



OFFICE OF POLICY, PROCEDURES, AND TRAINING

POLICY BULLETIN #24-33-ELI (R1)

2023-2024 HOME ENERGY ASSISTANCE PROGRAM (HEAP) REVISED COOLING ASSISTANCE AND EMERGENCY COMPONENT CLOSING DATE

Date: July 19, 2024	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), and Home Energy Assistance Program (HEAP) staff that the HEAP Cooling Assistance Component (CAC) and the Emergency benefit components are scheduled to operate through the close of business (COB) July 22 2024. This policy bulletin is informational for all other staff.</p> <p>Staff must accept applications for HEAP CAC, first Emergency, and second Emergency benefits through COB on July 19, 2024. Mail-in applications postmarked on or before the closing date meet the deadline and must be processed.</p> <p>All applications for HEAP CAC benefits received after the COB on July 22, 2024, must be denied in the HEAP system using code 22 (Your household’s HEAP application was received after the program closing date for this HEAP year).</p> <p>All HEAP CAC applications must be processed in accordance with instructions found in GIS 24DC014, 23-LCM-18, and the New York State HEAP Manual. Cooling vendors must submit final bills to NYC HRA/DSS HEAP within 30 business days of services rendered, but no later than September 30, 2024</p>

HAVE QUESTIONS ABOUT THIS PROCEDURE?
Submit an FIA Call Center Request via [ServiceNow \(SNOW\)](#)

Additional Cooling Guidance:

Households who request CAC after the closing date of July 22, 2024, 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](#) – The NYS Department of Health website 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.

Cash Assistance (CA) Implications:

Staff must continue to explore the availability of, and individual eligibility for, first Emergency and/or second Emergency HEAP benefits before issuing 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) payments to meet a utility or non-utility energy emergency.

Effective July 19, 2024

References:

[23-LCM-18](#)
[GIS 24DC014](#)
[GIS 24DC042](#)
[New York State HEAP Manual](#)

Related Item:

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