

HRA/HEAP
Post Office Box No. 1401
Church Street Station
New York, NY 10008

DATE: 08/28/2023

1301000000000001



HRA/HEAP
Post Office Box No. 1401
Church Street Station
New York, NY 10008



HRA-208c (E) 05/09/2023 (page 1 of 2) LLF



Date: 08/28/2023

Case Number: HEAP

Case Type: Regular

This is your Home Energy Assistance Program (HEAP) Application!

Please, as soon as possible, return **ALL PAGES** of this application to the address on this notice.

IMPORTANT INFORMATION

All applicants must complete the application in full and provide current information on all

- household members;
- residence;
- energy bills; and
- proof of earned income. Earned income includes wages, self-employment, and any rental income.

You may be eligible for food assistance. Check your eligibility for the Supplemental Nutrition Assistance Program (SNAP) at www.nyc.gov/accessnyc. Additional information about HEAP and other human services programs can be found at www.nyc.gov/accessnyc.

PAPER APPLICATION SUBMISSION

PLEASE READ THE APPLICATION INSTRUCTIONS THAT FOLLOW THE PAPER APPLICATION IN THIS PACKET.

After reading, completing and signing your application, please return **ALL PAGES** of your completed application by:



MAIL

**HRA/Home Energy Assistance Program
P.O. Box 1401
Church Street Station
New York, New York 10008**



FAX

You can complete, sign, and fax the enclosed application to **212-387-1639**.



IN-PERSON

Visit a Benefits Access Center. Visit www.nyc.gov/hra to see a list of our locations or call DSS Infoline at **718-557-1399**. You can leave your completed and signed form and any documents in our drop-box or with a HEAP representative, if one is available at that Benefits Access Center.

(Turn Page)



Important Reminders:

- Review the pre-printed areas for accuracy and make any necessary pen and ink corrections. Complete the information in all sections.
- Valid Social Security Numbers must be provided for all household members that have a Social Security Number.
- The Social Security Numbers provided will be verified by the Social Security Administration. If they cannot be verified, you will have to provide proof of your social security number. If any household member does not have a Social Security number but has applied for one, write the word “applied” in the Social Security Number box. If a household member does not have a Social Security Number, write the word “none” in the Social Security Number box.
- If you leave this section incomplete or blank for any household member, your application cannot be processed as submitted and will be pended for a period of no longer than ten business days.
- The address you provide must be your current and primary address. Change the pre-printed information if it is not correct.

Do you have a medical or mental health condition or disability? Does this condition make it hard for you to understand this notice or to do what this notice is asking? Does this condition make it hard for you to get other services at HRA? **We can help you.** Call us at 718-557-1399. You can also ask for help when you visit an HRA office. You have a right to ask for this kind of help under the law.

HOME ENERGY ASSISTANCE PROGRAM APPLICATION

If you are blind or seriously visually impaired and need this application in an alternative format, you may request one from your social services district. For additional information regarding the types of formats available and how you can request an application in an alternative format, see the attached instructions or visit www.otda.ny.gov.

If you are blind or seriously visually impaired, would you like to receive written notices in an alternative format? Yes No

If Yes, check the type of format you would like:

Large Print Data CD Audio CD

Braille, if you assert that none of the other alternative formats will be equally effective for you.

If you require another accommodation, please contact your social services district.



Home Energy Assistance Program Application

Please read the instructions attached to the back of the application. Answer all questions. Please **print** clearly and sign the form in Section 9.

HRA/HEAP Post Office Box No. 1401 Church Street Station New York, NY 10008 Contact the agency above if you need help				Agency Use Only			
				DSS		OFA/Alternate Certifier	
				Date Received		Date Received	
Agency Use Only							
Application Date	Office	Unit ID	Worker ID	Case Type	Case Number	Registry Number	Vers.
Case Name				<input type="checkbox"/> Regular <input type="checkbox"/> Heating Eqpt <input type="checkbox"/> Cooling <input type="checkbox"/> Emergency <input type="checkbox"/> Clean & Tune <input type="checkbox"/> Other _____			

Section 1: Applicant Information

Gender Identity, Ethnicity, and Race are optional. For gender identity, please use the following: Male, Female, Non-binary, X, Transgender, Prefer Not to Say, or Different Identity (please describe). To identify race, please use the following: American Indian or Alaska Native (I), Asian (A), Black or African American (B), Multi-race (M), Native Hawaiian or Other Pacific Islander (P), White (W), Other (O).

- First Name: _____ MI: _____ Last Name: _____
 Date of Birth: _____ Sex: Male Female X Gender Identity (optional): _____
 Social Security Number: _____ Citizen/US National or Qualified Non-Citizen Yes No
 Ethnicity: Hispanic, Latino or Spanish Origin (Optional) Yes No Race: (Optional) _____
- Street Address: _____ County: _____
 City: BROOKLYN State: NY Zip: 11212 Length of time at this address: _____
- Mailing address if different from above: _____
- Daytime phone number: _____ Best Time to Call: _____
- Other names by which I have been known are: _____
- Have you ever applied for HEAP? Yes No If Yes, what was the date of your last application? _____
- If an interview is required, please select your preference: phone interview in-person interview
- What language do you prefer to speak: _____ What language do you prefer to read: _____
- Will you require a free interpreter? Yes No
- Do you or does anyone living at your address get or have recently applied for Supplemental Nutrition Assistance Program (SNAP) or Temporary Assistance (TA)? Yes No If Yes, who? _____
Case number: _____
- Is anyone in the household disabled or blind? Yes No If Yes, who? _____
- Is anyone in your household a veteran? Yes No If Yes, who? _____



