



Office of Temporary and Disability Assistance

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General Information System (GIS) Message

Section 1

Transmittal:	24DC042 Upstate and New York City
Date:	July 16, 2024
To:	Subscribers
Suggested Distribution:	Commissioners, HEAP Coordinators, TA Directors, SNAP Directors
From:	Valerie Figueroa, Deputy Commissioner, Employment and Income Support Programs
Subject:	2023-2024 Home Energy Assistance Program (HEAP) Revised Cooling Assistance and Emergency Component Closing Date
Effective Date:	July 19, 2024
Contact Information:	HEAP Bureau: (518) 473-0332 or NYSHEAP@otda.ny.gov
Attachments:	N/A

Section 2

The purpose of this GIS message is to provide social services districts (districts) with updated information regarding the 2023-2024 Home Energy Assistance Program (HEAP) Cooling Assistance Component (CAC) and the Emergency benefit component.

The Cooling Assistance and Emergency benefit components are scheduled to operate through close of business (COB) July 19, 2024. Districts must continue to accept applications for the CAC, first Emergency, and second Emergency benefits through COB July 19, 2024. Mail-in applications postmarked on or before the closing date meet the deadline and must be processed. Applications received after the closing date must be denied using the Client Notice System (CNS) or, if needed, by using the HEAP Manual Denial Notice ([LDSS 3494B](#)).

All HEAP applications must be processed in accordance with instructions found in [23-LCM-18](#) and the [HEAP Manual](#). Cooling vendors must submit final bills to local districts within 30 business days of services rendered, but no later than September 30, 2024.

Districts must continue to submit their HEAP Pending Case Report in eReports on a weekly basis, as outlined in [24DC016](#), [23-LCM-18](#) and the [HEAP Manual](#).

Additional Cooling Guidance to Districts:

Households who request CAC after the closing date of July 19, 2024, should be provided with resources on managing extreme heat, including information on any local cooling centers. Please see the following websites for some helpful information:

- [Extreme Heat Advice](#) - Department of Health website that includes information on extreme heat, such as how to determine the heat risk by zip code and a link to locate local cooling centers.
- [Extreme Heat and Your Health](#) - Centers for Disease Control and Prevention website that includes tips and suggestions for managing and preventing heat-related illnesses.

Temporary Assistance (TA) Implications:

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