



# OFFICE OF POLICY, PROCEDURES, AND TRAINING

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Office of Procedures

## POLICY BULLETIN #21-26-ELI

### HOME ENERGY ASSISTANCE PROGRAM (HEAP) 2020-2021 COOLING ASSISTANCE COMPONENT OPENING DATE

Date: April 22, 2021	Subtopic(s): HEAP
<p>See <a href="#">HEAP Manual</a> for HEAP eligibility criteria</p>	<p><b>Purpose</b></p> <p>The purpose of this policy bulletin is to inform Job Center, Non-Cash assistance (NCA) SNAP center, and Home Energy Assistance Program (HEAP) staff that the 2020-2021 Cooling Assistance Component (CAC) of the HEAP will open on <b>Monday, May 3, 2021</b>.</p> <p>Applications for the 2020-2021 CAC must be accepted starting on Monday, May 3, 2021. Benefits will be provided on a first come, first served basis to eligible applicants through Tuesday, August 31, 2021, or until funds are available, whichever comes first.</p> <p>Staff will be notified if there are any further changes to the benefits closing dates.</p> <p>Applications for the 2020-2021 CAC must be processed in accordance with instructions found in <a href="#">20-LCM-11</a> and as outlined in the New York State (NYS) <a href="#">NYS Home Energy Assistance Program Cooling Assistance Component</a> reference tool.</p> <p>If applicant/participant is eligible, HEAP will provide one Cooling Assistance benefit per household for the purchase and installation of one air conditioner or a fan to help their home stay cool. In circumstances where an air conditioner cannot be safely installed, a fan will be provided. Only one air conditioner or fan, not to exceed \$800 with installation, will be provided per applicant household.</p> <p>As a reminder, to be eligible for a CAC benefit, the HEAP eligible households must contain at least one individual with a documented medical condition that is exacerbated by extreme heat.</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

Requirements for medical documentation for CAC may be waived for applicants who are unable to obtain such documentation due to COVID-19.

Additionally, the applicant household must not have a working air conditioner newer than five years old or must not have received a HEAP-funded air conditioner within the past five years, as outlined on page 2 of the attached [NYS Home Energy Assistance Program Cooling Assistance Component](#) reference tool.

If Applicants/Participants have questions about their HEAP Cooling Assistance application they must be advised to call HEAP at 800-692-0557, Infoline at 718-557-1399, or 311 for assistance.

Staff will be notified if there are any additional program changes

*Effective May 3, 2021*

**References:**

[GIS 21 TA/DC018](#)

[GIS 21 TA/DC012](#)

[20-LCM-11](#)

[HEAP Manual](#)

[NYS Home Energy Assistance Program Cooling Assistance Component](#)

**Related Items:**

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

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