
HEAP Overview and 2024-2025 Program Updates

Importance The Home Energy Assistance Program (HEAP) is a federally funded energy program intended to provide assistance to low-income households in meeting their immediate home energy needs. This manual will provide an overview of the relevant information for administering the 2024-2025 Program.

Overview Topics in this module include:

- 2023-2024 Program Update Reminders
- 2024-2025 Program Updates
- 2024-2025 HEAP Early Outreach
- Forms and Notices
- Applying for Regular HEAP Benefits
- Regular Application Processing
- Emergency Component
- Cooling Assistance Component
- Heating Equipment Repair and Replacement
- Heating Equipment Clean and Tune
- Case Supervisory Review Process
- Vendor Information Update
- Vendor Payment Transfer and Reissuances
- Working with Vendors
- Reports
- Systems Highlights and SFS Processing

2023-2024 Program Update Reminders

2023-2024 Program Update Reminders

23-LCM-18 2023-2024 Home Energy Assistance Program (HEAP)) - Released on October 26, 2023, contained the following program changes for the 2023-2024 HEAP year:

23-LCM-12 Revised File and Signature Requirements

Effective for the 2023-2024 HEAP year, all paper HEAP Applications (LDSS-3421) that are processed in myWorkspace or an approved local equivalent electronic processing platform can now be signed electronically by eligibility workers and by a supervisor as required and districts will not be required to sign or retain a completed copy of the paper LDSS-3421 Agency Use Only section.

Resource Limit for Heating Equipment Repair and Replace (HERR)

Effective for the 2023-2024 HEAP year, the maximum resource limit for HERR was increased. Applicants for the HERR component must not have more than \$10,000 in available liquid resources.

Resource Limit for Emergency Benefit

Effective for the 2023-2024 HEAP year, the maximum resource limit for the Emergency benefit increased. Applicants for the Emergency benefit component must not have more than \$2,500 or \$3,750 (for households containing an individual age 60 years or older, or under age 6) in available liquid resources.

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2023-2024 Program Update Reminders

2023-2024 Program Update Reminders

HEAP Client Notice System (CNS) Denial Codes

Effective for the 2023-2024 HEAP year, HEAP CNS Denial Codes F06, F07, W73, and W74 were updated.

- F06 - “Ineligible Alien” has been updated to “Ineligible Non-Citizen”
- F07 - “Failure to Document Alien Status” has been updated to “Failure to Document Non-Citizen Status”
- W73 – The CNS language regarding available resources for Emergency benefits has been updated to “Your available liquid resources of \$_____ exceed the limit of \$2,500/\$3,750.”
- W74 – The CNS language regarding available resources for HERR benefits has been updated to “Your available resources of \$_____ exceed the limit of \$10,000.”

HEAP Application (LDSS-3421) Processing Instructions

Race and ethnicity questions were added to the HEAP Application ([LDSS-3421](#)) to comply with federal reporting requirements.

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2024-2025 Program Updates

2024-2025 Program Updates Overview

Categorically Income Eligible (CE) Policy for Temporary Assistance (TA) Safety Net Assistance (SNA) Case Types 16/17

For the 2024-2025 program year, only households in receipt of certain federally funded benefits (TANF, SNAP, Code A SSI) will be considered CE for HEAP budgeting purposes and included on the Autopay. TA Case type 16 (Safety Net Assistance-cash and non-cash) and case type 17 (Safety Net Assistance-non-cash after receiving SNA on a case type 16 for 24 months) are not TANF funded and must be excluded from the TA autopay unless they meet additional eligibility criteria.

- If recipients of TA on case types 16 or 17 are authorized for PA-FS (PA/FS Code 01), these households may receive a HEAP benefit through the TA Autopay. The TA cases that are authorized to receive SNAP benefits would be considered in receipt of ongoing federal benefits and may receive either a heat included or heater benefit on the Autopay.
- TA recipients that are on a case type 16 or 17, with a PA/FS code not equal to 01 must have income at or below HEAP's maximum allowable income based on household.

Additional information regarding this policy will be released under separate cover.

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2024-2025 Program Updates, *continued*

2024-2025 Program Updates Overview

Elimination of the HEAP Low Income Worksheet (LDSS-3829)

Effective immediately, the HEAP Low Income Worksheet (LDSS-3829) has been discontinued. Districts must discontinue use and destroy all copies of the HEAP Low Income Worksheet (LDSS-3829), including any previously approved Local Equivalent (LE). This form is no longer required for HEAP applicants whose income is zero, or whose shelter costs exceed their income. Basic maintenance for these households may be explored during the eligibility interview at the district's discretion as necessary.

The form has been removed from the OTDA E-Forms Website and will no longer be available for downloading or ordering.

The HEAP Low Income tab will be removed from myWorkspace.

Weatherization Referral Procedures and Form

Weatherization assistance in NYS is administered by New York State Homes and Community Renewal (HCR) and the NYS Energy Research and Development Authority (NYSERDA). Two-way referrals are sent between HEAP and weatherization providers.

In addition to the current referral process from districts to weatherization subgrantees using the DHCR WAP #37 Interagency Referral form, a new form was developed for weatherization subgrantees to refer households that may be eligible for HEAP to the local districts. A copy of this HCR-HEAP Interagency Referral form is available on TrainingSpace.

NYSERDA also promotes HEAP to all EmPower+ participants. Every EmPower+ acceptance letter now informs households that they may be eligible for HEAP and instructs participants to visit the OTDA HEAP website to learn more and apply.

All households referred from HCR and/or NYSERDA must complete a HEAP Application (LDSS-3421) and be income tested using current year HEAP income guidelines.

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2024-2025 Program Updates, *continued*

2024-2025 HEAP Components New York State expects to administer the Regular, Emergency, Cooling, Heating Equipment Repair and Replacement (HERR), and Heating Equipment Clean and Tune (C&T) benefit components during the 2024-2025 program year.

Draft Program Dates **Regular HEAP** is scheduled to open on **Friday November 1, 2024** and scheduled to close on Friday, **March 31, 2025**. Applications for Regular benefits must be accepted through **March 31, 2025**. The Early Outreach mailing is scheduled to begin in late **August 2024**.

No notices, Regular benefit payments, or guarantee of Regular benefits, including ten-day hold requests from utility companies based on an anticipated HEAP benefit, may be issued before program opening.

Households experiencing heat or heat-related emergencies prior to program opening must be referred to the Temporary Assistance (TA) program.

Emergency HEAP is scheduled to open on Tuesday, **January 2, 2025** and is scheduled to close Wednesday, **March 31, 2025**. Applications for Emergency benefits must be accepted through **March 31, 2025**. No notices, Emergency benefit payments, or guarantee of Emergency benefits may be issued before **January 2, 2025**. This includes ten-day hold requests from utility companies based on anticipated Emergency HEAP payments. Heating emergencies prior to **January 2, 2025** must be resolved with Regular benefits. If the heat related emergency cannot be resolved with the Regular benefit the household must be referred to other programs or make payment arrangements with utility companies as appropriate.

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2024-2025 Program Updates, continued

**Draft
Program
Dates
continued**

Heating Equipment Repair and Replacement (HERR) is scheduled to open on **Tuesday, October 1, 2024**, and is scheduled to operate through **Tuesday, September 30, 2025**.

Heating Equipment Clean and Tune (C&T) is scheduled to open on **Tuesday, October 1, 2024**, and is scheduled to operate through **Tuesday, September 30, 2025**.

Cooling Assistance Component (CAC) will open on **Tuesday, April 15, 2025**. The scheduled closing is **Friday, August 29, 2025**, or until funding is exhausted, whichever occurs first.

Program dates for all benefit components may be shortened or extended based on federal funding. Districts will be notified by a General Information System (GIS) message if program dates are revised.

**Year-Round
HERR and
C&T**

The HERR and C&T benefit components will continue to operate on a year-round basis for the 2024-2025 year. Districts must pay close attention to the date the application was received.

Applications must be claimed against the appropriate program year depending on the date the application is received.

**Income
Guidelines**

The two-tier HEAP income guidelines structure remains the same as in 2023-2024, and maximum income amounts have increased 5-9%.

Maximum income guidelines have been set at 60% of State Median Income (SMI) for household sizes 1-12 and at 150% of the federal poverty level for household sizes 13 and above.

The 2024-2025 HEAP Desk Guide (LDSS-5005) contains detailed information regarding HEAP Income Guidelines. Copies of the 2024-2025 HEAP Desk Guide will be available for download and ordering on E-Forms via Centraport.

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2024-2025 Program Updates, continued

Draft HEAP Benefit Amounts

Benefit amounts are subject to change based on approval of the 2024-2025 HEAP State Plan.

Nominal “Heat and Eat” benefit is \$21. This has not changed since last year.

Heat-Included Renters Benefits are \$45 for Tier II households, and \$50 for Tier I households. There has been no change to these benefit amounts for 2024-2025.

Regular heaters base benefits range from \$400 to \$900 and have not increased for 2024-2025.

Heater households whose income falls within Tier I and/or have a vulnerable household member will receive 1 or more add-ons in addition to their Regular base benefit amount.

The Tier I (gross income must be at or below 130% of federal poverty level for the household size; or at least one adult household member must be in receipt of Supplemental Nutrition Assistance (SNAP), federally funded Temporary Assistance (TA), or Code A SSI).

The add-on amount has changed for the 2024-2025 HEAP year. The Tier 1 add on is now \$61.

The add-on for households with a vulnerable member (under the age of six, age 60 or older, or permanently disabled) is \$35. Households may receive either, or both add-ons. The maximum regular benefit amount with both add on benefits is **\$996**.

Emergency HEAP benefit amounts range from **\$185 to \$900** depending on the household’s circumstances and have not increased for 2024-2025

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2024-2025 Program Updates, continued

Draft HEAP Benefit Amounts, continued

Cooling Assistance Component (CAC) benefits are not to exceed **\$800** for a window or portable air conditioner unit and up to **\$1,000** for a wall sleeve air conditioner unit per household, once every 5 years. The maximum benefit amounts remain the same as 2023-2024.

Heating Equipment **Repairs** are not to exceed **\$4,000** per HEAP year. The maximum benefit amount for heating equipment repairs remains the same as 2023-2024.

Heating Equipment **Replacements** may not exceed **\$8,000** and are available to HEAP-eligible households once every 10 years. The maximum benefit amount for heating equipment replacements remains the same as 2023-2024.

Heating Equipment Clean and Tune (C&T) benefits are not to exceed **\$500** per household and are available once every 12 months. The maximum benefit amount for heating equipment clean and tune remains the same as 2023-2024.

The 2024-2025 HEAP Desk Guide (LDSS-5005) contains additional detailed information regarding benefit levels. Copies of the 2024-2025 HEAP Desk Guide will be available for downloading and ordering on E-Forms via Centraport.

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2024-2025 Program Updates, continued

Advance Nominal Benefits

Advance nominal NX HEAP payments for the 2024-2025 program year began on April 13, 2024. Nominal HEAP benefits are paid to eligible Supplemental Nutrition Assistance Program (SNAP) recipient households to maximize the household's Heating/Cooling Standard Utility Allowance (HCSUA). Households who are due a benefit greater than \$21 will receive the balance of their heat-included HEAP benefit on the 2024-2025 HEAP Autopay in September.

For further details on Payment Type NX, please refer to the March 23, 2018, WMS Coordinator Letter - [HEAP Nominal Benefit](#).

Application Processing Timeframes

There are **no** changes to HEAP application processing timeframes.

Districts are required to make eligibility determinations and provide notification of eligibility decisions within 30 business days after the filing of a completed and signed HEAP Application (LDSS-3421).

- Applications that require additional verification or documentation may be pended for up to 10 business days.
- Once an application is pended, the pending timeframe stops the 30 business days allowed for processing. The pending timeframe does not count towards the 30 business day processing timeframe.
- If an application is pended and requires the full 10 business day to return the documentation, the district would have 40 business days to process. If the pending documentation is turned in prior to the 10 business days, then the processing timeframe resumes on the day the documentation is returned to the district.
- Application processing timeframes are based on the benefit issuance date, which includes the HEAP Office of the State Comptroller (OSC) voucher review period.
- Counties must take into account their 6- or 13-day OSC voucher review period when determining the 30 business day timeframe for an eligibility decision notification.

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2024-2025 Program Updates, continued

Application Processing Timeframes example

An applicant applied for a Regular HEAP benefit on 11/1/2024. If this application was not pended, the 30-business day processing timeframe would end on 12/17/2024 (excluding Veterans Day and Thanksgiving) and the applicant would need to be notified of their eligibility by this date.

If this applicant was pended the same day they applied, and used the full 10 business days, the 30-business day processing timeframe would now end on 1/2/24 (excluding Thanksgiving and Christmas Day).

If the applicant returned the required documentation on 11/6/24, the applicant used 3 out of the 10 business days for the pending timeframe. The new 30-business day processing timeframe would now end on 12/2024.

*processing dates may vary depending on district holiday schedule.

Administrative Allocations

Districts are provided with HEAP administrative funds to meet staffing and operational needs of districts. Acceptable uses of administrative funds include, but are not limited to staff salaries, staff overtime, temporary staff costs, fringe benefits, indirect costs, and equipment purchases to aid in the administration of HEAP components.

Administration allocations are provided to districts annually. The amounts of these allocations are provided via Local Commissioners Memorandum (LCM).

These funds must be obligated between November 1, 2024 and September 30, 2025 and claimed by December 31, 2025. Unclaimed funds cannot be rolled into the following year's administrative allocation.

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2024-2025 Program Updates, continued

Program Allocations Program allocations are to be used by districts to make payments for locally issued HEAP payments, including heat-included benefits issued directly to recipients through EBT or through check issuance, and two-party check payments to vendors participating in HEAP under the Option E provision of the HEAP Vendor Agreement.

Program allocations are provided to districts annually. The amounts are based on each district's number of locally issued HEAP payments in the program year and are provided via LCM.

Locally issued HEAP payments are controlled by the HEAP Benefit Issuance and Control System (BICS) locks. Districts must wait until program allocations are received before setting their BICS locks to "U" for Unlocked to release these payments.

Subscription and Policy Directives District staff can subscribe to receive Administrative Directive Memos (ADM), Information Letters (INF), and Local Commissioner Memoranda (LCM) via email by going to:

<http://otda.state.nyenet/directives/listserve.asp>

District staff can subscribe to receive General Information System (GIS) messages and other Employment and Income Support Programs (EISP) notifications via email by going to:

<http://otda.state.nyenet/dta/resources/subscribe.asp>

For complete subscription instructions, please see the participant folder files.

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2024-2025 Program Updates, continued

Notices

Approval notices will be produced via the Client Notice System (CNS) when the vendor direct payment file is sent to OSC. Payments to vendors through OSC are not controlled by the BICS locks. Notices for EBT payments and two-party check payments will be produced when the district sets the HEAP BICS locks to “U” for Unlocked.

Districts may process Regular denial transactions via WMS when the 2024-2025 Regular benefit component opens on November 1, 2024. Denial notices are produced by CNS daily and are not controlled by the BICS locks.

If a denial is processed prior to November 1, 2024, a notice will be produced prior to program opening.

Use of CNS is required. Manual Notices (Y99) must be used when CNS does not support the action taken. Proper use of CNS ensures accuracy and further supports consistency of program rules and policy across the state.

Manual denials using denial code Y99 must be tracked and included on each district’s Denied HEAP Applicant Report and submitted annually as directed by OTDA.

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2024-2025 Program Updates, continued

Notice Production

As outlined in [22TA/DC006 - HEAP Transactions Not Supported by CNS](#), released on January 19, 2022, there are certain instances when CNS will not produce a notice if the following HEAP pay types are used with any other pay types:

- H0 (Heating Equipment Repair/Replacement Estimate)
- H6 (HEAP Emergency Benefit-Shelter/Relocation)
- H9 (HEAP Supplemental Benefit)
- J2 (HEAP Reissue Benefit)
- J9 (HEAP Additional Benefit)

Welfare Management System (WMS) currently does allow for these payment types to be used together, but CNS will not support a notice for this transaction.

If payment Type H0, H6, H9, J2 or J9 is used with any other HEAP Payment Type then a manual Notice of Eligibility Decision Approval ([LDSS-3494A](#)) must be sent and tracked. When a district is completing the LDSS-3494A as an Intelligent Auto-Fill Form (IAF) two copies of the form would need to be completed and printed. If completing a non-IAF version, two payments may be entered.

