



# Office of Temporary and Disability Assistance

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## General Information System (GIS) Message

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### Section 1

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<b>Date:</b>	May 31, 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 Processing Timeframes
<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>

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### Section 2

The purpose of this General Information System (GIS) message is to remind social services districts (districts) of the application processing timeframes for the Home Energy Assistance Program (HEAP). HEAP applications must be processed in accordance with instructions found in the New York State [HEAP Manual](#) (revised 7/1/2021) and [21-LCM-18](#).

#### Processing Timeframes

HEAP applicants must be notified in writing of the eligibility decision, either an approval or denial, within 30 business days from the application date. Any pending period, up to ten business days, will not be counted towards the 30-business day requirement. Districts must incorporate their six (6) or thirteen (13) calendar day voucher review period as outlined in Appendix H of the [Indirect Payment Processing Sub-System Manual](#) (IPPS Manual), into their processing timeframe to ensure clients are provided with timely notice.

#### Additional Guidance to Districts

Districts must continue to submit their HEAP Pending Case Report in eReports on a weekly basis, as outlined in [21-LCM-18](#).

Districts seeking additional information should contact their HEAP Bureau liaison.