



# OFFICE OF POLICY, PROCEDURES, AND TRAINING

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Office of Procedures

## POLICY DIRECTIVE #17-27-ELI (This Policy Directive Replaces PD #16-23-ELI)

### REVISIONS TO UTILIZING HEAP TO MEET ENERGY EMERGENCIES

<b>Date:</b> December 13, 2017	<b>Subtopic(s):</b> Utility Arrears
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**AUDIENCE** The instructions in this policy directive are for staff in Job Centers and Non Cash Assistance (NCA) Supplemental Nutrition Assistance Program (SNAP) Centers and are informational for all other staff.

#### REVISIONS TO THE PRIOR DIRECTIVE

This Policy Directive has been revised as follows:

- The opening and closing dates for all components of the Home Energy Assistance Program (HEAP) have been included for the 2017-2018 heating season. These components are:
  - Regular HEAP benefits;
  - Emergency HEAP("E" HEAP) benefits;
  - Cooling Assistance benefits;
  - Heating Equipment Clean and Tune benefits; and
  - Heating Equipment Repair and Replacement (HERR) benefits.
- To announce the HEAP benefit amounts for the 2017-2018 heating season.
- To announce the additional HEAP benefit available to specific households once the regular HEAP season ends.
- To include special instruction for HERR program (**Attachment C**).
- To include updated 2017-2018 Home Energy Assistance Program Desk Guide (**LDSS-5005**).
- To include updated HEAP Categorical Eligibility Indicator (CE IND) (**LDSS-5099**)
- To include the option of temporary or permanent relocation the applicant/participant to meet energy emergencies.
- The HEAP Office Addresses for the 2017-2018 HEAP season (**Attachment A**) have been updated.

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

**POLICY**

HEAP provides grants to assist low-income families and individuals who pay separately for heat and/or heat-related utility service. Eligibility is determined by comparing the household's gross monthly income to the HEAP income eligibility standards, and the benefit amount is determined according to the household's energy situation and whether the household falls within the Tier I or Tier II income bracket. Households already in receipt of cash assistance (CA) or SNAP benefits are categorically income eligible for HEAP.

If an eligible household is without power or fuel for heating, HEAP Central must resolve the emergency crisis within 18 hours and within 48 hours if the heat loss is imminent. Imminent heat loss is when the household is in danger of losing their source of heat in the following circumstances:

Refer to [16-LCM-16](#)

- Has less than 1/4 tank of oil, kerosene, or propane.
- Has less than a 10 day supply of fuel.
- Is scheduled to have the heat/heat related utility service terminated.

New information  
Refer to [17-LCM-14](#)

**Note:** Emergency resolution may include an action other than the issuance of a benefit, such as temporary relocation, safe supplemental heat, or referral to CA or other community resource if HEAP eligibility has not been determined.

New information  
Refer to [GIS 17 TA/DC046](#)

Energy emergencies may be met through relocation into viable alternative housing. Viable alternative housing means safe, permanent and more affordable housing, including housing with more affordable energy costs or housing where the rent includes heat. It also means that this housing must actually be available for the individual or family to move into in order to meet the emergency need.

The Family Independence Administration (FIA) 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; payment of a utility bill to restore electric services needed to operate a furnace/boiler; or when the household has less than ten days' worth of fuel or no fuel at all.

## PROGRAM DESCRIPTION

New information  
Refer to [17-LCM-14](#)

The 2017–2018 HEAP season began on November 13, 2017, for Regular HEAP benefits. The anticipated closing date for the Regular component is March 15, 2018.

The “E” HEAP season begins on January 2, 2018. The anticipated closing date for the Emergency component is March 15, 2018.

Applications for the Heating Equipment Repair and Replacement (HERR) component must be accepted beginning November 6, 2017. This component will operate until funding allocated to this component is exhausted.

New information  
Refer to [17-LCM-14](#)

Applications for Cooling Assistance must be accepted beginning May 1, 2018. The Cooling component will operate until August 31, 2018 or until funding allocated to this component is exhausted, whichever comes first.

If funding is available, applications for the 2018 Heating Equipment Clean and Tune component must be accepted beginning July 2, 2018. The Clean and Tune benefit will operate until November 2, 2018 or until funding allocated to this component is exhausted, whichever comes first.

The dates for these program components may be adjusted based on the amount and timing of receipt of federal funding. Applications for all components must be accepted through the specified closing date for each component.

New information

**Note:** Benefits, payments, notices or guarantees of benefits must not be issued before the start date of the certain components of the programs show above.

Regular HEAP Criteria

HEAP is available when one or more of the following criteria apply:

- The household meets HEAP income eligibility and resource criteria.
- The applicant is the customer of record or the spouse/surviving spouse of such customer who is living in the household.
- The applicant is a U.S. citizen or qualified noncitizen. However, emergency assistance may be provided to a customer of record who is a nonqualified noncitizen on behalf of members of the

Additional Emergency  
HEAP Criteria

- household who are citizens or qualified noncitizens.
- The household's regular HEAP benefit is insufficient or unavailable to help meet the emergency situation.
  - The household is in any of the following emergency situations:
    - Heat-related utility service used to operate the heating equipment has been disconnected or scheduled for disconnection.
    - Utility service necessary to operate the primary heating equipment is terminated or scheduled for termination, including:
      - service to start or run the furnace or boiler;
      - electricity necessary to distribute the heat; or
      - electricity to operate the thermostat.

**NOTE:** Portable space heaters are not considered primary heating equipment. The primary heating equipment does not need to be operable in order for the household to apply for a heat-related utility grant.

- The household is without heating fuel, or has a heating fuel supply that is equal to or less than one quarter of the household's fuel tank.
- The electric heating or gas heating service is scheduled for turnoff.
- Heating equipment owned by the applicant is inoperable or unsafe and in need of repair or replacement.
- 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.

**NOTE:** For households that include an individual 60 years of age or older, the first \$3,000 worth of resources is considered exempt. For all other households, the first \$2,000 of resources is considered exempt. If available resources are insufficient to resolve the emergency situation, "E" HEAP may be issued.

Although it is the responsibility of the Job Center to initiate both the regular and/or "E" HEAP applications for individuals with utility/heat related emergencies, individuals may also obtain information on applying for "E" HEAP by calling HEAP at **(800) 692-0557**, the Human Resources Administration (HRA) Infoline at **(718) 557-1399**, or **311**, or by visiting one of the HEAP offices. See **Attachment A** for a list of HEAP offices.

Revised	<p><b>NOTE:</b> All CA or SNAP cases that are active in the Welfare Management System (WMS) at the time of the September and March initial Autopay pull-downs, will be screened for HEAP eligibility. If eligible a Regular HEAP benefit will systematically be issued.</p>
New information	<p>If a required HEAP eligibility factor cannot be retrieved from WMS, the case appears on an exception report for review and eligibility determination.</p> <p>Individuals who become ongoing recipients of CA or SNAP after the initial Autopay pull-down will not be included in the initial Autopay process. These individuals may apply for HEAP by submitting a HEAP Application (<b>LDSS-3421</b>) on or after November 13, 2017. Only those individuals who wish to receive a HEAP benefit prior to the second Autopay must apply using the HEAP Application (<b>LDSS-3421</b>).</p>
New information	<p>Additionally, households may receive a HEAP supplemental Regular benefit if they received a heat-included benefit, but subsequently move within the program year and are then responsible for the heating bill.</p> <p><b>Note:</b> Any applicant/participant who receives a Regular benefit via the Autopay <u>must not</u> be issued a duplicate Regular benefit. Staff must complete WMS inquiry on all applications, for every component, to ensure a duplicate benefit is not issued.</p> <p>Whenever a household facing an emergency heating situation applies for assistance, the availability of a HEAP benefit must be explored before issuing an emergency grant using cash assistance funds.</p>
See <a href="#">PD # 17-24-ELI</a> for information about deferred payment agreement New information	<p>Applicants/participant must pursue, accept and use any available resource such as: cash, HEAP, negotiated deferred payment agreement (DPA) or relocation to viable housing to ameliorate a utility (natural gas or electricity) or non-utility (other than natural gas or electricity) energy emergency.</p>
See <a href="#">PB # 13-73-OPE</a> for information about repayment agreement New information	<p>Non-Cash Assistance (NCA) households with incomes over the CA standard of need for their household size must sign a repayment agreement as a condition of eligibility for a utility emergency.</p>

HEAP criteria for oil Applications

All applicants who use oil or kerosene for heating must have a service contract agreement with a participating vendor.

See [PB # 07-56-ELI](#)

The service contract must include a:

- cost to the customer specifically for the contract.
- clause stating that ongoing service beyond single cleaning and adjustment is covered by the service contract.
- clause that voids the contract with no refund to the customer if delivery is taken from an alternative supplier.

HEAP applying households who use oil, kerosene, or propane for heating will have a one-time base benefit of \$600 paid on their behalf to the vendor.

Regular and Emergency Benefit Amount  
New information  
Refer to [17-LCM-14](#)

For the 2017-2018 season, the benefit amounts for households who heat with wood, pellets, coal or corn or a utility will remain the same. The benefit amount for households who heat with oil, kerosene or propane has increased from \$575 to \$675.

New information

Beginning April 1, 2018, a \$21 nominal benefit will be available to specific households once the regular HEAP season ends. This nominal benefit will be provided to households that:

- are in receipt of ongoing SNAP, and
- are a HEAP eligible, and
- incur a shelter expense with heat included, and
- would not otherwise be eligible for the Heating and Cooling Standard Utility Allowance (HCSUA).

The nominal benefit will be provided to households that meet the qualifying living situation in order to help pay for home energy costs and enable these households to receive the HCSUA to maximize their SNAP benefits. This nominal benefit is an advance of the 2018-19 HEAP benefit. Households eligible for a HEAP benefit larger than \$21 will receive the balance through the 2018-19 autopay process.

**Note:** Maximum income for 2017-2018 HEAP program have been changed. Refer to the 2017-2018 Home Energy Assistance Program Desk Guide ([LDSS-5005](#) [rev. 7/17]) for income guideline amounts.

## REQUIRED ACTION

### NCA SNAP Centers

An NCA SNAP applicant/participant who has a heat or heat-related emergency, question, or problem regarding his/her HEAP benefit must be advised to call HEAP at **(800) 692-0557**, the HRA Infoline at **(718) 557-1399**, or **311** for assistance.

### Job Centers

#### JOS/Worker Responsibility

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

When an applicant/participant at a Job Center requests assistance to meet a heat or heat-related emergency, the JOS/Worker must check the **Benefits Issuance** screen to see if a Special Grant Code **80** (Emergency HEAP Payment) has been issued.

If Special Grant Code **80** has been issued, the applicant/participant must be referred to the Utility Liaison.

If a HEAP Payment has not been issued, the JOS/Worker must:

Form **W-137A** must be completed by active CA participants only.

Refer to [PD #10-22-SYS](#) for detailed instructions.

