



FAMILY INDEPENDENCE ADMINISTRATION

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POLICY DIRECTIVE #07-14-ELI *(This Policy Directive Replaces PD #01-03)*

REVISION TO THE UTILITY PROCESS

Date: April 18, 2007	Subtopic(s): Utility
AUDIENCE	The instructions in this policy directive are for Utility Liaisons and all staff in the Job Centers.
REVISIONS TO PRIOR PROCEDURE	<p>This policy directive has been revised to include the following:</p> <ul style="list-style-type: none">• preapproval edit for Special Grant Code 41 (Utility Grant to Prevent Turnoff or Restore Utility Services [Mismanagement])• homebound process for utility emergencies• revised Repayment Agreement (W-147X)• revised Utility Arrears/Emergency Heating (M-858m) form• process for recording information about heating arrears• new section regarding non-receipt of approved HEAP benefit• new fax number for HEAP Central• removal of references to the Daily and Cumulative HEAP Evaluation Control Logs (M-858jj/M-858kk).
POLICY	<p>When an individual presents a request for assistance based on a utility/heat-related emergency situation, an evaluation is conducted to determine which services provided by the Human Resources Administration (HRA) would best meet the individual/household's needs. This evaluation includes alleviating the emergency as quickly as possible to impose the least amount of hardship on the individual/household.</p> <p>An applicant/participant's financial situation must be assessed to determine whether s/he is required to try to negotiate a Deferred Payment Agreement (DPA) with the utility company instead of having the utility arrears payment issued by the Job Center. Failure to negotiate a DPA is basis for denial of emergency assistance.</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*

BACKGROUND

Every year the Home Energy Assistance Program (HEAP) provides non-recoupable emergency grants to help eligible households meet the high cost of heating a home or apartment in crisis situations. All households with a heating/heat-related utility emergency must be evaluated for HEAP and Emergency HEAP (special grant code **80**) eligibility prior to the issuance of a code **41** payment for utility arrears grant.

New information

In an effort to enhance this process, in addition to providing HEAP evaluations to households requesting assistance for utility/heat-related emergencies, HEAP applications must be initiated for those households potentially eligible for HEAP or Emergency HEAP by the Utility Liaison at the Job Center. Individuals who report a heat-related utility shutoff must no longer be instructed to apply for HEAP or Emergency HEAP at a HEAP office.

When a household has been determined by HEAP Central to be ineligible for a HEAP or emergency HEAP grant or all HEAP benefits have been exhausted, it must first be evaluated for a non-recoupable utility grant/no mismanagement (special grant code **50**) or utility arrears prior to PA (special grant code **10**).

New information

Criteria used to determine if funds were not mismanaged include verification that:

- available funds were spent due to an emergency or extraordinary event
- extraordinary expenses were incurred for necessary items not normally provided for by the PA grant, or by the medical assistance program, or for which payment is not otherwise readily available from some other source
- payment of bills was withheld due to a legitimate dispute as to whether the terms of an agreement have been met.

If there is no evidence of mismanagement of funds, payment to prevent a utility shutoff or restore services should be issued as a special grant code **50** (non-recoupable utility grant [no mismanagement]).

For natural gas or electric arrears incurred prior to receipt of PA, issue special grant code **10** (utility grant to prevent turn off/restore services [prior to PA]).

Code **41** is issued to prevent a utility shutoff or restore utility services caused by the participant's mismanagement of funds. The grant must be repaid through recoupment from the participant's ongoing public assistance (PA) grant. The Assistant to the Deputy Director (ADD/AJOS II) is required to approve all code **41** issuances regardless of the amount. However, the ADD(s) cannot approve the issuance of a code 41 without verifying that the case was first evaluated for both the HEAP or Emergency HEAP and a non-recoupable utility grant.

New information

To maximize the use of HEAP and Emergency HEAP benefits and to ensure that a recoupable utility grant is issued only as a last resort for households responsible for heating costs, the Welfare Management System (WMS) requires the Job Center Director's approval of code **41** issuances on the Special Grant Code Approval Screen (**NSGC99**) for all cases with a heating indicator in the budget. These cases must have a heating indicator in the **Fuel Type** field on the Budget Hist. Actual Needs & Suf Summary (**NQBU05**) screen. (This screen is displayed by entering Option **20** on the WMS Case Inquiry Menu [**NQCS00**] and "1" in the **Select** column of the desired budget authorization number on the Budget History List [**NQBU07**] screen.)

Heating indicator displayed in **Fuel Type** field on **NQBU05** screen

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NQBU05 (P)      Budget Hist. Actual Needs & Suf Summary      03/06/07
-- Case --      Suffix   FS Suffix   Auth. No   -- Auth. Cycle --
004628782H     01       01       99981647   03/B/07 - / /

# Persons In PA HH 02      PA No LRR 0      # Rooms In HH 0
QR Code                   QR State         QR Type
Budget Ind PA, FS        PWP Part Ind     FS Aged Dis Indiv Ind
-----
Actual Needs:
FS Fuel Ind X   FS Util Ind X   FS Tel Ind X   FS Act Disp Amt 0.00
PA Add Nds Type 00   PA Add Nds Amt 0.00   PA Act Shelt Amt 141.50
FS Add Nds Type 00   FS Add Nds Amt 0.00   FS Act Water Amt 0.00
Shelter Type 01     FS Act Shelt Amt 750.00   FS Act Tel Amt 0.00
Fuel Type NAT-GAS   FS Act Fuel Amt 0.00   FS Act Util Amt 0.00
-----
Suffix Summary:
PA GrossInc Amt 0.00   PA Net E Inc Amt 0.00   PA Net Une I Amt 0.00
FS Shelt AllAmt 1327.00   FS Net E Inc Amt 0.00   FS Net Une I Amt 501.00
FS Tot Ded Amt 134.00   Suf Tot Ind Nds1 0.00   Suf Tot Ind Nds2 0.00
-----
A0204      PA AMOUNTS MAY BE ONE CENT OUT      CMD
    
