



**OFFICE OF POLICY, PROCEDURES, AND TRAINING**

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**POLICY BULLETIN #21-27-ELI**  
*(This Policy Bulletin replaces PB #21-18-ELI)*

**2020-2021 HOME ENERGY ASSISTANCE PROGRAM (HEAP) REVISED COMPONENT CLOSING DATES, THIRD EMERGENCY BENEFIT, AND CONCURRENT ISSUANCE OF REGULAR AND EMERGENCY HEAP BENEFITS**

Date: April 26, 2021	Subtopic(s): HEAP
Revised	<p><b>Revisions to the Original Policy Bulletin</b></p> <p>This policy bulletin is being revised to inform staff that:</p> <ul style="list-style-type: none"> <li>The dates of operation for the Regular and Emergency HEAP benefit will be extended from April 30, 2021 through August 31, 2021 or until the funds allocated have been exhausted, whichever occurs first.</li> </ul> <p><b>Purpose</b></p> <p>The purpose of this policy bulletin is to inform Job Center and HEAP staff that effective April 30, 2021, a third Emergency Home Energy Assistance Program (HEAP) will be available to eligible households experiencing a crisis or a life-threatening heat-related energy emergency.</p> <p>The Regular and Emergency HEAP benefit components will be extended from April 30, 2021 to August 31, 2021 or until the funds allocated to these components are exhausted, whichever occurs first.</p> <p>Effective immediately, new applicants for Regular HEAP benefits who are experiencing a crisis or life-threatening emergency must also be evaluated for an Emergency HEAP benefit. If eligible, the household may receive an Emergency heat and/or heat-related HEAP benefit concurrently with their Regular HEAP benefit.</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

### **Benefit Component Extension**

- Revised The Regular and Emergency HEAP benefit are scheduled to operate through the close of business (COB) on August 31, 2021 or until the funds allocated have been exhausted, whichever occurs first.
- Staff will be notified if there are any further changes to the benefits closing dates.
- The eligibility criteria and application processing requirements for the third Emergency HEAP benefit are the same as the first and second Emergency HEAP benefit as outlined in the [HEAP Manual](#) and [20- LCM-11](#).
- Revised Staff and alternate certifiers must accept applications for the Regular and Emergency HEAP benefit through the COB on August 31, 2021, unless staff are notified otherwise.
- Revised Mail-in applications that are postmarked, or online applications that are received, on or before August 31, 2021 meet the deadline and must be processed. The functionality to submit online HEAP applications for the Regular HEAP benefit through myBenefits will be disabled at 5:00 pm on August 31, 2021, unless staff are notified otherwise.
- Revised All applications for Regular or Emergency HEAP benefit applications received after COB August 31, 2021 must be denied using Client Notices System (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](#)).

### **Concurrent Issuance of Regular and Emergency Benefits**

Effective immediately, concurrent issuance of Regular and Emergency benefits is permitted for new applicants experiencing a crisis or life-threatening emergency with their primary heating source and/or heat-related utility for the remainder of the 2020-2021 Regular benefit.

All new applicants for Regular benefits must be screened for emergency situations during the applicant interview. Returning applicants who do not require an interview must be contacted by telephone and screened for a heat or heat-related emergency. Utility web tools should be utilized to the extent possible to screen for and verify utility heat and heat-related emergencies. Staff must denote the applicant's emergency situation on page 7 of the HEAP

Application ([LDSS-3421](#)).

If the applicant cannot be reached by telephone, an appointment letter for an interview may be utilized per instructions found in Chapter 2 of the [HEAP Manual](#). New applicants who do not attend their interview as required must be denied using denial code **E10** (Failure to Keep/Complete Interview). HEAP Applications for returning applicants may be processed as normal for a Regular benefit if the applicant does not respond to an appointment letter for emergency screening.

If the applicant is experiencing a documented crisis or life-threatening emergency for their primary heating source or heat-related utility, staff must complete the Emergency Benefit Budget Worksheet (EBBW, [LDSS-3594B](#)) with the applicant and assess the household for a first Emergency HEAP benefit. Emergencies must be resolved and applications must be processed in accordance with instructions found in the New York State [HEAP Manual](#) and [20-LCM-11](#). If the applicant meets the criteria for both a Regular and an Emergency benefit, a Regular HEAP benefit may be issued concurrently with a heat and/or heat-related first Emergency benefit.

A combination Benefit Type 'B – Both Regular and Emergency' HEAP budget may be stored in Automated Budgeting and Eligibility Logic (ABEL) if Regular and Emergency benefits are issued in the same transaction. Entry of the Fuel Type and acceptable Emergency Benefit Type is required. The payment amount associated with the pay types must match the HEAP Regular and Emergency benefit amounts on the HEAP budget. The payment lines' "From Date" should be the application date. Client Notice System (CNS) support is available for these combination approval notices. Additional information on HEAP Budgeting for the 2020-2021 program year is found in [ABEL Transmittal 20-3, Section 8](#).

If Regular and Emergency heater benefits are issued concurrently, the Emergency benefit must be guaranteed to the vendor using a HEAP Guarantee of Payment Letter ([LDSS-5000](#)) or utility web tool. Deliverable vendors must make a full value commodity delivery for each benefit authorized. Vendors receiving concurrent Regular and Emergency heater benefits must make one Emergency benefit delivery upon receipt of the Guarantee of Payment Letter ([LDSS-5000](#)), and the customer's account must be credited with the remaining balance upon receipt of payment. Vendors must make at least one subsequent Regular benefit delivery upon the clients request or during the vendor's normal delivery schedule.

Utility vendors receiving concurrent Regular and Emergency heater benefits must provide 30 days of prospective service for each benefit authorized. Utility providers receiving heat-related Emergency benefits must provide 30 days of prospective service.

The HEAP Bureau will send guidance under a separate cover to participating HEAP vendors regarding concurrent Regular and Emergency HEAP benefit issuance.

### Third Emergency Benefit

Revised

A third Emergency benefit will be available to applicants from April 30, 2021 through August 31, 2021 when the Emergency component closes. 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, both the Regular benefit and the second Emergency benefit to be eligible for the third Emergency benefit. 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 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 second Emergency benefit amounts and are as follows:

Heating Type	Third Emergency Benefit Amount
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

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 on Screen 6 of the Welfare Management System (WMS). Special Claiming Code H is required for all HEAP prevention payments. Special Claiming Code G is required for HEAP restoration payments.

CNS support is available for both approval and denial transactions. All HEAP Emergency benefits must be issued directly to a participating vendor. Detailed procedures regarding HEAP payment processing are outlined in the “2020-2021 Annual HEAP Systems Letter”, released August 14, 2020.

Staff must continue to explore the availability of, and individual eligibility for, Regular, first Emergency, second Emergency and/or third Emergency HEAP benefits 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.

Staff will be notified if there are any additional program changes.

*Effective Immediately*

**References:**

[GIS 20 TA/DC022](#)  
[GIS 20 TA/DC034](#)  
[GIS 21 TA/DC012](#)  
[20-LCM-11](#)  
[HEAP Manual](#)

**Related Items:**

[PD #17-27-ELI](#)  
[PD #21-01-ELI](#)  
[PD #21-18-ELI](#)