- have the participant complete the Request for Emergency Assistance or Additional Allowance (For Participants Only) Form (**W-137A**) if the case is active for Cash Assistance (CA).
- annotate all applicant/participant requests using the Single Issue Grant Requests Task List in POS.
- complete the Utility Arrears/Emergency Heating form (**M-858m**).
- forward the signed Form **M-858m** to the Utility Liaison.

Once the Utility Liaison notifies the JOS/Worker of the HEAP determination, the JOS/Worker must proceed based on the decision and whether the HEAP applicant is currently in receipt of ongoing CA.

- If the applicant/participant is found ineligible for HEAP, the JOS/Worker must determine whether the household is eligible for an emergency cash grant.
- If the household is eligible, the JOS/Worker must issue a grant as a Special Grant Code:
  - **10** – Utility Grant to Prevent Turn Off/Restore Services (Prior to PA);
  - **50** – Non-recoupable Utility Grant (No Mismanagement) when there is no evidence of mismanagement of funds; or
  - **41** – Utility Grant to Prevent Turnoff or Restore Utility Services

(Mismanagement) when the emergency is caused by mismanagement of the household's shelter, energy, or fuel allowance. Code **41** is a recoupable grant.

CA Participants with Heat or Heat-Related Emergency Needs Decision Notification

When meeting a participant's emergency need (including heating emergencies), the JOS/Worker must complete and issue the Action Taken on Your Request for Emergency Assistance or Additional Allowance (For Participants Only) Form (**W-137B**) on the same day as the decision, to clearly explain to the participant how the emergency need will be met.

Form **W-137B** must be completed by the JOS/Worker and provided to all CA participants requesting assistance with a heat or heat-related emergency, whether the Agency meets the emergency need through a referral to HEAP or emergency cash grant. For example, the Agency may meet the declared energy emergency through a referral to the HEAP program, if the participant has not exhausted his/her current HEAP benefit, and he/she appears otherwise eligible for a HEAP grant.

Form **W-137B** must state the:

- HEAP referral is available and meets the participant's emergency need; or
- reasons for the denial of heat or heat related emergency benefits, including those instances when the emergency is not an immediate need and the Agency will address the emergency need later, such as at the eligibility interview.

When the resolution of the emergency is deferred to a later date, a new Form **W-137B** must be issued when the emergency need is met.

Applicants for Ongoing CA or One-Shot Deals Decision Notification

When meeting an applicant's emergency need (including energy emergencies), complete the Notice of Decision on Assistance to Meet an Immediate Need or Special Allowance (For Applicants Only) Form **W-145HH**) and mail it to the applicant to clearly explain how the emergency need will be met.

Form **W-145HH** must be completed and provided to all applicants for ongoing CA or One-Shot Deals, whether the Agency meets the emergency need through a referral to HEAP or with an emergency grant. For example, the Agency may meet the declared energy emergency of an applicant through a referral to the HEAP unit if HEAP is available, if the applicant has not exhausted his/her current HEAP benefit, and if the applicant appears otherwise eligible for HEAP.



Form **W-145HH** must state that:

- HEAP is available and meets the applicant’s emergency need; or
- reasons for denial of heat or heat related emergency benefits.

When the resolution of the emergency is deferred to a later date, a new Form **W-145HH** must be issued when the emergency need is met.

See the POS Implications section of this policy directive for additional instructions.

JOS/Workers must ensure that applicants or participants, who pay for heat separately from their rent and meet tenant/customer of record requirements, have the fuel allowance included in their CA grants. The correct fuel and shelter type codes must be entered in the Welfare Management System (WMS) budget. This coding will also ensure that HEAP issues the correct grant amount in the future.

Utility Liaison Responsibility

Refer to [PD #17-24-ELI](#) for information on the utility process.

Upon receipt of Form **M-858m** from the JOS/Worker, the Utility Liaison must proceed according to the household’s heating type.

Natural Gas Households

For households that use natural gas for heating, the Utility Liaison must contact HEAP Central at **(212)-331-3118** to initiate a HEAP application over the telephone and follow the instructions of the HEAP representative. The HEAP representative may request certain documents be emailed.

Oil and Kerosene Households

For oil and kerosene households only, the Utility Liaison must ensure, before contacting HEAP, that Form **M-858m** confirms the household has a participating oil vendor or has a non-participating oil vendor and:

- has a current service plan in place, or
- has a current budget plan with a cap price.

Refer to the Guide to Accessing the HEAP Participating Vendor List from Centraport (**Attachment B**) for more information.

The Utility Liaison must utilize Centraport to check that the current fuel vendor participates in the HEAP program.

- If the applicant/participant has a participating fuel vendor, the Utility Liaison must proceed to contact HEAP to initiate a HEAP application over the telephone.
- If an applicant’s/participant’s current fuel vendor does not participate in the HEAP program, the JOS/Worker must advise the applicant/participant to select a new participating vendor from which to receive his/her emergency supply of fuel.

If the applicant/participant is under a service contract plan with the non-participating vendor, he/she may still be eligible to receive a HEAP grant.

When a new vendor is selected, the Utility Liaison is responsible for:

- obtaining verification from the new vendor that they will accept the applicant/participant as a customer.
- entering information about the participating vendor or the applicant's/participant's service contract exemption on Form **M-858m**.
- faxing Form **M-858m**, along with the vendor's verification, to HEAP Central.
- contacting HEAP to initiate a HEAP application over the telephone.

Vendors may have questions about the HEAP program. The Utility Liaison may direct vendors to contact HEAP for information. The HEAP telephone number for questions from fuel vendors is **(212) 835-7216**.

If an applicant/participant refuses to use a participating fuel vendor, a referral must still be made to HEAP via Form **M-858m**.

Utility Liaison  
Responsibility

HEAP Central will determine whether the household has already applied for and/or received the regular HEAP grant. If not, the application will be evaluated for regular HEAP before an "E" HEAP grant is considered.

Once HEAP Central has informed the Utility Liaison of the preliminary HEAP determination, the Utility Liaison must inform the JOS/Worker of the decision.

When both regular HEAP and "E" HEAP are unavailable (for example, the applicant/participant has exhausted his/her HEAP benefits for the current program year or the HEAP program has closed for the current program year), the Job Center must determine the applicant's/participant's eligibility for an emergency CA grant to meet the emergency need.

Applicants for Ongoing  
CA or One-Shot Deals

Applicants for "E" HEAP who fail to comply with a HEAP eligibility requirement are considered to have failed to apply for a benefit or resource and will be ineligible to receive an emergency CA grant to meet the same need.

If HEAP Central denies the application based on the HEAP applicant's refusal to select a participating vendor, the applicant will also be ineligible for an emergency fuel delivery through the Emergency Assistance to Adults (EAA) or Emergency Assistance to Needy Families with Children (EAF) programs, because he/she has refused to utilize an available resource, the HEAP benefit, to reduce his/her need for an emergency CA grant.

When the applicant's request for a One-Shot Deal under EAA/EAF grant is denied due to his/her refusal to choose a participating vendor, the JOS/Worker must reject the case using Code **Y95** (Application for Emergency Assistance Only), and Form **W-145HH** must be mailed to the applicant to notify him/her that the request has been denied.

### Heat-related Utility Shutoffs

Individuals may be eligible for more than one "E" HEAP benefit.

When an applicant/participant informs the Job Center of a utility shutoff that affects the CA household's ability to provide heat or operate heating equipment (e.g., an oil furnace that runs on gas or electricity), the JOS/Worker must refer the case to the Utility Liaison via Form **M-858m**. Before the JOS/Worker considers any CA applicant/participant who pays separately for heat for an emergency heating or utility shutoff grant, 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 Utility Liaison must contact HEAP Central. For those Utility Liaisons with HEAP access codes, check the HEAP system to see if a HEAP application is pending or has been processed.

All "E" HEAP payments for heat-related utility shutoffs and "no heat" emergencies must be handled by HEAP Central.

Staff must evaluate the applicant's/participant's eligibility for the nonrecoupable Special Grant (code **50**) prior to considering a recoupable allowance.

If HEAP and "E" HEAP benefits have been exhausted, the applicant/participant may be eligible for a nonrecoupable Special Grant (code **50**) or as a last resort a recoupable Special Grant (code **41**).

For CA heating households with gas and electric needs who have exhausted their HEAP and "E" HEAP benefits, process the utility arrears emergency in accordance with the current utility procedure. (see [PD #17-24-ELI](#))

## Heating Equipment

### Boiler and Furnace Repair

If the applicant/participant owns the heating equipment and the heating equipment is beyond repair (unsafe or inoperable), he/she may access emergency benefits for repair more than once in the program year. However, the cumulative total of HEAP benefits authorized for repair may not exceed \$3,000 in the program year without approval from the New York State Office of Temporary and Disability Assistance (OTDA). In this instance HEAP Central is responsible for contacting OTDA.

For approval of an “E” 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/furnace, itemize the necessary repairs, itemize the cost, and indicate the warranty for parts and labor.

### Boiler and Furnace Replacement

If the applicant/participant owns the heating equipment and it is beyond repair (unsafe or inoperable), he/she may be considered for an emergency boiler/furnace replacement. If a boiler/furnace replacement is warranted, two different licensed vendors (such as Master Plumbers or Oil Burner Installers) must provide estimates detailing the problem with the boiler/furnace and affirm that it is beyond repair.

### Criteria for emergency boiler/furnace repair or replacement

To qualify for an emergency boiler/furnace repair or replacement, the applicant/participant who applies for “E” 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 Utility Liaison must contact HEAP Central).
- Own the heating equipment for which the “E” HEAP grant is being requested.
- Have no liquid resources in excess of the \$2,000/\$3,000 limit per household.

If a CA applicant/participant meets the above criteria, the JOS/Worker must have the Utility Liaison call HEAP Central to initiate the HEAP application.

The Utility Liaison will then fax all required documentation (including two estimates for the proposed replacement) to HEAP. All “E” HEAP payments must be authorized and issued by HEAP Central. HRA HEAP is the only New York City agency authorized to approve a vendor and payment for HEAP boiler repair or replacement under the HEAP program.

### **Assessment for Emergency Assistance**

If an applicant/participant is ineligible for HEAP or has exhausted the “E” HEAP grant and has another shutoff, the JOS/Worker will assess his/her eligibility for a payment under the EAA, EAF, and Emergency Safety Net (ESN) programs.

### **Weatherization**

Weatherization enables low-income families to permanently reduce their energy bills by making their homes more energy efficient. Applicants/participants who need weatherization referral services should be advised to call the Division of Housing and Community Renewal at **(866) 275-3427**.

### **Homebound Applicants/Participants**

Heat-Line, which functions as the homebound unit for HEAP, may forward completed CA applications to Job Centers from Non Cash Assistance (NCA) homebound families who have already received “E” HEAP payments from HEAP Central and now have another utility emergency. Emergency assistance to this at-risk group should not be delayed. Heat-Line’s telephone number, **(212) 331-3150**, must be provided to homebound applicants/participants who contact the Center directly.

