



# Office of Temporary and Disability Assistance

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## General Information System (GIS) Message

### Section 1

<b>Transmittal:</b>	22 TA/DC006 Upstate and New York City
<b>Date:</b>	January 19, 2022
<b>To:</b>	Subscribers
<b>Suggested Distribution:</b>	Commissioners, HEAP Coordinators, TA Directors, SNAP Directors, Staff Development Coordinators
<b>From:</b>	Valerie Figueroa, Deputy Commissioner Employment and Income Support Programs
<b>Subject:</b>	HEAP Transactions Not Supported by CNS
<b>Effective Date:</b>	Immediately
<b>Contact Information:</b>	HEAP Bureau (518) 473-0332 or <a href="mailto:NYSHEAP@otda.ny.gov">NYSHEAP@otda.ny.gov</a>

### Section 2

The purpose of this GIS is to provide social services districts (districts) with information about Home Energy Assistance Program (HEAP) transactions that will not produce a Client Notice System (CNS) supported eligibility notice.

CNS does *not* support the following HEAP Payment Type Codes to be used in combination with any other HEAP payments, as a CNS notice will not be produced:

- H0 (Heating Equipment Repair/Replacement Estimate)
- H6 (HEAP Emergency Benefit-Shelter/Relocation)
- H9 (HEAP Supplemental Benefit)
- J2 (HEAP Reissue Benefit)
- J9 (HEAP Additional Benefit)

Welfare Management System (WMS) currently does allow for these payment types to be used together, but CNS will not support a notice for this transaction. If the district uses Payment Type H0, H6, H9, J2 or J9 with any other HEAP Payment Type, a manual Notice of Eligibility Decision Approval ([LDSS-3494A](#)) must be sent. These transactions will also not be supported by CNS if they are issued on separate dates. If a subsequent payment line is made before the previous HEAP transaction is "OSC Sent", CNS will fail to issue a notice for both transactions. OTDA is working to resolve this issue. Districts are advised to check for pending HEAP payments when issuing H0, H6, H9, J2, or J9 payments. A manual Notice of Eligibility Decision Approval ([LDSS-3494A](#)) must be sent if CNS does not support the transaction.

Districts must check their **CNS0000 – Client Notices Not Generated - Manual Notice Required** reports daily in Production Hosting Reports & Enterprise Documents (PHRED) and issue manual notices for any HEAP notices that were not sent through CNS.