```

The heating indicator will also be displayed on the Household/Suffix Financial Data (**NSBL02**) screen as one of the following heat type codes:

- 1 (Natural Gas)
- 2 (Oil)
- 3 (Electric)
- 4 (Coal)
- 9 (Other Fuel)

The emergency situation of an eligible household without heat must be resolved within 18 hours or within 48 hours if heat loss is imminent.

Note: Code **41** issuances on cases where the heating indicator has not been authorized in the budget or the household does not have heating/heat-related costs will not require the completion of the Special Grant Approval Screen.

The process for issuing the energy grant and the fuel allowance for households that incur a heating expense separate from their shelter expense remains unchanged. The utility/fuel bill must be reviewed to determine whether the household is a heater and for households with a separate payment for heat, WMS must be reviewed to ensure the correct heating indicator appears.

REQUIRED ACTION

When an individual requests assistance to pay for a utility/heat-related emergency (either at the Job Center or through a homebound interview), a referral must be made to the Utility Liaison for evaluation of potential HEAP or Emergency HEAP eligibility. If the individual is found eligible for a HEAP or Emergency HEAP grant, HEAP Central will process the HEAP application and provide the grant to the vendor.

New information on oil related emergencies

When the request is for assistance is to pay for an oil related emergency, the household must use a participating oil vendor. If a household agrees to switch to a participating oil vendor, HEAP will establish a new account for the household with the oil vendor and the HEAP grant will be issued to the new account. Failure to use a participating oil vendor will result in denial of the HEAP application and the PA request for assistance due to failing to use an available resource (PA denial code **N13**).

Following are the detailed responsibilities of each individual involved in this process.

Job Opportunity Specialist (JOS) Staff Responsibilities

The JOS/Worker must ensure that every request for assistance to resolve a utility/heat-related emergency is first evaluated for HEAP and Emergency HEAP eligibility. To initiate the process the JOS/Worker must:

All windows for each POS activity must be completed.

For Applicants

- Initiate the Paperless Office System (POS) Application Intake activity and complete all required entries, including the following:

If the applicant is homebound, a homebound interview is required per current procedure. Once the interview is completed, the information must be entered in POS and the process in this policy directive must be followed.

- Indicate on the **Site Determination** window whether the individual is applying for PA, food stamps (FS) and medical assistance (MA) or only for a one-time emergency payment (“one-shot deal”)
- Record the type of emergency in the **Problem** field of the **Site Determination** window by selecting the appropriate item from the list:
 - No Fuel for Heating in a Cold Weather Period – for use when the household has exhausted its supply of fuel during the winter season
 - Utility Disconnect (Schedule Within 72 Hours) – for use when there is a pending utility shutoff
 - Fuel or Utility Shutoff – for use when fuel is exhausted and utilities have been turned off.
- Enter a comment describing the problem in the area to the right of the **Problems** field
- Enter the appropriate case category on the **Case Login** window. For one-shot deal applications, the JOS/Worker must select one of the following categories:
 - EAA (Emergency Assistance to Adults)
 - EAF (Emergency Assistance to Families)
 - E-SNA (Emergency Safety Net Assistance).
- Register the case by clicking the **Xmit** (Transmit) button on the **Case Login** window and complete the Application Intake activity.
- Initiate the Application Interview activity to record and answer all questions to process the utility or heat-related emergency.

For One-Shot Deal Applicants

- Complete the Application Intake activity as described above
- After initiating the Application Interview activity:
 - On the **Additional Suffix Level Data** window, answer the “Why does the applicant need public assistance?” question by selecting “Emergency – Utility/Fuel” from the list
 - On the **Disposition/Withdrawal** window, click the **One-Shot Deal** box.

Repayment Agreement

For one shot deal applicants requesting emergency assistance to pay heating/utility arrears, the Repayment Agreement (**W-147X**) must be used to determine whether the applicant must repay the utility grant.

Note: SSI participants are exempt from the repayment agreement requirement.

For Homebound Applicants/Participants

These requests must be entered in POS so that the proper tracking of additional needs requests can continue.

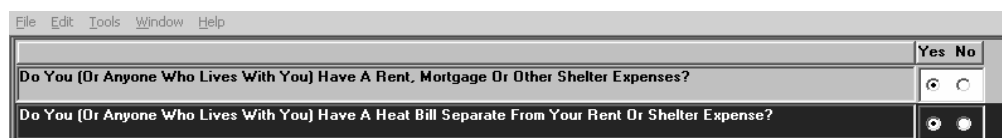
Homebound applicants/participants with an energy emergency must contact the Job Center to schedule a homebound interview. The JOS/Worker will interview the applicant/participant, and following the instructions in this policy directive, forward all relevant documentation to the Utility Liaison for a determination of HEAP and Emergency HEAP eligibility. If HEAP Central determines that the applicant/participant is ineligible for a HEAP or Emergency HEAP grant, the JOS/Worker must then determine if the applicant/participant is eligible for an emergency utility grant. Homebound applicants/participants may also call Heat Line directly at 212-331-3150 to apply for HEAP or Emergency HEAP by telephone. Staff is reminded to prioritize the processing of applications for this at-risk group.

For Reapplicants

