



Office of Temporary and Disability Assistance

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General Information System (GIS) Message

Section 1

Transmittal:	21 TA/DC040 Upstate and New York City
Date:	June 10, 2021
To:	Subscribers
Suggested Distribution:	Commissioners, HEAP Coordinators, TA and SNAP Directors, Staff Development Coordinators
From:	Alison Maura, Director of Temporary Assistance and HEAP Employment and Income Support Programs
Subject:	HEAP Heating Equipment Clean and Tune Benefit Outreach Letter
Effective Date:	Immediately
Contact Information:	HEAP Bureau at: (518) 473-0332 or NYSHEAP@otda.ny.gov
Attachments:	Attachment 1 – No Cost Clean and Tune flyer (PUB-5157) Attachment 2 – HEAP Heating Equipment Clean and Tune Outreach Letter

Section 2

The purpose of this General Information System (GIS) message is to provide social service districts (districts) with instructions on completing outreach for the 2020-2021 Home Energy Assistance Program (HEAP) Heating Equipment Clean and Tune benefit.

Districts must implement the Heating Equipment Clean and Tune benefit as outlined in [20-LCM-11](#). Program requirements and eligibility criteria for the HEAP Heating Equipment Clean and Tune benefit must be met by qualifying applicants to receive a Heating Equipment Clean and Tune benefit and service.

The Office of Temporary and Disability Assistance (OTDA) has identified the Clean and Tune benefit outreach target population to be HEAP households that received a Heating Equipment Repair or Replacement (HERR) or Clean and Tune benefit during the 2019-2020 season, or households who received three emergency bill assistance benefits during the 2019-2020 season.

To assist districts with conducting outreach to this target population, OTDA has developed the following tools:

- Attachment 1 – “No Cost Clean and Tune flyer (PUB-5157)” – The No Cost Clean and Tune flyer is double sided and features English on one side and Spanish on the reverse.

The No Cost Clean and Tune flyer is posted on the OTDA Intranet website at: http://otda.state.ny.net/ldss_eforms/eforms/5157.pdf and may be downloaded for reproduction locally, depending on print specifications.

Requests for printed copies of the No Cost Clean and Tune flyer should be submitted to OTDA by completing the [OTDA-876.pdf](#) form and emailing it to: forms.orders@otda.ny.gov.

Publications and LDSS forms can also be ordered online by accessing the Electronic Forms and Publications Online System at: <http://formorders/>.

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

- Attachment 2 – “HEAP Heating Equipment Clean and Tune Outreach Letter” – This letter may be placed on district letterhead and sent by the district to notify potential applicants of the HEAP Heating Equipment Clean and Tune benefit; including how to apply, services available and who will provide these services.
- A district specific spreadsheet indicating recipients of HERR, Clean and Tune, or three emergency bill assistance benefits during the 2019-2020 program year that will be sent to districts under separate cover. The HEAP Bureau requests that districts inform clients identified on this spreadsheet of the availability of the 2020-2021 Heating Equipment Clean and Tune benefit.

The spreadsheet will contain recipient households who received a benefit with one of the following pay types during the 2019-2020 season:

- H5 (HEAP Emergency Benefit-Repair Heating Equip.)
- H7 (HEAP Emergency Benefit-Replace Heating Equip.)
- J1 (HEAP Emergency Benefit-Additional Benefit)
- J3 (Clean & Tune) during the 2019-2020 HEAP season.

If you have any questions, please contact your HEAP Bureau district liaison.