



# Office of Temporary and Disability Assistance

ANDREW M. CUOMO  
Governor

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Commissioner

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Executive Deputy Commissioner

## General Information System (GIS) Message

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### Section 1

<b>Transmittal:</b>	20 TA/DC015 Upstate and New York City
<b>Date:</b>	March 13, 2020
<b>To:</b>	Subscribers
<b>Suggested Distribution:</b>	Commissioners, HEAP Coordinators, TA and SNAP Directors
<b>From:</b>	Jeffrey Gaskell, Deputy Commissioner Employment and Income Support Programs
<b>Subject:</b>	Temporary Suspension of In-Person Interview and Application Requirements for HEAP
<b>Effective Date:</b>	Immediately
<b>Contact Information:</b>	HEAP Bureau at: 518-473-0332
<b>Attachments:</b>	None

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### Section 2

The purpose of this GIS is to inform social services districts (districts) of temporary changes to the Home Energy Assistance Program (HEAP). These measures will remain in place until further notice, and districts will be notified via GIS of any changes.

Effective immediately, requirements for in-person interviews and applications for the Heating Equipment Repair and Replacement (HERR) component have been suspended. Required interviews for any HEAP benefit component may be completed with applicants by telephone. Required applications and documentation may be submitted by mail or fax. Applicants may also submit documentation through the NYDocSubmit mobile application, where available. The NYDocSubmit mobile application is currently available in Broome, Clinton, Chemung, Livingston and St. Lawrence county.

The HEAP Bureau has scheduled two conference calls to provide assistance to districts with the implementation of these program changes. Representatives from OTDA's HEAP Bureau will be available for questions related to program administration. Information regarding the conference calls will be forthcoming under separate cover.