Individuals reapplying for PA/MA/FS benefits may request assistance to pay utility/heat-related arrears that cover a period of time prior to the closing of the PA case when the individual was still in receipt of benefits. As a result, reapplicants ineligible for or who have exhausted all HEAP and Emergency HEAP benefits may be eligible for a combination of special grant codes **10, 41** and/or **50**.

For All Applicants (Including One-Shot Deals) and Participants

- Complete each interview window by asking all questions available, including:
 - On the **Shelter (Housing) Expenses** window:
 - If the applicant/participant has a separate heat bill, click **Yes** to “Do You (Or Anyone Who Lives With You) Have A Heat Bill Separate From Your Rent or Shelter Expense?” and on the **Response to Question** window indicate:



- Fuel type
- Name on bill and relation to casehead (if name is other than the casehead's name)
- Whether the fuel type and name were verified
- If service is on or off (and service end date if there is currently no service)
- Whether applicant/participant has arrears, a pending shutoff, or less than a seven-day supply of fuel
- Amount/frequency/account number/company name
- Company address and phone/restriction name and address/vendor city, state and zip code (if company is Long Island Power Authority [LIPA])
- Fuel restriction type
- Verifying document(s) and relevant comments.

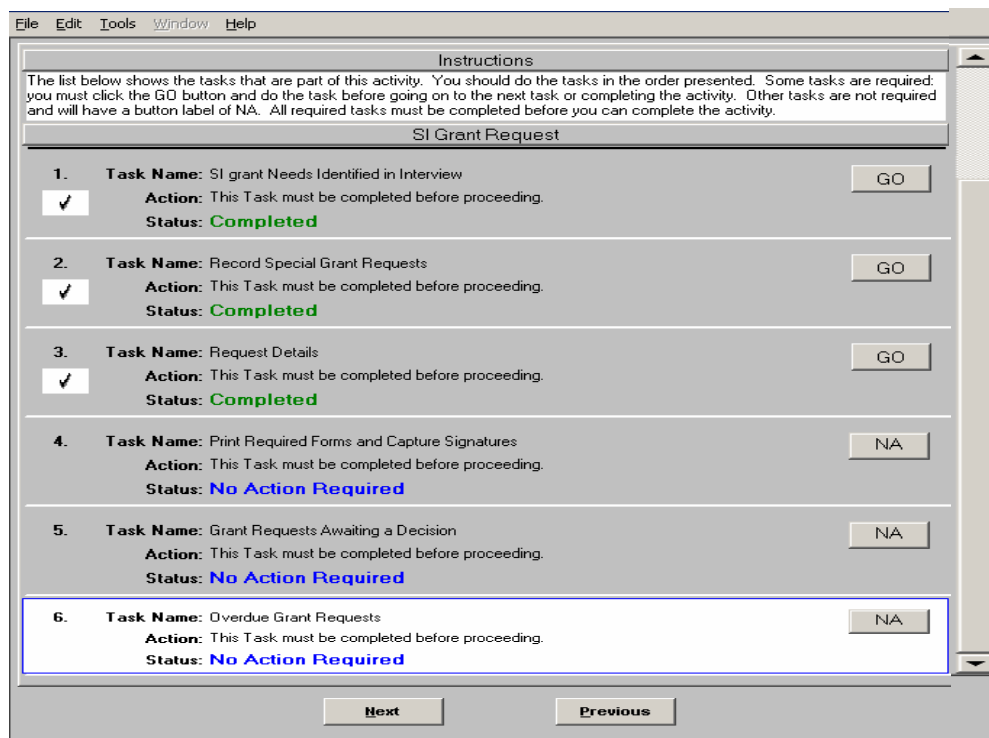
- If the applicant/participant indicates arrears, a pending shutoff, or less than a seven-day supply of fuel, click **Yes** and complete the **HEAP Drill Down** window
- On the **HEAP Drill Down** window, answer the enabled questions which were made available based upon the answers to previous questions on the **Shelter [Housing] Expenses** and related **Response to Question** windows):
 - amount and period of the payment due and
 - reason for arrears/shutoff notice and
 - whether regular (or Emergency) HEAP was applied for and date of application or
 - regular (or Emergency) HEAP was received, date received and amount of payment or
 - a deferred payment agreement is in effect.

- If the applicant/participant has a separate electricity and/or gas bill, click **Yes** to “Do You (or Anyone Who Lives With You) Have An Electricity And/Or Gas Bill Separate From Your Rent Or Mortgage?”

- When the **Response to Question** window opens, complete the window, including answering the:
 - o “Is this a Heat Related Utility” question
 - o **Arrears/Pending Shut Off** field to display the **HEAP Drill Down** window (see first screen shot above).

See [PD #05-28-SYS](#) and POS Release Notes Version 9.2 for detailed information regarding completion of the **SI Grant Request Task List** window.

- Complete the **SI Grant Request Task List** window by clicking the **GO** button to view status of required tasks. When a task is not required, the button label will indicate **NA**:
 - Utility/fuel requests will appear in Task 1 (SI Grant Needs Identified in Interview). Be sure to complete Task 3 (Request Details)
 - For participants only, print the Request for Emergency Assistance or Additional Allowance (For Participants Only) (Form [W-137A](#)) in Task 4 (Print Required Forms and Capture Signatures).



Some vendors will indicate directly on the bill whether or not the household pays for heat.

- Review the utility/fuel bill to determine if the household pays for heat. Review the **NQBU05** screen in WMS to ensure that the heating indicator is correct
- On the **Print Forms** window, highlight and print all relevant forms, including the:

POS will pre-fill the forms based on responses to the fuel/utility questions provided during the interview.

- Utility Arrears/Emergency Heating form (**M-858m**)
- Request for Utility Grant (**M-858y**).

Note: If ineligible for HEAP or Emergency HEAP or all HEAP benefits have been exhausted, use the **M-858y** to determine if the arrears are because the applicant/participant mismanaged his/her funds. If so, use special grant code **41** to issue the utility payment. If there has been no mismanagement of funds, use code **50** to issue the utility payment.

Forward all relevant documentation to the Utility Liaison.

- Scan and index all verification, including the utility bill and shutoff notice with total amount due
- Attach all relevant documentation to the **W-137A**, **M-858m** and/or **M-858y** and forward them to the Utility Liaison for an evaluation of HEAP and/or Emergency HEAP eligibility
- Process the case according to the recommendations of the Utility Liaison.

Eligible for HEAP Benefit

- If HEAP has found that the individual is potentially eligible for emergency assistance, HEAP will obtain an extension from the utility vendor, as needed
- For applicants only, on the **Notice Data-Entry** window, click **Yes** for the “Notice of Decision on Assistance to Meet an Immediate Need or Special Allowance (Form W-145HH)” and complete the Response to Question window that appears. On the **Print Forms** window, highlight and print the **W-145HH** to inform the applicant/participant that the household is eligible for an Emergency HEAP grant and that HEAP Central will provide the emergency payment directly to the vendor
- For participants only, complete the **SI Grants Awaiting a Decision** task in the **SI Grant Requests** window.

New information

Non-Receipt of Approved HEAP Benefit

- If the applicant/participant informs the JOS/Worker that the approved HEAP benefit was not received, the applicant/participant may call the HRA HEAP Office at (212) 227-2784 to inquire about the status of the benefit.

Ineligible for HEAP Benefit

- If not eligible for an emergency HEAP grant, evaluate other non-recoupable alternatives, such as special grant codes **50** and/or **10**, as appropriate, to process a utility payment