Section 2: Household Information

List the people who live with you. Attach additional sheets as needed. Gender Identity, Ethnicity, and Race are optional. For gender identity, please use the following: Male, Female, Non-binary, X, Transgender, Prefer Not to Say, or Different Identity (please describe). To identify race, please use the following: American Indian or Alaska Native (I), Asian (A), Black or African American (B), Multi-race (M), Native Hawaiian or Other Pacific Islander (P), White (W), Other (O).

First Name: _____ MI: _____ Last Name: _____ Date of Birth: _____
Sex: Male Female X Gender Identity (optional): _____ Relationship to applicant: _____
Social Security Number: _____ Citizen/US National or Qualified Non-Citizen Yes No
Ethnicity: Hispanic, Latino or Spanish Origin (Optional) Yes No Race: (Optional) _____

First Name: _____ MI: _____ Last Name: _____ Date of Birth: _____
Sex: Male Female X Gender Identity (optional): _____ Relationship to applicant: _____
Social Security Number: _____ Citizen/US National or Qualified Non-Citizen Yes No
Ethnicity: Hispanic, Latino or Spanish Origin (Optional) Yes No Race: (Optional) _____

First Name: _____ MI: _____ Last Name: _____ Date of Birth: _____
Sex: Male Female X Gender Identity (optional): _____ Relationship to applicant: _____
Social Security Number: _____ Citizen/US National or Qualified Non-Citizen Yes No
Ethnicity: Hispanic, Latino or Spanish Origin (Optional) Yes No Race: (Optional) _____

First Name: _____ MI: _____ Last Name: _____ Date of Birth: _____
Sex: Male Female X Gender Identity (optional): _____ Relationship to applicant: _____
Social Security Number: _____ Citizen/US National or Qualified Non-Citizen Yes No
Ethnicity: Hispanic, Latino or Spanish Origin (Optional) Yes No Race: (Optional) _____

First Name: _____ MI: _____ Last Name: _____ Date of Birth: _____
Sex: Male Female X Gender Identity (optional): _____ Relationship to applicant: _____
Social Security Number: _____ Citizen/US National or Qualified Non-Citizen Yes No
Ethnicity: Hispanic, Latino or Spanish Origin (Optional) Yes No Race: (Optional) _____

First Name: _____ MI: _____ Last Name: _____ Date of Birth: _____
Sex: Male Female X Gender Identity (optional): _____ Relationship to applicant: _____
Social Security Number: _____ Citizen/US National or Qualified Non-Citizen Yes No
Ethnicity: Hispanic, Latino or Spanish Origin (Optional) Yes No Race: (Optional) _____

Total Number of household members: _____

Section 3: Housing Information

1. Select the box that most accurately describes your housing situation

Homeowner

- Single family house or manufactured home
- Multi-family house; list number of units _____
- Co-op/Condo owner
- Life Estate/Life Use

Other

- I live with someone else and share expenses
- I pay for a room
- I pay room and board
- Permanent hotel/motel
- Other living situation: _____

Renter

- Private house, apartment or manufactured home

Subsidized Rent

- Private subsidized housing
- Public housing project or senior housing
- Public subsidized housing

2. My monthly rent or mortgage payment is: \$ _____ None

3. If applicable, the name of the apartment building or housing complex you live in: _____

Section 4: Heat and Utility Information

1. Do you pay for heat? Yes- Please complete the information below No

My main source of heat is:

- Natural Gas
- Fuel Oil
- Electric
- Coal or Corn
- Wood/Wood Pellets
- Kerosene
- Propane or Bottle Gas
- Other _____

My fuel tank is: Individual Tank Metered Tank

Is the heating bill in your name? Yes No

If no, name on the bill: _____ Relationship to you: _____

Are you directly responsible to pay the bill? Yes No

Your heating account number is: _____ Your heating company's name: _____

Your heating company's address: _____

2. Do you pay a separate electric bill for utilities other than heat? Yes- Please complete the information below No

Is the electric bill in your name? Yes No If no, name on bill: _____

Your electric account number is: _____ Your electric company's name: _____

Your electric company's address: _____

Is electricity necessary to run the furnace? Yes No

Is electricity necessary to operate the thermostat in your apartment: Yes No

3. Is heat included in your rent? Yes No

4. Is electricity included in your rent? Yes No



Section 5: Household Income

Provide income information for all members of the household, including yourself, for the previous month. Applicant must provide proof of income. Applicant may attest to income information on behalf of other household members. Source of income is the Employer Name, Social Security, Social Security Disability, Child Support, Rental Income, Unemployment, etc. Frequency is how often you are paid: Weekly, Monthly, Bi-weekly, etc. Gross amount is amount paid to you before deductions. If receiving Medicare, please enter gross amount and indicate amounts paid for Part B and/or D.