These transactions will also not be supported by CNS if they are issued on separate dates. If a subsequent payment line is made before the previous HEAP transaction is “OSC Sent”, CNS will fail to issue a notice for both transactions.

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2024-2025 Program Updates, continued

Notice Production

Districts must check the **CNS00000** daily in Production Hosting Reports & Enterprise Documents (PHRED) and issue manual notices for any HEAP notices that were not sent through CNS. A sample is below:

Report Date MM/DD/YY	NEW YORK STATE DEPARTMENT OF SOCIAL SERVICES	PAGE
DISTRICT REPORT COVER SHEET		
***** * THIS REPORT CONTAINS * * CONFIDENTIAL INFORMATION * * FOR INTERNAL USE ONLY * *****		
PERIOD COVERED BY REPORT: AS OF MM/DD/YY	WMS REPORT CNS00000	* FOR INTERNAL USE ONLY *
DISTRICT		
DISTRIBUTION: DISTRICT MANAGEMENT		REFERENCE NO
EACH REPORT NAME YOU WILL RECEIVE IS FOLLOWED BY AN X - IF BLANK, NO REPORT WILL BE SENT		
CNS00001	CNS0011	CNS0021
CNS00002	CNS0012	
CNS00003	CNS0013	
CNS00004	CNS0014	
CNS00005	CNS0015	
CNS00006	CNS0016	
CNS00007	CNS0017	
CNS00008	CNS0018	
CNS00009	CNS0019	
CNS00010	CNS0020	

CNS00000 Reports

Within the CNS00000 cover page districts must check the following reports daily:

- CNS0020 – Client Notices Not Generated
- CNS0021 – HEAP Approval Client Notices Not Generated

Samples of these reports are on the following page.

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2024-2025 Program Updates, continued

CNS Report Samples

CNS0020:

REPORT DATE 01/25/2022	NEW YORK STATE DEPARTMENT OF SOCIAL SERVICES						PAGE 1
CLIENT NOTICES NOT GENERATED						*****	
HEAP BUDGET BENEFIT TYPE INCORRECT FOR PAY LINES FOR DISTRICT, BY OFFICE/UNIT/WORKER						* THIS REPORT CONTAINS *	
PERIOD COVERED BY REPORT: AS OF - 01/25/2022						* CONFIDENTIAL INFORMATION *	
WMS REPORT CNS00020						* FOR INTERNAL USE ONLY *	
*****						*****	
DISTRICT: OZARK	DISTRIBUTION: DISTRICT MANAGEMENT					REFERENCE NO 1	
LOCAL OFFICE:		UNIT: FSMA		WORKER: COMM			
CASE #	TYPE	NAME	NOTICE	NO.TX TYPE	TX DATE	AUTH NO.	BGT VER #
F90210	31	BYRDE, MARTY	U49C3NXXX	05	011422	91299C21	03
F100868	31	LANGMORE, RUTH	U49C3N2XXX	05	011922	02323100	01
F8675309	31	SNELL, JACOB	U49C3N2XXX	05	011922	9129EC21	05

CNS0021:

REPORT DATE 07/02/2024	NEW YORK STATE DEPARTMENT OF SOCIAL SERVICES						PAGE 1
HEAP APPROVAL CLIENT NOTICES (A50) NOT GENERATED						*****	
INFORMATIONAL ONLY - NO WORKER ACTION REQUIRED FOR DISTRICT, BY OFFICE/UNIT/WORKER						* THIS REPORT CONTAINS *	
PERIOD COVERED BY REPORT: AS OF - 07/02/2024						* CONFIDENTIAL INFORMATION *	
WMS REPORT CNS00021						* FOR INTERNAL USE ONLY *	
*****						*****	
DISTRICT: MYSTERY	DISTRIBUTION: DISTRICT MANAGEMENT					REFERENCE NO 1	
LOCAL OFFICE:		UNIT: HEAP		WORKER: CCH			
CASE #	TYPE	NAME	NOTICE NO.	TX TYPE	TX DATE	AUTH NO.	DISPOSITION
H45147	60	BARBIE BARBES		02	070224	01879694	A50 ALONE - NOTICE NOT PROCESSED

2024-2025 Early Outreach

Early Outreach

Early access to the HEAP Application (LDSS-3421) is provided to households who are not included in the Autopay but received a Regular HEAP benefit in the previous program year. Early Outreach application notices must be issued within 30 business days from program opening.

These households must complete, sign, and submit a HEAP Application (LDSS-3421), but may do so prior to program opening. These households have the option to complete the paper HEAP Application (LDSS-3421) that is mailed to them, or they may complete their HEAP Application (LDSS-3421) online through myBenefits using an access code provided to them in the Early Outreach application that is mailed to the household.

How are Cases Selected for Early Outreach?

The file is created during the week of **August 12, 2024**. Information in WMS needed to be accurate as of **July 31, 2024**.

The following criteria was used to select cases for the Early Outreach mail out:

- Case type 60 (HEAP) only.
- The HEAP case must be active on the file production date.
- Closed cases are not selected. Cases closed with CNS reason code F02 (HEAP previously applied for/automatic payment received) are identified on an exception report.
- Must have an H1 or HX payment issued with a payment line end date of **09/30/2024**.
- The case record must contain an active (WMS status code 07) applicant/payee (WMS relationship code of 01).

The file is compared against active TA and SNAP cases. Those cases with an applicant/payee (WMS relationship code 01) who is active (individual status code 07, any relationship code) on a TA or SNAP case at the time of file production is excluded from the mailing.

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2024-2025 Early Outreach, continued

2024-2025 Early Outreach Highlights

- All applicants must be income tested utilizing 2024-2025 income guidelines.
- Earned income, including self-employment and rental income, must be documented. Certifiers may request documentation of other unearned income if the information provided on the application does not seem credible.
- All Early Outreach applicants are considered Returning Applicants with simplified documentation requirements and no interview is required.
- Benefits cannot be guaranteed or issued prior to program opening under any circumstances. Early Outreach applicants in an emergency situation must be referred to other programs. Ten-day holds may not be issued in the case of utility shut offs.
- Eligibility Notices (either approval or denial) cannot be issued prior to program opening.

Early Outreach Population Codes

The file is sorted into groups, identified by codes:

GLD = Z10 (head of household (app/payee) age 66 or older with all other household members age 60 or older)

OFA = Z11 (head of household (app/payee) age 60-65 or head of household age 66+, but not all household members are age 60)

U60 = Z12 (head of household(app/payee) under age 60, but case contains an individual age 60 or older, under age 6 or permanently disabled)

OTH = Z13 (households which do not meet the criteria above, but received a benefit in the prior year (2023-2024 Regular HEAP benefit))

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2024-2025 Early Outreach, continued

How is the Head of Household and Vulnerability Determined?

For purposes of the Early Outreach mail out, the head of household is the person with the WMS relationship code of 01 (applicant/payee) as of the date of the file creation.

- Vulnerability will be determined by age (household member under the age of 6, or age 60 or older) or a household member with a permanent disability as determined by WMS categorical codes of 11 (Blind/Both Aged and Disabled) or 12 (Disabled, Includes Blindness).

Return Addresses

CNS prints the return address on the cover letter based on information contained in the CNS District Contact table. The contact table is accessed via selection 11 (Client Notices menu) from the WMS main menu.

Districts have the option to have a different return address printed for each CNS HEAP mail out code: Z10, Z11, Z12, and Z13.

In preparation of the Early Outreach creation file, each July districts must make sure that accurate address information is contained in the CNS client contact tables prior to the creation of the Early Outreach file. These addresses must be checked and updated annually in order to ensure that the correct return address is printed in the cover letter. The district data is used to pre-fill the Office, Unit, and Worker areas of the CNS application Mail Out Cover Letter.

If tables with the coding listed above have not been created, the return address will be pulled from the district default table. If this is blank, the notice may not be produced or may be produced with a blank return address.

Note: Directions for how to update CNS contact tables is contained in the participant folder files.

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2024-2025 Early Outreach, continued

Control Lists Control lists are created for each Early Outreach population group and are sent to PHRED.

These lists provide information on the cases that have been identified for the mail out. Each list is sorted alphabetically by last name. The reports contain the following information: name, address, CIN, case number, last four digits of the SSN, and phone number.

Exception Reports Exception reports in PHRED are generated for each Early Outreach population group, which include cases that:

- Do not have an active applicant/payee
- Have an issued H1 payment but are closed at the time of file creation

Each report will be sorted by: case name, address, CIN, case number, last four digits of the SSN, and phone number.

Districts must review these reports to determine if an application should be sent to these households. If appropriate, a HEAP Application (LDSS-3421) may be mailed to the household prior to program opening.

The “Contact Us” link in PHRED or email its.sm.hs.sst@its.ny.gov may be utilized for any questions related to the reports. A PHRED user guide is available on CentraPort, under Applications.

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2024-2025 Early Outreach, continued

What Are We Mailing? There is one standard application and instructions for all Early Outreach groups.

Pre-Filled Information on the Application The following information will be system generated on the application:

- Office, unit ID, worker ID, case type 60, case number
- Case name
- Applicant name
- Current address
- County
- Applicant's first and last name
- Date of birth
- Gender
- Last four digits of the SSN

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2024-2025 Early Outreach, continued

Early Outreach Processing Instructions

All applicants must complete the entire application. Applicants are required to fill out the entire application and provide current information on household members, residence, energy bills, social security numbers for household members that have one, and income.

Applications must be date stamped and logged in upon receipt.

Applications must be reviewed for completeness and for changes from the previous year.

Incomplete applications and those missing information must be pended.

Certifiers may attempt to verify or clarify information over the phone. If information cannot be obtained, a Documentation Requirements (LDSS-2642) form must be sent.

What Happens if the Applicant Loses Their Application or is “Missing” From the List?

Districts should first verify that the applicant is on the Early Outreach list, then they have the following options:

- Districts may produce a copy of the CNS Early Outreach application and cover letter from COLD, which may be accessed via CentraPort.
- A HEAP Application (LDSS-3421) may be sent. This should be marked as an “Early Outreach” application for audit purposes.
- Any household that meets the criteria for the Early Outreach but does not appear on any of the mailing lists, may be provided a HEAP Application (LDSS-3421) during the Early Outreach period.

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2024-2025 Early Outreach, continued

Processing Timeframes for Early Outreach

Processing time for applications received during the Early Outreach period and prior to program opening begins on the date of program opening.

Early Outreach applications received on or after program opening must be processed in date order with all other applications received. There is no priority processing. Processing time begins on the date that the application is received by the certifier.

Eligibility notices for applications received by the district or Alternate Certifier before program opening must be sent within **30 business days** of program opening. Eligibility notices for Regular HEAP applications received after program opening must be sent within **30 business days** of application receipt.

Alternate Certifier Processing Timeframes for Early Outreach

Early Outreach applications submitted at the Alternate Certifier office must be sent to the district no later than program opening.

The district may require Alternate Certifiers to send applications prior to program opening as specified in the district's agreement with the alternate certifier.

HEAP Forms and Notices

Importance Two forms used in the administration of Home Energy Assistance Program (HEAP) have been updated for 2024-2025.

- 2024-2025 HEAP Desk Guide (LDSS-5005)
- 2024-2025 HEAP Systems Quick Reference Tool (LDSS-5099)

A complete listing of all HEAP forms is included in the Appendix. All HEAP forms are available on the OTDA website under LDSS E-Forms: http://otda.state.ny.net/ldss_eforms/

Copies of forms revised for 2024-2025 are included in the Appendix for reference only.

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2024-2025 HEAP Desk Guide (LDSS-5005)

When is this form used?

The 2024-2025 HEAP Desk Guide (LDSS-5005) is optional and is a quick reference worker tool. This form is updated annually and provides certifying agencies with benefit amounts, income eligibility guidelines, information on eligible living situations, acceptable forms of documentation, and documentation requirements.

What revisions were made to this form?

Revisions to this form include:

- Revision date of 7/24
- Updated income guidelines for 2024-2025
- Updated add-on amounts

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HEAP Systems Quick Reference Tool (LDSS-5099)

When is this form used?

The HEAP Systems Quick Reference Tool (LDSS-5099) is an optional quick reference worker tool. This form provides certifying agencies with system codes and information for HEAP.

What revisions were made to this form?

Revisions to the form include:

- Revision date of 5/24
- Removed reference to program year in form title
- WMS Data Entry (Side 1)
 - Removed payment “to” and “from” date instructions
 - Social Security Number Codes (Screen 2) moved to the first column
 - Added Gender Codes (Screen 3)
 - Added Race/Ethnicity Codes (Screen 3) and directions for entering race:
 - M-Multi-race (enter Y for every race)
 - O-Other (enter U for every race)

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Intelligent Auto-Fill (IAF) Forms

Intelligent Auto-Fill

The following HEAP LDSS forms are Intelligent Auto-Fill (IAF) for the 2024-2025 HEAP year. No new forms have been added as IAF for the 2024-2025 HEAP year.

- Documentation Requirements Form (LDSS-2642)
- HEAP Notice of Eligibility Decision-Approval (LDSS-3494A)
- HEAP Notice of Eligibility Decision-Denial (LDSS-3494B)
- HEAP Emergency Benefit Budget Worksheet (LDSS-3594B)
- HEAP Heating Equipment Repair and Replacement Worksheet (LDSS-4867)
- HEAP Heating Equipment Repair/Replacement Job Proposal (LDSS-4867A)
- HEAP Cooling Assistance Request for Benefit (LDSS-4992)
- HEAP Guarantee of Payment Letter (LDSS-5000)
- HEAP Heating Equipment Repair and Replacement Screening Form (LDSS-5010)
- HEAP HERR Clean and Tune Request for Benefit (LDSS-5081)
- HEAP HERR Clean and Tune Services Invoice (LDSS-5083)

- *Note: Intelligent Auto-Fill (IAF) forms are located in Centraport-
<https://my.ny.gov/>
 - Under Links and select Forms

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How to Order Forms

How to Order Forms

1. All forms with LDSS or PUB numbers are produced by OTDA and must be ordered. When ordering or reordering any HEAP form, be sure to order sufficient quantities for the entire HEAP season. Districts must also take into consideration the form supply needs of Alternate Certifiers when placing orders. Please check the current supply at the district prior to placing an order. Please allow for up to 4-6 weeks for processing and receiving of all requested documents. No forms are dropped shipped.
2. HEAP forms are available on the OTDA Intranet website at https://otda.state.nyenet/ldss_eforms/ and may be available for downloading by local districts for reproduction locally, depending on print specifications. All publications in languages other than English and Spanish are available via the intranet only. Requests for printed copies can be placed by either completing and emailing the ordering form, or through the online ordering system via the OTDA Intranet LDSS-E-Forms page.

Email ordering request:

Requests for printed copies should be submitted to OTDA by completing the OTDA876.pdf form and emailing it to: forms.orders@otda.ny.gov.

Online ordering request:

Publications and LDSS forms can also be ordered online by accessing the Bureau of Management Services' Electronic Forms and Publications Online Ordering System at: <https://formorders.otda.ny.gov/>.

If presented with a Login prompt, enter your HSEN ID and password.

This system provides users the ability to order forms, envelopes, and publications over the intranet. Once the order is submitted, the user can view the status of their order and will receive system generated emails when their order is processed and shipped.

3. Questions concerning ordering forms should be directed to the Bureau of Management Services (BMS) Document Services at (518) 474-9489.

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How to Obtain a Local Equivalent Form

When is a local equivalent form used?	<p>Local equivalent forms are forms developed by districts and are designed to be used in place of State-mandated forms. Local equivalent forms must contain all of the information required on the State-mandated forms but may also contain additional information required for the district's own purposes.</p> <p>Local equivalents may differ in format as well as media from the mandated forms. Districts develop local equivalent forms for many reasons. These include producing forms to accommodate sight-impaired workers; producing different sized forms that better fit in local case folders; producing forms that have the agency address preprinted; and producing electronic forms to be used in place of hard copy forms.</p> <p>The goal of the local equivalent form approval process is to guarantee that districts are using forms that are legally, programmatically, and systemically accurate and up to date.</p>
Prior approval for local equivalent forms	<p>Requests for local equivalent forms do not need to be resubmitted each program year if the State-mandated form has not changed since your district's local equivalent form was approved.</p> <p>However, if a district received prior approval to use a local equivalent form, and that State-mandated form has changed, a new request to use a local equivalent must be submitted, or the district must use the most recent State-mandated LDSS version of the form.</p>
How to obtain a local equivalent form?	<ul style="list-style-type: none"> • Local district staff will fill out the LDSS-5199, Request for Approval of Local Equivalent Forms • Instructions on the form directs districts to submit the form to otda.sm.Local.Equivalent.Requests@otda.ny.gov with a copy of the proposed local equivalent form.