- For applicants only, on the **Notice Data-Entry** window, click **Yes** for the “Notice of Decision on Assistance to Meet an Immediate Need or Special Allowance (Form W-145HH)” and complete the **Response to Question** window that appears
- For participants only, complete Task 5 (SI Grants Awaiting a Decision) in the **SI Grant Requests** window.

Note: Send copies of all printed forms to the applicant/participant if s/he is no longer in the Job Center when the determination of utility/fuel emergency eligibility is made. If a Repayment agreement is required, send the Notice to Report to Center (M-3g) to the applicant/participant to report to the Job Center to sign the form. For homebound applicants/participants, the **W-147X** must be presented and signed at the homebound interview.

New information

- Submit the case to the Group/Unit Supervisor for approval.

Group/Unit
Supervisor
Responsibilities

The Group/Unit Supervisor must ensure that all heat-related utility actions have received an eligibility evaluation for HEAP and/or Emergency HEAP prior to the issuance of any other grant available to meet the emergency need. S/he must:

- Verify that a HEAP/Emergency HEAP evaluation was conducted for all heat-related utility emergencies
- Complete the “Supervisory Review” section of the **M-858m**
- Scan and index the updated **M-858m**
- Ensure that the case was processed in accordance with the recommendations of the Utility Liaison indicated on the **M-858m**.

- If the household is eligible for Emergency HEAP:

- Ensure the appropriate heating indicator appears on the **NQBU05** screen (or appropriate fuel type code on the **NSBL02** screen) in WMS
- Ensure the appropriate standard utility allowance (SUA) is budgeted for the shelter type
- Print and sign the **W-145HH** for applicants and the Action Taken on Your Request for Emergency Assistance or Additional Allowance (For Participants Only) **W-137B** for participants, to inform the applicant/participant that the household is eligible for an Emergency HEAP grant and that HEAP Central will provide the emergency payment directly to the vendor.

Note: The Supervisor must print the **W-137B** after approving the **SI Grant Requests** window.

- If the household is ineligible for Emergency HEAP:
 - Review the documentation to ensure that the household’s emergency need is met
 - Ensure that all issuance codes are appropriate
 - Print and sign the **W-145HH** or **W-137B** indicating the decision on the applicant/participant’s emergency request
 - Forward all cases that require the issuance of code **41** to the Assistant to the Deputy Director for approval.
- Ensure that the **W-145HH** and/or **W-137B** are mailed to the applicant/participant.

Utility Liaison
Responsibilities

The Utility Liaisons will handle all utility arrears and emergency heating requests to verify the HEAP status and eligibility of the household. The Utility Liaison:

New telephone number for HEAP Central's automated service

- Verifies in the HEAP system using his/her HEAP User ID whether the household was previously evaluated for regular and/or Emergency HEAP grants and that all HEAP funds have been exhausted
- If unable to access the HEAP system, calls HEAP Central's Automated Voice Response Unit (VRU) at (800) 692-0557 for verification of HEAP status. The applicant/participant's Social Security number is required to access the information

Note: The automated service may be used if the individual indicates that s/he applied for Emergency HEAP but did not receive an approval letter and does not know the status of the HEAP application.

New telephone number for HEAP Central

- May also obtain the verification of the HEAP status in one of the following manners:
 - If Con Edison issued the utility shut-off notice:
 - Calls the VRU for the HEAP status. However, the HEAP status will only be available on the VRU after the HEAP payment has been processed. If the HEAP status is not reflected on Con Edison's VRU, contact HEAP Central at (212) 227-2696 to verify the HEAP status. (Calls are accepted from Utility Liaisons only.)
 - If another vendor has issued the disconnect notice, such as KeySpan, or a notice of nonpayment is received from an oil/fuel vendor:
 - Contacts HEAP Central at (212) 227-2696 to verify the HEAP status. (Calls accepted from Utility Liaisons only.)

Initiate a HEAP application

- Initiates a HEAP application if the individual has not applied for HEAP or HEAP benefits have not been exhausted. To initiate a HEAP application, call HEAP Central at (212) 227-2696. HEAP Central will make a preliminary determination
- Faxes to HEAP Central at (212) 227-2635 all required documentation available and the **M-858m**. The documentation will be carefully reviewed by HEAP Central

New fax number for HEAP Central

New information regarding extensions for pending shut-offs.

- HEAP Central will request an extension, as needed, from the utility vendor
- If the individual is not eligible, HEAP Central will notify the Utility Liaison of the outcome
- If the individual is eligible, HEAP Central will forward the Notice of Approval of Emergency Benefit to the applicant/participant and provide the Utility Liaison with verification of HEAP eligibility.

New information	<ul style="list-style-type: none"> • Completes the “Utility Liaison Recommendation” section of the M-858m and returns it to the <u>JOS/Worker or unit that submitted the request</u>.
<p><u>Special Grant Code 41 Issuances</u></p>	
Assistant to the Deputy Director (ADD) Responsibilities	<p>The ADD is responsible for ensuring that the issuance of code 41 to meet a utility/fuel emergency is appropriate. S/he must review each case to ensure that a HEAP evaluation was conducted by the Utility Liaison and that the household was deemed ineligible for HEAP benefits or non-recoupable utility grant before the issuance of a code 41 can be authorized. Under no circumstances should a code 41 be issued without a HEAP evaluation in the case record. If the case does not reflect that a HEAP evaluation was conducted, check the appropriate box on the M-858m and return the case to the Group/Unit for correction.</p>
