



OFFICE OF POLICY, PROCEDURES, AND TRAINING

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POLICY BULLETIN #20-24-ELI

HOME ENERGY ASSISTANCE PROGRAM (HEAP) REGULAR EXTENSION AND THIRD EMERGENCY BENEFIT

Date: May 1, 2020	Subtopic(s): HEAP
<p>For eligibility and application processing requirements for the third Emergency HEAP benefit, refer to the HEAP Manual and 19-LCM-10</p>	<p>The purpose of this policy bulletin is to inform Job Center and Home Energy Assistance Program (HEAP) staff of two changes to HEAP for the 2019-2020 season. This policy bulletin is informational for all other staff.</p>
	<p>The dates for Regular and Emergency HEAP benefit will be extended from April 24, 2020 through June 30, 2020 or until the funds allocated have been exhausted, whichever occurs first. Additionally, effective April 24, 2020, a third Emergency benefit will be available to eligible households experiencing a crisis or life-threatening heat or heat-related energy emergency.</p>
	<p>The eligibility criteria and application processing requirements for the third Emergency HEAP benefit will be the same as the first Emergency HEAP benefit as outlined in the HEAP Manual and 19-LCM-10.</p>
	<p>Applicants must also have exhausted, or was not available to them, all other Regular and Emergency HEAP benefits, and be experiencing a documented crisis or life-threatening heat or heat-related energy emergency. Regular and Emergency HEAP benefits must not be combined and must be issued separately.</p>
	<p>Although utility companies have temporarily suspended collection activities, including physical service disconnections, staff must continue to process Emergency HEAP applications for verified utility emergencies.</p> <p>The Regular and Emergency HEAP benefit are scheduled to operate through the close of business June 30, 2020 or until the funds allocated have been exhausted, whichever occurs first. Staff and alternate certifiers must accept applications for the Regular and</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

Distribution: X

Emergency HEAP through close of business June 30, 2020, unless staff are notified otherwise. Mail-in applications postmarked, or electronic applications received on or before June 30, 2020, meet the deadline and must be processed. The functionality to submit online HEAP applications for Regular HEAP benefits through myBenefits will be disabled at 5:00 pm on June 30, 2020, unless staff are notified otherwise.

All applications for Regular or Emergency HEAP benefit applications received after the deadline June 30, 2020 must be denied using CNS denial code **F08** (HEAP Application Received after HEAP Program Year Closing Date) or, if needed, by using the HEAP Manual Denial Notice (**LDSS-3494B**).

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

Heating Type	Third Emergency Benefit Amounts
Heat-Related Domestic	\$140
Natural Gas – Heat Only	\$350
Natural Gas – Heat Combined with Heat-Related Domestic	\$490
Electric Heat	\$490
Oil, Kerosene, Propane	\$675
Wood, Pellets, Coal, Corn, Other	\$525

Effective Immediately

Related Items:

[GIS 20 TA/DC034](#)

[19-LCM-10](#)

[HEAP Manual \(revised 10/01/2015\)](#)

[PD #17-27-ELI](#)