



General Information System (GIS) Message

Section 1

Transmittal:	25DC041 Upstate and New York City
Date:	June 17, 2025
To:	Subscribers
Suggested Distribution:	Commissioners, HEAP Coordinators, TA Directors, SNAP Directors
From:	Valerie Figueroa, Deputy Commissioner, Employment and Income Support Programs
Subject:	Closing Date for the 2024-2025 HEAP Cooling Assistance Component
Effective Date:	June 23, 2025
Contact Information:	HEAP Bureau (518) 473-0332 or NYSHEAP@otda.ny.gov
Attachments:	N/A

Section 2 – Cooling Assistance Component (CAC) Dates of Operation

The 2024-2025 HEAP CAC will operate through close of business June 23, 2025. Applications submitted on or before the CAC closing date meet the deadline and must be processed. Applications received after the CAC closing date must be denied using the Client Notice System (CNS) closing code M09 “Cooling Benefit Denial” or the Home Energy Assistance Program Notice of Eligibility Decision - Denial ([LDSS 3494B](#)).

All HEAP CAC applications must be processed in accordance with instructions found in [25DC026](#), [24-LCM-15](#), and the [HEAP Manual](#). Vendors must submit final bills to social services districts (districts) within 30 business days of services rendered, but no later than September 30, 2025.

Section 3 – Additional Guidance for Districts

Districts are reminded to continue submitting their HEAP Pending Case Report on a weekly basis, as outlined in [24-LCM-15](#) and [25DC026](#).

Households who request CAC after the closing date of June 23, 2025, 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.