



FAMILY INDEPENDENCE ADMINISTRATION
 Seth W. Diamond, Executive Deputy Commissioner



James K. Whelan, Deputy Commissioner
 Policy, Procedures and Training

Lisa C. Fitzpatrick, Assistant Deputy Commissioner
 Office of Procedures

POLICY BULLETIN #06-26-ELI

2005–2006 SUPPLEMENTAL HEAP BENEFITS

<p>Date: February 22, 2006</p>	<p>Subtopic(s): HEAP</p>
<p> This procedure can now be accessed on the FIAweb.</p> <p>Supplemental emergency HEAP eligibility</p> <p>Application procedure</p>	<p>The purpose of this policy bulletin is to inform all Job Center and Non-Public Assistance (NPA) Food Stamp (FS) Office staff that a second, supplemental Home Energy Assistance Program (HEAP) emergency benefit is being made available to eligible households for the 2005–2006 heating season.</p> <p>New York State has appropriated \$100 million to supplement the Federal HEAP program for the 2005–2006 heating season. The funds will be used to allow the regular and emergency HEAP benefit program to operate until April 14, 2006, and allowed for the issuance of supplemental emergency benefits beginning February 1, 2006.</p> <p>To be eligible for the emergency supplemental benefit, households must be in a documented heat or heat-related emergency situation, have exhausted their regular and emergency HEAP benefits and meet all HEAP emergency criteria. For HEAP applications received on or after February 1, 2006, both a first emergency benefit and a supplemental emergency benefit may be issued simultaneously, as long as the first emergency benefit does not create a credit on the account. Eligible households may receive emergency supplemental benefits for both heat and heat-related emergencies if the household is out of heating fuel and has a heat-related shutoff notice.</p> <p>Households must apply in person for the supplementary emergency benefit. However, public assistance and Food Stamp households that qualified for the phone-in process for their first emergency benefit may continue to use that process for the supplementary benefit.</p>

HAVE QUESTIONS ABOUT THIS PROCEDURE?
 Call 718-557-1313 then press 2 at the prompt followed by 765 or
 send an e-mail to *FIA Call Center*

Job Center Workers are advised to follow the normal HEAP/Utility Liaison process for individuals who present heat/heat-related emergencies.

Individuals may also obtain information on applying for Emergency HEAP by calling HEAP at (212) 227-2696 or by visiting one of the HEAP field offices. A list of the HEAP field offices is attached.

NPA FS applicants/participants with heat-related emergencies or questions about the New York State Supplemental Energy Assistance Program should be advised to call HEAP at (800) 692-0557 or the HRA InfoLine at (877) 472-8411 for assistance.

Effective Immediately

References:

2005–2006 HEAP Coordinator Correspondence (1/31/06, 2/14/06)
2004-2005 HEAP Manual

Attachment:

Attachment A List of HEAP Offices

Attachment A

LIST OF HEAP OFFICES

FIELD OFFICE	ADDRESS
<u>MANHATTAN</u> HEAP Office 101	330 West 34th Street New York, NY 2nd Floor
<u>BROOKLYN</u> HEAP Office 201	98 Flatbush Avenue Brooklyn, NY Main Lobby
<u>BRONX</u> HEAP Office 301	1932 Arthur Avenue Bronx, NY Main Lobby
<u>QUEENS</u> HEAP Office 401	33-28 Northern Blvd. L.I.C., NY Mezzanine Level
<u>STATEN ISLAND</u> HEAP Office 501	10 Richmond Terrace Staten Island, NY Room 422A Staten Island Borough Hall