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Applying for Regular HEAP Benefits

Regular Benefits

The Regular benefit component is a supplement to assist eligible households in paying a portion of their annual energy costs. Applicant households must be income eligible and in an eligible living situation and at least one household member must be a U.S. citizen, qualified non-citizen, or U.S. National. Fuel type and household vulnerability are also considered. For HEAP purposes, households who pay directly to a fuel vendor or utility company for heat are considered **heaters**. Benefits are based on fuel type and are paid directly to the fuel vendor or utility. Those households who do **not** pay directly to a fuel vendor or utility for heat are considered **heat-included households**. Heat-included benefits are authorized to the utility company or paid directly to the applicant through an EBT card or paper check if the applicant has not been issued an EBT card.

Generally, the Regular benefit is available only one time per household in the program year.

Applying for Regular HEAP

Households may apply for Regular HEAP benefits in three ways:

1. HEAP Mass Authorization (Autopay)
2. Online via myBenefits
3. Paper HEAP Application (LDSS-3421)

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Applying for Regular HEAP Benefits, continued

HEAP Autopay

Households in receipt of SNAP or federally funded TA benefits are eligible for an automatic Regular HEAP benefit if they are HEAP eligible according to information in WMS on the date of the HEAP Autopay file creation. This date is known as “pull-down.”

SNAP households are considered in receipt of ongoing benefits for HEAP purposes if there is a valid “96-FS ongoing benefits” pay line on the SNAP case in the month that the Autopay is run.

Non-federally funded TA households may also receive a HEAP benefit through the TA Autopay if they are in receipt of ongoing SNAP benefits. These households must be a case type 16 or 17 with a PA/FS Code equal to 01.

TA recipients that are on a case type 16 or 17, with a PA/FS code not equal to 01 with income at or below HEAP’s maximum allowable income based on household size will also receive a benefit through the HEAP Autopay.

These recipients consent to have their eligibility determined for HEAP through the Autopay process when they complete and submit the Statewide Common Application (LDSS-2921), Recertification Application for TA or SNAP (LDSS-3174), Supplemental Nutrition Assistance Program (SNAP) Application/Recertification (LDSS-4826), or who apply for SNAP or who recertify for TA or SNAP using myBenefits.

TA or SNAP eligibility information found in WMS is used to identify HEAP eligible TA and SNAP recipients and to system generate a HEAP benefit. Households who incur a direct heating cost will have their benefit paid directly to a vendor/utility provider. Autopay households who pay indirectly for heat in the form of rent will receive a Tier I heat-included benefit in the amount of \$50, while Tier II households would receive \$45. Autopay households residing in certain living situations are eligible for a nominal HEAP benefit in the amount of \$21.

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Applying for Regular HEAP Benefits, continued

Regular Benefits

If a HEAP eligibility approval can be made based on the TA or SNAP information collected and entered into WMS:

- No additional application is required
- No interview is needed

Households may be required to provide documentation for missing required HEAP eligibility factors.

If a household receives a HEAP benefit on the Autopay and then subsequently the household submits a paper HEAP Application (LDSS-3421) after program opening, then the district must register the paper application in myWorkspace/WMS and deny the HEAP Application (LDSS-3421) with a HEAP Denial Reason Code of "F02" "HEAP Previously Applied for/Automatic Payment Received".

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Applying for Regular HEAP Benefits, continued

Regular Benefits

Districts will receive Authorized and Exception reports following the Mass Authorization, sorted by Case Name within Office/Unit/Worker.

Exception Reports: After the Autopay is run, an exception report will be sent to PHRED containing potentially eligible TA and SNAP households that were not included in the Autopay and the reason why it was excluded.

If missing information is obtained and/or the case is corrected after the pull-down, a Regular benefit may be issued by the district without a separate HEAP Application. An ABEL budget must be stored.

The Authorization and Exception report names can be found in the 2024-2025 HEAP Systems Letter.

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Applying for Regular HEAP Benefits, continued

Pre-Autopay Lists

The 2024-2025 pre-Autopay report was made available in July in Production Hosting Reports & Enterprise Document (PHRED). Districts are encouraged to utilize the HEAP Autopay “pre run” reports to ensure correct data entry of the HEAP Vendor ID and Customer Account Number fields (labeled ‘HVnd/Acct’), thereby preventing the case from receiving a NO VENDOR ID/CUSTOMER ACCT exception in the autopay run.

These reports identify SNAP and federally funded TA recipient households that meet the criteria to be included in the Autopay at the time of file creation. The reports provide current vendor information as entered on WMS and identify cases missing vendor ID/account numbers at the time that the file is created. The 2024 Automated Budgeting and Eligibility Logic (ABEL) flat files are used to generate these lists.

The “Contact Us” link in PHRED may be utilized for any questions related to the reports.

The reports are named:

- WRTS UPS-HEAP-BY- DISTRICT/UPS HEAP Cases By District
- WRTS UPS-HEAP-BY-VENDOR/UPS HEAP Cases By Vendor
- WRTS UPS-HEAP-NO-VENDOR/UPS HEAP No Vendor

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Applying for Regular HEAP Benefits, continued

Pre-Autopay Lists, continued

Districts must use these reports to:

- Obtain and verify current vendor IDs and customer account numbers and make any needed corrections. Districts must send the appropriate sections of the report **WRTS UPS-HEAP-BY-VENDOR / UPS HEAP** to vendors to assist in verification of account numbers.
- Verify that vendors have Statewide Financial System (SFS) data in the Benefit Issuance Control System (BICS), are active on the HEAP participating vendor list, and are properly linked to an active SFS vendor ID.
- Review potentially eligible cases in the reports to determine if the TA or SNAP budget correctly reflects HEAP status (e.g., correct shelter, fuel type and Standard Utility Allowance (SUA) indicator(s)).

Districts must review these reports and attempt to obtain missing information prior to the Autopay “pull-down” date in August.

Please refer to the [2024-2025 Home Energy Assistance Program \(HEAP\) Pre-Autopay Vendor Information Reports GIS](#).

Payments for cases included as part of the HEAP Autopay must be authorized in WMS no later than December 31, 2024.

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Applying for Regular HEAP Benefits, continued

Households who miss the Autopay

Households who become eligible for ongoing TA or SNAP after the “pull-down” date will not be included in the initial HEAP Autopay. These households must apply for HEAP using a paper HEAP Application (LDSS-3421), or online using myBenefits.

An interview is not required for applicant households in receipt of ongoing SNAP or federally funded TA that miss the Autopay.

Once the Regular benefit component is open, any individual may apply for the program by submitting a HEAP Application (LDSS-3421). If an individual receives a Regular benefit on the Autopay, they **must not** receive a duplicate Regular benefit. All subsequent HEAP applications must be processed, and clients must receive an appropriate notice of eligibility.

If the SNAP or federally funded TA household that missed the autopay submits a paper HEAP Application and they have an open and active TA/SNAP case, the district can write the payline on the open TA/SNAP case, and image the submitted HEAP Application into the TA/SNAP case.

If the household that missed the autopay submits an electronic application via myBenefits, the application is now registered electronically, and requires district action to pay on the open and active TA/SNAP case. The district should deny the electronic HEAP Application using the HEAP Denial Code “H97”, Receiving HEAP in Another Case, and it should be case noted that the HEAP payment will be made on the other case number.

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Applying for Regular HEAP Benefits, continued

**Non-Autopay
HEAP
Applications** Households who do not receive a Regular HEAP benefit on the HEAP Autopay must apply for benefits using a paper HEAP Application (LDSS-3421), or online using myBenefits.

myBenefits Households applying for Regular benefits may submit applications online through myBenefits at www.mybenefits.ny.gov.

Households **may not** use myBenefits to apply for any other HEAP benefits.

**Paper
Applications** Households who do not wish to apply for Regular benefits online may submit a paper HEAP Application (LDSS-3421) by mail, fax, or in person at a district or certifying agency.

Applicants may obtain a paper HEAP Application:

- In person from the district or alternate certifier office
- By calling the district or alternate certifier and requesting to have an application mailed to their household
- By downloading and printing the application from <http://otda.ny.gov/programs/heap/apply/>

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Regular HEAP Application Processing

- Paper HEAP Applications** Upon receipt by the district or alternate certifier, all paper HEAP Applications (LDSS-3421) for the Regular benefit component must be:
- Date stamped
 - Registered in WMS or myWorkspace
 - Logged manually or in myWorkspace
 - A manual log is required unless the district registers all HEAP Applications in myWorkspace

continued on next page

Regular HEAP Application Processing, continued

Regular Benefit Applications

Electronic HEAP Applications submitted online via myBenefits for the Regular Benefit Component:

- Are electronically date stamped when they arrive in the myWorkspace inbox
- Are automatically logged in myWorkspace and assigned a system-generated APP REG number
- Are stored in myWorkspace and do not need to be printed
- Must be monitored daily and assigned as appropriate to a district or alternate certifier worker by a myWorkspace user with supervisory rights
- May be processed in myWorkspace or WMS
- Are signed electronically by the worker and supervisor if processed in myWorkspace
- Do not require a completed HEAP Application (LDSS-3421) Agency Use Section in the case record if processed in myWorkspace.
- Case comments and notes should be entered and stored in the electronic case record maintained on myWorkspace if processing electronically, or in IEDR case comments. If comments are stored in a local equivalent system, they must be made accessible for HEAP monitoring.

continued on next page

Regular HEAP Application Processing, continued

Online HEAP Applications The HEAP Application (LDSS-3421) must be dated and signed by the applicant.

Paper applications must have a manual signature and electronic applications must have an electronic signature.

The application must be signed by a member of the household who meets one of the following conditions:

- Has the heating bill in their name
- Has primary responsibility to the vendor to pay the bill
 - For the purposes of HEAP, portable space heaters are not considered primary heating source/equipment
- Is the tenant of a dwelling where heat is included in the rent

If the application is unsigned or signed by someone other than the person mentioned above, the following actions must be taken:

- The application must be pended for 10 business days
- The Documentation Requirements (LDSS-2642) form must be sent to the applicant, along with a copy of the submitted HEAP Application (LDSS-3421) and a blank copy of the signature page
- If the signed application page is not returned to the district by the due date, the application should be denied using the denial reason code “Insufficient Information” (M06)

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Regular HEAP Application Processing, continued

Authorized Representative

An authorized representative, including a designated Power of Attorney, may perform the following tasks on behalf of the applicant:

- complete and file the HEAP Application (LDSS-3421)
- contact the agency, and speak with their worker
- access eligibility information in the applicant's case file
- complete all forms on behalf of the applicant
- provide documentation, and
- appeal agency decisions

The HEAP Application (LDSS-3421) allows for the designation of an Authorized Representative under Section 8: Authorized Representative. Power of Attorney documentation or a dated and signed note from the applicant authorizing the individual to apply on their behalf may be used if the Authorized Representative section of the HEAP Application (LDSS-3421) is not completed. A copy of such documentation must be retained in the case record.

The applicant must still sign The HEAP Application (LDSS-3421) under Section 9: Consent and Signature. An Authorized Representative may sign the application on behalf of applicants who are physically incapable of signing the application, or who habitually sign with an X.

Notations regarding the circumstances must be retained in the case record.

The Authorized Representative designation will remain in effect for the current HEAP year unless revoked by the applicant. Each HEAP year the applicant will be asked if they want to designate an Authorized Representative

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Regular HEAP Application Processing, continued

Emergency Situations Appropriate action must be taken to protect the health and safety of applicant households who are without heat, or in danger of being without heat, and emergency resolution timeframes must be met as required.

Available Regular HEAP benefits must be used to resolve emergencies before Emergency HEAP benefits are issued. Regular benefits may be guaranteed to HEAP vendors only when the household is in an emergency situation. The HEAP Guarantee of Payment Letter (LDSS-5000) or utility web tool may be used.

30 Business Days

A written notice of eligibility decision, either approval or denial, must be issued to the applicant within 30 business days of the application date.

- The application date is the date that the signed, dated, and completed application arrived at the district or alternate certifier, regardless of method of submission.

Pending Time

Applications may be pended for documentation or to complete an interview for a maximum of ten business days.

Applicants who need to submit additional documentation must be sent a Documentation Requirements (LDSS-2642) form.

The ten business day pending timeframe is not counted in the overall 30 business day processing time.

One pending period is allowed per HEAP Application (LDSS-3421).

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Regular HEAP Application Processing, continued

New vs. Returning Applicants

Documentation and interview requirements for the Regular component depend on whether the HEAP applicant is a new or returning applicant.

New Applicants

New applicants are defined as applicants who did not receive a Regular benefit through the application process during the previous program year in the county where they currently reside. These applicants must:

- Submit a signed, dated, and completed paper HEAP Application (LDSS-3421) or electronic HEAP Application via myBenefits to the district or alternate certifier.
- Have an interview, unless the household is in receipt of ongoing TA or SNAP and missed the Autopay. A HEAP eligibility interview is not needed for applicants who are considered Categorically Income Eligible (CE).
- If the HEAP applicant applies electronically and the district is making the HEAP payment on an open TA/SNAP case, the submitted electronic HEAP Application (LDSS-3421) must be denied using HEAP Denial Code H97 – “Receiving HEAP in Another Case”, and it should be notated in the case comments in myWorkspace or IEDR that the payment was made on the other case number.

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Regular HEAP Application Processing, continued

New Applicants, continued

- If the HEAP application for a new applicant is submitted electronically this will require the district to APP REG the HEAP application and create a new case number in order to deny the case and issue a denial notice of eligibility decision.
- If the HEAP applicant applies with a paper HEAP Application (LDSS-3421), while in receipt of ongoing TA/SNAP there is no need for the district to register the paper HEAP application. The district will write the payline on the open TA/SNAP case and image the paper application into that case record.
- An eligibility interview is required for all new applicants and the applicant has the option to complete this interview either in person at the district/alternate certifier or over the telephone.
- Provide a valid Social Security Number (SSN) for all household members that have a valid SSN. Household members without an SSN must be excluded from the HEAP Household count in the HEAP ABEL budget, but their income must be captured and included in the HEAP ABEL budget.
- Provide documentation of the following:
 - (1) Identity for all household members;
 - (2) Residence;
 - (3) Income (earned and unearned) for all household members;
 - (4) Vendor relationship; and
 - (5) Vulnerability (if applicable)

continued on next page

Regular HEAP Application Processing, continued

Returning Applicants

Returning applicants are defined as applicants who received a Regular HEAP benefit through the application process during the previous program year and reside in the same county. These applicants must:

- Provide a valid SSN for all household members that have a valid SSN; Household members without an SSN must be excluded from the HEAP Household count in the HEAP ABEL budget, but their income must be captured and included in the HEAP ABEL budget.
- Provide documentation of the following:
 - (1) Earned income for all household members
 - (2) Provide identity documentation for any new household members since the prior year's certification

A HEAP eligibility interview is not needed for applicants who are returning or considered Categorically Income Eligible (CE).

Returning applicants do not need to document unearned income unless the income source is new or if the amount has changed significantly in the past year. If the amount listed by the applicant on the HEAP Application (LDSS-3421) differs from the amount entered into the budget, explanatory case notes must be added to the case record.

Returning applicant households do not need to provide documentation that is already on file at the agency, such as identity of established household members, proof of residence, vendor relationship, etc.

However, such documentation on file must be verified by the eligibility examiner, and clearly notated the case number that contains the documentation, in the Agency Use Only section of the HEAP Application (LDSS-3421) or in case comments in MyWorkspace if the application is received electronically.

If the district does not possess proper documentation, the case must be pended so the applicant can provide it.

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Regular HEAP Application Processing, continued

Documentation

Applicants may provide documentation to the district or alternate certifier via mail, fax, in-person, or electronically where available. When applying for Regular benefits electronically, applicants may scan and upload their documentation into MyBenefits if the county they reside in uses the Imaging Enterprise Documentation Repository (I/EDR).