Name of Who Receives	Source of Income	Frequency	Gross Amount	Medicare Part B and/or D
_____	_____	_____	\$ _____	\$ _____
_____	_____	_____	\$ _____	\$ _____
_____	_____	_____	\$ _____	\$ _____
_____	_____	_____	\$ _____	\$ _____
_____	_____	_____	\$ _____	\$ _____
_____	_____	_____	\$ _____	\$ _____
_____	_____	_____	\$ _____	\$ _____
_____	_____	_____	\$ _____	\$ _____
_____	_____	_____	\$ _____	\$ _____

Is there anyone in your household age 18 or older who does not have any income from any source? Yes No

If Yes, list all members with no income: _____

Is there anyone in your household who is a full-time dependent high school or college student? Yes No

If Yes, list members: _____

Section 6: Other Sources of Income

1. Do you receive rental income? Yes No If Yes, what is the gross monthly amount? \$ _____
2. Do you receive room/board? Yes No If Yes, what is the gross monthly amount? \$ _____
3. Do you receive self-employment income? Yes No Type of business? _____

If yes, you may choose to have your rental and/or self-employment income calculated based on your filed federal tax return for the current year or prior tax year if you have not yet filed for the current year, including all applicable schedules, or based on the three (3) months prior to your application.

Please choose one method: Filed Federal Tax Return Three Months

4. Did your household receive any interest or investment income from savings, checking, CD's, money market accounts, stocks, bonds, securities, or distributions from IRA, 401K, or annuities, etc.? Yes No If Yes, please enter below. List each account separately.

Type of Account	Amount Received Year-to-Date	Name of Bank/Source of Dividend or Distribution
_____	\$ _____	_____
_____	\$ _____	_____
_____	\$ _____	_____

5. Is there any other income from any other source? Yes No
Source: _____ Who receives? _____ What is the gross monthly amount? \$ _____

Section 7: Important Notices

Important Notice

You should be aware that there is limited money available for HEAP Benefit payments. Once available money is exhausted, no benefits will be issued. Therefore, it is strongly recommended that you complete and submit your application as soon as possible.

Personal Privacy Law-Notification to Clients

The State's Personal Privacy Protection Law, which took effect September 1, 1984, states that we must tell you what the State will do with the information you give us about yourself and your family. We use the information to find out if you are eligible for the Home Energy Assistance Program and, if so, for how much. The section of the Law that gives us the right to collect the information about you is Section 21 of the Social Services Law. To make sure that you are getting all of the assistance you and your family are legally entitled to receive, we check with other sources to find out more about the information you have given us. For example:

- We may check to find out if you or anyone in your household were working. We do this by sending your name and Social Security Number to the State Department of Taxation and Finance, and also to known employers, to tell us whether you worked and, if so, how much you made.
- We may ask the State to check with the Unemployment Insurance Division to see if you or anyone in your household were getting unemployment benefits.
- We may check with banks to make sure we know about any income you or anyone in your household may have received.

Besides using the information you provided in this application, the State also uses the information to prepare statistics about all the people receiving Home Energy Assistance. This information is used for program planning and management. The information is used for quality control by the State to make sure local districts are doing the best job they can. It is used to verify who your energy supplier is and to make certain payments to such vendors. Your failure to provide us with the information we need may prevent us from finding out if you are eligible for assistance and we may then have to deny your application. This information is kept by the Commissioner, Office of Temporary and Disability Assistance, 40 North Pearl Street, Albany, New York 12243-0001. **Do not send your application to this address.**



Section 8: Authorized Representative

You can designate someone who knows your household circumstances to be your authorized representative. Your Authorized Representative may: complete and file your HEAP application, contact the agency, and speak with your worker, have access to eligibility information in your case file, complete all forms for you, provide documentation, appeal agency decisions. You must still sign this application. The Authorized Representative designation will remain in effect for the current HEAP program year unless revoked by you. Each HEAP program year you will be asked if you want to designate an Authorized Representative.

I would like to designate an authorized representative. Yes - Complete the information below No

Name of authorized representative: _____

Address: _____ Phone number: _____

Section 9: Consent and Signature

Read the Important Information Below

I swear and/or affirm that the information given on this application is true and correct. I realize that any false statements or other misrepresentation knowingly made by me in connection with this application and subsequent requests for HEAP assistance may result in my being found ineligible for the assistance paid to me or on my behalf. Additionally, any false statement or misrepresentation knowingly made by me for purposes of obtaining assistance under this program may result in an action against me which may subject me to civil and/or criminal penalties.

Consent

I understand that by signing this application/certification, I consent to any investigation to verify or confirm the information I have given and other investigation by any authorized government agency in connection with this and any other requests for Home Energy Assistance Program (HEAP) benefits. I also consent to allow the information provided on this application to be used in referrals to available weatherization assistance programs and my utility company's low-income programs.

I understand that the State will use my Social Security Number to verify with my home energy vendors the receipt of HEAP. This authorization also includes permission for any of my home energy vendors (including my utility) to release certain statistical information, including but not limited to, my electricity usage, electricity cost, fuel consumption, fuel type, annual fuel cost and payment history to the Office of Temporary and Disability Assistance, the local Social Services District and the United States Department of Health and Human Services for the purposes of Low Income Home Energy Assistance Program (LIHEAP) performance measurement.

To get HEAP, all questions must be answered, and your application must be signed and dated below.

