



General Information System (GIS) Message

Section 1

Transmittal:	25DC010 Upstate and New York City
Date:	January 28, 2025
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:	2024-2025 Regular HEAP Reopening Guidance
Effective Date:	January 28, 2025
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 additional guidance regarding the 2024-2025 Home Energy Assistance Program (HEAP) Regular benefit component.

All HEAP applications must be processed in accordance with instructions found in the New York State [HEAP Manual](#) and [24-LCM-15](#). There are no changes to payment line coding or the voucher review process.

Applications received between January 21, 2025 and the 2024-2025 Regular HEAP reopening date of January 25, 2025 that did not receive a 2024-2025 program year Regular HEAP benefit must be re-evaluated and issued a Regular benefit if eligible.

This includes:

- Households that applied for Regular HEAP and were denied using denial code F08 - HEAP Application Received After HEAP Program Year Closing Date.
- Households that were approved for an Emergency benefit but did not receive a current year Regular benefit because the Regular benefit was not available.

- Households that did not receive a current year Regular benefit, applied for Emergency HEAP and met all basic eligibility requirements, but were denied due to Emergency benefit-specific eligibility criteria including, but not limited to, the household was not in an emergency situation, had excess resources, or the applicant was not the customer of record.

All other questions should be directed to your district HEAP Bureau Liaison.