### **Commitment to Pay Energy Provider**

Once a commitment has been made to pay a utility or non-utility energy provider, the Agency must make the payment. Payment must be made even if, after making the commitment, further investigation determines that the recipient was not eligible for assistance. The Agency then pursues recovery from the CA participant. The only exception is when the Agency contacts the energy provider, who agrees to allow the district to rescind the commitment because service has not yet been rendered (no fuel delivery made or restoration of utility service performed). In this situation, the Agency is not obligated to pay.

Revised  
See [GIS 17 TA/DC046](#)

## PROGRAM IMPLICATIONS

Paperless Office System (POS) Implications

In order for the fuel allowance to generate in the CA budget through POS, users must:

- click “Yes” in the **Shelter (Housing) Expenses** window for the question: **Do You (Or Anyone Who Lives With You) Have A Heat Bill Separate From Your Rent Or Shelter Expense?** Once “Yes” is clicked, a “Response to Question” drop-down window will appear:

- ensure that all information in the drop-down window is entered including the fuel type, account number, company’s name and address, participating/non-participating vendor information, etc. and click on the OK button.

Electricity/Gas needed to operate heating equipment

If Electricity and/or Gas is separate from the rent or mortgage and is necessary to operate heating equipment the user must:

- click “Yes” in the **Shelter (Housing) Expenses** window for the question: **Do You (Or Anyone Who Lives With You) Have An Electricity And/Or Gas Bill Separate From Your Rent Or Mortgage?** Once “Yes” is clicked, a “Response to Question” drop-down window will appear:

- ensure that all information in the drop-down window is entered including the fuel type, account number, and company’s name and address;
- click “Yes” for the question: **Is this a heat related utility? (Is gas or electricity necessary to run the furnace or thermostat?)**;
- click the OK button once the screen is completed.

SNAP Implications

SNAP households that are eligible for a Level 1 Standard Utility Allowance (SUA) will receive a regular and/or “E” HEAP auto payment.

Medicaid Implications

There are no Medicaid implications.

**LIMITED ENGLISH PROFICIENT (LEP) AND DEAF/HARD-OF-HEARING IMPLICATIONS**

For applicants/participants who are Limited English Proficient (LEP) or deaf/hard-of-hearing, make sure to obtain appropriate interpreter services in accordance with [PD #16-14-OPE](#) and [PD #17-19-OPE](#).

**FAIR HEARING IMPLICATIONS**

An applicant/participant can request and receive a conference with a Fair Hearing and Conference (FH&C) AJOS I/Supervisor I at any time. If an applicant/participant comes to the Job Center requesting a conference, the Receptionist must alert the FH&C Unit that the applicant/participant is waiting to be seen. In Model Centers, the

Receptionist at Main Reception will issue an FH&C ticket to the applicant/participant to route him/her to the FH&C Unit and does not need to verbally alert the FH&C Unit staff.

The FH&C AJOS I/Supervisor I will listen to and evaluate any material presented by the applicant/participant, review the case file and discuss the issue(s) with the Worker responsible for the case and/or the Worker's Supervisor. The AJOS I/Supervisor I will explain the reason for the Agency's action(s) to the applicant/participant and if it is determined the applicant/participant is eligible for a HEAP grant the Worker will process the case and proper referrals made for issuance of grants.

Individuals who request an "E" HEAP payment are entitled to a Fair Hearing. The Fair Hearing Centralized Packet Review Unit (CPRU) receive a Fair Hearing Request form (**OA-1891**) from OTDA regarding the individual's request for an "E" HEAP payment. HEAP Central prepares the packet and represents the Agency at Fair Hearings.

The Conference telephone number for HEAP is **(212)-835-7216**.

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## REFERENCES

HEAP Manual  
 10-INF-19  
 12-LCM-12  
 GIS 05 TA/DC048  
 GIS 12 TA/DC036  
 GIS 12 TA/DC039  
 GIS 13 TA/DC004  
 GIS 17 TA/DC044  
 GIS 17 TA/DC046  
 16-LCM-16  
 17-LCM-14  
 18 NYCRR 351.1(b)(2)(iii)  
 18 NYCRR 393.4  
 LDSS-5005 (Rev. 7/17)  
 LDSS-5099 (Rev. 5/17)

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## RELATED ITEMS

[PD #10-22-SYS](#)  
[PB #07-56-ELI](#)  
[PD17-24-ELI](#)



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## ATTACHMENTS

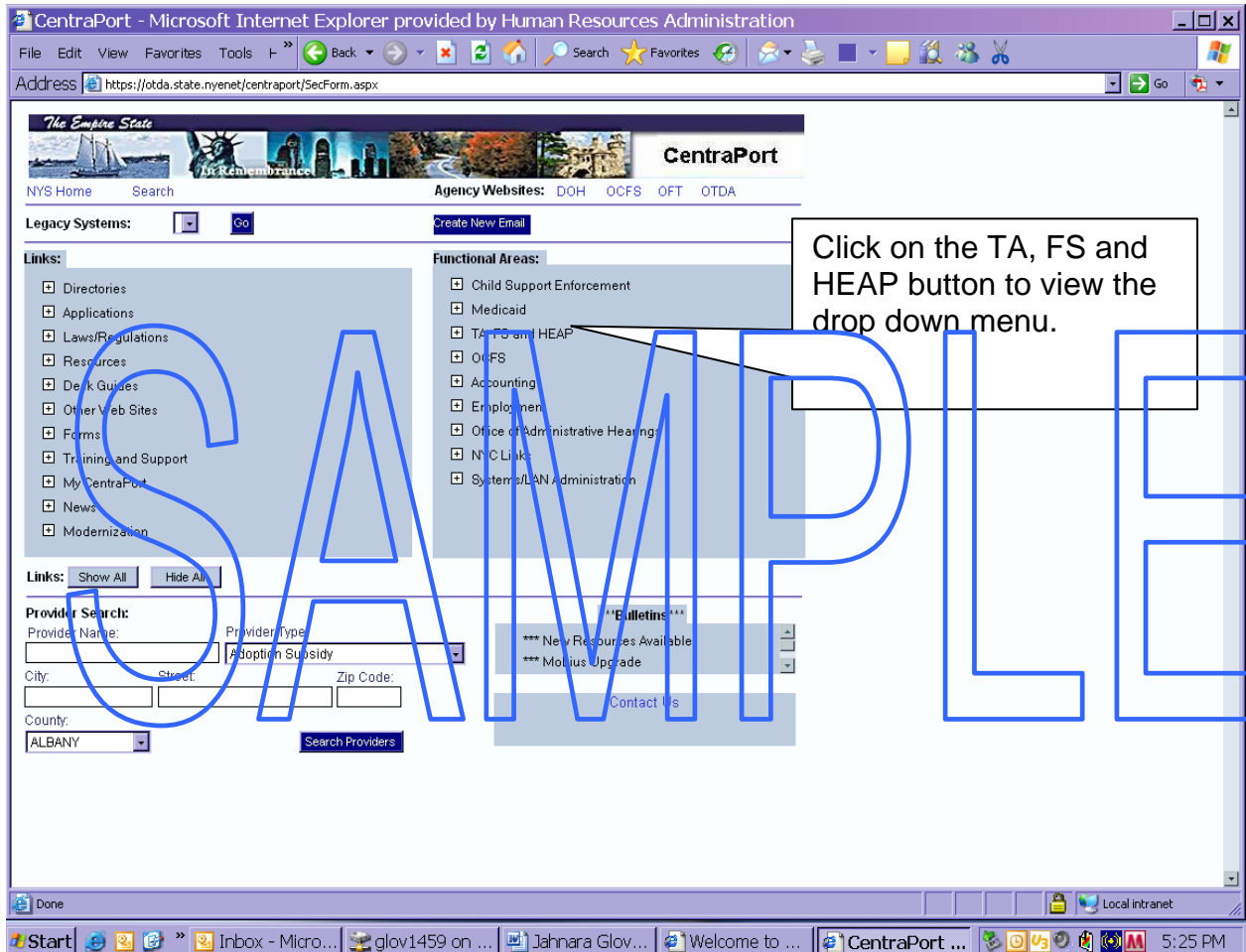
 Please use Print on Demand to obtain copies of forms.

<b>Attachment A</b>	HEAP Season 2017-2018 Office Addresses
<b>Attachment B</b>	Guide to Accessing the HEAP Participating Vendor List from CentraPort
<b>Attachment C</b>	Home Energy Assistance Program Heating Equipment Repair and Replacement
<b>LDSS-5005</b>	2017-2018 Home Energy Assistance Program Desk Guide (Rev.7/17)
<b>LDSS-5099</b>	2017-2018 HEAP System Quick Reference Tool
<b>M-858m</b>	Utility Arrears/Emergency Heating (Rev. 2/5/13)