Name (print) _____

Signature _____

Date: _____

Name of person, if any who assisted you: _____ Phone number: _____

Agency Use Only			
Application Type: <input type="checkbox"/> Full Documentation <input type="checkbox"/> Simplified			
Vendor	Account Number	Vendor Code	Vendor Relationship: <input type="checkbox"/> Current Bill/Vendor Statement <input type="checkbox"/> Collateral Contact
Identity of Household Members			
Household Member's Name		Documentation	
Is anyone in the household vulnerable? <input type="checkbox"/> Under the age of 6 <input type="checkbox"/> Age 60 or older <input type="checkbox"/> Permanently Disabled			
Who: _____ Documentation: _____			
Residence – Check type of documentation obtained			
<input type="checkbox"/> Current Rent Receipt w/Name & Address		<input type="checkbox"/> Water, Sewage, or Tax Bill	
<input type="checkbox"/> Mortgage Payment Book/Receipts w/Address		<input type="checkbox"/> Homeowner's/Renter's Insurance Policy	
<input type="checkbox"/> Copy of Lease w/Address		<input type="checkbox"/> Utility Bill <input type="checkbox"/> Other _____	
Income Documentation/Calculation			
Categorically Income Eligible: <input type="checkbox"/> TA <input type="checkbox"/> SNAP <input type="checkbox"/> Code A SSI			
Comments, resolution activities, income calculation/documentation, verification of emergency for expedited regular benefit, vendor contract, etc. Show all calculations. Use next page if necessary.			
Gross Bi-Weekly Income x 2.166666 Gross Weekly Income x 4.333333			
Total Monthly Income \$			
<input type="checkbox"/> Separate Heat (check one) <input type="checkbox"/> Oil <input type="checkbox"/> Kerosene <input type="checkbox"/> LP Gas <input type="checkbox"/> Natural Gas <input type="checkbox"/> Wood <input type="checkbox"/> Wood Pellets <input type="checkbox"/> Coal/Corn <input type="checkbox"/> PSC Electric <input type="checkbox"/> Municipal Electric			<input type="checkbox"/> Heat Included in Rent <input type="checkbox"/> Payment to Household <input type="checkbox"/> Payment to Utility
Interview Completed: <input type="checkbox"/> Yes, Date _____ <input type="checkbox"/> No <input type="checkbox"/> N/A			
<input type="checkbox"/> Application compared to previous information			
<input type="checkbox"/> No prior application <input type="checkbox"/> No Changes <input type="checkbox"/> WMS Inquiry <input type="checkbox"/> Changes verified How: _____			
Pended: <input type="checkbox"/> Yes <input type="checkbox"/> No		Pend Start Date:	Pend End Date:
<input type="checkbox"/> Approved, Benefit \$		<input type="checkbox"/> Denied, Reason	
Certifying Agency			
Worker's Signature			Date:
Supervisor's Signature			Date:



Agency Use Only

Notes and Income Calculation

Federal Reporting Status of Home Energy Service

The household has one or more of the following - Check all that apply

- A disconnect notice. Company Name: _____
- Disconnection from service. Company Name: _____
- Less than ¼ tank of fuel. Company Name: _____
- Less than a 10-day supply of fuel. Company Name: _____
- Out of fuel. Company Name: _____
- A non-working furnace/boiler/heat system that needs replacement.
- Electricity as supplemented heating fuel.
- Wood as supplemental heating fuel.
- Other supplemental heating fuel.
- Central air conditioning.
- A window or wall air conditioner.

Consent to Withdraw

Only sign here if you want to withdraw your application and do not want to apply for HEAP.

I consent to withdraw my Application.

Signature _____

I understand that I may reapply for HEAP benefits at any time during the period that HEAP applications are being accepted.

New York State Home Energy Assistance Program (HEAP) Application Instructions

If you are blind or seriously visually impaired and need an application or these instructions in an alternative format, you may request them from your social services district (SSD). The following alternative formats are available:

- Large print;
- Data format (a screen reader-accessible electronic file);
- Audio format (an audio transcription of the instructions or application questions); and
- Braille, if you assert that none of the alternative formats above will be equally effective for you.

Applications and instructions are also available for download in large print, data format and audio format from otda.ny.gov.

Please note that applications are available in audio format and Braille solely for informational purposes. In order to apply, you must submit an application in written, non-alternative format.

If you have any disabilities that prevent you from completing this application and/or from waiting to be interviewed, please notify your SSD. The SSD will make every effort to provide a reasonable accommodation to address your needs.

If you require another accommodation, or need other help completing this application, please contact your SSD. We are committed to assisting and supporting you in a professional and respectful manner.

Alternative Formats:

Check "Yes" or "No" to indicate whether you are blind or seriously visually impaired and would like to receive written notices in an alternative format. If "Yes," check the type of format you would like.

Alternative formats are available in large print, data CD, audio CD, or Braille, if you assert that none of the other alternative formats are equally effective for you. If you require another accommodation, or need other help completing this application, please contact your SSD.



Important Information About Program Dates

HEAP benefits are only available when the program is open. The opening and closing dates are determined for each program year. Opening dates for the regular benefit and the emergency benefit components may be different. Information on the opening and closing dates for this year's program can be found on the OTDA website at otda.ny.gov or by calling our toll-free number at 1-800-342-3009.