Applicants who reside in counties that participate in NYDocSubmit may also submit documentation via mobile upload through NYDocSubmit.

Districts and alternate certifiers must use any documentation available in the agency to avoid requesting duplicates from the household.

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Regular HEAP Application Processing, continued

Budgeting An Automated Budgeting Eligibility Logic (ABEL) Budget must be stored for all HEAP applications. Budgets must be accurate and verified during the supervisory review, paying specific attention to the following:

- Income calculation
- Vulnerability indicator
- Categorical income eligibility codes

If a HEAP household is Categorically Income Eligible (CE) due to receipt of ongoing SNAP or federally funded TA, the district may use the information on file on a TA or SNAP budget, and an eligibility interview is not required.

Emergency Component

**Emergency
HEAP
Benefits**

Emergency HEAP benefits are available to eligible households facing a verified emergency heating situation, who have exhausted available Regular benefits. Households must meet all Regular benefit criteria and may not have resources available to resolve their emergency.

Regular component benefits, if available, must be utilized first to resolve heating emergencies for eligible households.

Temporary relocation for housing emergencies and propane tank deposits to obtain new propane vendors are also available to eligible households under the Emergency benefit component.

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Emergency Component, continued

Required Forms for Emergency Applications

Applicants who are eligible for income deeming only need to complete the Emergency Benefit Budget Worksheet (EBBW) (LDSS-3594B) to apply for the Emergency benefit component.

This form must be filled out in its entirety by an eligibility examiner with the applicant, either in person at the district or over the telephone.

In order to be eligible for income deeming the household must meet all the following criteria:

- The household received a Regular benefit in the current program year
 - If the household received their Regular benefit on a TA or SNAP case, that case must be open and active at the time of application for the Emergency benefit.
 - The Emergency Benefit Budget Worksheet (LDSS-3594B) must be used in conjunction with the HEAP Application (LDSS-3421) for households who received a Regular benefit through the Autopay, and whose TA or SNAP case is now closed.
- The household's income has not increased by more than \$200 since applying for the Regular benefit.
- The household's composition has not changed since applying for the Regular benefit.
- The household has not moved since applying for the Regular benefit

Applicants who do not meet all of the above criteria are not eligible for income deeming and must apply for an Emergency benefit by completing the HEAP Application (LDSS-3421) with full documentation and the Emergency Benefit Budget Worksheet (LDSS-3594B) completed with an eligibility worker in person at the district or over the telephone.

An eligibility interview is required for all applicants applying with the HEAP Application (LDSS-3421).

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Emergency Component, continued

Applications for Emergency Benefits

The eligibility worker must complete the Emergency Benefit Budget Worksheet (LDSS-3594B) with the applicant either in person or over the telephone.

If the applicant applies with only the LDSS-3594B, an eligibility interview is not required. The LDSS-3594B must still be completed by the district eligibility examiner with the applicant. Applicants may apply for this benefit via the telephone, or in-person at the district or alternate certifier office.

Applications for the Emergency benefit component may not be submitted online via myBenefits unless otherwise directed by the district.

The applicant for Emergency benefits must be the customer of record or part of the original Regular HEAP household.

Districts are required to provide notification of Emergency eligibility decisions within 30 business days after the filing of a completed and signed application or telephone contact.

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Emergency Component, continued

Resources Applicants for Emergency benefits must not have more than \$2,500 or \$3,750 (if the household contains a member under age 6 or aged 60 or older) in available liquid resources.

A listing of resources is outlined below and defined in the HEAP Manual, Heat or Heat Related Emergency Component Eligibility Criteria:

- Cash
- Checking and/or savings account balances
- Stocks/bonds
- Certificates of Deposit (CDs)
- IRA accounts, including remaining amounts from a closed out IRA
- Lump sums from sale of property or insurance settlements and balances from any other lump sum not specifically excluded
- 401(k) and other retirement accounts, less the amount of penalties for withdrawal
- Accessible account balances from crowdfunding platforms such as, GoFundMe, Indiegogo, Fundanything, GiveForward, and other fundraising platforms
- Any other available funds not specifically excluded in the HEAP Manual

All members of the household must be resource tested, including qualified non-citizens residing in the household.

All household members must comply with resource rules, including TA, SNAP recipients, Code A SSI, and categorically income eligible households.

Applicants may attest to their household's resources, and documentation is not required unless the eligibility examiner has further questions. This includes situations where the attestation contradicts information on the HEAP Application, information on file, or information from another verifiable source contradicts the applicant's attestation.

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Emergency Component, continued

Customer of Record

In order to be eligible for a heat or heat-related domestic Emergency benefits, the applicant must be the customer of record.

A customer of record is the person(s) who has an account in their name with an energy vendor.

The following are also considered to be customer of record:

- The legal spouse who currently resides with the customer of record.
- The surviving legal spouse of a deceased customer of record (proof required).
- An individual whose Emergency benefit will re-establish the account in their name.
- A household may still qualify for Emergency benefits if the customer of record is a qualified non-citizen, and the household is otherwise eligible.

If the customer of record is not available to apply, applicants for Emergency benefits who are not the customer of record may still apply as long as the applicant was part of the household for the Regular benefit and remains part of that household. The customer of record must also remain part of the household.

continued on next page

Emergency Component, continued

Emergency Situations

In order to be eligible for Emergency benefits, the household must be facing a heat or heat-related domestic emergency.

Emergency heating situations are categorized as **crisis** or **life-threatening** and must be verified and documented on the Emergency Benefit Budget Worksheet (LDSS-3594B) before benefits are authorized.

Emergency resolution timeframes vary depending on the type of emergency.

If an applicant states they are in a life-threatening emergency due to a living situation deemed by the district to be detrimental to the health and/or safety of household members, then the district should process the application timely and consider temporary relocation, when temporary relocation is available.

Utility moratoriums and warm weather do not affect eligibility for Emergency HEAP benefits.

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Emergency Component, continued

Crisis Emergencies A crisis emergency is when loss of heat is imminent. Imminent loss of heat is defined as any of the following:

- Household has less than ¼ tank for oil, kerosene, or propane
- Household has less than a 10-day supply for other deliverable fuels
- Household’s heat or heat-related domestic utility service is scheduled for termination or disconnection

Crisis emergency processing timeframe: An Emergency benefit for a HEAP eligible household should be used to resolve a crisis emergency within 48 hours of application or telephone contact when the Emergency benefit component is open.

A telephone request for Emergency benefits made by a recipient of a Regular benefit for the current program year is considered to be an application and the processing timeframe begins on the date of the telephone request.

Life-Threatening Emergencies A life-threatening emergency is when a HEAP applicant or recipient household is without heat or utility service to operate a heating source. This may occur when the household has run out of deliverable heating fuels or when utility service has been terminated.

Life-threatening emergency processing timeframe: An Emergency benefit for a HEAP eligible household should be used to resolve a life-threatening emergency within 18 hours of application or telephone contact when the Emergency component is open.

A telephone request for Emergency benefits made by a recipient of a Regular benefit for the current program year is considered to be an application and the processing timeframe begins on the date of the telephone request.

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Emergency Component, continued

Emergency Verification

Utility emergencies must be verified and documented in the case record using the utility company's online web tool, collateral contact with the utility company, the customer's bill with a termination date, or a termination notice.

If an online webtool is used to verify a utility heating emergency, a copy of the webtool showing the termination date and active or shutoff date must be printed and added to the case record, or the date the information was accessed, and the shutoff date must be clearly notated under the Verification Section, Utility on the Emergency Benefit Budget Worksheet (LDSS-3594B).

To verify deliverable heating fuel emergencies, a current vendor statement or collateral contact with the vendor is required. The vendor must attest that the applicant cannot obtain a heating fuel delivery with any credit remaining on their account, and that the applicant is out of fuel, or has less than a ten-day supply or less than one quarter tank of fuel. The vendor attestation may be based on the date of their last delivery and heating fuel usage. The date of the collateral contact with the vendor must be clearly notated under the Verification Section, Non-Utility on the Emergency Benefit Budget Worksheet (LDSS-3594B).

Note: The applicant's customer of record status must also be verified with the vendor during this process of emergency verification.

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Emergency Component, continued

Emergency Resolution

Districts must provide and document some form of assistance to resolve the household's emergency heat or heat-related situation within 18/48 hours.

The district must clearly note under the Agency Use Only section of the LDSS-3594B the date of the emergency resolution and the action that was taken by the district to resolve the emergency within the specified timeframes.

The emergency resolution date is the date that the district action was taken.

Emergency resolution may include:

- Guaranteeing a benefit to the vendor to make a delivery
 - If a guarantee of payment (LDSS-5000) is sent to ameliorate the heating emergency, then the district must confirm that the vendor is able to provide a delivery within the 18 or 48 hour timeframe.
 - If not, then the guarantee of payment is not considered to be resolving the emergency situation.
 - The district action that was taken to resolve the emergency should be clearly notated in the case record, in addition to if the applicant was willing to wait for a delivery outside the timeframes for a required action by the district.

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Emergency Component, continued

Emergency Resolution continued

- Guaranteeing a benefit to the utility company to restore service or prevent termination
- Access to safe supplemental heat, e.g. space heaters, woodstove
- Temporary relocation to a friend or relative's home
- Temporary relocation to emergency housing provided by the district
- Referral to TA
- Referral to community resource

Payment Lines

Payment lines must be reviewed for accuracy during the supervisory review process to ensure that the correct payment type codes and benefit amounts are used for first and supplemental Emergency benefits.

Worker and Supervisor Signatures

The agency use section of the Emergency Benefit Budget Worksheet (LDSS-3594B) must be completed in full, regardless of whether the application is processed in myWorkspace or WMS.

Worker signatures are always required, and supervisory signatures are required when a Case Supervisory Review (CSR) plan is not used by the district for HEAP.

Cooling Assistance Component Benefits

Cooling Assistance Component (CAC)

Cooling Assistance Component (CAC) benefits are available to HEAP eligible households containing at least one individual with a documented medical condition that is exacerbated by extreme heat and verified in writing by a physician, physician assistant, or nurse practitioner.

Households that are unable to obtain required documentation within the requested timeframe may attest to having a medical condition that is exacerbated by extreme heat and that they are experiencing a hardship in obtaining medical documentation.

Households containing a vulnerable member based on their age (age 60 years or older, or under age 6) that meet all other component eligibility criteria may receive a CAC benefit without a corresponding medical need.

Full eligibility criteria for the Cooling Assistance Component benefit will be released via GIS prior to Cooling opening in April, 2025.

Heating Equipment Repair and Replacement Benefits

HERR Benefits

Heating Equipment Repair and Replacement (HERR) benefits are available to assist 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 detrimental to a household member's health. Documentation must be in writing from a physician, physician's assistant, or nurse practitioner and must specify the reason why the current heating system is detrimental to the household member's health.

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HERR Benefits, continued

Applications for Heating Equipment Repair/Replacement (HERR) Benefits

The application for the HERR benefit component is the HEAP Application (LDSS-3421). Eligibility workers at the district must also complete the Heating Equipment Repair and Replacement Screening Form (LDSS-5010).

The HEAP Heating Equipment Repair and Replacement Screening Form (LDSS-5010) is a mandatory form designed to assist districts in assessing the heating equipment situation. The form should be used to screen to determine if applying for HERR is appropriate for the emergency situation. The form is not a substitute for any other required forms and cannot be used to determine eligibility.

The Heating Equipment Repair Replacement Worksheet (LDSS-4867) must be completed **in its entirety** by the district with the applicant, either in person at the district or over the telephone.

The Agency Use section of the HEAP Application (LDSS-3421), with worker and supervisor signatures must be completed and contained in the case record.

Applications for HERR can be submitted by mail, fax, or in-person using the current version of the New York State (NYS) HEAP Application (LDSS-3421).

If the applicant is applying by mail, the district must have a local process in place to track incoming HERR applications for timely emergency resolution.

Applicants for HERR must have an interview, either in person, or over the telephone.

Applicants may not apply for HERR benefits via myBenefits.

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HERR Benefits, continued

Emergency Resolution

No-heat emergencies due to non-working or unsafe primary heating equipment are considered **life-threatening** emergencies and must be resolved within 18 hours of applying for benefits.

Verification of timely emergency resolution must be notated in the case record. This resolution date, as well as how the heating emergency was resolved, must be clearly stated under Emergency Resolution section of the Heating Equipment Repair and Replacement Worksheet (LDSS-4867).

EMERGENCY RESOLUTION	
Action to resolve the emergency situation must be taken within 18 hours of application date if the household is without heat or within 48 hours if loss of heat is imminent.	
How was the emergency resolved within the 18/48 hour timeframes for the HEAP ELIGIBLE household?	
<input type="checkbox"/> Heating equipment repaired	<input type="checkbox"/> Heating equipment replaced Work completed on _____
<input type="checkbox"/> Access to alternate temporary housing	<input type="checkbox"/> Safe supplemental heat <input type="checkbox"/> Household relocated
<input type="checkbox"/> Other: _____	
If the applicant is not eligible for HEAP or eligibility cannot be determined within the required timeframes, how was the emergency resolved?	
<input type="checkbox"/> Referred to community organization	<input type="checkbox"/> Referred to TA <input type="checkbox"/> Safe supplemental heat <input type="checkbox"/> Access to temporary alternate housing
Date of Resolution: _____	

The date of resolution is not necessarily when the heating equipment was repaired or replaced, but when the applicant is provided with alternate temporary housing, household relocation, or is documented as having safe supplemental heat in the household.

Signatures

The HEAP Application (LDSS-3421) must be signed by the worker and supervisor. All HERR applications require a worker and supervisor signature even if they are processed electronically in myWorkspace. A CSR plan cannot be used on HERR cases.

All applications for HERR must be reviewed by a county employee at least one level above the county employee certifying the application for assistance. It is recommended that the district’s designated HEAP Coordinator perform review and sign off on all HERR benefit applications, unless the HEAP Coordinator determined eligibility. In that case, a supervisor one level up must sign off on the case.

Heating Equipment Clean and Tune Benefits

Heating Equipment Clean & Tune Benefits

The Heating Equipment Clean and Tune (C&T) benefit is available to assist HEAP eligible homeowners with the cost of cleaning primary heating equipment.

This may also include chimney cleaning, minor repairs, installation of carbon monoxide (CO) detectors or programmable thermostats, if needed, to allow for the safe, proper, and efficient operation of the heating equipment.

Applications for C&T Benefits

Applicants that received a current program year Regular HEAP benefit in an amount of \$50 or less are not eligible for the C&T benefit. However, such applicants who move into an eligible living situation may apply for this component using both the HEAP Application (LDSS-3421) and the HEAP Heating Equipment Clean and Tune Request for Benefit (LDSS-5081).

Applicants may apply for C&T benefits by completing only the HEAP Heating Equipment Clean and Tune Request for Benefit (LDSS-5081) if they:

- Received a Regular HEAP benefit greater than \$50 in the current program year AND who have not moved since receiving a current program year Regular HEAP benefit

OR

- Are currently in receipt of ongoing SNAP or federally funded TA benefits, and meet all eligibility criteria to receive a Regular HEAP benefit

Applicants applying with only the LDSS-5081 are not required to have an eligibility interview. All other applicants must have an interview.

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Heating Equipment Clean and Tune Benefits, continued

Applications for C&T Benefits continued

Applicants must complete both the HEAP Heating Equipment Clean and Tune Request for Benefit (LDSS-5081) and the HEAP Application (LDSS-3421) if they:

- Did not receive a Regular HEAP benefit greater than \$50 in the current program year;
- Were in receipt of ongoing TA or SNAP at the time of receiving their Regular benefit, but are no longer in receipt of ongoing TA or SNAP benefits; or
- Received a Regular benefit greater than \$50 in the current program year, but subsequently moved to a living situation which no longer qualifies them for a Regular benefit.

Applicants required to complete both forms must provide full documentation with their HEAP Application (LDSS-3421) and must have an eligibility interview. Interviews may be completed in person or over the telephone.

Eligibility examiners must complete Agency Use Only section of the HEAP Application (LDSS-3421).

Applicants may not apply for Clean and Tune benefits online through myBenefits.