New information	<p>For code 41s that have a HEAP evaluation, the ADD will:</p> <ul style="list-style-type: none"> • Check the NQBU05 screen to determine if the household has a heating indicator • For households with a heating indicator in WMS: <ul style="list-style-type: none"> ▪ Approve the code 41 issuance as appropriate ▪ Forward the completed M-858m and related documents to the Center Director for preapproval of the code 41 issuance screen.
Center Director Responsibilities	<p>Upon receipt of the M-858m and related documents for a heat-related code 41 issuance, the Center Director or his/her Designee will:</p>
New information	<ul style="list-style-type: none"> • Review the documents received • Access the NSGC99 screen in WMS • Ensure the preapproval screen is completed as appropriate • Return the documents to the ADD for final approval.
Control Unit Responsibility	<p>The Assistant to the Deputy Director must sign all issuance code 41s before the Control Unit Processing Clerk can process a check for emergency issuance or data entry.</p>
Report	<p>All special grant code 41s that are rejected by WMS because the preapproval screen is not completed prior to data entry will appear on the Special Grant Code Manual E-Checks Processed Without Approval (WINR0809) report. The Control Unit Processing Clerk forwards the WINR0809 and the check(s) to the Center Director. The Center Director must complete the preapproval screen, annotate the WINR0809 and send the report and the check(s) back to the Control Unit Processing Clerk so the check may be issued.</p>
New information	

PROGRAM IMPLICATIONS

Paperless Office System (POS) Implications

Request for emergency
assistance made
between recertification
interviews

For applicants/participants reporting a utility/heat-related emergency after the application interview or between recertification interviews, the JOS/Worker must complete the **Non-Food Emerg/Special Grant** interview from the **Action** tab on the **Activities Management** window. On the **Non-Food Emerg/Special Grant** window, click the “Fuel or Utility Shutoff” problem checkbox if service has been discontinued. Record the request on the **Shelter (Housing) Expenses** window and complete the **SI Grant Requests** window for the case.

Request for emergency
assistance made during
an interview

If the request is made during either the application or recertification interview, record the data in the relevant interview windows. Do not begin the **Non-Food Emerg/Special Grant** activity.

Model Center Implications

When an applicant/participant reports to Front Door Reception (FDR) in the Job Center, requesting payment for a utility/heat-related emergency, FDR will issue him/her a CSIC General ticket, where the request will be addressed by the Processing Unit and the CSIC Utility Liaison.

When a participant requests payment for a utility/heat-related emergency directly from the JOS/Worker, the JOS/Worker must process the request as described in this policy directive.

Food Stamp Implications

There are no Food Stamp implications.

Medicaid Implications

There are no Medicaid implications.

LIMITED ENGLISH SPEAKING ABILITY (LESA) AND HEARING- IMPAIRED IMPLICATIONS

For Limited English Speaking Ability (LESA) and hearing-impaired participants, make sure to obtain appropriate interpreter services in accordance with [PD #06-12-OPE](#) and [PD #06-13-OPE](#).

FAIR HEARING IMPLICATIONS

Avoidance/ Resolution	<p>Ensure that all applicants/participants that present a utility/heat-related notice of arrears are evaluated for Emergency HEAP. If it is disclosed that a household that received a recoupable utility grant was eligible for a non-recoupable Emergency HEAP grant, delete the recoupment and inform the individual of the Agency's action. In addition, ensure that all case actions are processed in accordance with current procedures and that electronic case files are kept up to date. Remember that applicants/participants must receive either adequate or timely and adequate notification of all actions taken on their case.</p> <p>It is the ultimate responsibility of the Center Director to ensure that the JOS/Workers and Utility Liaisons are educated on identifying potential Emergency HEAP-eligible households.</p>
Conferences	<p>An applicant/participant can request and receive a conference with a Fair Hearing and Conference (FH&C) AJOS/Supervisor I at any time. If an applicant/participant comes to the Job Center requesting a conference, the Receptionist must alert the FH&C Unit that the individual is waiting to be seen. In Model Offices, the Receptionist at Main Reception will issue an FH&C ticket to the applicant/participant to route him/her to the FH&C Unit and does not need to verbally alert the FH&C Unit staff.</p> <p>The FH&C AJOS/Supervisor I will listen to and evaluate any material presented by the applicant/participant, review the case file and discuss the issue(s) with the JOS/Worker responsible for the case and/or the JOS/Worker's Supervisor. The AJOS/Supervisor I will explain the reason for the Agency's action(s) to the applicant/participant.</p>
