



General Information System (GIS) Message

Section 1

Transmittal:	24DC011 Upstate and New York City
Date:	March 14, 2024
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:	2023-2024 Home Energy Assistance Program (HEAP) Revised Regular and Emergency Benefit Closing Dates and Second Emergency Benefit
Effective Date:	Immediately
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Attachments:	None

Section 2

The purpose of this GIS is to inform social services districts (districts) of changes to the 2023-2024 Home Energy Assistance Program (HEAP). The dates of operation for the Regular and Emergency benefit components will be extended from March 15, 2024 to April 12, 2024, or until funds allocated to this component are exhausted, whichever comes first. In addition to the program extensions, a second HEAP Emergency benefit for heat and heat-related emergencies is available effective immediately.

Regular and Emergency Benefit Component Extensions

The Regular and Emergency benefit components are now scheduled to operate through the close of business (COB) April 12, 2024. All districts and alternate certifiers must continue to accept applications for Regular and first and second Emergency benefits through COB April 12, 2024, unless OTDA advises otherwise. Mail-in applications postmarked on or before the closing date meet the deadline and must be processed unless OTDA advises otherwise.

All HEAP applications must be processed in accordance with instructions found in the New York State [HEAP Manual](#) (revised 7/1/2021) and [23-LCM-18](#). All applications for Regular and Emergency HEAP benefits received after the deadline must be denied using CNS denial code F08 (HEAP Application Received after HEAP Program Year Closing Date) or, if needed, by using the HEAP Manual Denial Notice ([LDSS-3494B](#)).

Second Emergency Benefit

A second Emergency benefit is available to eligible households effective immediately through April 12, 2024 when the Emergency component closes. Districts will be notified via GIS if any HEAP benefit components are extended.

The eligibility criteria for the Second Emergency benefit will be the same as the First Emergency benefit. Applicants must have exhausted, or have unavailable to them, both the Regular benefit and the First Emergency benefit to be eligible for the Second Emergency benefit. First and Second Emergency benefits must not be issued concurrently.

Applicants must apply in their county of residence by telephone or in person and may be eligible for income deeming based on their most recently filed HEAP Application ([LDSS-3421](#)). Households must meet resource eligibility requirements at the time of application for the Second Emergency benefit. Districts must continue to use the HEAP Emergency Benefit Budget Worksheet (EBBW) ([LDSS-3594B](#)) and the box for Second Emergency must be checked.

The second Emergency benefit amounts are listed below:

Heating Type	Second Emergency Benefit Amount
Heat Related Domestic	\$185
Natural Gas – Heat Only	\$400
Natural Gas – Heat Combined with Heat-Related Domestic	\$585
Electric Heat	\$585
Oil, Kerosene, Propane	\$900
Wood, Pellets, Coal, Corn, Other	\$635

The payment type for Second Emergency benefits is J1 (HEAP Emergency Benefit – Additional Benefit) for both heat and heat-related emergency payments.

An Emergency HEAP Budget (Benefit Type 'E – Emergency') must be stored in Automated Budgeting and Eligibility Logic (ABEL), with the appropriate emergency type, and the payment amount associated with the pay type must match the HEAP Emergency benefit amount on the HEAP budget. The payment line "From Date" should be the application date.

A Special Claiming Code must be entered for all HEAP payments on Screen 6 of WMS. Special Claiming Code H is required for all HEAP prevention payments. Special Claiming Code G is required for HEAP restoration payments.

All HEAP Emergency benefits must be issued directly to a participating vendor. All district payments, except for NYC, meeting the requirement for issuance through the Office of the State Comptroller (OSC) process will be made through OSC. NYC HEAP payments are issued locally. Detailed procedures regarding HEAP payment processing are outlined in [WMS Implications for the 2023-2024 HEAP Program Year released on August 10, 2023](#).

Temporary Assistance (TA) Implications

Districts must continue to explore the availability of, and individual eligibility for, Regular, First Emergency, and/or Second Emergency HEAP benefits before issuing a 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) payment to meet a utility or non-utility energy emergency.

Additional Guidance to Districts

Districts must continue to submit their HEAP Pending Case Report in eReports on a weekly basis, as outlined in [23-LCM-18](#).

Pending Second Emergency benefits must be reported under Emergency HEAP, item 6: “Number of supplemental benefit applications received but not yet processed on WMS.”