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Heating Equipment Clean and Tune Benefits, continued

Signatures

The Agency Use section of Heating Equipment Clean and Tune Request for Benefit (LDSS-5081) must be completed in its entirety. Worker signatures are always required, and supervisory signatures are required when a CSR plan is not used by the district for HEAP.

Clean and Tune Applications processed in myWorkspace require a completed Agency Use Section on the LDSS-5081 and this must be imaged and retained in the case record.

Agency Use Section

Did the applicant receive a Regular HEAP benefit in the current program year? Yes No

Has the applicant moved since receiving their Regular HEAP benefit? Yes No

Only answer the following if the Regular benefit was paid on a Temporary Assistance (TA) or Supplemental Nutrition Assistance Program (SNAP) case:

Has the TA or SNAP case closed since the applicant received their Regular HEAP benefit? Yes No

Pended Start: _____ End: _____

Denied Reason: _____

Approved Date: _____

Vendor Name _____ Vendor Number _____

Comments: _____

Worker Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____

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Case Supervisory Review Process

Required Signatures on LDSS-3209

Districts are required to perform 100% supervisory review and approval of the authorization document for HEAP. Generally, districts use the LDSS-3209 to authorize HEAP benefits. However, districts may request a waiver through OTDA to use an electronic 3209. Local districts should contact their OTDA Finance liaison for more information regarding this waiver process. Please see 05-LCM-09 for additional information on the LDSS-3209 waiver process.

An alternative method of authorization must be approved by OTDA. The LDSS-3209 authorization is signed by the worker who prepared the authorization and the supervisor who approved it. Once both signatures are obtained, the LDSS-3209 becomes the official authorization.

Required Signatures on HEAP Forms

The Emergency Benefit Budget Worksheet (LDSS-3594B), Cooling Assistance Request for Benefit (LDSS-4992), and the Clean and Tune Request for Benefit (LDSS-5081) must be signed by both the worker and supervisor in the Agency Use Section.

Worker signatures are always required, and supervisory signatures are required when a CSR plan is not used by the district for HEAP.

If a HEAP Application (LDSS-3421) is required for any benefit application, districts must complete the Agency Use Only section of the HEAP Application (LDSS-3421) with appropriate worker and supervisor signature, with the exception of Regular applications processed in myWorkspace.

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Case Supervisory Review Process, continued

CSR Overview

In accordance with [12-LCM-12](#), *2012-13 Home Energy Assistance Program (HEAP)* and [11-INF-07](#), *District Policy Options*, released on June 11, 2014, districts are required to complete a supervisory review and approval on 100% of the cases on which HEAP benefits are authorized unless a district has a Case Supervisory Review (CSR) plan approved by OTDA.

The CSR process permits district supervisors to review and approve all, targeted, or a random sampling of HEAP cases.

Districts with an approved CSR plan that elect not to require their supervisors to review and approve 100% of HEAP cases have the option of implementing a district specific method of review to ensure that cases are processed properly and that corrective action measures are instituted.

HEAP cases chosen for a complete review must receive a thorough case review by a supervisor. The case review must be based upon all current information pertaining to eligibility and benefit levels, and the supervisor's approval must be indicated by including the supervisor's dated signature on the authorization document.

Districts that elect to perform a targeted or random sample review should emphasize increased staff training, when appropriate, to address those areas which are identified through the supervisory review approval process as needing worker improvement.

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Case Supervisory Review Process, continued

What is a Case Supervisory Review Plan?	<p>Districts that elect to perform supervisory review on a targeted number or random sample of HEAP cases must set forth their process and procedures in a CSR plan.</p> <p>Plans must be submitted and approved by the Office of Temporary and Disability Assistance (OTDA).</p> <p>The plan must include a description of which cases will be subject to supervisory review. Districts must identify areas or types of cases that should be targeted for 100% review. For example:</p> <ul style="list-style-type: none"> • Error prone areas (e.g., earned income cases) • A description of how case processing errors will be addressed to ensure accuracy • New applications or new workers' cases • The minimum number of HEAP cases each supervisor will be required to view per worker, per week/month
What Benefit Types may be included in a CSR Plan?	<p>CSR Plans may include all benefit types, with the exception of HERR benefits. A supervisory review and approval must be performed for 100% of applications for HERR benefits.</p>
CSR and myWorkspace	<p>Districts must continue to take into consideration the use of myWorkspace when submitting a CSR plan.</p>

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Case Supervisory Review Process, continued

What do we do with the CSR Plan once it is written?

Plans must be submitted to the HEAP Bureau by mail:

HEAP Bureau
Employment and Income Support Programs
Office of Temporary and Disability Assistance
40 North Pearl Street, 11-B
Albany, NY 12243

Or Plans can be emailed to the district's NYS HEAP District Liaison.

Upon the submission of a CSR plan, OTDA will review each district's plan and approve the plan in whole or in part within 60 days of the date of submission by the district. The timeframe may be extended with the agreement of both parties.

If any or all components of the plan are not approved, OTDA will specify the reason(s) for the disapproval and will specify the steps, if any, the district must take to rectify the plan.

Once a plan is approved by OTDA, a district does not need to submit another plan unless the district makes revisions to the originally approved plan.

Vendor Information Update

**Utility and
Non-Utility
Vendors**

There are no changes to the Utility and Non-Utility Vendor Agreement for the 2024-2025 program year. Utility and Non-Utility vendors must have a signed Vendor Agreement on file with the NYS OTDA HEAP Bureau to participate and receive payments.

**HERR
Vendors**

There are no changes to the current Heating Equipment Repair and Replacement (HERR) Vendor Agreement for the 2024-2025 program year. This Vendor Agreement is also used for Heating Equipment Clean and Tune vendors. The vendor selects “OTDA Clean and Tune” on the agreement to participate in the Clean and Tune component. Vendors must have a signed Vendor Agreement on file with NYS OTDA HEAP Bureau in order to participate in the program and receive HERR and/or Clean and Tune benefit payments.

**Cooling
Vendors**

There are no changes to the current Cooling Assistance Component Vendor Agreement for the 2024-2025 program year. Vendors must have a signed vendor agreement on file with the NYS OTDA HEAP Bureau in order to participate in the program and receive payments.

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Vendor Information Update, continued

Transmitting HEAP Forms to Vendors

On May 31, 2022, [GIS 22TA/DC051 - Transmitting HEAP Forms to Vendors](#) was released, which permits districts to transmit Personally Identifiable Information (PII) via email if appropriate protections are in place.

PII includes any information that can be used to distinguish or trace an individual's identity, such as name, address, social security number, date of birth, mother's maiden name, or any other identifiable information that is linked or may be linked to an individual.

Local district management and staff are required to ensure that access to confidential, personal, private, and/or sensitive data is strictly limited to authorized individuals for authorized purposes only.

If a district must communicate with a vendor by email containing PII, the email must be encrypted. Districts must first confirm with their information technology (IT) and legal professionals to ensure appropriate protections are in place.

The protection of reference applies to any HEAP form shared between the district and the vendor. This includes the HEAP HERR Job Proposal (LDSS-4867A), HEAP Guarantee of Payment Letter (LDSS-5000), HEAP Vendor Refund Form (LDSS-5043), HEAP Cooling Assistance Services Invoice (LDSS-5044), HEAP Heating Equipment Clean and Tune Services Invoice (LDSS-5083).

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Vendor Information Update, continued

Vendors Electing Direct Deposit Payments

HEAP vendors who sign up for direct deposit through the SFS vendor portal must receive HEAP payments via this method, and not by check. Payments made by check to such vendors that have enrolled in direct deposit are rejected for payment by OSC and the vouchers are deleted.

Vendors with questions or concerns should be referred to the SFS Help Desk at (855) 233-8363 or helpdesk@sfs.ny.gov.

Erroneous Payments and Unused Credits

The vendor agrees to comply with program timeframes and submit all payment claims by September 30th of the current program year or within 30 days of services rendered, whichever is later. If the district does not receive the claim within the established time period, payments will not be made.

HEAP credits remain on a customer's account until exhausted or the account closes. Unused credits that have been on a customer's account for 24 months after the vendor has received payment must be returned to the district. Any credits remaining on a closed account must be returned to the district within 30 days of the account closing.

The vendor must return payments upon request by the OTDA/district within five business days of the request unless the payment was used to obtain fuel or to provide services approved by the district.

Vendor Payment Transfer and Reissuances

Deceased Applicants

Regular benefits that have been authorized for an applicant who dies before a delivery is made or before the utility account is credited may be reissued to another adult household member.

If there are no other adult HEAP household members, the Regular benefit must be returned to the district and cannot be reissued.

Emergency benefits that have been authorized for an applicant who dies before a delivery is made or before the utility account is credited may be reissued to another adult household member only if they are in an emergency situation.

(1) If a credit from a previous benefit remains with the vendor, it may be used by other household members.

(2) If there are no other household members, the Emergency benefit must be returned to the district and cannot be reissued. Regular benefit credits may only be reissued to a new heating vendor when the recipient is the customer of record for a new heating or heat-related account.

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Vendor Payment Transfer and Reissuances, continued

Change of vendor/closed accounts

When an account is closed, any credits remaining from a **Regular benefit** must be returned to the district and may be transferred to another vendor as long as:

(1) Credits belong to the applicant of record (WMS relationship code 01–applicant/payee).

- If the recipient no longer has a heat or heat-related expense, the benefit must not be reissued.

When a recipient closes an account and the **Emergency benefit** is not issued to the correct vendor, the benefit must be returned to the district and may be transferred to another vendor, as long as:

(1) The recipient closes the original account; and

(2) The recipient is the customer of record for a new heating or heat-related account.

When an account is closed, any credits remaining from an **Emergency benefit** must be returned to the district and may not be transferred to another vendor unless:

(1) The recipient closes the original account;

(2) The recipient is the customer of record for a new heating or heat-related account; and

(3) The recipient is still in an emergency situation

Regular and Emergency benefit credits are never cashed out to the recipient.

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Vendor Payment Transfer and Reissuances, continued

Autopay recipients who move

Households on the “pull down” list for the HEAP Mass Authorization who move to a new county before the Regular benefit is issued must have their benefit issued by the county upon whose list their name appears.

Households on the Exception list for the HEAP Mass Authorization and move to a new county must apply for a Regular benefit in their new county of residence.

When the original county does not have a vendor ID or vendor relationship for the new vendor, the recipient’s new county of residence should reissue the benefit, and a new HEAP Application (LDSS-3421) is not required. The benefit amount should be the same as the previously issued benefit in the original county.

Non-Autopay recipients who move

If a non-Autopay recipient is **approved** for a Regular benefit, but subsequently moves to a new county prior to receiving this benefit, the original county must reissue the benefit at the applicant’s new address. A new HEAP Application (LDSS-3421) is not necessary, but the new address and vendor should be verified.

When the original county does not have a vendor ID for the new vendor, the recipient’s new county of residence should reissue the benefit and a new HEAP Application (LDSS-3421) is not required.

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Working with HEAP Vendors

HEAP Vendor Agreements

Vendors and energy suppliers who want to participate in HEAP must sign a Vendor Agreement which outlines the provisions that the vendor or energy supplier must follow. A signed Vendor Agreement must be on file with the HEAP Bureau before any HEAP vendor payment is issued to the vendor.

Copies of all HEAP Vendor Agreements are located in the Appendix of this section.

Vendor Treatment of HEAP Households

Vendor Agreements include provisions that ensure HEAP households are not:

- Treated adversely
- Discriminated against either in cost of goods supplied, or Services provided
- Subject to billing with any bias

HEAP Vendor Payment and Delivery

Upon receipt of funds or guarantee of payment from the district, HEAP vendors must make:

- All deliveries for the amount of the HEAP benefit
- Arrangement for emergency delivery

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Working with HEAP Vendors, continued

Additional Vendor Agreement Provisions

- Vendors must notify OTDA HEAP within five business days if the company is sold or there is a change of any kind
- Vendors must maintain fiscal records for the current year and at least three additional program years
- Vendors must not charge fees in excess of:
 - \$100 for off-route deliveries
 - \$190 for after-hours deliveries
- The following allowable fees require customer consent before they can be removed from the HEAP benefit
 - Leak tests
 - Prime and start
 - Mileage fees
 - Off-route/After-hours delivery fees

Issuing Payments Per the Guarantee of Payment (LDSS-5000)

After a guarantee is sent and the vendor makes a delivery, HEAP must honor the payment.

If an incorrect vendor receives a guarantee and makes a delivery and then a guarantee is sent to a different vendor:

- The incorrect vendor should be paid
- Make every attempt to recover the erroneous payment from the applicant using your district process
- Any unrecovered payment would be tracked as an erroneous payment

HEAP Vendor Refunds

The HEAP Vendor Refund Form (LDSS-5043) is used for all HEAP vendor refunds, including returning credits and account closures.

If a district is unable to resolve a refund dispute with the utility provider or a deliverable vendor, contact the district's HEAP Bureau liaison for further direction.

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Working with HEAP Vendors, continued

Wood Vendor Provisions

- All firewood must be seasoned and ready to burn.
- Green (unseasoned) firewood can be delivered upon client request, but never for an emergency delivery.
- Wood vendors who charge a posted delivery fee may charge HEAP clients no more than the lowest rate charged to any customer.
- Wood vendors must provide a receipt that lists the following:
 - The date of delivery
 - The price
 - The quantity of wood delivered
- Customer signature is recommended on the receipt to confirm the following:
 - Successful delivery
 - That the condition of the wood was satisfactory

Propane Vendor Provisions

A customer is defined as an individual or household at which the vendor has placed tanks that are connected to the residential consumer heating equipment.

Vendors are not allowed to refuse a delivery or unhook a tank in order to not deliver; the customer is their responsibility.

If a vendor chooses to terminate the customer relationship:

- The vendor must disconnect and remove their tank(s).
- The district should assist the household in finding another vendor.
- Metered propane accounts are only eligible for an emergency benefit if the vendor has the capability to lock the tank

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Working with HEAP Vendors, continued

**Oil/Kerosene
/Blend
Vendor
Provisions**

Pricing Options:

- Margin Over Rack (MOR)
 - Option A – applied to the HEAP Benefit only
 - Option B – applied to all deliveries
- Discount Off Retail (DOR)
 - Option C – Applied to the HEAP benefit only
 - Option D – Applied to all deliveries
- Option E – Verified service contract customers only
- Service contracts must be comparable to contracts offered by other vendors in the service area. The contracts must include:
 - A purchase cost paid by the customer specifically for the contract.
 - A provision that would void the service contract, with no refund to the HEAP customer, if the customer takes a delivery from an alternate supplier.
 - Ongoing service coverage beyond a single heating system cleaning.

Vendors must submit a copy of the terms and conditions of the service contract offered to customers with the signed Vendor Agreement

**Cooling
Vendor Job
Specifications**

The total cost of a cooling installation cannot exceed the maximum allowed for that unit, including the following:

- A pre-installation on-site assessment
- An air conditioning (AC) unit or fan
- Installation
- Labor
- Minor essential repairs
- Removal and proper disposal of the old unit
- Program support
- Administrative costs

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Working with HEAP Vendors, continued

Cooling Installations

Vendors must work directly with the recipient to schedule an on-site assessment, installation, and to resolve any issues that arise during or after the installation of the AC unit.

Air conditioner installations are limited to:

- Energy Star rated window units, unless pre-authorization from the district was obtained
- Existing sleeve installations
- Portable air conditioners
- Fans, when an AC unit cannot be safely installed

Cooling Vendor Agreement Requirements

Per the vendor agreement, cooling vendors must:

- Assess the dwelling to determine appropriate living space for the optimal creation of a cooling room.
- Calculate the BTUs of the cooling room to ensure the purchase and installation of an appropriately sized air conditioning unit.
- Include electrical load assessment of the dwelling and the circuit on which the equipment is to be connected prior to purchasing and installing a unit.
- Notify the district if the household has an operable AC unit that is less than five years old.

