

HEAP e-Reports

HEAP Pending Report and Erroneous Payment Report

To access e-Reports go to CentraPort <https://centraport.otda.state.nyenet/centraport/>

1. Access the Centraport menu
2. On the left side, expand the Applications menu
3. Select e-Reports, this will bring you to the e-Reports menu
4. Select HEAP Pending Case Report, or Erroneous Payment Report

HEAP Pending Report Instructions:

- Districts are required to complete the HEAP Pending Report year-round on a weekly basis for all HEAP benefit types.
- Districts must report pending Regular HEAP applications, including Early Outreach applications, beginning on **September 6, 2024**.
- Continue to report pending **2023-2024** Cooling, Heating Equipment Repair, Replacement, and Clean and Tune, applications on a weekly basis.
 - Beginning **October 4, 2024**, only report Heating Equipment Repair, Replacement, and Clean and Tune applications for the **2024-2025** program year received on or after **October 1, 2024**.
- Districts must report all applications (Regular, Emergency, Heating Equipment Repair and Replacement, Cooling, and Clean and Tune) that have been received but that do not have a transaction through WMS (either a payment or denial transaction).
 - This includes cases that are waiting for an interview and/or have not had eligibility determined, as well as those where eligibility has been determined but the WMS transaction has not yet been conducted.
 - Pending reports must include cases at all alternate certifiers, and applications received from TA and SNAP households.
 - Districts must be sure to count electronic applications awaiting processing in myWorkspace.
 - TA and SNAP cases that will be authorized through the ongoing Autopay process are **not** included in the pending report.
- Our funding is limited, so **accurate reporting of pending numbers is critical**.
- The electronic report will be available on Friday of each week through the close of business on Tuesday of the following week. System generated e-mail reminders will be sent on Monday evening and Tuesday to districts who have not submitted their reports.

Erroneous Payment Report Instructions:

- Payments which are issued incorrectly, inappropriately, or are misdirected and have not been recovered by the end of the program year for which they are issued (September 30th) must be tracked as erroneous payments.
- Erroneous payments must be reported annually to OTDA and may be subject to recovery.
- Reports must be submitted annually to OTDA via the HEAP Erroneous Payment Report in Cognos after September 30th and no later than October 14th.

Instructions for Designating an e-Reports User:

- Districts may designate one or more staff to enter data into the HEAP Pending Report and HEAP Erroneous Payment Report. It is recommended that each district have at least two e-Reports designees.
- If you have any changes in your designee, please provide us with the following information for each person you would like added:
 - Full name
 - User ID
 - E-mail address
 - Phone number

This information can be e-mailed to Anna Vitolins at Anna.Vitolins@otda.ny.gov and Rachel Kerr at Rachel.Kerr@otda.ny.gov. Anna and Rachel can also remove users from your district's HEAP e-Reports.

- If you have questions, please call your HEAP Bureau liaison at (518) 473-0332.