

OFFICE OF POLICY, PROCEDURES, AND TRAINING

POLICY BULLETIN #22-25-ELI

(This Policy Bulletin Replaces PB#22-19-ELI)

2021-2022 HOME ENERGY ASSISTANCE PROGRAM (HEAP) BENEFIT COMPONENT DATES AND THIRD EMERGENCY BENEFIT

Date: May 10, 2022	Subtopic: HEAP
	<p>The purpose of this policy bulletin is to inform Job Center and Home Energy Assistance Program (HEAP) staff that the HEAP Regular benefit component will close effective April 29, 2022. The Emergency HEAP benefit component will continue to operate through August 31, 2022, or until funds allocated for this component are exhausted, whichever comes first. A third HEAP Emergency benefit will be available beginning May 2, 2022 to eligible households experiencing a crisis or a life-threatening heat-related energy emergency.</p> <p>Regular Benefit Component Closing</p> <p>The Regular HEAP benefit component is scheduled to operate through the close of business (COB) on April 29, 2022. Staff and alternate certifiers must accept applications for the Regular HEAP benefit through the COB on April 29, 2022. Mail-in applications that are postmarked on or before April 29, 2022 meet the deadline and must be processed.</p> <p>All HEAP applications must be processed in accordance with instructions found in the New York State HEAP Manual (revised 7/1/2021) and 21-LCM-18. All Regular HEAP benefit applications received after COB on April 29, 2022 must be denied. Staff will annotate the denial reason in the HEAP Central system, and the Information Technology and Systems (ITS) unit will generate and mail the HEAP Program Notice of Denial (FIA-1230b) to the applicant/participant with the correct reason code.</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

Emergency Benefit Component Extension

The Emergency benefit component will operate through COB on August 31, 2022, or until the funds allocated to this component are exhausted, whichever occurs first. Staff will be notified if there are further changes to the component closing date.

Households applying for Emergency benefits after April 29, 2022 are required to complete a HEAP Application ([LDSS-3421](#)) in addition to the Emergency Benefit Budget Worksheet (EBBW) ([LDSS-3594B](#)) and must meet all eligibility criteria for the Regular benefit component, but must not be issued a Regular HEAP benefit.

Staff and alternate certifiers must continue to accept applications for the Emergency component benefit through COB on August 31, 2022. Mail-in applications postmarked on or before August 31, 2022 meet the deadline and must be processed. Applications for the Emergency HEAP benefit received after COB on August 31, 2022 must be denied. Staff will annotate the denial reason in the HEAP Central system, and ITS will generate and mail the HEAP Program Notice of Denial (**FIA-1230b**) to the applicant/participant with the correct reason code.

Third Emergency Benefit

A third Emergency benefit will be available to applicants from May 2, 2022 through August 31, 2022, or until funds allocated to this component are exhausted, whichever occurs first. The eligibility criteria for the third Emergency benefit will be the same as the first and second Emergency benefit. Applicants must have exhausted, or have unavailable to them, the first or second Emergency benefit to be eligible for the third Emergency benefit. First, second, and third Emergency benefits must not be issued concurrently.

Applicants must apply by telephone or in person and may be eligible for income deeming based on their most recently filed HEAP Application ([LDSS-3421](#)). Staff must continue to use the Emergency Benefit Budget Worksheet (EBBW) ([LDSS-3594B](#)) and it must be marked "Third Emergency Benefit" on the top. Households must meet resource eligibility requirements.

The third Emergency Benefit amounts are the same as the first and second Emergency benefit amounts and are as follows:

Emergency Benefit Type	Benefit Amount
Heat-Related Domestic Electric	\$185
Natural Gas - Heat Only	\$465
Natural Gas - Heat Combined with Heat-Related Domestic	\$650
Electric Heat	\$650
Oil, Kerosene, Propane	\$965
Wood, Pellets, Coal, Corn, Other	\$700

The payment type for third Emergency benefits is J1 (HEAP Emergency Benefit – Additional Benefit) for both heat and heat-related emergency payments.

A Special Claiming Code must be entered for all HEAP payments and is notated in the HEAP Central system. Special Claiming Code H is required for all HEAP prevention payments. Special Claiming Code G is required for HEAP restoration payments.

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

Effective Immediately

References

[GIS 22 TA/DC039](#)
[GIS 22 TA/DC016](#)
[GIS 21 TA/DC086](#)
[New York State HEAP Manual 21-LCM-18](#)

Related Items

[PD#21-01-ELI](#)
[PB#21-57-OPE](#)

Attachment

FIA-1230b HEAP Program Notice of Denial (Rev. 7/13/21)



The City of New York
Human Resources Administration
Home Energy Assistance Program
Post Office Box 1401 – Church Street Station
New York, New York 10008

FIA-1230b (E) (LDSS-3494B) 07/13/2021 (page 1 of 5) LLF

Date: _____

Case Number: _____

Case Type: _____

HEAP PROGRAM NOTICE OF DENIAL

Your application for The Home Energy Assistance Program (HEAP) benefit is denied by NYC Human Resources Administration because:

SAMPLE

This decision is based on New York Social Services Law § 97, 18 N.Y.C.R.R. Part 393, and the current New York State HEAP State Plan. The State Plan is available online at the New York State Office of Temporary and Disability Assistance website
<http://otda.ny.gov/programs/heap/stateplan.asp>.

