



Office of Temporary and Disability Assistance

ANDREW M. CUOMO
Governor

MICHAEL P. HEIN
Commissioner

BARBARA C. GUINN
Executive Deputy Commissioner

General Information System (GIS) Message

Section 1

Transmittal:	20 TA/DC034 Upstate and New York City
Date:	April 23, 2020
To:	Subscribers
Suggested Distribution:	Commissioners, HEAP Coordinators, TA and SNAP Directors
From:	Jeffrey Gaskell, Deputy Commissioner Employment and Income Support Programs
Subject:	2019-2020 Home Energy Assistance Programs – Revised Component Closing Dates and Third HEAP Emergency Benefit
Effective Date:	Immediately
Contact Information:	HEAP Bureau at 518-473-0332 or NYSHEAP@otda.ny.gov

Section 2

The purpose of this GIS is to inform social services districts (districts) of two changes to the 2019-2020 Home Energy Assistance Program (HEAP). The dates of operation for the Regular and Emergency benefit components will be extended from April 24, 2020 through June 30, 2020 or until the funds allocated to these components are exhausted, whichever occurs first. Additionally, effective April 24, 2020, a third Emergency benefit will be available to eligible households experiencing a crisis or life-threatening heat or heat-related energy emergency.

The eligibility criteria and application processing requirements for the third Emergency HEAP benefit will be the same as the first Emergency HEAP benefit as outlined in the HEAP Manual (revised 10/01/2015) and [19-LCM-10](#).

Applicants must also have exhausted, or have unavailable to them, all other Regular and Emergency HEAP benefits, and be experiencing a documented crisis or life-threatening heat or heat-related energy emergency. Regular and Emergency HEAP benefits must not be coupled and must be issued separately.

As a reminder, even though utility companies have temporarily suspended collection activities including physical service disconnections, districts must continue to process Emergency HEAP applications for verified utility emergencies.

The Regular and Emergency HEAP benefit components are scheduled to operate through the close of business June 30, 2020 or until the funds allocated to these components are exhausted, whichever occurs first. Districts and alternate certifiers must accept applications for the Regular and Emergency components through close of business (COB) June 30, 2020 unless districts are notified otherwise.

Mail-in applications postmarked, or electronic applications received on or before June 30, 2020 meet the deadline and must be processed. The functionality to submit online HEAP applications for Regular component benefits through myBenefits will be disabled at 5:00 pm on June 30, 2020 unless districts are notified otherwise.

All applications for Regular or Emergency HEAP benefit applications received after the deadline must be denied using CNS denial code F08 (HEAP Application Received after HEAP Program Year Closing Date) or, if needed, by using the HEAP Manual Denial Notice ([LDSS-3494B](#)).

The third Emergency HEAP benefit amounts are the same as the first and second Emergency HEAP benefit amounts and are as follows:

Third Emergency HEAP Benefit Amounts:

Heating Type	Third Emergency Benefit Amounts
Heat-Related Domestic	\$140
Natural Gas – Heat Only	\$350
Natural Gas – Heat Combined with Heat-Related Domestic	\$490
Electric Heat	\$490
Oil, Kerosene, Propane	\$675
Wood, Pellets, Coal, Corn, Other	\$525

Districts must continue to submit their HEAP Pending Case Report in eReports on a weekly basis, as outlined in [19-LCM-10](#). Pending third Emergency HEAP benefits must be reported in eReports under HEAP, item 5: “Number of supplemental benefit applications received but not yet processed on WMS”.

Temporary Assistance (TA) Implications

Districts must continue to explore the availability of, and individual eligibility for Regular and Emergency HEAP benefits before issuing a Family Assistance (FA), Safety Net Assistance (SNA), Emergency Assistance to Needy Families with Children (EAF), Emergency Safety Net Assistance (ESNA) or Emergency Assistance for Adults (EAA) payment to meet a utility (natural gas or electricity) or non-utility (other than natural gas or electricity) energy emergency.

Districts will be notified via GIS if there are any additional program changes.