## HEAP Season 2017-2018 Office Addresses

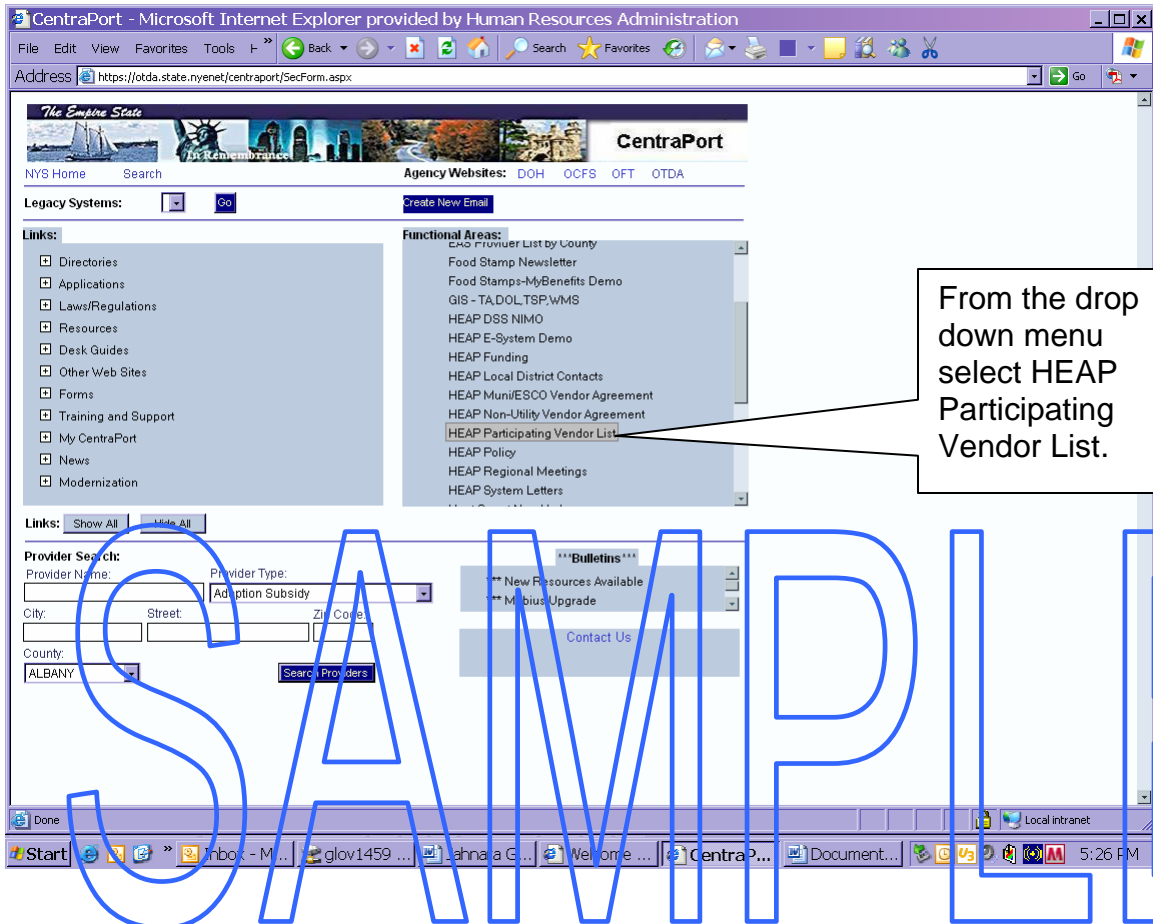
Location	Days of Operation	Floor	Borough	Zip
122 East 124-th Street	Monday - Friday	lobby	Manhattan	10035
1932 Arthur Avenue	Monday - Friday	lobby	Bronx	10457
1775 Grand Concourse	Monday-Friday	lobby	Bronx	10453
503-505 Clermont Avenue	Monday - Friday	4-th	Brooklyn	11238
3050 West 21-st Street	Monday - Friday	1-st	Brooklyn	11224
88 3-rd Avenue	Monday - Friday	1-st	Brooklyn	11217
1 Metro Tech Center	Monday - Friday	lobby	Brooklyn	11201
1535 Pitkin Avenue	Monday - Friday	lobby	Brooklyn	11212
165-08 88-th Avenue	Monday - Friday	6-th	Queens	11432
89-67 162-nd Street	Monday - Friday	lobby	Queens	11432
33-28 Northern Blvd	Monday - Friday	lobby	Queens	11101
120-55 Queens Blvd, Room 225	Monday & Wednesday	2-nd	Queens	11424
136-20 38-th Avenue, Room 10A	Wednesday & Thursday	10-th	Queens	11354
10 Richmond Terrace	Monday - Friday	4-th	Staten Island	10301
201 Bay Street	Monday - Friday	1-st	Staten Island	10301
2031 Forrest Avenue	Monday - Friday	lobby	Staten Island	10303
<b>HEAP Mailing Address</b>	<b>NYC HEAP            PO Box 1401            Church Street Station            New York, NY 10008</b>			

## Guide to Accessing the HEAP Participating Vendor List from CentraPort



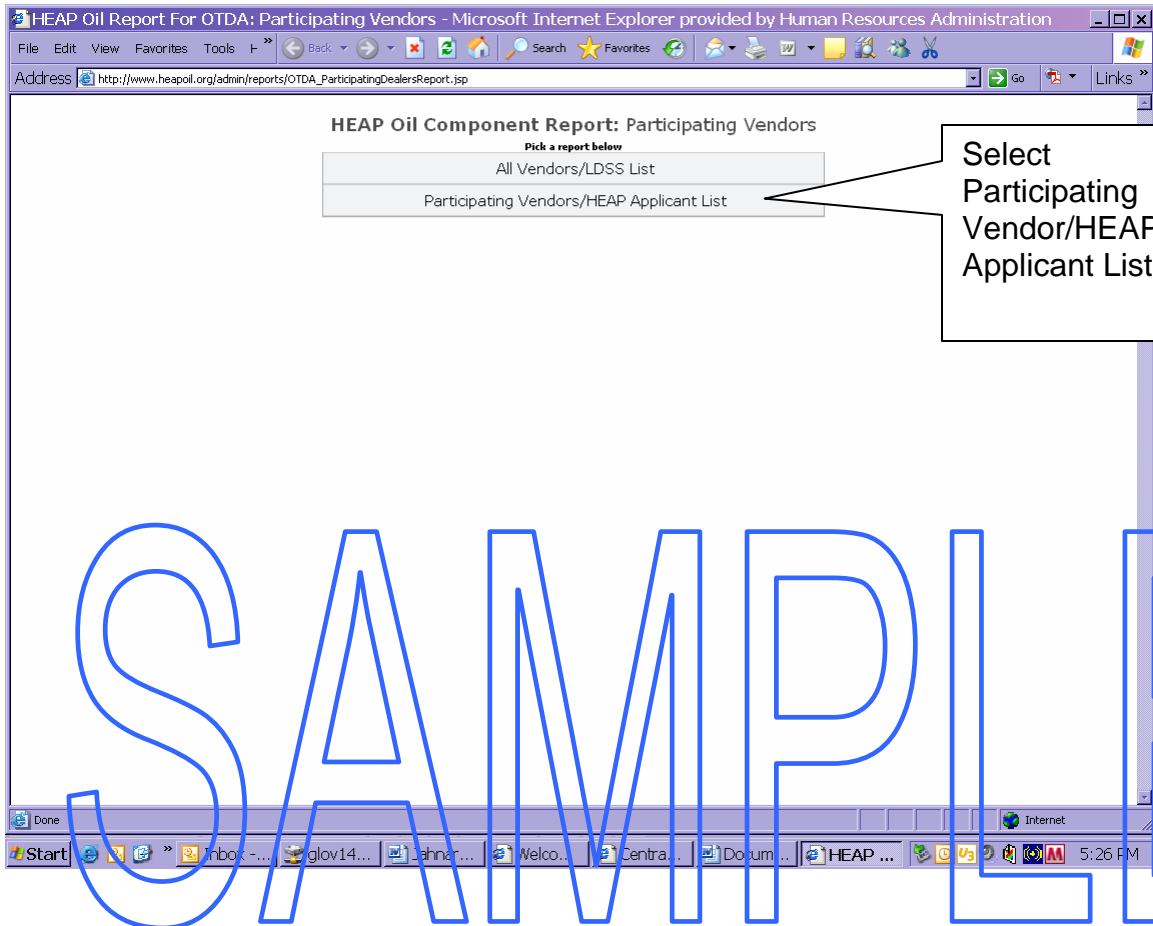
- Log into CentraPort to access the CentraPort home page
- From the home page, click the “+” next to TA, FS and HEAP to view the drop-down box

Attachment B  
Page 2



- From the drop-down menu, select “HEAP Participating Vendor List”

**Attachment B**  
Page 3



- Selecting the Participating Vendor/HEAP Applicant List will give you a list of participating vendors in the county you select, without the need for an additional password.
- Selecting All Vendor/LDSS List requires the entry of a password.

## Attachment B

### Page 4

HEAP Oil Component Report: Participating Vendors

Pick a report below

All Vendors/LDSS List

Participating Vendors/HEAP Applicant List

Select a county: New York City

Select fuel type: Oil/Kero/Blend

Go >>

Select New York City from the drop down menu, then select the fuel type and click the **Go** button.

SAMPLE

- Select “New York City” from the drop-down menu in the “Select a County” field.
- Select the appropriate fuel type from the drop-down menu in the “Select a Fuel Type” field.

# Attachment B

## Page 5

HEAP Participating Vendor Report

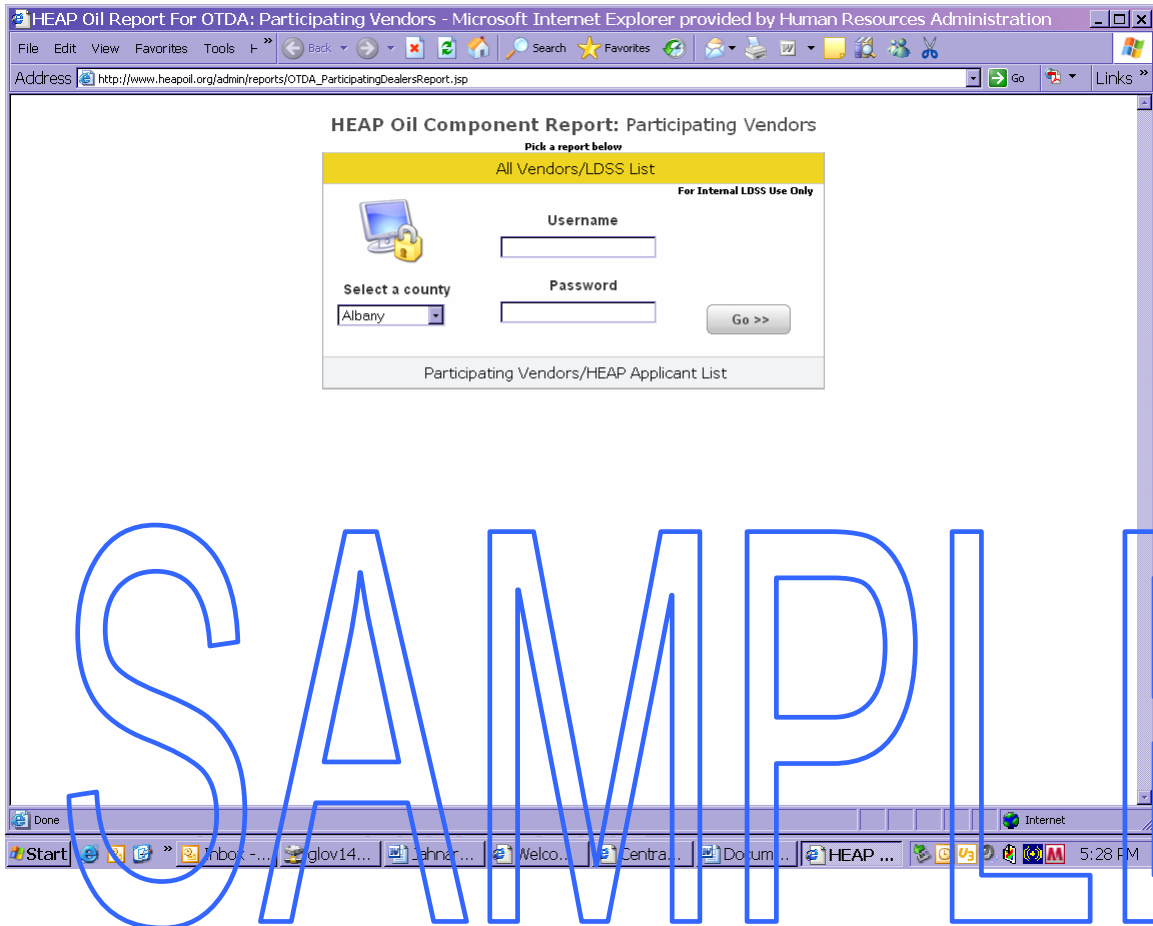
County: **New York City**

Total Participating Dealers: **156**

You can print this page by right-clicking and selecting print. Be sure to select "landscape" for page orientation  
Click dealer name for more information (password required)

County ID	Name	Address	Phone	Fuels Offered	Accepting New Customers	Offers Service
0	24 Hour Oil Delivery Corp. DBA: Associated Fuel Corp.; Morningside Fuel Oil Corp.; Brook Fuel Co.; Heatmaster; Terminal Oil; Peerless Oil; Peoples Oil; Black Gold	431 East 165 St. Bronx, NY 10456	718-401-2500	Oil, Furnace Repair	Yes	Yes
0	A & N Petroleum Corp. A.P.R.A. Fuel Oil	64 Highland Avenue New Rochelle, NY 10801	914-637-0070	Oil, Furnace Repair	Yes	Yes

- A separate window appears showing all of the participating vendors that match the entered search criteria.