Evidence Packets	<p>Applicant/participants who apply for Emergency HEAP payments are entitled to request a Fair Hearing if they feel the need for one. Should the applicant/participant elect to continue his/her appeal by requesting or proceeding to a Fair Hearing, already requested, the FH&C AJOS/Supervisor I is responsible for ensuring that further appeal is properly controlled and that appropriate follow-up action is taken in all phases of the Fair Hearing process.</p> <p>Upon receipt of a Fair Hearing Request (OAH-1891) from the New York State Office of Temporary and Disability Assistance regarding the individual's request for an Emergency HEAP payment, the FH&C Supervisor I will place the OAH-1891 in a W-98A folder. No further action is required at the Job Center because HEAP Central prepares for and represents the Agency at all HEAP Fair Hearings. File the folder in the W-98A active file cabinet.</p>


REFERENCES

SSL 131-s
 18 NYCRR 352.5(e) and (f)
[02 ADM 2](#), pages 6–8
 Energy Manual, pages 53-54 and 60
 HEAP Manual 2006-2007, pages 172–173, 213, 225 and 238

RELATED ITEMS

[PD #02-31-SYS](#)
[PD #05-28-SYS](#)
 POS Release Notes Version 9.2

ATTACHMENTS

 Please use Print on Demand to obtain copies of forms.

M-858m	Utility Arrears/Emergency Heating (Rev. 4/18/07)
M-858y	Request for Utility Grant (Rev. 4/18/07)
W-147X	Repayment Agreement One-Time Utility Arrears Payment (EAF/E-SNA) (Rev. 4/18/07)
W-147X (S)	Repayment Agreement One-Time Utility Arrears Payment (EAF/E-SNA) (Spanish) (Rev. 4/18/07)
M-858jj	Daily HEAP Evaluation Control Log (Obsolete)
M-858kk	Cumulative HEAP Evaluation Control Log (Obsolete)



UTILITY ARREARS/EMERGENCY HEATING

Job Center No.: _____ Date: _____

APPLICANT/PARTICIPANT INFORMATION

Case Name: _____ Case Number: _____ Caseload: _____
Social Security Number: _____ Telephone Number: _____
Address: _____ Program Type (Check one):

 PA NPA FS SSI
City: _____ State: _____ Zip: _____

UTILITY ARREARS

Utility Company: _____ Account Number: _____
Name on Account: _____ Service is: On Off Date: _____
HEAP payment received? Yes No Utility guarantee/restriction in effect – code:* _____
Is the utility service required to provide heat or operate heating equipment? Yes No
Additional Information: _____

JOS/Worker's Signature Date

EMERGENCY HEATING

Type of Heating Equipment: Boiler/Furnace Other: _____
 Oil: Vendor's Name: _____ Account Number: _____
HEAP payment received? Yes, amount: \$ _____
 No Pending: HEAP Application Date: _____
Emergency HEAP payment received? Yes, amount: _____
 No Pending: HEAP Application Date: _____
Resource Amount Available: _____ **Other Household Income:[†]** _____
Does the applicant/participant own the home? Yes No
Is the applicant/participant the tenant of record? Yes No
Additional Information: _____

Worker's Signature Date

* Enter code from Element 044 of the TAD
[†] Verification required

HEAP REFERRAL OUTCOME

Date HC Sent to Job Center: _____ Time: _____
(HEAP comp. sys. populates in real time) (HEAP comp. sys. populates in real time)

Regular Approved: _____

Primary (Heating) Emergency Approved: _____

Heat-Related Emergency Approved: _____

Regular HEAP Case Pended: Reason: _____

Case Denied Reason: _____

SUPERVISORY REVIEW

Applicant/participant eligible for HEAP? Yes If yes, amount: _____ Code: _____

No If no, is a payment authorized by Center?

Yes No

Is verification of HEAP evaluation in the case record? Yes No

Additional Information: _____

Supervisor's Signature _____ E-Mail Address _____ Date _____

MANAGERIAL REVIEW

Evidence of emergency HEAP evaluation in case record* Case action correct

Issuance code is correct

REMINDER

*DO NOT provide authorization for payment of a heat-related emergency unless there is verification that the household was **first** evaluated and has been determined **ineligible** for emergency HEAP benefits.

APPROVED

Signature of Assistant to the Deputy Director _____ Date _____

NOT APPROVED (HEAP evaluation required) NOT APPROVED – Inappropriate issuance code

Signature of Assistant to the Deputy Director _____ Date _____



Case Name	Case Number
-----------	-------------

REQUEST FOR UTILITY GRANT

I am requesting a utility grant in the amount of \$_____ to prevent a shutoff or to restore utility services.

I understand that the money I receive to pay my utility bills will not have to be paid back from future public assistance payments if I meet all of the following criteria:

- I prove that I have paid an amount at least equal to my household's monthly Home Energy Allowance toward my monthly utility bills (see boxes below);
- I used my monthly fuel for heating allowance, if any, toward the payment of my fuel bills (see boxes below);
- I used my monthly shelter allowance toward the payment of my monthly shelter cost (see boxes below for shelter maximums); and
- There is no other evidence of mismanagement.

I understand that if I do not meet the above criteria and receive a utility grant, that it will be recouped from future public assistance benefits I receive.

I further understand that if I do not meet the criteria, the Department may restrict my grant by subtracting the Home Energy Allowance which will be paid directly toward future utility bills. I can avoid this restriction by demonstrating that I did not misuse my public assistance funds to the extent that it threatened the health and safety of my household. For example, I can show that:

- I experienced an emergency which required me to spend my available funds; or
- I had extraordinary expenses for necessary items not provided for in my grant; or
- I withheld payment because of a dispute about my utility bill.

Participant's Signature

Date

MONTHLY HOME ENERGY ALLOWANCES

P.A. Family Size	1	2	3	4	5	6	Each Additional Person
Amount	\$25.10	\$39.50	\$53.00	\$68.70	\$84.70	\$97.20	\$12.50

MONTHLY FUEL FOR HEATING

P.A. Family Size	1	2	3	4	5	6	7	8 or More
Other than Natural Gas	\$70.00	\$70.00	\$70.00	\$73.00	\$77.00	\$82.00	\$88.00	\$93.00
Natural Gas	\$56.00	\$56.00	\$56.00	\$58.00	\$61.00	\$65.00	\$69.00	\$74.00

MONTHLY MAXIMUM SHELTER ALLOWANCE

Maximum Monthly Shelter Allowance with Children* (effective 11/1/03)

P.A. Family Size	1	2	3	4	5	6	7 or More