Heating Equipment Repair and Replacement Vendor Agreements

HERR vendor agreements ensure the following:

- All work must be performed in compliance with local codes, standards, and manufacturer's instructions
- If permits are required, vendors must file for and obtain all permits prior to the start of the work. Subsequently, once work is completed, the vendor must obtain all necessary signoffs on the permits
- Vendors must not sub-contract any portion of the repair or replacement work

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Working with HEAP Vendors, continued

Repair and Replacement Specifications

- A system overview of the heating equipment and its proper operation and maintenance must be provided to the customer (including programming the thermostat if a programmable thermostat was installed).
- Work must be completed within five business days of authorization from the district.
- Final bills must be itemized and submitted within 15 business days of services rendered.
- Manufacturer and workmanship warranties that cover a minimum of one year from the date of installation are required and must be registered with the manufacturer and a completed copy provided to the customer.
- Removal and off-site disposal of all waste materials is the responsibility of the vendor.

Utility Vendor Reminders

- Regular and Emergency heater benefits must be issued separately.
- A Regular heat-included benefit of \$21, \$45, or \$50 may be issued at the same time as a heat-related domestic electric benefit.
- Paper shutoff notices are not required

Shared Meter and Sub Metering

Shared meters measure gas, electric, or steam service provided to a dwelling.

Once a shared meter situation is identified by a certifier, the district must determine HEAP eligibility using the following steps:

1. Determine if the household meets all eligibility criteria
2. Initiate a referral for a shared meter investigation
3. Commit and authorize the HEAP benefit, pending the outcome of the investigation
4. Once the outcome is determined, take one of the following actions:
 - If a shared meter does not exist, ensure the HEAP benefit was authorized
 - If a shared meter does exist, a redetermination and payment resolution may take place

Sub Metering allows a multi-tenant property to bill tenants for individual measured utility usage.

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Working with HEAP Vendors, continued

Home Energy Fair Practices Act (HEFPA)

The Home Energy Fair Practices Act (HEFPA) established certain standards to extend the rights of residential utility customers. These standards include the following:

- Accounts coded as Elderly, Blind, or Disabled (EBD), medical emergency, or life support system are protected
- Agreements may be terminated by the utility if the customer does not comply with the requirements

Issuing HEAP Utility Benefits

Regular HEAP Utility Benefits

- When the account is current, utility benefits may establish a credit on the customer's account.
- Utilities are not required to provide 30 days of prospective service for non-heating benefits (\$21, \$45, or \$50).
- Guarantees may be emailed if properly encrypted.

Emergency HEAP Utility Benefits

Prior to issuing a HEAP benefit district workers should:

- Verify direct vendor relationship for Regular HEAP
- Verify the applicant is the customer of record for Emergency HEAP
- Report accounts coded incorrectly or in a minor's name to the utility and ensure those accounts are resolved
- Ensure proper benefit payment by double checking the amount guaranteed

HEAP benefits guaranteed by phone, webtool, or fax for the utility will provide 30 days prospective service

If accepted by the utility provider, HEAP benefits can be used to restore or establish service

A final termination notice is not required to guarantee an Emergency benefit

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Working with HEAP Vendors, continued

Accepting HEAP Benefits

The utility may either accept or decline HEAP on behalf of an applicant for service, who is a non-current customer or who has been disconnected.

For current customers, the utility may not decline HEAP.

Once HEAP is accepted, the following conditions apply:

- Households must be provided 30 days prospective service
- HEAP benefits are credited to the customer's current account only
- Payments must not be applied to accounts held in abeyance under HEFPA

Terminated Service

Utilities may refuse to accept Regular or Emergency HEAP benefits for applicants trying to establish or restore service. If this happens:

- Contact the utility representative to attempt to establish or restore service on behalf of the applicant
- Contact your HEAP Bureau liaison for assistance working with the utility
- If the utility still refuses to provide benefits the applicant should be referred to TA or other community resources

Ten Day Utility Holds

If a household is facing imminent utility termination and the district is unable to determine eligibility prior to the shut off date, the district may issue a ten day utility hold.

When issuing a ten day utility hold, the following criteria apply:

- The ten day hold reduces the 30-day prospective service
- The hold must not be used prior to program opening
- No unnecessary holds or abuse of this privilege is allowed

Alternate Ways to Avoid Shutoffs

- Utility Energy Affordability Program (EAP)
- Deferred payment agreements
- Monthly budget plans
- Energy efficiency services through NYSERDA or Weatherization
- Education

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Working with HEAP Vendors, continued

Utilizing Utility Webtools

Utility Webtools provide district staff with:

- Shut-off status
- Collection status
- Payment agreement vs Pending payment agreement

Details	Elec. Bill Hist	Gas Bill Hist.	Payment Hist.
Bill Details			
Connect Date: 06/30/2010			
Disconnect Date: n/a			
Current Balance: \$3,026.97			
Due Date: 04/11/2012			
Account Status: Active			
Proposed Budget Amount: \$409.00			
Budget Status: Inactive			
Heat Type: Other			
Energy Costs: Electric: \$4,775.01 (last 12 months)			
Gas: \$126.04 (last 12 months)			
Collection Activity			
Payment Agreement Default Date: 11/02/2011			
Payment Agreement Defaults: 006			
Disconnect Notice Issued: 11/04/2011			
Collection Status: Active Collections			
CONP Field Order Issued:			
72-Hour Notice Issued: Yes			
Hold History			
Regular HEAP/Fuel Grant: Expires 01/11/2012 , \$300.00			
Emergency HEAP/Fuel Grant: Expires 02/29/2012 , \$560.00			
Assistance Programs			
Program Type: DSS Other			
Start Date: 04/18/2011			
End Date: n/a			
Case Number: H231539			

continued on next page

Working with HEAP Vendors, continued

Using HEAPOIL

HEAPOIL is a report that lists HEAP participating vendors. The report can be accessed by both districts and the public utilizing the following link:

http://www.heapoil.org/admin/reports/OTDA_ParticipatingDealersReport.jsp

District User Reminders

- Username and password must be kept confidential and only shared with staff on an as-needed basis.
- Confidential information is contained in the administrative view of HEAPOIL, e.g., the Employer Identification Number (EIN) and Statewide Financial System (SFS) number.
- When printing the vendor screen for an applicant, be sure that it is from the public view of HEAPOIL.

HEAP Oil Component Report: Participating Vendors

Pick a report below

All Vendors/LDSS List
Participating Vendors/HEAP Applicant List


District User Signin

HEAP Oil Component Report: Participating Vendors

Pick a report below

All Vendors/LDSS List

For Internal LDSS Use Only



Select a county

Albany ▾

Username

Password

Participating Vendors/HEAP Applicant List

Working With HEAP Vendors- For Training Purposes Only



continued on next page

Working with HEAP Vendors, continued

Access for Public Users

<http://otda.ny.gov/programs/apply/#heap>

How to Apply for Programs & Services

[District Contact](#)

Fair Hearings

Child Support Services

Supplemental Nutrition Assistance Program

Temporary Assistance

Home Energy Assistance Program

SSI/Social Security Disability

Forms and Applications

In writing:
When the HEAP Regular benefit is open, print and **mail** the completed [HEAP application](#).

- Outside of New York City mail it to your [HEAP Local District Contact](#), or
- New York City residents can mail it to: NYC DSS/HRA/HEAP, PO Box 1401, Church Street Station, New York, NY 10008

Notes:

- Remember to sign your name on page 5 of the [HEAP application \(LDSS-3421\)](#).
- If you qualify for HEAP you will be notified no later than 30 business days from the date the local district received your HEAP application.
- The HEAP application is also available in several [other languages](#) and [alternative formats](#).

For more information, visit the [HEAP](#) webpage.

Locate your Local HEAP Vendor
View the Vendor database and select Participating Vendors.

HEAP Oil Component Report: Participating Vendors

Pick a report below

All Vendors/LDSS List

Participating Vendors/HEAP Applicant List

Select a county

Select fuel type

Albany

Oil/Kero/Blend

Go >>

continued on next page

Working with HEAP Vendors, continued

Accessing Vendor Information in WMS

If the EIN or SFS Numbers are not available in HEAPOIL, BICS can be used to obtain them. Use the following steps:

1. WMS Screen 15 – BICS Menu
2. Select 09 – Vendor and Misc Inquiry
3. On the BSFS10 line – enter the EIN or SFS ID
4. Transmit

```
▶BSFS10 EMP NO/SSN ^^^^^^^^^ SFS VEN ID ^^^^^^^^^ ^ SFS VENDOR INQUIRY
```

If there is no SFS information displayed, notify NYSHEAP that no SFS data is listed, as this typically indicates the vendor is not linked at the state level.

```
BSFS10 SFS VENDOR INQUIRY DATE 08/22/18
PAGE 1 OF 1
SFS VENDOR-ID EMPLOYER-NO/SSN
NAME: ADIRONDACK HEARTH HOME & MORE LOCATION: LOC01 ADDRESS-SEQ: 002
STREET1: 4748 STATE HIGHWAY 30 MAINTAINED: 02012018 STATUS: A
STREET2: CITY: AMSTERDAM ST: NY ZIP: 12010
NAME: ADIRONDACK HEARTH HOME & MORE LOCATION: MAINCHECK ADDRESS-SEQ: 002
STREET1: 4748 STATE HIGHWAY 30 MAINTAINED: 02012018 STATUS: A
STREET2: CITY: AMSTERDAM ST: NY ZIP: 12010
NAME: ADIRONDACK HEARTH HOME & MORE LOCATION: LOC01 ADDRESS-SEQ: 001
STREET1: 4748 STATE HIGHWAY 30 MAINTAINED: 02012018 STATUS: A
STREET2: CITY: AMSTERDAM ST: NY ZIP: 12010
```

Vendor Changes in SFS

- Districts receive a daily BICS report that lists new or changed SFS vendor data for current HEAP vendors via the SFSVENREPORT.
- This report aids in linking BICS vendor IDs with SFS data. If the report is blank, then there are no changes to SFS vendor data or SFS has not added any new vendors.

IDEN	VENDOR ID	VENDOR NAME	VENDOR STREET	VENDOR CITY	ST	ZIP	LOCATION	SEQ
REPORT DATE: 05/31/18 LEWIS COUNTY DEPARTMENT OF SOCIAL SERVICES PAGE 1								
SFS VENDOR PROCESSING REPORT PRINTFILE: SFSVENREPORT								
Review NEW (N) or Changed (C) SFS vendor data and update BICS vendor record, if necessary.								
TAX ID #	BICS EVANSAG	EVANS EQUIPMENT CO INC	PO BOX 438	REMSEN	NY	13438	MAINCHECK	001
SFS VENDOR #	1000014776							
C A SFS	JOHN W DANFORTH COMPANY	110 STATE ST MAILDROP 10-4	ALBANY	NY	12236	OSCOFSET02	002	
C A SFS	JOHN W DANFORTH COMPANY	DEA JD SUPPLY	TONAWANDA	NY	14150	MAINEPAY	001	
C A SFS	JOHN W DANFORTH COMPANY	DEA JD SUPPLY	TONAWANDA	NY	14150	MAIRCHECK	001	

continued on next page

Working with HEAP Vendors, continued

Working Through Vendor Issues and Vendor Audits

Maintaining good working relationships with vendors is essential to serving HEAP households. To do this, HEAP workers should not only utilize tools, resources, and best practices when working with vendors, but also understand the vendor audit process and outcomes.

The HEAP Vendor Audit

- The HEAP vendor audit is conducted annually by OTDA Audit and Quality Improvement (A&QI) staff
- 40 deliverable vendors (35 Rest of State (ROS) and 5 NYC) are selected statewide and asked to provide full access to their records
- Only one utility vendor is selected yearly
- Vendors must cooperate with OTDA in establishing a mutually acceptable time frame to provide requested information

HEAP Vendor Audit Outcomes

- Any findings are provided in a final letter to the vendor.
- If violations of the vendor agreements are found, the vendor must agree to take corrective action within designated time frames.

HEAP Reports

Pending Reports

Pending reports for the 2024-2025 Regular benefit component will begin on Friday, September 6, 2024.

Pending reports for 2024-2025 HERR and Clean and Tune benefit components will begin on Friday, October 4, 2024.

Districts must continue to report pending applications in eReports for all benefit components on a weekly basis on the HEAP Pending Case Report, which may be accessed via Centraport.

Districts must include the number of applications that fall into any of the following categories:

- Applications that have been received, but do not have a transaction through WMS or myWorkspace (either a payment or denial transaction);
- Cases that are waiting for an interview or documentation and/or have not had eligibility determined;
- Cases where eligibility has been determined, but the WMS or myWorkspace transaction has not yet been conducted; or,
- Applications awaiting district certification at Alternate Certifiers.

Monthly Caseload Statistics

Historical HEAP statistics are available to the public on OTDA's website <http://otda.ny.gov/resources/caseload/>. HEAP data is found on tables 25, 26, and 27, and program year-end data can be found in the September report each year.

Cognos Reports

Commissioners and designated staff can use the Commissioners' Dashboard to access reports and information. The Commissioners' Dashboard can be accessed in Cognos.

HEAP Weekly Obligations Report by District can be accessed through the Commissioners' Dashboard.

Systems Highlights and SFS Processing

Overview

Systems improvements are made on an ongoing basis to increase accuracy and efficiency of information management. These enhancements result in changes to previous procedures and are important to review.

This module highlights key changes that Social Services Districts (districts) should take note of prior to the new HEAP season and instructs staff on updates related to effective use of customer account numbers and vendor ID numbers. Also highlighted in this module is the Office of the State Comptroller (OSC) voucher process for HEAP.

Topics in this module include the following:

- Payments and Budgeting
- Processing Applications
- Other Systems Highlights
- Customer Account Number Inquiry and Vendor ID
- Working With Vendor Information
- OSC Voucher Review by the Social Services District
- Inquiries, Troubleshooting, and Reminders

continued on next page

Payments and Budgeting

Payments for Previous HEAP Season

Districts may continue to authorize payments for the 2023-2024 HEAP year. For these payments, the payment “TO” date must equal 9/30/24.

Note: Claims for payments made for the 2023-2024 HEAP year must be submitted no later than December 31, 2024.

Payments for Current HEAP Year

Systems support for 2024-2025 HEAP payment processing will be available on August 18, 2024 for both Automated Budgeting and Eligibility Logic (ABEL) and Welfare Management System (WMS).

The HEAP Case Type 60 authorization period for 2024-2025 HEAP year is as follows:

- “FROM” date must be equal to or greater than 10/1/2024
- “TO” date must equal 9/30/2025

Note: No notices, payments, or guarantee of payments may be issued until program opening.

Continued on next page

Payments and Budgeting, Continued

BICS Locks for Locally-Issued Payments

BICS locks will be set to “L” for Locked/On for all categories when the HEAP Autopay is run. The “previous year” BICS locks will remain in use and are used to control all locally-issued previous season payments.

Payments made directly to recipients through Electronic Benefit Transfer (EBT), client direct checks, and two-party checks for option E vendors will be paid locally and are controlled by the BICS locks.

Districts must turn the Temporary Assistance (TA) and Supplemental Nutrition Assistance Program (SNAP) Autopay locks to “U” for unlocked in order to generate these locally-issued payments. Districts may turn locks to “U” at any time once program allocations have been received.

The HEAP locks appear as either L (Locked/On), or U (Unlocked/Off) on the LDINFO Local Data Information Screen

Districts who unlock their BICS locks prior to the receipt of sufficient federal HEAP funds will be initially responsible for the cost of these payments with local funds. For this reason, it is strongly recommended that districts wait until federal funds have been received to unlock their BICS locks.

Districts must release locks for locally-issued payments no later than 30 calendar days after the receipt of the cash advance for these payments.

BICS locks do not impact or control payments made directly to vendors (method of payment 02 and 04) through the OSC central payment process.

Continued on next page

Payments and Budgeting, Continued

**HEAP Heater
Benefit
Balance
Payment
Issuance**

In situations where a HEAP applicant household includes a renter whose heating cost is included in their rent, and who received a heat-included benefit of \$21, \$45, or \$50, these households may apply with a HEAP Application (LDSS-3421) to receive the balance of the Regular benefit based on their household's heat type, income, and presence of a vulnerable individual when they have primary responsibility for the heating bill and are otherwise eligible.

These payments must be made on a Case Type 60 (HEAP Only) and the household must include all household members, including the renter who received a heat-included HEAP benefit. The balance benefit payment must be made using Payment Type Code H1 (HEAP Regular Benefit Heater) with an X, W, or D in the RECD field to back out the renter's benefit already received by the household.

Processing Applications

myBenefits/ myWork- Space

HEAP applicants in all 57 upstate districts will be encouraged to apply for the 2024-2025 HEAP year using myBenefits. This includes the use of myBenefits during the Early Outreach process.