- If All Vendors/LDSS List is selected, enter the appropriate Username and Password, select the county from the drop down menu and click on the **Go** button.



**Home Energy Assistance Program  
Heating Equipment Repair and Replacement**

**A. BENEFIT COMPONENT**

Heating Equipment Repair and Replacement (HERR) benefits are available to assist Home Energy Assistance Program (HEAP) eligible households with the cost to repair or replace the applicant's primary heating equipment. The applicant must own their dwelling, and the heating equipment must have been documented by a participating vendor to be inoperable or unsafe, and in need of repair and or replacement.

Heating equipment replacement is also available, under limited circumstances and with medical documentation, to replace systems that are directly detrimental to a household member's health. Documentation must be in writing from a physician or physician's assistant, and must specify the reason(s) why the current system is directly detrimental to the household member's health and safety.

Temporary relocation for an eligible household may be considered when the residence has been determined to be unsafe, and it has been determined that the deficiencies cannot reasonably be corrected in a timely manner which would ensure safe, healthy habitation. HEAP-funded temporary relocation is only available when the Emergency benefit component is open.

**B. CERTIFICATION**

The local Social Services District (district) is the sole certifier for this component. The district may contract with alternate certifiers to assist in the application/outreach process.

Alternate certifiers may not make final eligibility decisions, contract for work, guarantee benefits or issue notices.

All applications for this component require supervisory review, even in those districts using a case supervisory review process for other types of HEAP applications.

**C. TIMEFRAMES and EMERGENCY RESOLUTION**

**1. Emergency Resolution Requirements**

The HEAP Heating Equipment Repair and Replacement Assessment Form (LDSS5010) is a mandatory form designed to assist districts in assessing the heating equipment situation. The form is not a substitute for any other required forms.

Appropriate action(s) must be taken to resolve the emergency situation of an eligible household within 18 hours of the emergency benefit application filing date if the household is without heat or within 48 hours of the emergency benefit application filing date if loss of heat is imminent.

Emergency resolution is defined as the action taken to ensure that the applicant household has heat, safe supplemental heat or access to temporary alternate housing.

The filing date for HERR applications is the date that the applicant completed, signed and submitted the HEAP application to the district or to the alternate certifier contracted to accept applications.

The emergency resolution action(s) for those applicants for HERR where HEAP eligibility cannot be determined within the 18 to 48-hour timeframe or the applicant is not HEAP eligible are:

- A referral to Temporary Assistance
- A referral to a community resource
- Provision of safe supplemental heat
- Access to temporary alternate housing

The emergency resolution action(s) for those households applying for HERR, where HEAP eligibility is determined, are:

- The repair or replacement of the heating system within the 18 to 48-hour timeframe
- The provision of safe supplemental heat
- Access to temporary alternate housing
- Provision of emergency HEAP funded temporary housing (only when the Emergency Component is open)

Resolution must be documented on the HEAP Heating Equipment Repair and Replacement (HERR) Worksheet (LDSS-4867).

## **2. Completion of Work**

As a rule, the heating equipment repair or replacement work should be completed within five business days from the authorization by the district. Vendors must notify districts if they cannot meet these timeframes and provide the reason.

## **3. Processing Timeframes**

Applications for HERR may be pended for information or documentation for no more than a total of ten business days.

## **4. Notice Requirements**

Applicants must be provided with written notice of the eligibility decision no later than 30 business days from the date of the receipt of the final vendor invoice for payment

# **D. BENEFITS**

## **1. Repair**

The essential heating equipment repair total benefit is limited to \$3,000 per applicant per HEAP program year.

In some cases, the cost of repair may exceed or be comparable to the cost of replacement. In these cases, the district should explore replacement. A heating system that requires multiple repairs in a program year, or within the past program year, may warrant the exploration of replacement instead of continued repair.

Repair of essential primary heating equipment is defined for NYS HEAP purposes as the labor and materials necessary to restore or fix an eligible household's essential heating equipment to a sound useable condition without the replacement of the heating plant (furnace/boiler). This includes repair or replacement of chimneys or other venting systems and repair or replacement of oil tanks.

All repairs must include the installation of a working carbon monoxide detector when one is not present, non-operational or the carbon monoxide detector is over five years old.

**2. Replacement**

The essential primary heating equipment replacement benefit is limited to \$6,500.

Eligible households may receive one heating equipment replacement benefit within a ten-year period.

Replacement of essential primary heating equipment is defined for NYS HEAP purposes as the materials and labor necessary to restore and/or fix an eligible household's essential heating equipment to a sound useable condition by removal of an existing heating plant and replacement with a new heating plant. Replacement may also include the repair/replacement of essential heating equipment necessary for the system's safe and proper operation.

Essential heating equipment may include chimneys, chimney liners or other direct venting systems and oil tanks.

All replacements must include the installation of a working carbon monoxide detector when one is not present, non-operational or the carbon monoxide detector is over five years old.

**3. Scope of Work**

All work, whether repair or replacement, must be approved and authorized by the district prior to the commencement of any work.

Work is limited to the primary heat source. Primary heat source is defined as the equipment used within the 12-month period prior to the month of application to heat the majority of the dwelling and is located inside the dwelling, with the exception of outdoor wood boilers and exterior units that are encapsulated.

Work is limited to essential components of the primary heating equipment necessary to ensure that the heating system will operate safely and within all applicable State and local building codes.

Portable space heaters of any fuel type are not considered a primary heat source and are not eligible for repair and/or replacement under this component.

Repair of the existing inoperable heating equipment must be explored prior to replacement. Replacement of essential primary heating equipment may be explored in situations when a licensed qualified participating vendor provides a written statement documenting the current existing primary heating system is:

- Inoperable and/or unsafe and the reason why; and,
- Written verification that essential heating equipment cannot be repaired.

All replacement equipment must be Energy Star or High Efficiency furnaces and boilers rated at a minimum of 92% efficiency or greater. Installation of non-Energy Star rated/High Efficiency equipment may only be considered when Energy Star rated or 92% or greater High Efficiency heating equipment cannot be obtained within a reasonable timeframe or when the cost of the Energy Star rated/High Efficiency heating equipment exceeds the benefit limit of \$6,500.

For oil fired hydronic (boilers) systems, 83% efficiency or above is considered high efficiency.

All repairs and replacements should, with client consent, include installation of a programmable thermostat.

Installation or repair of fuel tank gauges may be included as part of the repair of essential equipment if original gauges are faulty or nonexistent.

All repair and replacement jobs must include the installation, per manufacturer's specification, of at least one carbon monoxide detector when one is not present or the carbon monoxide detector is over five years old.

At the household's request, inoperable/unsafe primary heating equipment may be replaced with a different type of system if the cost of the alternative system is comparable (defined as \$500 or less) to replacement with the same type of system. The final approval for replacement with a different system type is made by the district.

**NOTE:** The cost of removal or proper abandonment of the heating equipment in accordance with all State and local codes and regulations must be included in the job scope.

All repairs or replacements on either State or sovereign lands must be completed to the satisfaction of all State and local codes, in addition to individual sovereign nation's protocols and rules.

In the case of boilers with frozen pipes, HEAP benefits may assist with repairing the sections of piping absolutely necessary for the safe and proper installation and operation of the boiler.

#### **4. Application Requirements**

All applications for HERR must be made in person, including those from TA or SNAP recipients, using the current version of the NYS HEAP Application (LDSS-3421).

The homeowner must be the applicant for HERR benefits.

An in-person interview is required for ALL HERR applications.

Full documentation is required for ALL HERR applications.

An authorized representative is permitted to apply for HERR benefit on behalf of the homeowner. The authorized representative must provide a written statement signed and dated by the applicant or the applicant must complete the authorized representative designation section on page 4 of the HEAP Application (LDSS-3421)

An individual with a power of attorney is permitted to apply for HERR benefits. The power of attorney must be documented in writing.

Reasonable accommodations should be explored with homebound applicants to assist with application requirements.

A regular benefit must be processed for any household eligible for a repair or replacement in those cases where the household has not received a regular benefit at the time of application for equipment repair or replacement provided the Regular component is open.

**E. ELIGIBILITY**

**1. Income**

Households must meet the established HEAP income guidelines for the program year to be eligible.

A household is categorically income eligible only when the homeowner/applicant is in active receipt of TA, SNAP or Code A SSI.

**2. Citizenship Requirement**

The applicant must be a US citizen, US National or meet the qualified alien rules as prescribed in the HEAP Manual.


**3. Residence and Ownership Requirement**

The applicant must be a New York State resident.

The applicant must be the documented owner of the dwelling. For purposes of the HERR component, ownership is documented by a recorded deed or title. Deeds are recorded on all property transfers. Titles are issued for manufactured homes 1995 or newer. In the case of manufactured or modular homes sold prior to 1995 and which are not titled, applicants must provide a bill of sale in conjunction with supporting documentation listed below.

The applicant must have owned the residence for the 12 months preceding the month of application.

Ownership **MUST** be documented by obtaining the following items:

<b>HOUSING TYPE</b>	<b>ACCEPTED OWNERSHIP VERIFICATION</b>	<b>INFORMATION NEEDED IN CONJUNCTION WITH OWNERSHIP VERIFICATION</b>
Single and two family homes	Recorded Deed or verification obtained through the county's real property tax website.	
Mobile homes 1995 or newer	Title	
Mobile homes older than 1995	Bill of Sale OR sales contract PLUS one of the following: 	<ul style="list-style-type: none"> <li>o Tax Bill/Paid Tax Bill Receipt OR o Mortgage papers/payment book or loan payment receipts OR</li> <li>o Mobile Home lot rent receipts/statement from park owner OR o Loan papers</li> </ul>

The dwelling must be the applicant's primary dwelling.

