



OFFICE OF POLICY, PROCEDURES, AND TRAINING

POLICY BULLETIN #23-69-ELI

2023-2024 HOME ENERGY ASSISTANCE PROGRAM (HEAP) EMERGENCY BENEFIT COMPONENT OPENING

Date: December 27, 2023	Subtopic(s): HEAP
	<p>The purpose of this policy bulletin is to inform Benefits Access Center (BAC), Non-Cash Assistance (NCA) Supplemental Nutrition Assistance Program (SNAP) Center, HIV/AIDS Services Administration (HASA) Center, and Home Energy Assistance Program (HEAP) staff about the opening of the 2023-2024 HEAP Emergency benefit component on January 2, 2024. HEAP staff must begin accepting applications for Emergency benefits and may issue guarantees for Emergency benefits on Tuesday, January 2, 2024, through close of business (COB) on Friday, March 15, 2024, or until funding allocated to this component is exhausted, whichever comes first. This policy bulletin is informational for all other staff.</p> <p>Emergency benefits are available to assist eligible households with a heating emergency or a heat-related domestic emergency. Only one Emergency benefit of each type is available per HEAP household for the 2023-2024 program year. Regular component benefits, if available, must be utilized first to resolve heating emergencies for eligible households. Temporary relocation for housing emergencies and propane tank deposits to obtain new propane vendors are also available under the Emergency benefit component.</p> <p>All applicants for the Emergency benefit component may apply via telephone. Applicants for Emergency benefits must be permitted to apply in person. Applicants for an Emergency benefit who have not received a Regular component benefit for the current program year must be interviewed to determine their eligibility for the Emergency benefit component.</p> <p>Note: Applicants for Emergency benefits will not be able to apply on ACCESS HRA.</p> <p>HEAP staff must make reasonable accommodations for homebound applicants to apply for any HEAP benefit. This may include home</p>

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visits. An authorized representative or individual with documented power of attorney may also be used to apply for all HEAP benefits.

If an eligible household is without heat, staff must resolve the household's life-threatening emergency within 18 hours of the date of application. If an eligible household faces an imminent loss of heat or utility service to operate a heating source, the crisis emergency must be resolved within 48 hours of the date of application.

Requirements

To be eligible for an Emergency benefit, applicants must meet all of the following criteria:

- A Regular HEAP benefit must not be available and/or any credit remaining on an account must be insufficient to resolve the applicant's emergency.
- The applicant must be facing a heating emergency or heat-related domestic emergency:
 - The applicant's utility service for heating (natural gas or electric) is terminated or scheduled for termination;
 - The applicant's electric utility service necessary to operate the primary heating equipment is terminated or scheduled for termination;
 - The applicant is without heating fuel or has less than one quarter ($\frac{1}{4}$) tank of oil, kerosene, or propane; or less than a ten-day supply of other heating fuels;
 - The applicant requires temporary relocation due to a living situation deemed to be detrimental to the health and/or safety of household members; and/or
 - The applicant is without or has less than one-quarter ($\frac{1}{4}$) tank of propane, their current propane vendor will not make a delivery, and the applicant requires a propane tank deposit with a new propane vendor.
- The applicant must be the customer of record (person who has the energy account in their name) for the utility or deliverable fuel account or someone who was part of the original HEAP household.
- The applicant household must not have more than \$2,500 (or \$3,750 if the household contains a member aged 60 or older, or under age 6) in available liquid resources.
- All applicants for the Emergency Benefit will need to be resource tested, regardless of whether the household is in receipt of Cash Assistance (CA) or Code A Supplemental

Security Income (SSI) benefits. Resource verification for Emergency benefits is based on attestation for all applicants and household members unless the eligibility examiner has reason to doubt the declared amount.

Listed below are the HEAP Emergency benefit types with the benefit amounts for the 2023-2024 program year.

2023-2024 HEAP Emergency Component Benefits

Benefit Type	Benefit Amount
Oil, Kerosene, and Propane	\$900
Wood, Wood Pellets, Corn, Coal, or other deliverables	\$635
Natural Gas, Heat Only	\$400
Natural Gas Heat Combined with Heat-Related Domestic Electric	\$585
Electric Heat	\$585
Heat-Related Electric	\$185
Temporary Relocation	Maximum of \$500 per program year
Propane Tank Installation and Deposit	Maximum of \$500 per program year

Detailed Emergency eligibility requirements and procedures are outlined in [23-LCM-18](#), in the [NYS HEAP Manual](#), and in [PD#21-01-ELI](#).

Effective January 2, 2024

References:

- [GIS 23 DC088](#)
- [23-LCM-18](#)
- [NYS HEAP Manual](#)

Related Item:

- [PD#21-01-ELI](#)