



FAMILY INDEPENDENCE ADMINISTRATION

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POLICY DIRECTIVE #04-09-ELI

2003–2004 EMERGENCY HEAP PROGRAM

Date: April 2, 2004	Subtopic(s): HEAP
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AUDIENCE

The instructions in this policy directive are for staff in Job Centers and Non-PA Food Stamp Centers and are informational for all other staff.

POLICY

Low-income families must pay separately for heat to qualify.

The Emergency Home Energy Assistance Program (“E” HEAP) provides an Emergency HEAP grant to low-income families or individuals who pay separately for heat and/or heat-related utility service.

PROGRAM DESCRIPTION

Emergency HEAP criteria

The 2003–2004 “E” HEAP season began on November 3, 2003. Emergency assistance is available through this program when the following criteria apply:

- The household must meet HEAP income eligibility and resource criteria.
- The applicant must be a U.S. citizen or a qualified alien. However, the emergency assistance may be provided to a tenant of record who is ineligible for HEAP because the tenant is not a citizen or qualified alien on behalf of members of the household who are citizens or qualified aliens.
- The applicant is the tenant and customer of record or the spouse/surviving spouse who is living in the household of such tenant or customer.

HAVE QUESTIONS ABOUT THIS PROCEDURE?
Call 718-557-1313 then press 2 at the prompt followed by 765 or
send an e-mail to FIA Call Center

- The household is in one of the following emergency situations:
 - Heat-related utility service has been disconnected or scheduled for disconnection; or
 - There is no heating fuel, there is a scheduled turnoff of fuel, or the family has less than a seven-day supply of fuel; or
 - There is a scheduled turnoff of electricity used to operate the heating equipment; or
 - Heating equipment owned by the applicant is inoperable or unsafe and in need of repair or replacement; or
 - The household is in a verified emergency home heating situation that is detrimental to the health and/or safety of the household members, and the household cannot make alternate arrangements.
- The household does not have any nonexempt liquid resources available to meet the emergency need. All available nonexempt liquid resources must be used to help meet the emergency. However, emergency HEAP cannot be denied if available resources are not sufficient to completely resolve the emergency situation.
 - The household's regular HEAP benefit is insufficient or unavailable to help meet the emergency situation.

Although it is the responsibility of the Job Center to initiate HEAP applications for individuals who present utility/heat-related emergencies, individuals may also obtain information on applying for Emergency HEAP by calling HEAP, at (212) 227-2696, or visiting one of the HEAP field offices. A list of the HEAP field offices is attached.

REQUIRED ACTION

NPA FS Centers

A non-public assistance Food Stamp applicant/participant with a heat or heat-related emergency, or who has questions or problems regarding his/her HEAP benefit, must be advised to call HEAP at (800) 692-0557 or INFOLINE at (877) 472-8411 for assistance.

Job Centers

The Job Center administration is responsible for ensuring that any person requesting a grant for a heat or heat-related emergency is assessed for HEAP eligibility. This includes requests for payment to repair/replace a boiler or payment of a utility bill to restore electric services needed to operate a furnace/boiler or when the household has less than 7 days worth of fuel or no fuel at all.

Once the request is received, it must be forwarded to the Utility Liaison via the Utility Arrears/Emergency Heating (Form **M-858m**). The Liaison will contact HEAP to initiate an Emergency HEAP application over the telephone. If the case is active, the request has to be annotated on the Client Request Control Card (**W-111F**). Before considering an application for Emergency HEAP, HEAP will first determine if the household has already applied for and/or received the regular HEAP grant. If they have not, the application will first be evaluated for regular HEAP and then, if still necessary to meet the current emergency need, evaluated for an emergency HEAP grant.

After the HEAP program processes the application for an emergency grant, if the applicant/participant is eligible, a vendor payment will be issued under special grant code **80**.

If the eligible household is without power or fuel for heating, HEAP must resolve the emergency energy crisis within 18 hours from the time of filing the HEAP application. If the eligible household is experiencing imminent loss of a heat-related service or fuel supply, HEAP must alleviate the emergency within 48 hours from the time the HEAP application was filed.

The Workers in the Job Centers must ensure that applicants who have applied for public assistance (PA) or participants who are in receipt of PA and who pay for heat separately from their rent have a fuel allowance included in their public assistance grant. The correct fuel type and shelter type code must be entered in the WMS budget. This coding will also ensure that HEAP issues the correct amount in the future.

Individuals may be eligible for more than one Emergency HEAP benefit.

• **Heat-Related Utility Shutoffs**

When an individual informs the Job Center of a utility shutoff that affects the PA household’s ability to provide heat or operate heating equipment (e.g., an oil furnace that runs on gas or electricity), refer the case to the Utility Liaison via the Utility Arrears/Emergency Heating (**M-858m**) form. Before considering any PA participant who pays separately for heat for a recoupable emergency heating or utility shutoff grant (code 41), the case must be evaluated for HEAP eligibility. The Utility Liaison will verify HEAP eligibility.

