



## General Information System (GIS) Message

### Section 1

<b>Transmittal:</b>	25DC020 Upstate and New York City
<b>Date:</b>	March 03, 2025
<b>To:</b>	Subscribers
<b>Suggested Distribution:</b>	Commissioners, HEAP Coordinators, TA and SNAP Directors, WMS Coordinators, Accounting Supervisors
<b>From:</b>	Valerie Figueroa, Deputy Commissioner, Employment and Income Support Programs
<b>Subject:</b>	Extension of 2024-2025 Home Energy Assistance Program (HEAP) Regular and Emergency Benefit components closing dates
<b>Effective Date:</b>	Immediately
<b>Contact Information:</b>	HEAP Bureau: (518) 473-0332 or <a href="mailto:NYSHEAP@otda.ny.gov">NYSHEAP@otda.ny.gov</a>
<b>Attachments:</b>	<None>

### Section 2

Closing dates for both the Regular and Emergency benefit components have been extended beyond their original closing date of March 17, 2025. It is anticipated that both components will continue to operate until early April, dependent upon available funding. OTDA will continue to closely monitor expenditures and will provide districts with revised closing dates with advance notice.

Districts must continue to accept Regular HEAP applications by mail, in-person, and online. The online Regular HEAP Application will remain available to applicants through [myBenefits](#) (ROS) and [ACCESS HRA](#) (NYC). Districts must continue to accept applications for First and Second Emergency benefits by phone, mail, and in-person.

All HEAP applications must be processed in accordance with instructions found in [24-LCM-15](#) and the [NYS HEAP Manual](#)

#### 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 [24-LCM-15](#). Pending Second Emergency benefits must be reported under Emergency HEAP, item 6: “Number of supplemental benefit applications received but not yet processed on WMS.”