



# FAMILY INDEPENDENCE ADMINISTRATION

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## POLICY BULLETIN #11-35-OPE

### HEAP SECOND EMERGENCY BENEFIT FOR THE 2010–2011 SEASON

<b>Date:</b> April 15, 2011	<b>Subtopic(s):</b> HEAP
<p> This procedure can now be accessed on the FIAweb.</p> <p>Refer to <a href="#">PD #10-41-ELI</a> for more information.</p>	<p>The purpose of this policy bulletin is to inform all Job Center and Non Cash Assistance (NCA) Food Stamp (FS) Center staff that on March 28, 2011, a second Home Energy Assistance Program (HEAP) emergency benefit was made available to eligible households.</p> <p>To be eligible for the second emergency HEAP benefit, households must be in a documented heat or heat-related emergency situation and meet all HEAP criteria. Households must have received and exhausted their regular HEAP and first emergency HEAP benefits, and have a subsequent heating or heat-related shutoff notice, a quarter-tank or less of heating fuel, or no heating fuel.</p> <p>Job Center staff must continue to follow the standard HEAP/Utility Liaison process for households who present heat/heat-related emergencies.</p> <p>CA applicants/participants may obtain information on applying for Emergency HEAP by calling HEAP at <b>(800) 692-0557</b> or by visiting one of the HEAP field offices.</p> <p>NCA 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 <b>(800) 692-0557</b> or the HRA Infoline at <b>(877) 472-8411</b> for assistance.</p> <p><i>Effective Immediately</i></p> <p><b>Related Item:</b></p> <p><a href="#">PD #10-41-ELI</a></p>

HAVE QUESTIONS ABOUT THIS PROCEDURE?  
Call 718-557-1313 then press 3 at the prompt followed by 1 or  
send an e-mail to *FIA Call Center Fax* or fax to: (917) 639-0298