The applicant must have resided in the dwelling for which assistance is being requested for the 12 months preceding the month of application. Documentation includes, but is not limited to: mail with the applicant's name and address received during the time period; bills for services such as phone, utility, trash pickup; school records, voter registration documents, and employer records.

The applicant must be residing in the household for which assistance is being requested at the time of application for HERR.

- A household that has temporarily relocated due to the lack of heat or unsafe conditions or who meets other HEAP temporary absence rules is considered to meet the residence requirement.

The applicant must document that the equipment being replaced or repaired has been the primary heating equipment in the dwelling within the 12-month period preceding the month of application.

- Documentation may include:
  - Fuel delivery slips;
  - Vendor confirmation of delivery and/or payment for fuel;
  - Confirmation through a utility website that the account has been active and gas or electric costs incurred; or
  - Collateral contact with the home energy vendor.

Life estate and life use are considered ownership unless the deed or life estate contract specifies that the deeded owner, not the individual with life use, is responsible for repairs and/or maintenance. Life use/estate must be either part of the deed or other legal document executed at the time of the original property transfer. Modifications made to meet eligibility requirements do not meet ownership requirements for this component.

#### 4. Resources

All applicant households for HERR must be resource tested. Applicants in receipt of active TA or Code A SSI do not need to be resource tested since HEAP resource limits are consistent with TA resource limits.

Resources for all household members, as defined by HEAP, are counted.

Resources must be explored and availability determined. The resource checklist on the Heating Equipment Repair and Replacement Worksheet (LDSS-4867) must be completed. Only available liquid resources are counted.

All applicants for HERR receive a standard resource exclusion of \$3,000 in addition to all other applicable exemptions.

The available amount of resources is determined by reviewing the allowable exemptions in the HEAP Manual.

Applicants who have available liquid resources, after exemptions are applied, that equal or exceed the cost of the repair or replacement are not eligible. If the available resources are less than the cost of the repair or replacement, applicants are required to apply any available liquid resources after exemptions to the cost of the repair or replacement.

##### Resources of Co-Owners

- If the dwelling is co-owned and the co-owner(s) does not reside in the dwelling, the district must explore the availability of resources and contributions from the co-owner(s). Resources are determined in the same manner as for the applicant.
- Only a prorated share of the repair/replacement cost may be paid with HEAP funds when:
  - The co-owner(s) is not accessible – The co-owner(s) refuses to provide documentation of resources, and/or
  - The co-owner(s) has resources exceeding the established limits.
- Resources of the co-owner(s) are documented and availability determined in the same manner as the applicant's resources.

**NOTE:** The complete cost of the heating equipment repair or replacement is paid by HEAP when both the co-owner(s)'s and the applicant's documented resources are at or below the resource limit.

- Applicants should be referred to other programs to obtain the balance of a prorated HEAP payment (TA, Catholic Charities, Weatherization, NYSERDA, etc.).

- Applications requiring either an applicant or co-owner(s) contribution toward the cost of either a repair or replacement must be permitted ten business days to provide documentation of payment or satisfactory payment arrangements with the vendor. This request must be documented with a Request for Information/Documentation Requirements form (LDSS-3431). The emergency resolution timeframes and rules must be followed in these cases.

**NOTE:** Applicants who are victims of documented domestic violence situations may be exempted from documenting a co-owner's resources if producing the documentation could exacerbate the domestic violence situation and place the applicant at risk.

## **5. Other Requirements**

A participating licensed heating professional or local Weatherization Assistance Program provider must document that the applicant owned primary heating equipment is inoperable or unsafe and is in need of repair or replacement.

The dwelling must be in compliance with local building and safety codes, must not be in condemned status, and must be safe and structurally sound.

The dwelling must not be considered to be unsafe and/or unfit for habitation.

Dwellings with more than two units are not eligible for repair or replacement.

## **F. JOB PROPOSAL PROCESS**

### **1. Payments for Estimates**

Reasonable costs associated with obtaining job estimates and/or documenting the condition of the system and/or to provide an estimate of work are an allowable expense. The additional conditions below also apply.

The cost of estimates may only be paid for eligible households. Districts must not incur costs or require applicants to incur costs for estimates prior to the eligibility determination. Estimate fees may only be paid to vendors not awarded the job.

WMS code H0 is used to pay for estimates for vendors that are not awarded the repair or replacement job.

Multiple estimates are not required for repairs that do not exceed \$500.

- Vendors must request and receive district approval prior to commencing any work.

Districts with a single source HERR contract may not pay for estimates with program funds. These costs must be part of the contract and must be paid from administrative funding.

### **2. Estimate Submission**

All estimates must be submitted on the current HEAP Heating Equipment



Repair/Replacement Job Proposal form (LDSS-4867A) and require both vendor and customer signature to attest that the estimate was prepared based on an onsite assessment.

Estimates that are not based on an onsite assessment are not valid and will not be accepted.

Estimates must include a detailed job scope with labor and materials costs. Estimates must be completed based on the requirements of the Job Proposal (LDSS-4867A) form and HEAP HERR Vendor Agreement.

HEAP policy requires that the district contract with the lowest qualified bidder. A vendor other than the lowest bidder may be awarded the job on a case by case basis and with approval from the New York State Office of Temporary and Disability Assistance (OTDA). Allowable exceptions include, but are not limited to: past issues with the proposals or work of the lowest bidding vendor; inability of the lowest bidder to complete the work within five business days; inability of the lowest bidder to obtain or install Energy Star rated equipment when applicable and customer contracts or long term relationships with a vendor other than the lowest bidder.

Only vendors with a signed HERR Vendor Agreement on file with OTDA may perform work.

Districts should use local procedures for obtaining job proposals for repair and replacement work; however, multiple bids are not required for repairs of \$500 or less. Districts must approve the vendor to perform work prior to commencement of the job.

A minimum of two job proposals are recommended for all replacement work above \$3,000.

The district should offer applicants the opportunity to obtain their own job proposals. Vendor lists may be provided to assist applicants. If the applicant declines the offer and requests assistance with obtaining bids/estimates, this should be noted in the case record and the district may contact vendors on the applicant's behalf.

### **3. Payments**

Prior to authorizing payment for HERR benefits, districts must contact the client to confirm the installation and operation of the heating unit.

Prior to authorizing payment for the HEAP prorated amount, it must be documented that the client and or co-owner(s) share of the cost has been guaranteed or paid, or the client has made satisfactory payment arrangements before the HEAP payment is authorized.

Vendors must submit an itemized, final bill on company letterhead. A copy must be retained in the case record. Itemized bills should include the total amount of labor costs, in addition to the amount of the unit.

Bills must be submitted no later than 15 business days after work completion. Districts may not pay vendors until the work has been completed, an itemized bill received, and client confirmation of satisfactory work completion has been obtained.

No pre-payment or deposits are permitted.

No New York State sales tax may be charged.

HERR payments are issued directly to the vendor after completion of all work, submission of final itemized bill and client confirmation of installation and operation of the heating system.

Payments are issued through the New York State Office of the State Comptroller (OSC) via the Statewide Financial System (SFS). Districts must authorize and pay in a timely manner. Small businesses must be paid within 15 days of receipt of an invoice (please see GIS 16 TA/DC023). It is strongly recommended that payments for HERR be selected for one-week processing in those districts currently on a two-week voucher review period.

**4. File Requirement**

All case files must contain:

- A current signed and dated Application, with a completed Agency Use Section (page six)
- All supporting documentation
- HEAP Heating Equipment Repair and Replacement Assessment Form (LDSS-5010)
- HERR Worksheet (LDSS-4867)
- Job Proposals (LDSS-4867A)
- Final itemized bills
- Case notes
- Case records for HERR must be retained for ten years.

**5. Case Supervisory Review**

Districts must conduct supervisory review all applications for HERR.

All applications for HERR must be reviewed by a county employee at least one level above the county employee certifying the application for assistance.

**G. PROHIBITED PAYMENTS**

Payments for HERR may not be made under the following circumstances:

1. The applicant has not owned and resided in the dwelling for the 12 months prior to the month of application.
2. The applicant has failed to document that the heating system in need of repair or replacement has been the primary heating system for the 12 months preceding the month of application.
3. Reimbursement for work that was started and/or completed prior to the applicant's HEAP eligibility determination.
4. Work that was not authorized by the district.
5. Replacements or repairs for residences with more than two units.

6. Payment for repairs or replacement for heating equipment that is inoperable due to flood, fire, or other natural disasters.
7. Situations where the dwelling has been determined to be unsafe, is not habitable, or is out of compliance with building/safety codes and the situation cannot be corrected in a reasonable or cost effective manner to ensure safe and healthy habitation.
8. Installation of heating systems in dwellings where a current heating system does not exist.
9. The applicant's homeowner's insurance is available to pay for the repair or replacement.
10. Applicants whose primary equipment was replaced using HEAP funds within the prior ten years from the date of application.
11. Applicants whose residence is for sale and who have a signed sales contract are not eligible for repair/replacement benefits.
  - Eligibility for applicants whose dwelling is in the process of foreclosure must be assessed on a case-by-case basis to determine when and if the premises will be vacated by the applicant.
12. Payments for parts and labor charged for the repair or replacement of any optional or non-essential heating system components must not be made.
13. Work on dwellings that are not considered permanent primary residences, including roadworthy trailers or mobile homes registered with the Department of Motor Vehicles.
14. Prorated furnace replacement benefits if the necessary supplemental funding is unavailable or co-owners available resources are unavailable.
15. Dwellings that are being purchased through a land contract or rent to own agreements.

**H. REFERRAL**

All households approved for a HERR benefit must be referred to the New York State Homes and Community Renewal Weatherization Assistance Program (WAP) using the interagency referral form, DHCR WAP #37.

## 2017-2018 Home Energy Assistance Program Desk Guide

INCOME ELIGIBILITY GUIDELINES *			INELIGIBLE LIVING SITUATIONS
HH Size	Tier I	Tier II	Households in the following living situations are not eligible
1	0 - 1,307	1,308 – 2,318	<ul style="list-style-type: none"> <li>• Individuals paying room or room and board in a private residence</li> <li>• Individuals temporarily housed in a motel or hotel or recreational vehicle</li> <li>• Residents of government provided housing on military bases with no heat</li> <li>• Dormitories, agency boarding homes, groups or institutions (licensed and unlicensed) except those listed below</li> <li>• Migrant or seasonal farm workers with no heating or heat-related expenses</li> <li>• Individuals who have no responsibilities for heating costs and do not make payments for heat in the form of rent</li> <li>• Individuals living in motor vehicles or vans</li> </ul>
2	0 - 1,759	1,760 – 3,031	
3	0 - 2,212	2,213 – 3,744	
4	0 - 2,665	2,666 – 4,457	
5	0 - 3,118	3,119 – 5,170	
6	0 - 3,571	3,572 – 5,883	
7	0 - 4,024	4,025 – 6,017	
8	0 - 4,476	4,477 – 6,150	
9	0 - 4,929	4,930 – 6,284	
10	0 - 5,382	5,383 – 6,418	
11	0 - 5,835	5,836 – 6,733	
11+	+453**	+523**	<p style="text-align: center;"><b>Households in the following living situations may be eligible for \$21 benefit. See <u>HEAP Manual</u> for eligibility criteria</b></p> <ul style="list-style-type: none"> <li>• Tenants of government subsidized housing with heat included in rent. Households that pay heat-related electricity may be eligible for emergency benefits.</li> <li>• Residents in specific group living situations. See <u>HEAP Manual</u> for specific WMS Codes/living situations.</li> <li>• NYSNIP participants with Shelter Codes 96 or 97</li> </ul>

**Categorical Eligibility:** A household is categorically income eligible (Tier I) if at least one member of the HEAP household is in receipt of recurring FA, SN, SNAP, or Code A SSI benefits.

