



General Information System (GIS) Message

Section 1

Transmittal:	23DC088 Upstate and New York City
Date:	December 20, 2023
To:	Subscribers
Suggested Distribution:	Commissioners, HEAP Coordinators, TA and SNAP Directors, WMS Coordinators, Accounting Supervisors
From:	Valerie Figueroa, Deputy Commissioner, Employment and Income Support Programs
Subject:	HEAP 2023-2024 Opening Date for Emergency Benefit Component
Effective Date:	January 2, 2024
Contact Information:	HEAP Bureau: (518) 473-0332 or NYSHEAP@otda.ny.gov
Attachments:	None

Section 2

The purpose of this GIS is to provide social services districts (districts) with information about the 2023-2024 Home Energy Assistance Program (HEAP) Emergency benefit component. Districts must begin accepting applications for Emergency benefits and may issue guarantees for Emergency benefits on Tuesday, January 2, 2024, through COB on Friday, March 15, 2024, or until funding allocated to this component is exhausted, whichever comes first.

Emergency benefits are available to assist eligible households with a heating emergency or a heat-related domestic emergency. Only one Emergency benefit of each type is available per HEAP household for the 2023-2024 program year. Regular component benefits, if available, must be utilized first to resolve heating emergencies for eligible households. Temporary relocation for housing emergencies and propane tank deposits to obtain new propane vendors are also available under the Emergency benefit component.

All applicants for the Emergency benefit component may apply via telephone. Applicants for an Emergency benefit must be permitted to apply in person. Applications for the Emergency benefit component may not be submitted online via myBenefits unless otherwise directed by the district. Applicants for an Emergency benefit who have not received a Regular component benefit for the current program year must be interviewed to determine their eligibility for the Emergency benefit component.

Districts must make reasonable accommodations for homebound applicants to apply for any HEAP benefit. This may include home visits. An authorized representative or individual with documented power of attorney may also be used to apply for all HEAP benefits.

If an eligible household is without heat, districts must resolve the household's life-threatening emergency within 18 hours of the date of application. If an eligible household faces an imminent loss of heat or utility service to operate a heating source, the crisis emergency must be resolved within 48 hours of the date of application.

To be eligible for an Emergency benefit, applicants must meet all of the following criteria:

- A Regular HEAP benefit must not be available and/or any credit remaining on an account must be insufficient to resolve the applicant’s emergency.
- The applicant must be facing one of the following heating or heat-related domestic emergency situations:
 - The applicant’s utility service is terminated or scheduled for termination;
 - The applicant’s electric utility service necessary to operate the primary heating equipment is terminated or scheduled for termination;
 - The applicant is without heating fuel or has less than one quarter (¼) tank of oil, kerosene, or propane; or less than a ten-day supply of other heating fuels;
 - The applicant requires temporary relocation due to a living situation deemed by the district to be detrimental to the health and/or safety of household members; and/or
 - The applicant is without or has less than one-quarter (¼) tank of propane, their current propane vendor will not make a delivery, and the applicant requires a propane tank deposit with a new propane vendor.
- The applicant must be the customer of record (person who has the energy account in their name) for the utility or deliverable fuel account or someone who was part of the original HEAP household.
- The applicant household must not have more than \$2,500 or \$3,750 (household containing an individual aged 60 years or older, or under age 6) in available liquid resources.
- All applicants for the Emergency Benefit will need to be resource tested, regardless of whether the household is in receipt of Temporary Assistance (TA) or Code A SSI benefits. Resource verification for Emergency benefits is based on attestation for all applicants and household members unless the eligibility examiner has reason to doubt the declared amount.

Listed below are the HEAP Emergency benefit types with the benefit amounts for the 2023-2024 program year.

2023-2024 HEAP Emergency Component Benefits

Benefit Type	Benefit Amount
Oil, Kerosene, and Propane	\$900
Wood, Wood Pellets, Corn, Coal, or other deliverables	\$635
Natural Gas, Heat Only	\$400
Natural Gas Heat Combined with Heat-Related Domestic Electric	\$585

Benefit Type	Benefit Amount
Electric Heat	\$585
Heat-Related Electric	\$185
Temporary Relocation	Maximum of \$500 per program year
Propane Tank Installation and Deposit	Maximum of \$500 per program year

Detailed Emergency eligibility requirements and procedures are outlined in [23-LCM-18](#) released October 26, 2023, and in the NYS [HEAP Manual](#).

Districts seeking additional information should contact their HEAP Bureau Liaison.