



Office of Temporary and Disability Assistance

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General Information System (GIS) Message

Section 1

Transmittal:	21 TA/DC060 Upstate and New York City
Date:	September 1, 2021
To:	Subscribers
Suggested Distribution:	Commissioners, TA and SNAP Directors, HEAP Coordinators, WMS Coordinators, Accounting Supervisors
From:	Alison Maura, Director of Temporary Assistance and HEAP Employment and Income Support Programs
Subject:	Closing Dates for 2020-2021 Home Energy Assistance Program (HEAP) Regular, Emergency, Cooling, Heating Equipment Repair and Replacement (HERR), and Heating Equipment Clean and Tune (C&T) Benefit Components
Effective Date:	August 31, 2021
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) that the 2020-2021 Home Energy Assistance Program (HEAP) Regular, Emergency, and Cooling benefit components will close on August 31, 2021. The Heating Equipment Repair and Replacement (HERR) and Heating Equipment Clean and Tune (C&T) benefit components will continue to operate through September 30, 2021.

2020-2021 HEAP Regular, Emergency, and Cooling Benefit Components

The Regular, Emergency, and Cooling benefit components will operate through close of business (COB) Tuesday, August 31, 2021. Districts and alternate certifiers must continue to accept applications for Regular, Emergency, and Cooling Assistance benefits through COB Tuesday, August 31, 2021. Mail-in applications postmarked, or electronic applications received on or before August 31, 2021, meet the deadline and must be processed. Functionality to submit online Regular benefit HEAP applications through myBenefits will be disabled at 5:00pm on August 31, 2021. Districts must continue to submit weekly pending reports, as outlined in [20-LCM-11](#).

All HEAP applications must be processed in accordance with instructions found in the New York State [HEAP Manual](#) (revised 07/01/2021) and [20-LCM-11](#). All applications for Regular, Emergency, and Cooling benefits received after COB August 31, 2021, must be denied using the Client Notice System (CNS) Denial Code F08 (HEAP Application Received after HEAP Program Year Closing Date), or by using the HEAP Manual Denial Notice ([LDSS-3494B](#)). As a reminder, all HEAP Manual Denial Notices ([LDSS-3494B](#)) must be tracked and reported to the Office of Temporary and Disability Assistance (OTDA) HEAP Bureau.

Individuals seeking energy assistance after COB August 31, 2021, must be referred to Temporary Assistance (TA). Districts may utilize 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) to meet a household's energy needs including a utility (natural gas or electricity) or non-utility (other than natural gas or electricity) energy emergency. See the "[Temporary Assistance Energy Manual](#)" regarding procedures on determining eligibility for energy assistance.

2020-2021 HERR and C&T Components

Thursday, September 30, 2021, is the closing date for the 2020-2021 HEAP HERR and the Heating Equipment C&T benefit components.

Districts must continue to accept applications for 2020-2021 HERR and C&T benefits through COB September 30, 2021. Applications for HERR benefits submitted on or before COB September 30, 2021, must be honored and processed in accordance with instructions found in the New York State [HEAP Manual](#) and [20-LCM-11](#). The 2021-2022 HERR and C&T benefit component will open October 1, 2021. Applications received on or before September 30, 2021 must have a payment line To Date equal to 9/30/2021. Applications received on or after October 1, 2021, must have a payment line To Date equal to 9/30/2022.

Temporary Assistance Implications

Individuals seeking energy assistance after COB August 31, 2021, must be referred to Temporary Assistance (TA). Districts may use 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) to meet an eligible household's energy needs including a utility (natural gas or electricity) or non-utility (other than natural gas or electricity) energy emergency. See the "[Temporary Assistance Energy Manual](#)" regarding procedures on determining eligibility for energy assistance.

For any questions regarding the 2020-2021 HEAP benefit component closing dates, please contact your HEAP Bureau District liaison.