Amount	\$277.00	\$283.00	\$400.00	\$450.00	\$501.00	\$524.00	\$546.00

*Includes pregnant women

Maximum Monthly Shelter Allowance without Children

P.A. Family Size	1	2	3	4	5	6	7	8 or More
Amount	\$215.00	\$250.00	\$286.00	\$312.00	\$337.00	\$349.00	\$403.00	\$421.00

NOTICE OF DETERMINATION REGARDING UTILITY GRANT

- We have determined that you are eligible to receive a nonrecoupable utility grant for the amount requested, indicated on page 1 of this form.
- We have determined that you are not eligible to receive a nonrecoupable utility grant because you failed to meet the criteria. We will therefore be required to recoup the utility grant issued to meet this request from future public assistance benefits.

We will send you a Notice of Intent to Recoup this utility grant, which will specify the amount to be recouped and the rate of recoupment. This notice will also explain how you can appeal this decision by requesting a Fair Hearing, at which you will be able to challenge (1) our decision that you failed to meet the criteria on page 1 of this form, requiring us to recoup the utility grant, (2) the intended amount of recoupment, and (3) the intended rate of recoupment.

- Because you have demonstrated that your failure to pay your utility and/or rent bills in amounts equal to or greater than the utility and shelter allowances in your grant was because you spent such amounts appropriately for some emergency or extraordinary need, we will not restrict the Home Energy Allowance portion of your grant in the future. You must continue to pay your utility bills from your grant.

- Your Home Energy Allowance will not be restricted at this time.

- Since your failure to pay your utility and/or rent bills in amounts equal to or greater than the utility and shelter allowances in your grant threatened the health and safety of your household, we intend to restrict the Home Energy Allowance portion of your grant and pay your utility bills directly to the utility company. We will deduct the amount of your Home Energy Allowance from your grant to pay these bills.

We will send you a Notice of Intent to Restrict, which will specify the amount to be restricted. This notice will also explain how you can appeal the restriction decision by requesting a Fair Hearing.

- HEAP has determined that your household's eligible for either a regular HEAP or an Emergency Heap Grant. Therefore your utility arrears will be paid by HEAP. You will receive a notice from HEAP indicating the amount of the payment.

Worker's Signature/Date

Supervisor's Signature/Date



Repayment Agreement One-Time Utility Arrears Payment (EAF/E-SNA)

A. Identifying Information

Applicant's Name: _____

Address: _____

Case Number: _____

Category: ESN EAF Utility arrears owed: \$ _____

SAMPLE

B. Household Size: (include all persons residing in applicant's house or apartment): _____

C. Household's semimonthly gross income (month of application): \$ _____

(All income from all sources for all persons residing in applicant's house or apartment.)

List all individuals with income:

(1) Name	(2) Relationship	(3) Social Security Number	(4) Type/Verification	(5) Semimonthly Gross
Total				\$

If anyone in the household is employed, please complete employer information below:

Name: _____

Address: _____ Telephone: _____

City

State

Zip Code

D. Semimonthly (s/m) public assistance needs for household size (include all persons residing in applicant's house or apartment):

Pre-added allowance \$ _____
Energy allowance \$ _____
Rent (maximum for family size
or actual rent, whichever is less) \$ _____
Total \$ _____

E. Is household's s/m gross income (Section C, Column [5]) greater than the total needs (D)?

- No. Issue utility arrears grant for \$ _____. (Repayment Agreement [W-147X] is *not* required.)
 Yes. Continue filling out worksheet. (Repayment Agreement [W-147X] is required.)

I understand that as a condition of eligibility for receiving \$ _____ utility arrears assistance to restore service or to prevent termination:

I agree to repay this amount in twelve (12) monthly installments of \$ _____ each.

Each payment must be received on or before the first of each month. The first payment is due on or before the first day of the month after the grant is received. **Your first payment is due on the first day of _____ 20____.**

The check or money order must be made payable to the Human Resources Administration and must include your address and case number. Please mail the payments to:

Human Resources Administration
Division of Accounts Receivable and Billing
180 Water Street, 9th Floor
New York, New York 10038

If I am receiving utility arrears assistance to restore service or to prevent termination of service, I understand that I will not be eligible for subsequent assistance unless I have fully repaid any prior utility arrears payments or am repaying such assistance in accordance with the terms of any repayment agreement(s). I also understand that if I fail to repay this assistance in accordance with this agreement, the Human Resources Administration will enforce this repayment agreement by any method available to a creditor. This includes, but is not limited to, referring the matter to a collection agency, obtaining a judgment from a court, obtaining a lien on real property or garnishing wages, in appropriate cases.

I understand that the Human Resources Administration also has the right to require that I sign a lien on my real property for receiving a rent, mortgage or tax arrears payment or for receiving a utility arrears payment authorized under the category of Emergency Safety Net Assistance or Emergency Assistance to Families. If a lien is taken, that portion which represents this arrears payment will be considered satisfied when the arrears payment has been repaid in full.

