



# FAMILY INDEPENDENCE ADMINISTRATION

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## POLICY DIRECTIVE #06-06-ELI

*(This Policy Directive Replaces PD #04-09-ELI)*

### 2005–2006 EMERGENCY HEAP PROGRAM

<b>Date:</b> April 4, 2006	<b>Subtopic(s):</b> HEAP
<b>AUDIENCE</b>	The instructions in this policy directive are for staff in Job Centers and Non-Public Assistance (NPA) Food Stamp (FS) Offices and are informational for all other staff.
<b>POLICY</b>  Low-income families must pay separately for heat to qualify.	The Emergency Home Energy Assistance Program (“E” HEAP) provides Emergency HEAP grants to low-income families and individuals who pay separately for heat and/or heat-related utility service.
<b>PROGRAM DESCRIPTION</b>  See PB #06-26-ELI – Supplemental HEAP Benefits  Emergency HEAP criteria	The 2005–2006 “E” HEAP season began on November 1, 2005, and supplemental emergency HEAP benefits were made available on February 1, 2006. Emergency assistance is available when the following criteria apply: <ul style="list-style-type: none"> <li>• The household must meet HEAP income eligibility and resource criteria.</li> <li>• The applicant must be a U.S. citizen or a qualified alien. However, emergency assistance may be provided to a tenant of record who is a non-qualified alien on behalf of members of the household who are citizens or qualified aliens.</li> <li>• 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.</li> </ul>

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 by visiting one of the HEAP field offices. See **Attachment A** for a list of HEAP field offices.

## REQUIRED ACTION

### NPA FS Offices

An NPA FS applicant/participant who has a heat or heat-related emergency or questions or problems regarding his/her HEAP benefit must be advised to call HEAP at (800) 692-0557 or the HRA 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 seven 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 Utility Liaison will contact HEAP to initiate an Emergency HEAP application over the telephone. If the case is active, the request must 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 it has 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 using Special Grant Code **80**.

If the eligible household is without power or fuel for heating, HEAP must resolve the emergency crisis within 18 hours from the time the HEAP application is filed. 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.

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 **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, s/he 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 it 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 or two-family house;
- 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 applicants/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 in excess of \$3,000 per household.

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 a 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 the **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., 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) 275-3427.

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

## 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 will assess his/her eligibility for a payment under the Emergency Assistance to Adults/Emergency Assistance to Families/Emergency Safety Net (EAA/EAF/ESN) programs.

## Homebound Applicants/Participants

Heat-Line, which functions as the homebound unit for HEAP, may forward completed public assistance applications to Job Centers 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.

**PROGRAM IMPLICATIONS**

Model Office Implications

There are no Model Office 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) AND HEARING IMPAIRED IMPLICATIONS**

For Limited English Speaking Ability (LESA) applicants/participants, make sure to obtain appropriate interpreter services in accordance with PD #05-37-OPE. For hearing-impaired applicants/participants, make sure to obtain appropriate interpreter services in accordance with PD #05-40-OPE.

**FAIR HEARING IMPLICATIONS**

Individuals who request an Emergency HEAP payment are entitled to a Fair Hearing. Upon receipt of a Fair Hearing Request form (**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 an Individual Record of Fair Hearing Activity folder (**W-98A**). HEAP Central prepares the packet and represents the Agency at Fair Hearings.


**REFERENCES**

2004–2005 HEAP Manual  
 18 NYCRR 393.4  
 GIS 2005 TA/DC043  
 GIS 2005 TA/DC044  
 GIS 2005 TA/DC048

**RELATED ITEMS**

PB #05-133-ELI The Opening of the 2005–2006 HEAP Program  
 PB #06-26-ELI 2005–2006 Supplemental HEAP Benefits  
 Job Center Operations Manual, page 77

**ATTACHMENTS**

 Please use Print on Demand to obtain copies of forms.

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



Attachment A

LIST OF HEAP OFFICES

<b>FIELD OFFICE</b>	<b>ADDRESS</b>
<u><b>MANHATTAN</b></u> HEAP Office 101	330 West 34th Street New York, NY 2nd Floor
<u><b>BROOKLYN</b></u> HEAP Office 201	98 Flatbush Avenue Brooklyn, NY Main Lobby
<u><b>BRONX</b></u> HEAP Office 301	1932 Arthur Avenue Bronx, NY Main Lobby
<u><b>QUEENS</b></u> HEAP Office 401	33-28 Northern Blvd. L.I.C., NY Mezzanine Level
<u><b>STATEN ISLAND</b></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 \_\_\_\_\_