CNS Approval Codes

Valid Approval Case Reason Codes are as follows:

- A50 HEAP Approval–Benefit Authorized
- A14 Regular Grant Only–No Funds Available (only used when directed by OTDA)

Special Claiming Codes

A Special Claiming Code must be entered for all HEAP payments on Screen Six of WMS. In order to distinguish whether a HEAP payment is used to prevent loss of heat to the household, or whether a HEAP payment will restore heat to the household, the designation “H” or “G” must be used in the Special Claiming Code field.

All HEAP payments, including those for Early Outreach, must use the appropriate Special Claiming Code as follows:

- Special Claiming Code H is required for all HEAP prevention payments
- Special Claiming Code G is required for HEAP restoration payments.

Continued on next page

Processing Applications, Continued

Use of Special Claiming Codes on WMS Screen 6 for HEAP Emergency Pay Type for Prevention & Restoration			
* Special Claiming Code	HEAP Payment Type Code	Restoration (Code G)	Prevention (Code H)
H or G	HX - HEAP Regular Benefit Heat Included	√	√
G	H0 - Heating Equipment Repair/Replacement Estimate	√	
H or G	H1 - HEAP Regular Benefit Heater	√	√
H	H2 - HEAP Cooling		√
G	H5 - Emergency Benefit - Repair Heating Equipment	√	
G	H6 - HEAP Emergency Benefit - Shelter/Relocation	√	
G	H7 - Emergency Benefit - Replace Heating Equipment	√	
G	H8 - Emergency Benefit - Propane Tank Deposit	√	
H or G	H9 - HEAP Supplement	√	√
H or G	J1 - HEAP Emergency Benefit - Additional Benefit	√	√
H or G	J2 - HEAP Reissue	√	√
H	J3 - HEAP Clean & Tune		√
H or G	J9 - HEAP Additional Benefit	√	√
H or G	04 - HEAP Emergency Benefit - Non Utility	√	√
H or G	16 - HEAP Emergency Benefit - Domestic Heat Related Utility	√	√
H or G	17 - HEAP Emergency Benefit - Utility	√	√
H	NX - Nominal Payment		√

Continued on next page

Processing Applications, Continued

Processing HEAP Denials

Denials may be processed through WMS or myWorkspace without closing the case by using transaction type 05 (change) and entering the denial reason code. Notice indicator “A” is used so a denial notice will be issued.

Use of HEAP Denial reason codes is also allowed on TA and SNAP cases (case types 11, 12, 16, 17, and 31) for transaction types 03, 05, 07. This provides districts with the ability to deny a HEAP benefit and generate a CNS notice on a TA or SNAP case. It also eliminates the need for manual notices in these situations.

HEAP Auto Close Process

The HEAP Auto Close process will begin on October 6, 2024. HEAP cases that are automatically closed through this process will have the unique systems-generated authorization number assigned, 24HEAPCL.

A report of the closed cases will be generated and can be accessed through Cognos.

Other Systems Highlights

Autopay Schedule

The 2024-2025 Autopay schedule is as follows:

- TA: September 14, 2024
- SNAP: September 21, 2024
- Districts will receive the TA and SNAP in Production Hosting Reports & Enterprise Document (PHRED) lists the weeks of September 16, 2024 and September 23, 2024 respectively
- Payments for eligible cases on the mass authorization exception lists must be issued no later than December 31, 2024
- Exception and Authorized lists will be generated in PHRED.

HEAP Autopay – CNS Support (Re-opened Cases)

In situations where TA or SNAP cases were included in the HEAP Autopay and are closed at some point between the HEAP payment authorization and the HEAP payment issuance, the ABEL budget related to the HEAP Autopay and all budgets that were previously associated with the case are deleted.

- If these cases are re-opened (Transaction Type 10), they will not have a CNS notice produced at the time of benefit issuance since the budget stored via the HEAP Autopay will no longer exist.
- When a case is reopened, the worker will either need to recreate the last authorized HEAP Autopay budget to ensure a CNS notice will be generated when the benefit is issued or monitor the CNS error report (CNS0020) and provide a manual written notice to the household notifying them of the HEAP benefit that has been issued to their household.

The CNS0020 – HEAP Benefit Type Incorrect for Payline - This report lists those TA and SNAP cases (included in the HEAP Autopay mass authorization) that did not have a notice produced because the stored or previous HEAP budget was NOT a Regular Benefit “R” budget. Manual notices are required for these types of cases. This report as with all other CNS error reports are produced on a nightly basis and provided through the BICS queue.

Please refer to [GIS 17 TA/WMS006 HEAP Auto Pay – CNS Notice Support \(Re-opened Cases\)](#); dated April 5, 2017 for detailed information on HEAP Autopay CNS support.

Continued on next page

Other Systems Highlights, Continued

SNAP Expedited Benefits Cases

A SNAP case must include a valid '96-FS Ongoing Benefits' payment line at the time that the Autopay report is run in order to be considered by the Autopay for a possible HEAP authorization.

SNAP cases with only "expedited SNAP benefits" at the time the Autopay report is run will not receive a HEAP payment through the HEAP Autopay process.

The expedited SNAP Case would have a "91" payment on Screen 6.

FOOD STAMPS

91	Expedited ATP
92	Food Stamp Replacement
93	Single Issuance ATP (Not Expedited)
94	FS Retroactive Benefits
95	FS Restored Benefits
96	FS Ongoing Benefits
97	Food Stamps Supplemental
F2	Food Stamp Employment/Training Related Expenses
F3	FSE & T Dependent Care Payment

Heat-Included Payments Issued Directly to a Vendor

The Autopay process may issue \$21, \$45, and \$50 heat-included benefits directly to vendors as long as the applicant's Vendor ID and Customer Account Number (CAN) are entered on Screen 6 of WMS. This information must be entered in the HVnd/ACCT (Occurrence 1) fields prior to the Mass Authorization run date to be included in the Autopay.

Entry of a Vendor ID in the HVnd/Acct field is required on Screen 6 in WMS/MyWorkspace (also known as Occurrence 1) and must match the payment line Vendor ID for Payment Types H1, H9, HX, J1 or J9 when the Method of Payment (MOP) is 02, 04, 09 or 11.

In instances where the vendor id and customer account information are missing, or unknown districts may utilize the TA/SNAP Pre-Autopay Request for Vendor Information outreach tool to contact households in order to obtain this information.

Note: In order to issue a heat-included payment directly to a vendor, all required data must be present in Screen 6 of WMS, and the payment line must have a method of payment equal to '02'.

In order to prevent a large Autopay exception list, these steps must be complete.

Continued on next page

The "Vendor ID" field on the ABEL/MyWorkspace budget should contain the vendor information for the Regular HEAP benefit and Account number.

ABEL captures three occurrences for vendor information and the pay line (screen 6) only captures two occurrences.

The pay line on WMS Screen 6, Vendor ID is the HEAP Vendor ID and the Customer Account Number.

A budget must be stored and the vendor information and account number in the budget and pay line must match exactly.

HEAP Budget Output

Cross District: HEAP Budget Cross District: Version: 01 Case Type: 60
REGULAR BENEFIT ELIGIBLE

Office: R	Unit: HEAP	Worker: 97	Case Type: 60	App Date: 02/21/2023	Effective To: 09/30/2023	#HH: 1
CE: N	Tier: II	Inc Cd: 4	Recd:	Shelter Type: 03	Fuel Type: 1	Vuln: N

***** MONTHLY INCOME *****	
LN	AMOUNT
1	\$1673.61
0	\$0.00
0	\$0.00
0	\$0.00
0	\$0.00
0	\$0.00
0	\$0.00

*** Amount ***	TA Amount: \$0.00
Total Monthly Income:	\$1673.00

*** Benefit Amount ***	Regular Benefit: \$500.00
------------------------	---------------------------

*** Vendor Information ***	
Vendor ID :	NIMO Acct: 4283778249
Vendor ID 1:	Acct:
Vendor ID 2:	Acct:

Budget Stored: 02/21/2023

Payment Line

Action CD: 2 - Prepare and Issue Check/ATP	Pay Type: H1 - HEAP Regular Benefit Heater	Method of Pay: 02 - Vendor as Authorized
Payment Amount: 500.00	Issue CD: 2 - Single Issue	Payment Sched: O - Other
Effective From Date: 01/31/2023	Effective To Date: 09/30/2023	Pick-Up CD: 1 - Mailed
Claim Cd: G - HEAP RESTORATION	Vendor ID: NIMO	Check#:
Recoupment Amt:	Replacement Check#:	

Vendor Information

HEAP Vendor ID:	nimo	Customer Acct Number:	4283778249
Vendor ID:		Customer Acct Number:	

Please refer to [GIS 19 TA/DC033 Necessary Action by HEAP, TA, and SNAP Workers to Directly Issue HEAP Heat-Included Payments to Utility Vendors](#), dated June 17, 2019 for information on direct issuance of HEAP heat included payments to utility vendors.

Continued on next page

Other Systems Highlights, Continued

ABEL Budgets – Domestic Electric Accounts

To capture households with a domestic electric account for the performance measures data requirement, districts must place the domestic electric vendor and customer information in the second occurrence of the VEN ID and ACCT fields in the Emergency Benefit section on the ABEL budget for households that pay separately for electricity.

```

WBHPWB      ** HEAP INPUT **      VERSION
CASE NAME   CASE NUMBER OFC  UNIT  WRKR  APP DATE
SCRATCHPAD  _____

-----
CASE TYPE   _   HH SIZE   _   FUEL TYPE   _   BENEFIT TYPE   _   RECD
VULN IND   _   CE IND   _   SHELTYPE   _

-----
** INCOME **
LN  FRQ  AMOUNT          LN  FRQ  AMOUNT          PA AMOUNT
_   _   _____    _   _   _____    _____
_   _   _____    _   _   _____
_   _   _____    _   _   _____
REG BENEFIT:  VEN ID   _____    ACCT   _____

-----
** EMERGENCY BENEFIT **
EMERGENCY TYPE   AMOUNT
1   _   _____
2   _   _____
1 VEN ID   _____    ACCT   _____    2 VEN ID   _____    ACCT   _____

XMT
    
```

Continued on next page

Other Systems Highlights, Continued

myWork-space Vendor ID and Account Number Fields

In myWorkspace this field to enter the information for the domestic electric account is "Vendor ID 2 and Acct":

This field is always used for non-heating account vendor ID and account number.

HEAP Budget Input Screen HEAP Budget Scratchpad Budget

Case Information

Case Name	Case Number	Office	Unit	Worker	Case Type	App Date
	SCRATCHPAD					

[Get Budget Incomes](#)

Number in Household	Fuel Type	Benefit Type	Recd

Vuln Ind	CE Ind	Shelter Type

Earned Income Information

Individual	Frequency of Pay	Gross Amount
		\$
		\$
		\$

Unearned Income Information

Individual	Frequency	Amount
		\$
		\$
		\$
		\$

TA Income Amount: \$

Regular Benefits: Vendor ID Account Number

Vendor ID 1 Account Number 1

Vendor ID 2 Account Number 2

Additional References

Please refer to the [Welfare Management System \(WMS\) Implications for the 2023 – 2024 Home Energy Assistance Program \(HEAP\) Program Year](#), dated August 20, 2023, for detailed information on the Autopay and specific systems information.

Customer Account Number Inquiry and Vendor ID

Customer Account Numbers

A Customer Account Number (CAN) must be present in screen 6 for any HEAP payment line containing a Vendor ID. This field cannot be blank or inactive.

If a HEAP vendor does not use customer account numbers, please encourage them to do so. If no customer account number is available, please enter the case number. Use of a client's phone number as the customer account number is permissible, if provided by the vendor.

Note: Use of a client name or address as the account number is prohibited.

Continued on next page

Customer Account Number Inquiry and Vendor ID

Entering Vendor ID and Customer Account Numbers

Below are procedures for entering Vendor IDs and CANs into payment lines in myWorkspace or WMS.

Regular Payments – H1, HX, and H9

Enter the Vendor ID and CAN in the Hvnd/Acct field.

Clean and Tune Payments – J3

Enter the Vendor ID and CAN in the Vnd/Acct field.

Cooling Payments – H2

Enter the Vendor ID and CAN in the Vnd/Acct field.

Emergency Payments – 04 and 17, J1

-If the vendor is the same as it was for the Regular payment, enter the Vendor ID and CAN in the Hvnd/Acct field.

-If the vendor is different for the Regular and Emergency payment, enter the Vendor ID and CAN in the Vnd/Acct field.

LN	Act	Pay Meth	Pay Typ	Pay Amount	Iss	Pay Sch	P-U Cd	From	To	Ind Ln	Clm Cd	Vend Id	Manual Issue
01	2	H1	02	090000	2	-	1	100122	093023		H	HEAT	
02	2	04	02	090000	2	-	1	100122	093023		H	HEAT	
03	-	-	-	-	-	-	-	-	-	-	-	-	-
04	-	-	-	-	-	-	-	-	-	-	-	-	-
05	-	-	-	-	-	-	-	-	-	-	-	-	-
06	-	-	-	-	-	-	-	-	-	-	-	-	-
07	-	-	-	-	-	-	-	-	-	-	-	-	-
08	-	-	-	-	-	-	-	-	-	-	-	-	-
09	-	-	-	-	-	-	-	-	-	-	-	-	-
10	-	-	-	-	-	-	-	-	-	-	-	-	-
11	-	-	-	-	-	-	-	-	-	-	-	-	-
12	-	-	-	-	-	-	-	-	-	-	-	-	-
		LN	Amount	LN	Amount	LN	Amount	LN	Amount	LN	Amount	LN	Amount
Recoupment													
Energy Rst													
HVnd/Acct		HEAT		1234				Vnd/Acct	HEAT		1234		
Replace LN		CHK/FSB						LN	CHK/FSB				

Clean and Tune Payments – J3

Enter the Vendor ID and CAN in the Vnd/Acct field.

Cooling Payments – H2

Enter the Vendor ID and CAN in the Vnd/Acct field.

Emergency Payments – Payment Types – H0, H5, H6, H7, H8, J2, or 16

Requires entry of a Vendor ID in the Vnd/Acct (also known as Occurrence 2) which matches the payment line Vendor ID.

Customer Account Number Inquiry and Vendor ID, Continued

Customer Account Number Inquiry Screen

A Customer Account Number Inquiry screen (LVO330) is available on BICS. This screen provides districts with the capability to search for cases using the CAN and Vendor ID.

When a vendor supplies the CAN, districts may search for the case number using the Customer Account Number Inquiry (LVO330) screen. LVO330 is accessed through Selection 15 – BICS Menu, Selection 09 – Vendor and Miscellaneous Inquiry Menu (LVMMNU) from the main LDMIP Menu.

- At the bottom of LVMMNU under Customer Account Number (CAN) Inquiry (LVO330), enter the CAN, Vendor ID, and transmit.
- Both the CAN, and Vendor ID are required fields.

The system returns a screen that displays the following:

- Customer Account Number (CAN)
- Vendor ID
- Vendor Name
- Case Number
- Case Name
- Case Address
- Telephone Number for each case

A full description of this process is available in the Indirect Payment Processing Sub-System (IPPS) Manual, Appendix H – HEAP OSC Payment Process. The manual can be accessed at the following link: http://otda.state.nyenet/bfdm/finance/docs/IPPS_Manual.pdf.