Instructions for completing the application:

Complete Sections 1 through 9 and answer all questions.

Who should complete and sign the application?

The application should be completed by the person who has primary and direct responsibility for payment of the heating bill or the primary tenant if heat is included in the rent.

What address should I list?

You must list your current address. This must be your permanent and primary residence.

Why do you need my daytime phone number?

It is important to list a phone number where you can be reached. This will assist in timely processing of your application if additional information is required.

Will I need an interview?

Some applicants may be required to have an interview. You may choose to have a phone interview or to have an in-person interview. Please indicate your interview preference in Section 1. Completion of this section does not mean you will be required to have an interview.

Who should I list as household members?

List everyone who lives in your house, even if they are not related to you or contributing financially to your household. You may be required to provide proof of identity for all household members. List yourself first in Section 1. All additional household members should be listed in Section 2. If there are more members in your household, please attach a separate sheet of paper. If you live alone, proceed to Section 3.

Gender Identity (Optional):

New York State ensures your right to access State benefits and/or services regardless of sex, gender identity or expression. You must report your sex and the sex of all household members as male, female or X. The sex you report here must be the same as what is currently on file with the United States Social Security Administration. The sex you report is needed to process your application. It will not appear on any benefit card you may receive or any other public-facing document.

Gender identity is how you perceive yourself and what you call yourself. Your gender identity can be the same as or different from your sex assigned at birth. Gender identity is not required for this application. If your gender identity, or the gender identity of anyone in your household, is different than the sex you report for that person and you would like to provide that person's gender identity, print "Male", "Female", "Non-Binary", "X", "Transgender", "Prefer Not to Say" or "Different Identity" in the space provided. If you print "Different Identity", you may choose to describe that person's gender identity in the space provided.

LDSS-3421 (Rev. 5/23)

Race/Ethnicity Information (Optional):

Providing this information is voluntary. It will not affect the eligibility of the persons applying or the level of benefits received. The reason for requesting this information is to ensure that program benefits are distributed without regard to race, color, or national origin. To identify race, please use the following: American Indian or Alaska Native (I), Asian (A), Black or African American (B), Multi-race (M), Native Hawaiian or Other Pacific Islander (P), White (W), Other (O).

Citizen/Qualified Non-Citizen Information:

In order to receive HEAP, a member of your household, must be a U.S. Citizen, Qualified Non-Citizen, or U.S Non-Citizen National. For additional information on what constitutes a Qualified Non-Citizen or U.S. Non-Citizen National, please contact the New York State Office of Temporary and Disability Assistance hotline at 1-800-342-3009 or visit the OTDA website at otda.ny.gov.

Why do I need to provide Social Security numbers?

Social Security Numbers must be listed for all household members that have a Social Security Number. The information is validated with data from the Social Security Administration. If any member does not have a Social Security Number but has applied for one, write the word "applied" in the Social Security Number box. If a household member does not have a Social Security Number, write the word "none" in the Social Security Number box. This information may be used to perform data matches with other state and federal agencies for the purposes of verifying your household's HEAP eligibility.

Housing Information:

Please check the box that most accurately represents your housing situation.

Heating Situation:

Make sure to answer all four (4) questions

How should I complete the income section? Will I need to provide proof?

List ALL income for all household members. All amounts should be entered as gross income prior to any deductions. Deductions include, but are not limited to: income taxes, child support, garnishments, health insurance, and union dues. You are required to submit documentation of all earned income, including self-employment and rental income. You may be required to provide proof of other income. Please see page 15 of the application instructions for specific types of acceptable documentation. Do not submit originals, they will not be returned. Eligibility will be based on your household's gross monthly income for the month of application.

Please enter the amount of your Social Security before any deductions for Medicare. List separately the amounts that you pay for Medicare Part B and/or D. Amounts for Medicare Parts B and D are excluded as income.

Enter only the interest or dividend portions of bank accounts, CDs, stocks, bonds or other investment income. List each account separately. If you need more space, attach additional sheets. Enter the amount received for the year to date.

What does authorized representative mean?

An authorized representative is a person who may act as your agent for HEAP purposes as listed in Section 8 on the application. Authorized representative status is for the current program only and you may revoke it at any time during the program by submitting a statement to your local social services district. Since this person may be providing information on your behalf, it should be someone who knows your circumstances.

Motor Voter Registration (Optional)

Please include the Motor Voter form with your application. Complete this form if you are not registered to vote and you want to register. This does not affect your HEAP eligibility or benefit amount.



What will I need to apply?

New applicants will need to include the following documentation along with your application:

- Proof of each household member's identity
- A valid Social Security Number for each household member that has a Social Security Number
- Proof of residence
- A fuel and/or utility bill if you pay for heat or proof that you pay rent which includes heat
- Documentation of income for all household members

Please see page 15 of the application instructions for specific types of acceptable documentation. In addition, new applicants will also need to have an interview; and you can choose either a phone interview or an in-person interview. However, if you do choose a phone interview, please include a working phone number and the best time to contact you for a phone interview in Section 1 of your application.