\*Convert weekly income to monthly by multiplying income by 4.333333 / \*Convert bi-weekly income to monthly by multiplying income by 2.166666.

\*\* Amount increased per household member.

DOCUMENTATION			
Residence	Identity of Household Members	Income	Social Security Number
<ul style="list-style-type: none"> <li>• Current Rent Receipt with name and address</li> <li>• Statement from Landlord</li> <li>• Utility Bill</li> <li>• Copy of Lease with address</li> <li>• Water, Sewage or Tax Bill</li> <li>• Homeowner's/Renter's Ins. Policy</li> <li>• Mortgage Payment Book or Receipts with address</li> </ul>	<ul style="list-style-type: none"> <li>• Driver's License</li> <li>• Photo ID</li> <li>• US Passport or Naturalization Certificate</li> <li>• Birth Certificate or Baptismal Certificate*</li> <li>• Validated Social Security Number*</li> <li>• Adoption Papers</li> <li>• Hospital or Doctor's Records</li> <li>• School Records</li> <li>• Statement from another person*</li> </ul> <p style="text-align: center;">* Two forms of proof required</p>	<ul style="list-style-type: none"> <li>• Pay Stubs</li> <li>• Child Support Order or Check</li> <li>• Business Records OR filed Federal Tax Return for the current year including all applicable schedules if self-employed.</li> <li>• Check(s) (SSA, VA, RR pensions, etc.)</li> <li>• Unemployment Insurance Benefit Amount</li> <li>• Interest/Bank/Dividend or Tax Statement</li> </ul>	<ul style="list-style-type: none"> <li>• A valid Social Security Number must be provided for all household members</li> </ul>
<b>Vulnerability</b>			
<b>Age—under 6 years or 60 or older</b>	<b>Disabled</b>	<p><b>This desk guide is intended as a reference guide. It must be used in conjunction with the policy and procedures established by NYSOTDA and with the <u>HEAP Manual</u>.</b></p>	
<ul style="list-style-type: none"> <li>• Birth Certificate</li> <li>• Baptismal Certificate with date of birth</li> <li>• Passport</li> <li>• Driver's License</li> </ul>	<ul style="list-style-type: none"> <li>• SSA Award Letter</li> <li>• Written Statement of Eligibility for Benefits</li> </ul>		
<b>CITIZENSHIP ELIGIBILITY CRITERIA</b>			

Only US Citizens, US Non-Citizen National or Qualified Non-Citizens are eligible for HEAP

REGULAR HEAP		
<b>DELIVERABLE FUELS (Oil, Kerosene, Propane)</b>	<b>ADD ON AMOUNTS</b> The following amounts are added to the base benefit, if applicable	
<b>BASE BENEFIT = \$675</b>	+ \$26 for Tier I Household + \$25 for Vulnerable Member in Household	
<b>DELIVERABLE FUELS (Wood, Pellets, Coal, Corn)</b>		
<b>BASE BENEFIT = \$525</b>		
<b>UTILITIES/MUNICIPAL ELECTRIC HEAT</b> (Natural Gas, PSC Regulated Utilities and Municipal Electric Heat)	<b>HEAT INCLUDED BENEFITS</b>	
<b>BASE BENEFIT = \$350</b>	Tier I = \$35 Tier II = \$30 Heat and Eat = \$21	
<b>EMERGENCY HEAP</b>		
<b>Income Guidelines</b>	<b>Customer of Record</b>	
The maximum eligibility guidelines are utilized. A household is categorically income eligible and placed in Tier I if at least one member of the HEAP household is in receipt of recurring FA, SN, SNAP, or Code A SSI.	Applicant must meet customer of record requirements.	
<b>Resources</b>	<b>Residence</b>	
All available liquid resources must be explored. Applicant households may not have available liquid resources in excess of \$2000 (or \$3000 if the household contains a member age 60 or older) for heat/heat-related emergencies. The <u>HEAP Manual</u> contains a list of resource exemptions.	The applicant must currently reside in the dwelling for which assistance is requested and the residence must be the applicant's primary residence.	
<b>Benefits</b>		
<b>Utility Emergencies (Heat or Heat-Related Only)</b> Each utility benefit insures a minimum of thirty (30) days of prospective service.		<b>Non-Utility Heating Emergencies</b>
<b>Category</b>	<b>Benefit</b>	<b>Oil, Kerosene, Propane: A one-time benefit of \$675 is authorized</b>
<b>Heat-Related Domestic</b>	<b>\$140</b>	<b>Wood, Pellets, Coal, Corn, Other: A one-time benefit of \$525 is authorized</b>
<b>Natural Gas Heat Only</b>	<b>\$350</b>	
<b>Natural Gas Heat Combined with Heat-Related Domestic</b>	<b>\$490</b>	<b>Propane Tank Installation and Deposit: Maximum of \$500 per program year</b>
<b>Electric Heat</b>	<b>\$490</b>	<b>Temporary Relocation: Maximum of \$500 per program year</b>

## 2017- 2018 HEAP Systems Quick Reference Tool

### WMS Data Entry

#### Case Transaction Type (Screen1)

- 02 - Opening (only on app/tad)
- 03 - Denial (only on app/tad)
- 09 - Open/Close
- 10 - Reopening

#### Undercare Maintenance (Screen 1)

- 05 - Change
- 07 - Closing (needs a reason code)
- 14 - Closed Case Maintenance

#### Case Reason (Screen1)

#### HEAP Approval Code

- A14 - Regular Grant Only (No Funding Available)
- A50 - HEAP Approval Benefits Authorized

#### Denial and Closing Reason Codes

- E10 - Failure to Keep/Complete Interview
- F01 - HEAP Excess Income
- F02 - HEAP Previously Applied for/Automatic Payment Received
- F03 - HEAP Emergency Denial - Not The Customer of Record
- F04 - HEAP Emergency Denial - Not Primary Residence
- F05 - HEAP Application Not Complete or Signed
- F06 - Ineligible Alien
- F07 - Failure to Document Alien Status
- F08 - Heap Application Received After Heap Program Year Closing Date
- G72 - Failure to Provide Documentation of Switching to a Participating Vendor
- G75 - Not a Resident of District
- H95 - Deceased (HH=01 Only)
- M03 - Ineligible Living Situation for HEAP
- M04 - HEAP Emergency Denial
- M06 - Insufficient Information
- M07 - Failure to Provide a Valid SSN for Household Member(S)
- M08 - HEAP HERR Denial
- W73 - Resources Available to Meet Emergency
- W74 - Resources Available to Meet HERR
- Y99 - Manual Notice

#### Authorization Period (Screen 1)

Cases for the 2017-2018 HEAP Program year may not be authorized on WMS before 08/20/17. The authorization period may not be back dated prior to 10/1/17 and the Authorization "TO DATE" must = 9/30/18. HEAP budgeting changes for the 2017-18 HEAP season will be effective for budgets calculated as of August 20, 2017, with an application date (APP DATE) of 10/1/2017 or later.

### HEAP Income Level Code (Screen 1)

For federal reporting purposes, a one-character field on screen 1 of WMS collects the poverty level income grouping based on household size. The HEAP benefit calculation output screen displays the appropriate HEAP income level code.

### SOCIAL SECURITY NUMBER CODES (Screen 2)

- \*\* 1 SSN Present
- \*\* 2 SSN Applied For
- \*\*\*8 SSA Validated SSN
- \* 9 SSN Failed SSA Validation
- \* A Validation Failed: SSN Not on SSA File
- \* B Validation Failed: No Match on Name
- \* D Validation Failed: No Match on DOB
- \* E SSA Returned Different SSN
- \* X SSA Validated SSN/Deceased
- \* System Generated \*\* Worker Entered \*\*\* Can be data-entered or system-generated

### Relationship Codes (Screen 3)

- 01 - Applicant/Payee
- 02 - Legal Spouse
- 03 - Non-Legal Union
- 04 - Son
- 05 - Daughter
- 06 - Step-son
- 07 - Step-daughter
- 08 - Niece/Nephew
- 09 - Grandson/Granddaughter
- 10 - Grandmother/Grandfather
- 11 - Aunt/Uncle
- 12 - Essential Person
- 13 - Other Eligible Relationship (CT11, 12)
- 14 - Other Relationship (**Not** CT 11, 12)
- 15 - Legal Guardian (**Not** CT 11, 12)
- 16 - Ward (**Not** CT11, 12)
- 17 - Cousin
- 18 - None
- 19 - Parent
- 20 - Sister/Brother
- 21 - Step-parent
- 22 - Step-sister/Step-brother
- 30 - Non-Legal Union, Child in Common

### Categorical Codes (Screen 3)

- 09 - Single Individual or Childless Couple Age 19-64, (Not Aged or Disabled)
- 10 - Aged only (over 60)
- 11 - Blind/Both Aged and Disabled
- 12 - Disabled, Includes Blindness

### Individual Disposition Codes (Screen 5)

- 07 - Active
- 10 - Ineligible or Sanctioned Incrementally
- 11 - Denied
- 13 - Deceased
- 15 - Deleted
- 20 - Case Closed

### Local Action Codes (Screen 6)

- 1 Check/ATP Issued
- 2 Prepare and Issue Check/ATP
- 4 Release
- 5 Cancel
- 6 Other
- 7 Replacement Check/ATP Issued
- 8 Prepare and Issue Replacement Check/ATP
- 9 Void

### Payment Type Codes (Screen 6)

- H0 - Heating Equipment Repair/Replacement Estimate
- HX - HEAP Regular Benefit Heat Included
- H1 - HEAP Regular Benefit Heater
- H2 - HEAP Cooling Benefit
- H5 - HEAP Emergency Benefit-Repair Heating Equip.
- H6 - HEAP Emergency Benefit-Shelter/Relocation
- H7 - HEAP Emergency Benefit-Replace Heating Equip.
- H8 - HEAP Emergency Benefit-Propane Tank Deposit
- H9 - HEAP Supplemental Benefit
- J1 - HEAP Emergency Benefit-Additional Benefit
- J2 - HEAP Reissue Benefit
- J3 - Clean & Tune
- J9 - HEAP Additional Benefit
- 04 - HEAP Emergency Benefit-Non-Utility
- 16 - HEAP Emergency Benefit-Domestic Heat-Related Utility
- 17 - HEAP Emergency Benefit-Utility

### Method of Payment Codes (Screen 6)

- 01 - Unrestricted
- 02 - Vendor as Authorized
- 04 - Vendor as Billed Subject to Limit
- 09 - Restricted
- 11 - Vendor Line of Credit - HEAP

### Issuance Code (Screen 6)

Must always be 2 - Once only

### Pick Up Codes (Screen 6)

- 1 - Mailed
- 6 - Other

### Special Claiming Code (Screen 6)

H - "HEAP" is required for all HEAP Payment Types

**HEAP ABEL Budgeting****HEAP Budget**

From the WMS Main Menu or Application and Case Inquiry Screen, Hit "F1" to get to the WMS Budget Calculation (ABEL) Menu.