If a vendor has issued a shutoff notice, or if the HEAP payment has not yet been processed, the Liaison must contact HEAP Central.

Do not refer individuals with an emergency heating situation to a HEAP office. Initiate the application from the Job Center.

If the applicant/participant does not have an approval letter from HEAP and the Benefits Issuance screen indicates that a code **80** was not issued, an emergency HEAP application can be initiated through the Utility Liaison at the Job Center.

All Emergency HEAP payments for heat-related utility shutoffs and “no heat” emergencies must be handled by HEAP.

Staff must evaluate the participant’s eligibility for the nonrecoupable special grant (code **50**) prior to considering a recoupable allowance.

If emergency HEAP benefits have been exhausted, the individual may be eligible for a nonrecoupable special grant code **50** or a recoupable special grant code **41**.

For public assistance heating households with gas and electric needs who have exhausted their HEAP and emergency HEAP benefits, refer to the “Utility Shutoff” section of the Job Center Operations Manual.

• **Heating Equipment Repair (Boiler/Furnace)**

If the applicant/participant owns heating equipment and the heating equipment is unsafe or inoperable, he/she may access emergency benefits for repair more than once in the program year. However, the cumulative total of benefits authorized for repair may not exceed \$2,500 in the program year without approval from the Office of Temporary and Disability Assistance (OTDA). In this instance the Utility Liaison is responsible for contacting OTDA.

For approval of an Emergency HEAP grant for repairs, the applicant/participant must provide two estimates for the proposed repair work. The estimate must state what is wrong with the boiler, itemize the necessary repairs, itemize the cost and indicate the warranty for parts and labor.

- **“No Heat” Emergency Boiler/Furnace Replacement**

If the applicant/participant owns the heating equipment and the heating equipment is beyond repair, s/he may be considered for an emergency boiler/furnace replacement. If a boiler/furnace replacement is warranted, a statement from the vendor indicating what is wrong with the boiler/furnace and that it is beyond repair is required. The statement must include the itemized cost and warranty for parts and labor. The applicant/participant may receive replacement of a heating system if it can be medically verified that use of the current system is harmful to the individual.

Criteria for emergency boiler/furnace repair or replacement.

To qualify for an emergency boiler/furnace repair or replacement, the applicant/participant who applies for Emergency HEAP must meet all of the following criteria:

- Own and reside in a one to two-family house.
- Must be applying for repair/replacement of the heating equipment that provides the primary heat for the household.
- Meet HEAP income eligibility criteria. (Refer all HEAP-eligible applicant/participants to the Utility Liaison to initiate a HEAP application. The Liaison must contact HEAP.)
- Must own the heating equipment for which the Emergency HEAP Grant is being requested.
- Have no liquid resources.

If a public assistance applicant/participant meets the above criteria, have the Utility Liaison call HEAP to initiate the HEAP application. The Liaison will then fax all required documentation to HEAP. All Emergency HEAP payments must be authorized and issued by HEAP. HRA HEAP is the only city agency authorized to approve vendor and payment for HEAP boiler repair or replacement under the HEAP program.

- **Utility Liaison**

Utility Liaisons are responsible for:

- Obtaining a breakdown of utility arrears.
- Determining if an applicant/participant should be referred to HEAP.
- Completing Form **M-858m**, including the “Utility Liaison Recommendation” section of the form, and calling HEAP at (212) 227-2696 for verification of HEAP information. (Calls are accepted from the Utility Liaison only.)

- Obtaining extension of service in cases of imminent emergency (e.g., late Friday afternoon and termination of service is overdue).
- Faxing required information/documentation, if requested, and the **M-858m** to HEAP at (212) 227-2205.

- **Weatherization**

Weatherization referral services are also available. Advise applicants/participants who need this service to call the Division of Housing and Community Renewal at (866) ASK DHCR/(866) 275-3427.

- **Assessment for EAA/EAF/ESN Emergency Assistance**

If an applicant/participant is ineligible for HEAP or has exhausted the Emergency HEAP Grant and has another shutoff, the Utility Liaison assesses his/her eligibility for a payment under the Emergency Assistance to Adults/Emergency Assistance to Families/Emergency Safety Net (EAA/EAF/ESN) Program.

- **Homebound Applicants/Participants**

Heat Line may forward completed public assistance applications to the Job Center from non-public assistance homebound families who have already received all Emergency HEAP payments from HEAP and now have another utility emergency. Do not delay emergency assistance to this at risk group. Provide Heat Line’s number, (212) 331-3150, to homebound applicants/participants who contact the Center directly for HEAP.

Refer to the “Emergency Situations” section of the Job Center Operations Manual for details (pg. 77).

PROGRAM IMPLICATIONS

Paperless Office System (POS) Implications

There are no POS implications.

Food Stamp Implications

Food Stamp applicants/participants who receive a Regular and/or Emergency HEAP grant are entitled to receive a Level I Standard Utility Allowance (SUA).

Medicaid Implications

There are no Medicaid implications.

