



General Information System (GIS) Message

Section 1

Transmittal:	24DC016 Upstate and New York City
Date:	April 11, 2024
To:	Subscribers
Suggested Distribution:	Commissioners, HEAP Coordinators, TA Directors, SNAP Directors, Staff Development Coordinators
From:	Valerie Figueroa, Deputy Commissioner Employment and Income Support Programs
Subject:	2023-2024 Home Energy Assistance Program (HEAP) Revised Emergency Component Closing Date
Effective Date:	Immediately
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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 Emergency benefit component will be extended from April 12, 2024 to August 30, 2024, or until funds allocated to this component are exhausted, whichever comes first.

Emergency Benefit Component Extension:

The Emergency benefit component is scheduled to operate through the close of business (COB) August 30, 2024. All districts and alternate certifiers must continue to accept applications for first and second Emergency benefits through COB August 30, 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 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](#)).

The Regular benefit component will close on April 12, 2024. Households that apply for Emergency benefits after this date that did not receive a current program year Regular HEAP benefit must complete the HEAP Application (LDSS-3421) in addition to the Emergency Benefit Budget Worksheet (LDSS-3594B). Districts must assess the household for basic eligibility but must not issue a Regular benefit for applications received after April 12, 2024.

Temporary Assistance (TA) Implications:

Districts must continue to explore the availability of, and eligibility for, Regular, and/or any available 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](#).