



**FAMILY INDEPENDENCE ADMINISTRATION**

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**POLICY BULLETIN #08-20-OPE**

**2007—2008 SECOND HEAP EMERGENCY BENEFIT**

<p><b>Date:</b> February 21, 2008</p>	<p><b>Subtopic(s):</b> HEAP</p>
<p> This procedure can now be accessed on the FIAweb.</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 a second Home Energy Assistance Program (HEAP) emergency benefit is being made available to eligible households for the 2007—2008 heating season.</p> <p>New York State received \$82.3 million to supplement the Federal HEAP program for the 2007—2008 heating season. These funds will be used to allow the regular and emergency HEAP benefit program to operate until May 15, 2008, and allow for the issuance of second emergency benefits beginning February 11, 2008.</p> <p>To be eligible for the second emergency benefit, households must be in a documented heat or heat-related emergency situation, must have exhausted their regular and emergency benefits, and meet all HEAP criteria. Eligible households may receive a second emergency benefit for both heat and heat-related emergencies if the household has a heat-related shutoff notice and/or is out of heating fuel.</p> <p>Job Center Workers and NCA FS Center staff are advised to follow the normal HEAP/Utility Liaison process for individuals who present heat/heat-related emergencies.</p> <p>Applicants/participants with questions about the second HEAP emergency benefit should be advised to call (800) 692-0557 or the HRA InfoLine at (877) 472-8411 for assistance.</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*

Job Center Utility Liaisons with questions regarding the second emergency HEAP grant may call HEAP at (212) 227-2696. Under no circumstance should this number be given to applicants/participants.

*Effective Immediately*

**Related Item:**

[PD #07-44-ELI](#)

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