Enter Function 10 (for HEAP Budget) & Case # or Reg.#

If HEAP Budget (output) screen is displayed, hit F2-(Not Ctrl) to change or correct current budget

Ctrl/F3-To store budget

Ctrl/F5-to go back to ABEL Menu with Case / Reg. Number Retained

Ctrl/F6 to go back to ABEL Menu without Case / Reg. Number

**WMS ABEL Codes Automated HEAP Benefit Calculation****Case Type 11, 12, 16, 17, 19, 31 & 60****Fuel Type:**

0 Heat Included	5 Wood
1 Natural Gas	6 Kerosene
2 Oil	7 Propane
3 PSC Electric	8 Municipal Electric
4 Coal	9 Other Fuel

**Benefit Type:**

- R - Regular
- E - Emergency
- B - Both Regular and Emergency
- D - Dollar (\$21) Heat & Eat

**Renter's Benefit Received (RECD)**

- X - Tier I
- W - Tier II
- D - \$21

**Vulnerable (VULN IND):**

- Y - Yes (denotes a case member as under 6, 60 & over or disabled)
- N - No (is used for all other situations)

**HEAP Categorical Eligibility Indicator (CE IND):**

- Y - Yes
- N - No

**Shelter Types (SHELT TYPE):****Eligible**

- 01 - Rent Private (Incl. Lot Rent or Commercial Room)
- 02 - Rent Public
- 03 - Own Home (Incl. Trailer)
- 05 - Hotel/Motel Permanent
- 07 - Migrant Labor Camp
- 10 - Congregate Care Level II-Drug/Alcohol Treatment Facility (Residential Treatment Center)
- 12 - Non-Level II Alcohol Treatment Facility (u)
- 13 - State Operated Community Residence (FS Only)
- 15 - Congregate Care Level I-Family Care
- 16 - Congregate Care Level II-Not Drug/Alcohol Treatment or Apartment-like
- 17 - Congregate Care Level II-Apartment-like (OMH/OPWDD Supportive/Supervised Apartments)
- 20 - Rental Supplement (u)
- 38 - Subsidized Housing (Non-Certificate)
- 39 - Section 8 Voucher (Up to Agency Max)
- 40 - Section 8 Voucher (30% Limit) (Districts 13, 28, 33, 37, 39, 47, 48, 51, 55 & 66 Only)
- 42 - Congregate Care Level III-Adult Home and Enriched Housing
- 94 - SSI High Shelter, SUA Eligible
- 95 - SSI Low Shelter, SUA Eligible
- 96 - SSI High Shelter, \$21 HEAP/SUA Eligible if HEAP payment received
- 97 - SSI Low Shelter, \$21 HEAP/SUA Eligible if HEAP payment received

**Not Eligible**

- 04 - Room & Board (PA Only)
- 06 - Hotel/Motel Temporary (u)
- 09 - Medical Facility (\$40 PNA only) (u) (PA Only)
- 11 - Non-Commercial Room Only
- 19 - Tier II Family Shelter (3 Meals/Day) (u)
- 21 - Shelter for Homeless (3 Meals/Day) (u)
- 22 - Residential Program for Victims of Domestic Violence (3 Meals/Day) (u)

**Not Eligible (Continued)**

- 23 - Undomiciled
- 33 - Homeless Shelter Tier II (Less Than 3 Meals/Day) (u)
- 36 - Shelter for Homeless (Less Than 3 Meals/Day) (u)
- 37 - Residential Program for Victims of Domestic Violence (Less Than 3 Meals/Day) (u)
- 44 - Supportive/Specialized Housing (District 55 Only) (PA Only)
- 98 - SSI Shelter Cost and SUA Unknown

**Income Frequency (FRO):**

- W - If paid weekly (ABEL multiplies by 4.333333)
  - B - If paid bi-weekly (ABEL multiplies by 2.166666)
  - M - If paid monthly
  - S - If paid semi-monthly
- Last two digits are for cents. Use '00' for whole dollars (i.e. 14500 = \$145.00). ABEL doesn't support decimal points.

**Emergency Type:**

- A - Heat-Related Domestic
- B - Natural Gas-Heat Only
- C - Natural Gas-Heat & Heat Related Domestic
- D - Electric Heat
- E - Non Utility Fuel
- F - Non Utility Fuel & Heat Related Domestic
- G - Furnace Repair
- H - Propane Reconnect
- J - Furnace Replacement
- K - Municipal Electric Primary Heat Source
- L - Municipal Electric Heat Related Domestic
- M - Relocation
- N - Estimate

**HEAP Payment History (Tracking):**

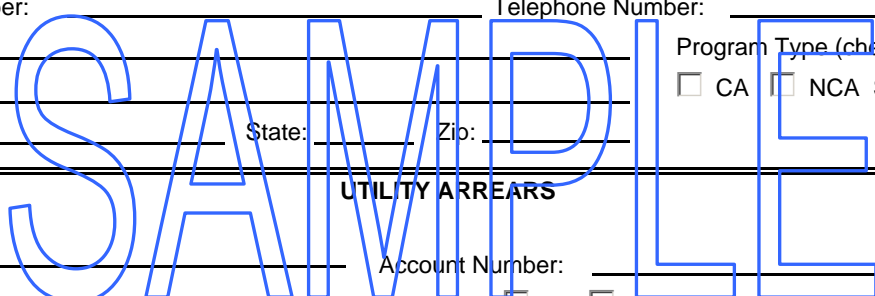
- From the main menu (Ctrl F6):
- Selection 17 or (Ctrl F7 from other screen)
- Then enter J
- Then Social Security # or CIN #

Date: \_\_\_\_\_  
Case Number: \_\_\_\_\_  
Case Name: \_\_\_\_\_  
Job Center: \_\_\_\_\_

### UTILITY ARREARS/EMERGENCY HEATING

#### APPLICANT/PARTICIPANT INFORMATION

Case Name: \_\_\_\_\_ Case Number: \_\_\_\_\_ Caseload: \_\_\_\_\_  
Social Security Number: \_\_\_\_\_ Telephone Number: \_\_\_\_\_  
Address: \_\_\_\_\_ Program Type (check  one):  
City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_  CA  NCA SNAP  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:\*

Is the utility service required to provide heat or operate heating equipment?  Yes  No

Additional Information:

\_\_\_\_\_  
JOS/Worker's 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:† \_\_\_\_\_

Does the applicant/participant own the home?  Yes  No

Is the applicant/participant the tenant of record?  Yes  No

\* Enter code from Element 044 of the TAD

† Verification required



**EMERGENCY HEATING** (continued)

**Vendor Status** (check  one) (Refer to Participating Vendor List):

- Participating Vendor       Non-Participation Vendor

**Non-Participating Vendor Payment Plan Type** (check  the type of plan in which the applicant/participant is currently enrolled.)

- Pre-Payment Purchase Plan     Price Per Gallon Capped or Locked in Plan     Monthly Budget Plan  
 Annual Service Contract Plan     Other Type of Contract Plan

If applicant/participant is **NOT ENROLLED** in a Price Protection Plan, Budget Plan or Service Contract with a Non-Participating Vendor, ask the applicant/participant to switch to a participating vendor.

Is the applicant/participant willing to select a new vendor?  Yes     No    If Yes, complete vendor information below:

New Vendor Name: \_\_\_\_\_ Old Vendor Name: \_\_\_\_\_  
 Address: \_\_\_\_\_ Address: \_\_\_\_\_  
 Telephone Number: \_\_\_\_\_ Telephone Number: \_\_\_\_\_  
 Additional Information: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 Worker's Signature \_\_\_\_\_ Date \_\_\_\_\_

SAMPLE

**UTILITY LIAISON RECOMMENDATION**  
(Breakdown)

Amount	From	To
\$		
\$		
\$		
\$		

Service is:     On     Off    Date of termination: \_\_\_\_\_  
 Turn-off notice:     Yes     No     Heating     Heat-Related

If applicant/participant has a payment plan with a non-participating vendor, obtain verification from vendor and indicate how plan was verified:

\_\_\_\_\_

If applicant/participant has chosen a participating vendor, obtain verification that the new vendor will accept the applicant/participant as a customer.

**Refer applicant/participant to HEAP Central?**  Yes    Application initiated on \_\_\_\_\_  No  
 (date)

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

**UTILITY LIAISON RECOMMENDATION (continued)**

**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: \_\_\_\_\_

**UTILITY LIAISON INFORMATION**

Name: \_\_\_\_\_ Telephone No: \_\_\_\_\_  
Fax No: \_\_\_\_\_ E-mail Address: \_\_\_\_\_

Group Supervisor's Name: \_\_\_\_\_  
Group Supervisor's Telephone No: \_\_\_\_\_  
Group Supervisor's E-mail Address: \_\_\_\_\_

Utility Liaison's Signature \_\_\_\_\_ Date \_\_\_\_\_

**SAMPLE**

**HEAP REFERRAL OUTCOME**

Date HC Sent to Job Center: \_\_\_\_\_ Time: \_\_\_\_\_  
(HEAP comp. sys. populates in real time) (HEAP comp. sys. populates in real time)

Regular Approved: \_\_\_\_\_  
Primary (Heating) Emergency Approved: \_\_\_\_\_  
Heat-Related Emergency Approved: \_\_\_\_\_  
Regular HEAP Case Pended: Reason: \_\_\_\_\_  
Case Denied: Reason: \_\_\_\_\_

**SUPERVISORY REVIEW**

**Applicant/participant eligible for HEAP?**  Yes If Yes, amount: \_\_\_\_\_ Code: \_\_\_\_\_  
 No **If No, is a payment authorized by Center?**  
 Yes  No

**Is verification of HEAP evaluation in the case record?**  Yes  No

Additional Information: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Supervisor's Signature \_\_\_\_\_ E-Mail Address \_\_\_\_\_ Date \_\_\_\_\_

---

---

**MANAGERIAL REVIEW**

- 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

SAMPLE