Where do I apply:

You must apply in the county in which you currently reside. You can apply in person or mail in your application at the address stamped at the top of the application or can find other local certifiers by checking our website at: otda.ny.gov.

myBenefits:

You may apply for HEAP online by going to mybenefits.ny.gov. Once your application for HEAP is submitted, you can check the status of your application on-line by using your secure online account at mybenefits.ny.gov. If your application is approved the amount of the benefit is provided. You may be eligible for food assistance. Check your eligibility and apply for SNAP at mybenefits.ny.gov. Additional information about HEAP and other human services programs can be found at mybenefits.ny.gov.

How will my benefit be paid?

If you are approved and you pay for heat, your payment will be sent to your heating fuel vendor. Your eligibility notice will include the name of the vendor. If the vendor listed is not correct, notify the local social services district immediately. In some cases, your benefit will be paid to your electric company if heat is included in your rent. Your notice will tell you the amount of the benefit, how it will be paid, and how it was calculated.

Vendors are not permitted to make deliveries until payment is received or until instructed to do so by the local Social Services District. Benefits may not be applied to prior deliveries for deliverable fuel sources. If you are in need of fuel before your vendor has received notification or payment, you must contact your local social services district.

Regular HEAP benefits are intended to be a one-time supplement to your annual energy costs and are not intended to replace your personal payments. You must continue to pay your energy bills.

What is a HEAP Emergency?

- You are out of fuel or have less than ¼ tank of oil, kerosene or propane, or less than a ten (10) day supply of other deliverable heating fuel.
- Your natural gas or electric heat has been shut off or is scheduled to be shut off.
- Applicant owned heating equipment is not working.

What if I have an emergency?

HEAP benefits can assist with the following emergencies:

- You are out of fuel or have less than ¼ tank of oil, kerosene, or propane, or less than a ten (10) day supply of other deliverable heating fuel.
- Your natural gas or electric heat has been shut off or is scheduled to be shut off.
- Applicant owned heating equipment is not working.

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If you have a heating emergency and have applied for, but have not received, your regular benefit, you should contact your local social services district after the program opens. Whenever possible, regular HEAP benefits are used first to resolve an energy emergency.

Do not wait until you are out of heating fuel or your gas/electric service is off to request assistance. If your utility service is terminated, your utility company is not required to restore your service even if you are eligible for a HEAP benefit.

Fair Hearings:

You have certain rights when filing your HEAP application. You have the right to be told if your application is approved or denied within thirty (30) business days of the date that the HEAP certifier receives your completed and signed application.

The processing time for applications will not begin until program opening even though you may have received an application prior to the program opening date as a part of our outreach effort. You have the right to request a conference and/or a fair hearing if it has been more than thirty (30) business days since the HEAP certifier received your signed and completed application (or it has been more than thirty (30) business days since program opening if the certifier received your application prior to program opening) and you have not been told of the eligibility decision.

If you would like a conference, you should ask for one as soon as possible. At the conference, if it is discovered that a wrong decision was made, or if because of information you provide, the decision has changed our original decision, corrective action will be taken.

If you would like a conference, contact your local social services district at otda.ny.gov/programs/heap/contacts. This is only for requesting a conference. It is not how you ask for a fair hearing. If you ask for or have a conference, you are still entitled to a fair hearing.

The Office of Temporary and Disability Assistance (OTDA) policy issuances and manuals are posted on the OTDA website at otda.ny.gov/legal. These issuances and manuals are available to you or your representative to determine whether a fair hearing should be requested or to prepare for a fair hearing. In addition, upon request to your local social services district, specific OTDA policy issuances and manuals will also be available to assist you or your representative.

If you live anywhere in New York State, you may request a Fair Hearing by telephone, fax, online, or by writing to the address below:

Telephone: Statewide toll-free request number is 800-342-3334. Please have the notice, if any, with you when you call.

Fax: your Fair Hearing request to: 518-473-6735

Online: Complete online request form at otda.ny.gov/oah/

In writing: For notices, fill in the supplied space and send a copy of the notice, or write to:

NYS Office of Temporary and Disability Assistance
Office of Administrative Hearings
P.O. Box 1930
Albany, NY 12201-1930



If you request a fair hearing, NYS will send you a notice of the time and place of the hearing. You have the right to be represented by legal counsel, a relative, friend, or other person, or to represent yourself. At the hearing, your attorney or other representative will have the opportunity to present written and oral evidence, as well as the opportunity to question any persons who appear at the hearing. Also, you have the right to bring witnesses to speak in your favor. You should bring to the hearing any documents that may be helpful in presenting your case.

If you need free legal assistance, you may be able to obtain such assistance by contacting your local Legal Aid society or other legal advocate group. You may locate the nearest Legal Aid society or advocate group by checking the yellow pages under "lawyers".

You have the right to review your case record. Upon your request, you have the right to free copies of documents that your local Department of Social Services presents into evidence at the fair hearing. Also, upon request, you have the right to free copies of other documents from your case record that you need for your fair hearing. To request such documents or to find out how you may review your case record, contact your local social services district at otda.ny.gov/programs/heap/contacts.

If you need someone who speaks Spanish, contact the NYS OTDA Hotline at 1-800-342-3009.

