORMATION SYSTEM
Center for Employment & Economic Supports

November 15, 2013

Page: 2

9. Heat or Heat-Related Emergency Benefit Component Eligibility Criteria – This chapter provides information on eligibility criteria specific to the emergency benefit component.
10. Cooling Assistance Component Eligibility Criteria – This chapter provides information on eligibility criteria specific to the cooling assistance component.
11. HERR Benefit Component Eligibility Criteria – This chapter provides information on eligibility criteria specific to the HERR component.
12. HERR Component Specific Requirements – This chapter provides information specific to administering the HERR component.
13. Documentation Requirements – This chapter provides information on documentation requirements for all HEAP components.
14. Verification Requirements – This chapter provides information on verifying documentation.
15. Pending Time – This chapter provides information about pending timeframes and required documentation needed when pending an application.
16. Forms and Notices – This chapter lists all the forms and notices that are either required to be used when processing an application for assistance, or forms that may aid with processing applications.
17. HEAP Benefit Component Amounts – This chapter provides information about the actual benefit amounts for regular, emergency and cooling assistance components.
18. Benefit Issuance – This chapter provides information on the steps districts must take SSDs must take when issuing or re-issuing regular, emergency, and cooling assistance benefits.
19. Files and Case Records – This chapter provides information on file and case record retention for both SSDs and Alternate Certifiers.
20. Fair Hearings – This chapter provides information on fair hearings, including the SSDs role, client responsibilities, and decisions.
21. Vendor/Energy Supplier Information – This chapter provides information on the vendor's role and responsibilities for HEAP.
22. Payments/Statewide Financial System (SFS) – This chapter provides information on how payments are issued through the Statewide Financial System.
23. Confidentiality of HEAP Client Information – This chapter provides specific information on confidentiality.
24. Glossary

GENERAL INFORMATION SYSTEM
Center for Employment & Economic Supports

November 15, 2013
Page: 3

Please note there is a Basic Eligibility chapter that outlines the requirements that must be met by applicants to be eligible for all HEAP components. In addition, each component has a chapter that outlines additional eligibility requirements specific to those components.

SSDs with questions should contact their HEAP Bureau liaison at (518) 473-0332.