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INCOME ELIGIBILITY GUIDELINES

Household Size	Tier I	Tier II
1	\$0 – \$1,395	\$1, 396 – \$2,729
2	\$0 – \$1,887	\$1,888 – \$3,569
3	\$0 – \$2,379	\$2,380 – \$4,409
4	\$0 – \$2,871	\$2,872 – \$5,249
5	\$0 – \$3,363	\$3,364 – \$6,088
6	\$0 – \$3,855	\$3,856 – \$6,928
7	\$0 – \$4,346	\$4,347 – \$7,086
8	\$0 – \$4,838	\$4,839 – \$7,243
9	\$0 – \$5,330	\$5,331 – \$7,401
10	\$0 – \$5,822	\$5,823 – \$7,558
11	\$0 – \$6,314	\$6,315 – \$7,715
12	\$0 – \$6,806	\$6,807 – \$7,873
13	\$0 – \$7,297	\$7,298 – \$8,420
13+	+\$492 **	+\$568 **

**YOU HAVE THE RIGHT TO APPEAL THIS DECISION.
BE SURE TO READ THE CONFERENCE AND FAIR HEARING INFORMATION
SECTION OF THIS NOTICE FOR HOW TO APPEAL THIS DECISION.**

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CONFERENCE AND FAIR HEARING INFORMATION

AGENCY CONFERENCE

If you think our decision is wrong, or if you do not understand our decision, please call us to set up a conference (a conference is an informal meeting or phone call with us). To do this, call **(212) 331-3126** or write to us at the address on page 1 of this notice. Sometimes this is the fastest way to solve a problem you may have. We encourage you to do this even if you have asked for a Fair Hearing. If you participate in a conference, you are still entitled to a Fair Hearing.

STATE FAIR HEARING

How to ask for a Fair Hearing: If you believe the decision(s) we are making is/are wrong, you may request a State Fair hearing by telephone, writing, fax, in person or online.

(1) TELEPHONE: Call **(800) 342-3334**. (Please have this notice in hand when you call.)

(2) ONLINE: Complete an online request form at:
<http://otda.ny.gov/oah/>

(3) WRITE: Send a copy of the entire notice, with the "Fair Hearing Request" section completed, to:
**Office of Administrative Hearings
New York State Office of Temporary and Disability Assistance
P.O. Box 1930
Albany, NY 12201**
(Please keep a copy for yourself.)

(4) FAX: Fax a copy of the entire notice, with the "Fair Hearing Request" section completed, to: **(518) 473-6735**.

(5) IN PERSON: Bring a copy of this entire notice, with the "Fair Hearing Request" section completed, to the Office of Administrative Hearings, New York State Office of Temporary and Disability Assistance at **14 Boerum Place, Brooklyn NY 11201**.

What to expect at a Fair Hearing: The state will send you a notice that tells you when and where the fair hearing will be held. At the hearing, you will have a chance to explain why you think our decision is wrong. To help explain your case, you can bring a lawyer and/or witness such as a relative or a friend to the hearing, and/or give the Hearing Officer any written documentation related to your case such as: a lease, bills, pay stubs, etc. If you cannot come yourself, you can send someone to represent you. If you are sending someone who is not a lawyer to the hearing instead of you, you must give that person a letter to show the Hearing Officer that you want that person to represent you. At the hearing, you, your lawyer or your representative can also ask questions of witnesses whom we bring, or you bring, to explain the case.

Legal Assistance: If you need free legal advice, you may be able to obtain such assistance by contacting your local Legal Aid Society or other legal advocate group. You may locate the nearest Legal Aid Society or advocate group by checking the Yellow Pages under "Lawyers".

ACCESS TO YOUR FILE AND COPIES OF DOCUMENTS: To help you get ready for the hearing, you have a right to look at your case files. If you call, write or fax us, we will send you free copies of the documents from your files, which we will give to the Hearing Officer at the Fair Hearing. Also, if you call, write or fax us, we will send you free copies of specific documents from your files which you think you may need to prepare for your Fair Hearing.

To ask for documents or to find out how to look at your file: call (212)331-3126, (718)557-1399, fax (212)620-5063 or write to **HRA/Home Energy Assistance Program, P.O. Box 1401, Church Street Station, New York, NY 10008**. If you want copies of documents from your case file, you should ask for them ahead of time. They will be provided to you within a reasonable time before the date of the hearing. Documents will be mailed to you only if you specifically ask that they be mailed.

In any request for documents, please provide the Case Name, Case Number and Date listed on Page # 1 of this notice.

AVAILABILITY OF POLICY MATERIALS: The New York State Office of Temporary and Disability Assistance (OTDA) and HRA policy issuances and manuals are available to you or your representative to determine whether a fair hearing should be requested or to prepare for a fair hearing. The Office of Temporary and Disability Assistance (OTDA) policy issuances and manuals are posted on the OTDA website at otda.ny.gov/legal. These issuances and manuals are available to you or your representative to determine whether a fair hearing should be requested or to prepare for a fair hearing. To request policy issuances and manuals, call (718) 722-5012, or fax (718) 722-5018, or email CRO@hra.nyc.gov, or write to **HRA Division of Fair Hearing, 14 Boerum Place, Brooklyn, New York 11201**.

FAIR HEARING REQUEST

Deadline: You have 60 days from the date of this notice to request a Fair Hearing.

If you cannot reach the New York State Office of Temporary and Disability Assistance by phone, by fax, in person or online, please write to ask for a Fair Hearing before the deadline.

☐ I want a Fair Hearing. The Agency decision is wrong because:

Print Name: _____

First Name

M.I.

Last Name

Case Number: _____

Center: _____

Address: _____

Telephone: _____

Street

Apartment

City

State

Zip Code

Signature: _____

Date: _____