If I later become eligible for recurring public assistance, any unpaid balance of this arrears payment will be suspended until I am no longer receiving recurring public assistance. At that time, the unpaid balance will become due to the Human Resources Administration under the terms of this agreement.

I understand that by signing this form, I agree to all of the above conditions.

Applicant's Signature Date

Applicant's Signature Date

Worker's Signature Date

Supervisor's Signature Date

SAMPLE

For Office Use Only	
Routing instructions: Original and duplicate to: Investigation, Revenue and Enforcement Administration Division of Claims & Collections P.O. Box 5915 New York, NY 10087-5915	For Use by Miscellaneous Receipts Section Only Billing Information Refund Item Class Description: One-Time Utility MGMT Unit: 0707 Code: RES Billing: Yes Number of Payments: 12 Mail Receipt: Yes

Copies: (1) file (1) applicant



**Acuerdo de Reembolso
Pago Único de Atraso de Gas o Electricidad
(EAF/E-SNA)**

A. Identifying Information

Applicant's Name: _____

Address: _____

Case Number: _____

Category: ESN EAF Utility arrears owed: \$ _____

SAMPLE

B. Household Size: (include all persons residing in applicant's house or apartment): _____

C. Household's semimonthly gross income (month of application): \$ _____

(All income from all sources for all persons residing in applicant's house or apartment.)

List all individuals with income:

(1) Name	(2) Relationship	(3) Social Security Number	(4) Type/Verification	(5) Semimonthly Gross
			Total	\$

If anyone in the household is employed, please complete employer information below:

Name: _____

Address: _____ Telephone: _____

City

State

Zip Code

D. Semimonthly (s/m) public assistance needs for household size (include all persons residing in applicant's house or apartment):

Pre-added allowance \$ _____
Energy allowance \$ _____
Rent (maximum for family size
or actual rent, whichever is less) \$ _____
Total \$ _____

E. Is household's s/m gross income (Section C, Column [5]) greater than the total needs (D)?

- No. Issue utility arrears grant for \$ _____. (Repayment Agreement [W-147X] is *not* required.)
 Yes. Continue filling out worksheet. (Repayment Agreement [W-147X] is required.)

Yo entiendo que como condición de elegibilidad para recibir \$ _____ de asistencia de pago atrasado de electricidad o gas para restaurar servicio o para prevenir terminación del mismo:

Acepto pagar esta cantidad en doce (12) pagos mensuales de \$ _____

Cada pago debe ser recibido a más tardar el primer día del mes. El primer pago tiene que ser recibido a más tardar el primer día del mes después de que reciba la concesión. **Su primer pago tiene que ser recibido el primer día de: _____ del 20_____.**

El cheque o giro postal tiene que ser a nombre de Human Resources Administration y tiene que incluir su dirección y número de caso. Favor de enviar sus pagos a:

Human Resources Administration
Division of Accounts Receivable and Billing
180 Water Street, 9th Floor
New York, New York 10038

Si estoy recibiendo asistencia de pagos atrasados de electricidad o gas para restaurar servicio o para prevenir terminación del mismo, entiendo que no seré elegible para asistencia adicional a menos que haya reembolsado totalmente cualquier pago atrasado de electricidad o gas o que esté pagando tal asistencia conforme a este acuerdo. También entiendo que si fallo en reembolsar esta asistencia conforme al acuerdo de reembolso la Administración de Recursos Humanos hará valer este acuerdo de cualquier forma disponible a un acreedor. Esto incluye, pero no se limita a, envío a una agencia de cobros, obtención de sentencia de un tribunal, obtención de embargo preventivo de propiedades inmuebles o retención de sueldo, si corresponde.

Entiendo que la Administración de Recursos Humanos también tiene el derecho de requerir que yo firme un embargo preventivo de mi propiedad inmueble si recibo pago de alquiler, hipoteca o impuestos atrasados o por recibir pagos atrasados de electricidad o gas autorizados bajo la categoría Red de Seguridad para Emergencias (Emergency Safety Net Assistance) o Asistencia Familiar de Emergencia (Emergency Assistance to Families). Si se ejecuta un embargo preventivo, esa porción la cual representa este pago atrasado se considerará satisfecho cuando los pagos se hayan recibido.

Si luego soy elegible para asistencia pública recurrente, cualquier saldo no pagado de esta deuda será suspendido hasta que no este recibiendo asistencia pública recurrente. Entonces, deberé el saldo no pagado a la Administración de Recursos Humanos conforme a las condiciones de este acuerdo.

Entiendo que al firmar este formulario accedo a todas las condiciones antemencionadas.

Firma del Solicitante

Fecha

Firma del Solicitante

Fecha

Firma del Trabajador

Fecha

Firma del Trabajador

Fecha

SAMPLE

For Office Use Only	
Routing instructions: Original and duplicate to: Investigation, Revenue and Enforcement Administration Division of Claims & Collections P.O. Box 5915 New York, NY 10087-5915	For Use by Miscellaneous Receipts Section Only Billing Information Refund Item Class Description: One-Time Utility MGMT Unit: 0707 Code: RES Billing: Yes Number of Payments: 12 Mail Receipt: Yes

Copies: (1) file (1) applicant

DAILY HEAP EVALUATION CONTROL LOG

SUPERVISOR/UTILITY LIAISON NAME: _____ UNIT: _____

TO BE COMPLETED BY UTILITY LIAISON/GROUP/UNIT SUPERVISOR			TO BE COMPLETED BY GROUP/UNIT SUPERVISOR					
CASE NAME	CASE #	CSLD	HEAP EVALUATION		"E" CHECK ISSUANCE CODE			
			ELIG.	INELIG.	41	50	10	OTHER
1								
2								
3								
4								
5								
6								
7								
8								
9								
10								
11								
12								
13								
14								
15								
16								
17								
		TOTALS						

OBSOLETE

Forward to the Deputy Director on a daily basis