LIMITED ENGLISH SPEAKING ABILITY (LESA) IMPLICATIONS

For Limited English Speaking Ability (LESA) applicants/participants, make sure to obtain appropriate interpreter services in accordance with Policy Directive #02-43-OPE.

FAIR HEARING IMPLICATIONS

Individuals who request an Emergency HEAP payment are entitled to a Fair Hearing. Upon receipt of a Fair Hearing Request (**OAH-1891**) from the New York State Office of Temporary and Disability Assistance regarding the individual's request for an Emergency HEAP payment, the FH&C Supervisor I /AJOS I will place the **OAH-1891** in a **W-98A** folder. HEAP Central prepares the packet and represents the agency at Fair Hearing.


REFERENCES

2003-2004 HEAP Manual
 18 NYCRR 393.4
 GIS 2003 TA/DC032
 GIS 2003 TA/DC030
 GIS 2003 TA/DC029

RELATED ITEMS

2003–2004 Regular HEAP Program (PD #03-62-ELI)
 Job Center Operations Manual (page 77)

ATTACHMENTS

 Forms can now be accessed through Print on Demand at all Job Centers.

Attachment 1 List of HEAP Offices
M-858m Utility Arrears/Emergency Heating Form (Rev.12/6/01)

LIST OF HEAP OFFICES

FIELD OFFICE	ADDRESS
<u>MANHATTAN</u> HEAP Office 101	216 Ft. Washington Avenue New York, NY Lobby
<u>BROOKLYN</u> HEAP Office 201	98 Flatbush Avenue Brooklyn, NY Main Lobby
<u>BRONX</u> HEAP Office 301	1932 Arthur Avenue Bronx, NY Main Lobby
<u>QUEENS</u> HEAP Office 401	161-10 Jamaica Avenue Jamaica, NY 2nd Floor
<u>STATEN ISLAND</u> HEAP Office 501	10 Richmond Terrace Staten Island, NY Room 422A Staten Island Borough Hall

UTILITY ARREARS/EMERGENCY HEATING

Job Center Number: _____

PARTICIPANT INFORMATION:

Date: _____

Case Name: _____ Case Number: _____ Caseload: _____

Address: _____ SSN: _____ / _____ / _____

Telephone Number: _____ Program Type: (circle one) (PA/NPAFS/SSI)

UTILITY ARREARS

Utility Company: _____ Account Number: _____

Name on Account : _____ Service is: ON OFF: Date: _____

HEAP payment received? YES NO Utility guarantee/restriction in effect-Code* _____

*Enter code from element 044 of the TAD

Is the utility service required to provide heat or operate heating equipment? YES NO

Additional Information: _____

Eligibility Specialist Signature _____ Date _____

EMERGENCY HEATING

Type of Heating Equipment: Boiler/Furnace Other: _____

Oil: Vendor's Name: _____ Account Number: _____

HEAP payment received? YES, amount: _____ NO PENDING: HEAP Application Date: _____

Emergency HEAP payment received? YES, amount: _____ NO PENDING: HEAP Application Date: _____

Resource Amount Available: _____ **Other Household Income:** _____ (verification required)

Does the applicant/participant own the home? (Y/N) _____ Is the applicant/participant the tenant of record? (Y/N) _____

Additional Information: _____

Eligibility Specialist Signature _____ Date _____

UTILITY LIAISON RECOMMENDATION

BREAKDOWN:	Amount	From	To
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

Service is: ON OFF Date of termination/pending termination: _____

Refer participant to HEAP? * YES Application initiated on (date): _____ NO

***If yes**, do not request an extension from the utility company, an extension will be obtained at HEAP. If the emergency is imminent, obtain the extension and notify HEAP central. **If no**, provide reason in additional information.

Extension Granted at Center: YES Expiration date: _____ Reason requested: _____

NO Reason: _____

PAYMENT RECOMMENDED: Code: _____ Amount: _____ Period Covered: _____

Abeyance amount: _____ Forms/Letters required: _____

HEATING EQUIPMENT: Replacement amount: _____ Repair amount: _____

Additional Information: _____

Signature of Utility Liaison _____ Date _____

SUPERVISORY REVIEW

Participant eligible for HEAP? YES NO If no, is a payment authorized by Center? * YES NO

*If yes, amount: _____ Code: _____

Is verification of HEAP evaluation in the case record? YES NO

Additional Information: _____

Supervisor Signature _____ Date _____

MANAGERIAL REVIEW (Check all that apply)

• Evidence of emergency HEAP evaluation in case record*

• Case action correct

• Issuance code is correct

*****REMINDER*****

***DO NOT** provide authorization for payment of a heat-related emergency unless there is verification that the household was **first** evaluated and has been determined **ineligible** for Emergency HEAP benefits.

APPROVED

Signature of Assistant to the Deputy Director _____ Date _____

NOT APPROVED (HEAP evaluation required):

NOT APPROVED-inappropriate issuance code

Signature of Assistant to the Deputy Director _____ Date _____