Other programs you may be eligible for:

Weatherization Assistance

You may also be eligible for weatherization assistance programs through NYS Homes and Community Renewal (HCR) or the New York State Energy Research and Development Authority (NYSERDA). A list of local weatherization sub-grantee contacts can be found at: hcr.ny.gov/weatherization-providers. For more information on available NYSEDA energy services, visit nyserda.ny.gov. Your signature on the HEAP application allows a referral and exchange of information to be made to the weatherization assistance programs on your behalf.

Utility Low Income Program

You may also be eligible to enroll in your utility company's low-income program. Your signature on the HEAP application allows a referral to be made to your utility company on your behalf.

Types of Acceptable Documentation

<p>Residence (Where you live now)</p> <ul style="list-style-type: none"> • Current rent receipt with name and address of tenant and landlord or lease with name and address • Water, sewage, or tax bill • Homeowner's/Renter's Insurance Policy • Utility bill • Mortgage payment books/receipts with address 	
<p>Identity You must provide one or more of the following for each person in your household:</p> <ul style="list-style-type: none"> • Driver's License • Photo ID • US Passport or Naturalization Certificate • Hospital or Doctor's Records • Adoption Papers • School Records *Two forms of proof required • Birth Certificate or Baptismal Certificate* • Validated Social Security Number* • Statement from another person* 	
<p>Social Security Number You must provide valid Social Security Numbers for all household members that have a Social Security Number.</p>	
<p>Vulnerability You must provide one of the following for proof of vulnerability for a vulnerable member of your household (children under 6 years of age, adults 60 years of age or older, or anyone with a disability):</p> <ul style="list-style-type: none"> • Birth certificate • Baptismal certificate with date of birth • SSA Award letter • Passport • Driver's license • Written statement of eligibility for benefits 	
<p>Heating Situation If you pay a fuel or utility bill, provide a copy of your most recent fuel/utility bill or a statement from your vendor. If you do not pay for heat, provide a current rent receipt with name and address of tenant and landlord, lease with name and address, or statement from your landlord that indicates heat is included in your rent.</p>	
<p>Income</p> <ul style="list-style-type: none"> • Pay stubs for the most recent four (4) weeks • If self-employed, business records for the most recent three (3) months or your filed federal tax return for the current year, including all applicable schedules. • Rental income/expenses for previous three (3) months or your filed federal tax return for the current year, including all applicable schedules. • Child support or alimony/spousal support • Interest/Bank/Dividend or Tax Statement • Statement from roomer/boarder <p>Copy of award letter or official correspondence for the following:</p> <ul style="list-style-type: none"> • Social Security/Supplemental Security Income (SSI) • Veteran's Benefits • Pensions • Worker's Compensation/Disability • Unemployment Insurance Benefits 	

Applications may require additional documentation. You will be given a separate list of documentation you need to provide.



NYS Agency-Based Voter Registration Form

“If you are not registered to vote where you live now, would you like to apply to register here today?”

YES If you checked **YES**, please complete the **VOTER REGISTRATION APPLICATION** below

NO because I choose not to register **OR**

I am already registered at my current address **OR**

I asked for and received a mail registration form

If you do not check any box, you will be considered to have decided not to register to vote at this time.

Signature _____ Date _____

Please Print Name _____

Important!

Applying to register or declining to register to vote will not affect the amount of assistance that you will be provided by this agency.

If you would like help filling out the voter registration application form, we will help you. The decision whether to seek or accept help is yours. You may fill out the application form in private.

VOTER REGISTRATION APPLICATION (instructions on back)

Yes, I need an application for an Absentee Ballot worker **Please print or type in blue or black ink** Yes, I would like to be an Election Day

1	Are you a U.S. citizen? <input type="checkbox"/> YES <input type="checkbox"/> NO If you answered NO , do not complete this form	2	A) Will you be 18 years old on or before election day? <input type="checkbox"/> YES <input type="checkbox"/> NO B) Are you at least 16 years of age and understand that you must be 18 years of age on or before election day to vote, and that until you will be eighteen years of age at the time of such election your registration will be marked “pending” and you will be unable to cast a ballot in any election? <input type="checkbox"/> YES <input type="checkbox"/> NO If you answered NO to both of the prior questions, you cannot register to vote.	For Board Use Only		
3	Last Name _____ First Name _____ Middle Initial _____ Suffix _____					
4	Address where you live (do not give P.O. box) _____ Apt. No. _____ City/Town/Village _____ Zip Code _____ County _____					
5	Address where you get your mail (if different than above) _____ P.O. Box, Star Route, etc. _____ Post Office _____ Zip Code _____					
6	Date of Birth _____	7	Gender (optional) _____	8	Telephone (optional) _____	Email (optional) _____
10	The last year you voted _____	Your address was (give house number, street and city) _____		9	ID Number (Check the applicable box and provide your number) <input type="checkbox"/> New York State DMV number <input type="checkbox"/> Last four digits of your Social Security number <input type="checkbox"/> I do not have a New York State DMV or Social Security number	
11	Political Party I wish to enroll in a political party <input type="checkbox"/> Democratic party <input type="checkbox"/> Republican party <input type="checkbox"/> Conservative party <input type="checkbox"/> Working Families party <input type="checkbox"/> Other _____ I do not wish to enroll in any political party and wish to be an independent voter <input type="checkbox"/> No party			12	Affidavit: I swear or affirm that <ul style="list-style-type: none"> • I am a citizen of the United States. • I will have lived in the county, city or village for at least 30 days before the election. • I will meet all requirements to register to vote in New York State. • This is my signature or mark on the line below. • The above information is true, I understand that if it is not true, I can be convicted and fined up to \$5,000 and/or jailed for up to four years. Signature or Mark in ink _____ Date _____	

