



## General Information System (GIS) Message

### Section 1

<b>Transmittal:</b>	23DC072 Upstate and New York City
<b>Date:</b>	October 17, 2023
<b>To:</b>	Subscribers
<b>Suggested Distribution:</b>	Commissioners, HEAP Coordinators, TA and SNAP Directors, WMS Coordinators, Accounting Supervisors
<b>From:</b>	Valerie Figueroa, Deputy Commissioner, Employment and Income Support Programs
<b>Subject:</b>	Revised HEAP Notice of Eligibility Decision – Denial (LDSS-3494B), and CNS Denial Code W74 – HEAP HERR Denial - Resources
<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>
<b>Attachments:</b>	<a href="#">LDSS-3494B revised 10/23</a>

### Section 2

The purpose of this General Information System (GIS) message is to inform social services districts (districts) of a revision to the Home Energy Assistance Program (HEAP) Notice of Eligibility Decision – Denial (LDSS-3494B) and Client Notification System (CNS) Denial code W74 – HEAP Heating Equipment Repair and Replacement (HERR) Denial - Resources.

#### LDSS Form Update

The Notice of Eligibility Decision – Denial (LDSS-3494B) (Attachment 1), also known as the HEAP Manual Denial Notice, has been updated to reflect the updated HERR liquid resource limit of \$10,000. The form has a new revision date of 10/23 and is available in English on [LDSS E-Forms](#) for downloading by local districts for local reproduction. Translated and Intelligent Auto Fill (IAF) versions are currently being processed.

Districts must use the 10/23 version of the LDSS-3594B for manual HERR excess resource denials if issuing a HEAP Manual Denial Notice. Districts may continue to use ordered stock of the 7/23 version of the LDSS-3594B for all other manual denials until local stock is depleted. The 10/23 version is in production and not currently available for ordering.

#### CNS System Update

CNS code W74 – HEAP HERR Denial - Resources is currently not populating the correct liquid resource limit. A correction to the system is in process and is scheduled to be completed by 10/21/2023. Districts are advised to issue a manual denial notice using the LDSS-3594B (revised 10/23) for any HERR excess resource denials until the system update is complete. Districts will be notified when this update is complete.

## Forms Ordering Information

Any requests for Print on Demand copies of HEAP forms should be submitted to OTDA using either the OTDA 876 EL (DOC) or OTDA 876 EL (PDF) available at [https://intranet.otda.ny.gov/ldss\\_eforms/](https://intranet.otda.ny.gov/ldss_eforms/) and either mail, fax or e-mail it to:

Office of Temporary and Disability Assistance  
BMS Document Services and Operational Support  
P.O. Box 1990  
Albany, New York 12201  
E-mail: [forms.orders@otda.ny.gov](mailto:forms.orders@otda.ny.gov)  
Districts online forms ordering system: [Forms Inventory \(ny.gov\)](#)  
Fax: (518) 402-0084

Questions concerning ordering forms should be directed to the Bureau of Management Services (BMS) Document Services at: (518) 474-9522 or via email at: [document.services@otda.ny.gov](mailto:document.services@otda.ny.gov).

Districts seeking additional information should contact their HEAP Bureau Liaison.