(Optional) Register to donate your organs and tissues

Last Name _____			
First Name _____		Middle Initial _____	Suffix _____
Address _____			
Apt Number _____	City/Town/Village _____		Zip Code _____
Birth Date _____		Gender <input type="checkbox"/> M <input type="checkbox"/> F	
Eye Color _____		Height Ft. _____ In. _____	
Email _____		DMV or ID NYC Number _____	

By signing below, you certify that you are:

- 16 years of age or older
- Consent to donate all of your organs and tissues for transplantation, research, or both;
- Authorizing the Board of Elections to provide your name and identifying information to NYS Donate Life Registry for enrollment;
- And authorizing the Registry to allow access to this information to federally regulated organ procurement organizations and NYS-licensed tissue and eye banks and others approved by the NYS Commissioner of Health hospitals upon your death.



Signature _____

Date _____



Qualifications for Registration

Important!

You Can Use This Form To:

- register to vote in New York State;
- change your name and/or address, if there is a change since you last voted;
- enroll in a political party or change your enrollment;
- pre-register to vote if you are 16 or 17 years of age.

To Register You Must:

- be a U.S. citizen;
- be 18 years old (you may pre-register at 16 or 17 but cannot vote until you are 18);
- be a resident of the County, or of the City of New York at least 30 days before an election;
- not be in prison for a felony conviction;
- not claim the right to vote elsewhere; and
- not found to be incompetent by a court.

NYS Board of Elections
40 North Pearl St, Suite 5
Albany, NY 12207-2729

Telephone: 1-800-469-6872;
TDD/TTY users contact the New York State Relay at 711;
or visit our web site - www.elections.ny.gov

Your decision to register will remain confidential and will be used only for voter registration purposes. Anyone not choosing to register to vote and/ or information regarding the office to which the application was submitted will remain confidential, to be used only for voter registration purposes.

Verifying your identity

We will try to check your identity before Election Day, through the DMV number (driver's license number or non-driver ID number), or the last four digits of your social security number, which you will fill in Box 9.

If you do not have a DMV or Social Security number, you may use a valid photo ID, a current utility bill, bank statement, paycheck, government check or some other government document that shows your name and address. You may include a copy of one of those types of ID with this form.

If we are unable to verify your identity before Election Day, you will be asked for ID when you vote for the first time.

To complete this form:

It is a crime to procure a false registration or to furnish false information to the Board of Elections.

Box 9: You must make one selection. For questions refer to Verifying your identity above.

Box 10: If you have never voted before, write "None". If you can't remember when you last voted, put a question mark (?). If you voted before under a different name, put down that name. If not, write "Same".

Box 11: Check one box only. Political party enrollment is optional but that, in order to vote in a primary election of a political party, a voter must enroll in that political party, unless state party rules allow otherwise.

HRA/HEAP
Post Office Box No. 1401
Church Street Station
New York, NY 10008

NYC™ Human Resources
Administration
Department of
Social Services
H-10000 Revised 1/15/2020

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HRA/HEAP
Post Office Box No. 1401
Church Street Station
New York NY10008

Fold this page so address shows through window of enclosed envelope.
Return your documents in this envelope.

Doble esta página de modo que la dirección pueda verse por la ventana del sobre que se adjunta.
Eche sus documentos en el sobre para enviarlos de vuelta.

Plwaye paj sa a pou adrès la ka parèt nan fenèt anvlòp ki fèmen an.
Retounen dokiman yo nan anvlòp sa a.

Сверните эту страницу таким образом, чтобы адрес был виден через окошко запечатанного конверта.
Верните ваши документы в этом конверте.

請折疊此頁讓所附信封上的透明窗口顯示出地址。
請利用此信封將您的文件寄回。

주소가 동봉된 봉투의 주소창에 보이도록 이 페이지를 접습니다.
서류를 이 봉투에 넣어 반송합니다.



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New York, NY 10008

NYC™ Human Resources
Administration
Department of
Social Services
H-10000 Revised 1/15/2020

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New York NY10008

Fold this page so address shows through window of enclosed envelope.
Return your documents in this envelope.

یہ صفحہ اس طرح موڑیں کہ منسلکہ لفافے کے ونڈو سے پتہ دکھائی دے۔
اپنی دستاویزات اس لفافے میں رکھ کر واپس بھیجیں۔

折疊本页，使地址显示在随附信封的窗口中。
请使用本信封寄回所需文件。

সংযুক্ত খামের ফাঁক দিয়ে ঠিকানা যাতে দেখা যায় তাই এই পৃষ্ঠাটি ভাঁজ করুন।
এই খামে আপনার নথি পাঠান।

Stronę należy złożyć tak, aby adres znajdował się w okienku załączonej koperty.
Dokumenty należy odesłać w tej kopercie.

قم بطي هذه الصفحة بحيث يظهر العنوان من فتحة الظرف المرفق.
أعد الوثائق الخاصة بك بهذا الظرف.