LVO330		CUSTOMER ACCOUNT NUMBER INQUIRY			PAGE 01 OF 01
DATE 11/04/11		ACCOUNT NUMBER DATA			
ACCOUNT NO:	[REDACTED]				
VENDOR-ID:	[REDACTED]	VENDOR NAME:	[REDACTED]		
CASE NO	CASE NAME	ADDRESS	CITY	ST ZIP	PHONE
[REDACTED]	[REDACTED]	[REDACTED]	ALBANY	NY 12304	[REDACTED]

Continued on next page

Customer Account Number Inquiry and Vendor ID, Continued

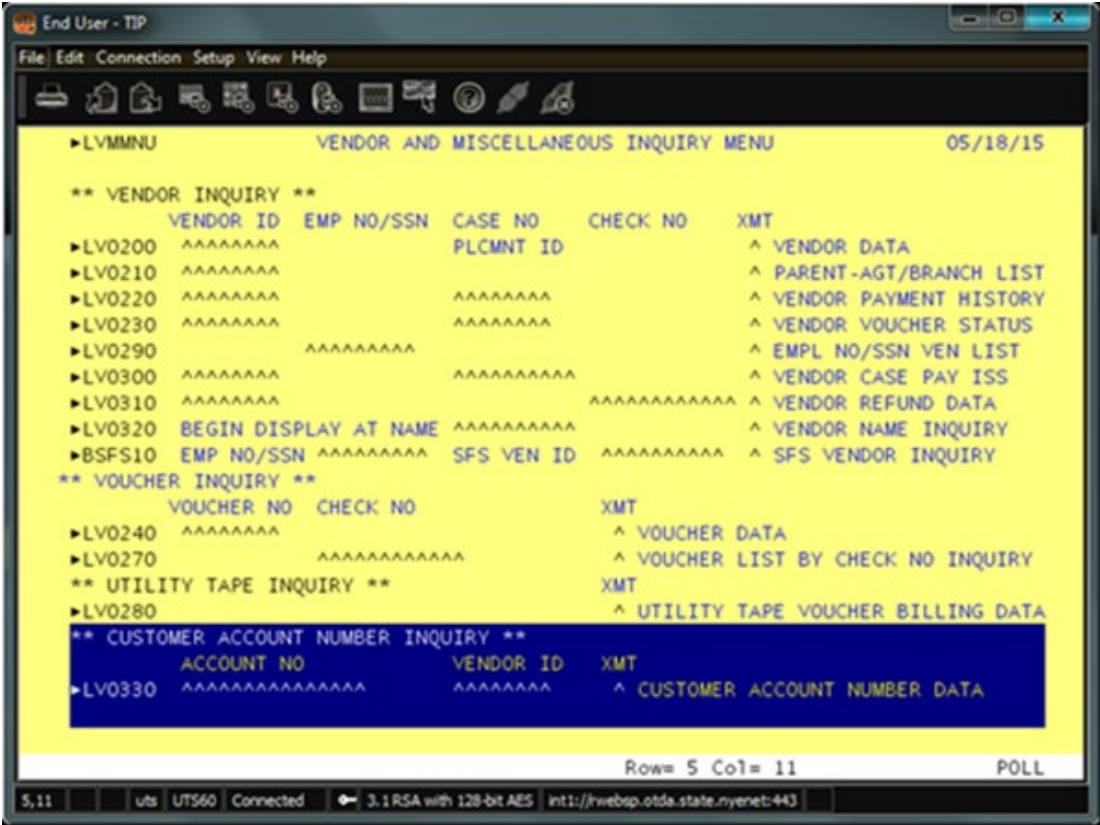
More Than One Case for the Same Vendor

If a CAN has more than one case for the same vendor, then the information for all the cases (up to 5 cases per screen) will be displayed.

Case Data Migration

If the case data has been migrated, then only the Case Number will be displayed with the message CASE DATA MIGRATED.

The CTRL + F5 (or the SF15 key) can be used to return to the LVMMNU screen with the Vendor ID pre-filled to aid in searching for multiple Customer Account Numbers associated with one vendor. Please see the Customer Account Number Inquiry (LVMMNU) sample screen below.



Continued on next page

For Further Information

For further information, please utilize any of the following resources:

- OTDA HEAP Bureau liaison at 518-473-0332 or NYSHEAP@otda.ny.gov
- OTDA Finance Support: otda.sm.Field_Ops.I-IV@otda.ny.gov and Cc: Justin Gross, Justin.Gross@otda.ny.gov
- COGNOS questions should be directed to: its.sm.hs.eim.businessintelligence@its.ny.gov
- ITS Help Desk at 844-891-1786 or 518-408-6487 for HEAP-related WMS/BICS questions
- Indirect Payment Processing Sub-System (IPPS) Manual, Appendix H - HEAP OSC Payment Process at <http://otda.state.ny.net/bfdm/finance/docs/IPPS-Manual.pdf>
- Statewide Financial System (SFS) Update Vendor Information and Access at <https://www.osc.state.ny.us/state-vendors>
- SFS Vendor Portal at <http://www.sfs.ny.gov/>
- SFS Help Desk 855-233-8363 or helpdesk@sfs.ny.gov

Working With Vendor Information

Participating Vendor List

Vendors participating in HEAP must have a signed Vendor Agreement on file with New York State HEAP in order to be paid. Districts must check the Participating Vendor List when processing applications to ensure that only participating vendors are issued benefits.

The HEAP Participating Vendor List is located in [Centraport](#) and is updated daily and available to districts for application processing.

Vendors who are not on the Participating Vendor List and who want to be a HEAP vendor must be instructed to contact the OTDA HEAP Bureau at 1-866-270-4327 to submit a completed Vendor Agreement. Once the agreement is approved by OTDA, the vendor will be added to the Participating Vendor List.

District passwords for the Participating Vendor List will remain the same, unless the district requires a new one. Contact your OTDA HEAP Bureau liaison at 518-473-0332 if you need a new password.

Heater Payment Based on Vendor ID

Heater benefits will be issued to the vendor based on the information entered in the Hvnd field in WMS screen 6 - Non-Services Authorization (LDSS-3209). Information entered in the Vnd field will not impact the Autopay. In order to prevent a large exception list, districts should use the pre-Mass Authorization report to identify and obtain this missing information.

The Vendor ID and CAN on screen 6 are bypassed for TA cases with restricted heat. In these cases, the Vendor ID and account number associated with the most recent pay line using pay type 11, 58, 59, or E7 will be used.

Continued on next page

Working With Vendor Information, Continued

BICS SFS Vendor Inquiry

The district must confirm that their vendors have SFS data in the BICS system. All HEAP vendors currently receiving HEAP OSC payments should already be linked to an appropriate SFS Vendor ID.

Districts can determine if their vendors already have SFS data in the BICS system by following these steps:

1. Go to BICS menu 15
2. Choose selection number 9: VENDOR AND MISC INQUIRY
3. Select BSFS10 EMP NO/SSN and enter the vendor EIN, as shown in the screen below.

Please see the sample Vendor and Miscellaneous Inquiry Menu below.

```

▶LVMNNU          VENDOR AND MISCELLANEOUS INQUIRY MENU          06/29/20

** VENDOR INQUIRY **
  VENDOR ID  EMP NO/SSN  CASE NO  CHECK NO  XMT
▶LVO200  ^^^^^^^^^  PLCMNT ID  ^ VENDOR DATA
▶LVO210  ^^^^^^^^^  ^ PARENT-AGT/BRANCH LIST
▶LVO220  ^^^^^^^^^  ^ VENDOR PAYMENT HISTORY
▶LVO230  ^^^^^^^^^  ^ VENDOR VOUCHER STATUS
▶LVO290  ^^^^^^^^^  ^ EMPL NO/SSN VEN LIST
▶LVO300  ^^^^^^^^^  ^ VENDOR CASE PAY ISS
▶LVO310  ^^^^^^^^^  ^ VENDOR REFUND DATA
▶LVO320  BEGIN DISPLAY AT NAME  ^ VENDOR NAME INQUIRY
▶BSFS10  EMP NO/SSN 474747477  SFS VEN ID  ^ SFS VENDOR INQUIRY
** VOUCHER INQUIRY **
  VOUCHER NO  CHECK NO  XMT
▶LVO240  ^^^^^^^^^  ^ VOUCHER DATA
▶LVO270  ^^^^^^^^^  ^ VOUCHER LIST BY CHECK NO INQUIRY
** UTILITY TAPE INQUIRY **
▶LVO280  ^^^^^^^^^  ^ UTILITY TAPE VOUCHER BILLING DATA
** CUSTOMER ACCOUNT NUMBER INQUIRY **
  ACCOUNT NO  VENDOR ID  XMT
▶LVO330  ^^^^^^^^^  ^ CUSTOMER ACCOUNT NUMBER DATA
    
```

Continued on next page

Working With Vendor Information, Continued

SFS Vendor Data

The resulting screen will show the SFS data for the Vendor. SFS vendor data includes three items:

- SFS Vendor ID (A statewide vendor ID is assigned by the OSC. There should be only one SFS Vendor ID for a given Taxpayer Identification Number (TIN). The TIN can be either a social security number, if the vendor is an individual sole proprietor, or an Employer ID No, as assigned by the IRS.
- Location Code (The SFS vendor locations may be LOC01, LOC02, etc., in addition to the MAINCHECK and MAINEPAY; see H-7 to H-8 of the IPPS Manual for details <https://intranet.otda.ny.gov/bfdm/finance/docs/IPPS-Manual.pdf>).
- Address Sequence (Vendors with multiple locations will have more than one address sequence. Districts should choose the address sequence for the physical address of the location with which they do business).

If the district does not use the correct payment method, OSC will delete the payment. The Voucher Inquiry status will show OSC SENT but the vendor will not receive the payment.

Please see the sample SFS Vendor Inquiry Screen below.

```

BSFS10                                SFS VENDOR INQUIRY                                DATE 03/05/19
                                           PAGE 1 OF 1
SFS VENDOR-ID 1000000000 EMPLOYER-NO/SSN 55555555

NAME: MAP PETROLEUM CORP                LOCATION: LOC02                ADDRESS-SEQ: 001
STREET1: 29 PETROLEUM CT                MAINTAINED: 00000000        STATUS: A
STREET2:                                CITY: PORT CRANE             ST: NY ZIP: 13833

NAME: MAP PETROLEUM CORP                LOCATION: LOC01                ADDRESS-SEQ: 002
STREET1: PO BOX 98                      MAINTAINED: 00000000        STATUS: A
STREET2:                                CITY: PORT CRANE             ST: NY ZIP: 13833

NAME: MAP PETROLEUM CORP                LOCATION: MAINEPAY            ADDRESS-SEQ: 002
STREET1: PO BOX 98                      MAINTAINED: 00000000        STATUS: A
STREET2:                                CITY: PORT CRANE             ST: NY ZIP: 13833

NAME: MAP PETROLEUM CORP                LOCATION: MAINCHECK           ADDRESS-SEQ: 002
STREET1: PO BOX 98                      MAINTAINED: 00000000        STATUS: A
STREET2:                                CITY: PORT CRANE             ST: NY ZIP: 13833
    
```

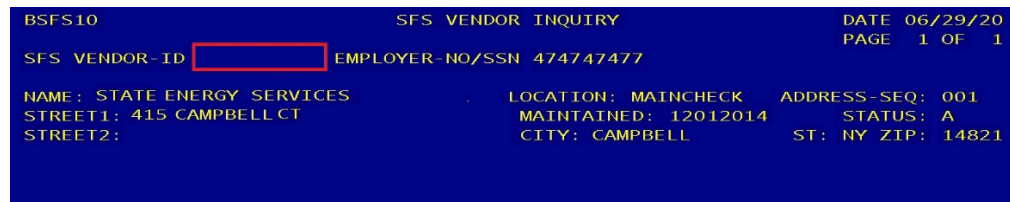
Note: If a vendor has a Doing Business As (DBA) recorded with SFS, the DBA name will be populated in the Street1 field. The physical address for the DBA would then be displayed in the Street2 field. For vendors with no DBA, the street address will be populated in the Street1 field.

Working With Vendor Information, Continued

No SFS Vendor Data

If a vendor appears on the HEAP Participating Vendor List and the BICS Vendor Inquiry shows no SFS data (the field will be blank) for a given BICS Vendor ID, the district should contact the OTDA HEAP Bureau to receive SFS data.

Please see the sample SFS Vendor Inquiry screen below which shows a vendor that is not linked.



Note: Prior to contacting the vendor or the OTDA HEAP Bureau, districts should follow the process described in this section to verify that the vendor does not already have an SFS Vendor ID.

Linking BICS and SFS Vendor Information

There may be multiple BICS Vendor IDs associated with one EIN in a district. If the district is using all of the BICS Vendor IDs associated with that one EIN, each BICS Vendor ID must be linked with the SFS data.

Districts must link SFS data to the BICS Vendor ID through Vendor Operations in order for the vendor to receive HEAP OSC payments.

These are the steps to link the BICS Vendor ID with SFS data:

1. Go to BICS menu (Selection 15)
2. Use Vendor Operations (LDMIP Menu Selection 05)
3. Enter BICS Vendor ID
4. Enter Selection 02 (Change Vendor Data) and XMT
5. Input all three fields: the SFS Vendor ID, Location Code, and Address Seq, then XMT

For a successful transaction, you should receive the message "Vendor Data Updated."

Note: If there is no link between the BICS Vendor ID and the SFS data in the BICS Vendor Record, the vendor will not receive HEAP OSC/SFS payments. The Voucher Generation Control Report includes a section for BICS HEAP Vendors with "No SFS DATA"

Continued on next page

Working With Vendor Information, Continued

SFS Vendor Processing Report

The SFS Vendor Processing Report (SVSVENREPORT) lists new or changed SFS vendor data for current HEAP vendors in BICS (sorted by EIN) and the SFS data assigned to the EIN. Districts will receive the SFS Vendor Processing Report in PHRED daily.

The Vendor Processing Report lists the following information specific to the district:

- Current HEAP vendors in BICS, sorted by TAX ID# (EIN)
- The BICS Vendor IDs and BICS demographics associated with that TAX ID (EIN)
- The SFS data assigned to that TAX ID (EIN)
- The Vendor Status – Active (A) or Inactive (I) (appears to the right of the new/change code)

Districts must review the report daily and update the SFS data in BICS in order to aid in linking BICS Vendor IDs with SFS data. In some instances, the data reported does not require an update to BICS.

There may be multiple BICS Vendor IDs associated with one EMPLOYER NO/SSN in a district. If the district is using all of the BICS Vendor IDs associated with that one EIN, each BICS Vendor ID must be linked with the SFS data.

Continued on next page

Working With Vendor Information, Continued

New Vendors and Changes to SFS Vendor Data

Vendor data, including new vendors added to SFS and changes to SFS vendor data, will be coded on the left side of the report under the SFS Vendor ID with one of the following two codes:

- N = New Vendor added to SFS
- C = Change to SFS Vendor Data

The report will be blank when there have not been any changes to SFS vendor data or SFS has not added any new vendors. Please see the sample SFS Vendor Processing Reports below.

```

REPORT DATE: 06/23/20                HAMILTON    COUNTY DEPARTMENT OF SOCIAL SERVICES                PAGE    1
                                      SFS VENDOR PROCESSING REPORT                PRINTFILE: SFSVENREPORT
-----
IDEN  VENDOR ID      VENDOR NAME                VENDOR STREET                VENDOR CITY    ST  ZIP  LOCATION  SEQ
-----
                                      *****
                                      ***** NO DETAIL CONTENT *****
                                      *****
    
```

```

REPORT DATE: 06/25/20                CHENANGO    COUNTY DEPARTMENT OF SOCIAL SERVICES                PAGE    1
                                      SFS VENDOR PROCESSING REPORT                PRINTFILE: SFSVENREPORT
Review NEW (N) or Changed (C) SFS vendor data and update BICS vendor record, if necessary.
-----
IDEN  VENDOR ID      VENDOR NAME                VENDOR STREET                VENDOR CITY    ST  ZIP  LOCATION  SEQ
-----
TAX ID # 190190190
BICS  OPPORTUN  OPPORTUNITIES FOR GO      1 WEST MAIN ST                NORWICH        NY  13815  MAINEPAY  001
SFS VENDOR # 1381513815
C A SFS  OPPORTUNITIES FOR GO      I PO BOX 4    1 WEST MAIN ST                NORWICH        NY  13815  MAINEPAY  001
C A SFS  OPPORTUNITIES FOR GO      I PO BOX 4    1 WEST MAIN ST                NORWICH        NY  13815  MAINCHECK 001
C A SFS  OPPORTUNITIES FOR GO      I PO BOX 4    1 WEST MAIN ST                NORWICH        NY  13815  MAINEPAY  002
N A SFS  OPPORTUNITIES FOR GO      I PO BOX 4    1 WEST MAIN ST                NORWICH        NY  13815  MAINEPAY  003
C A SFS  OPPORTUNITIES FOR GO      I PO BOX 4    1 WEST MAIN ST                NORWICH        NY  13815  MAINCHECK 002
N A SFS  OPPORTUNITIES FOR GO      I PO BOX 4    1 WEST MAIN ST                NORWICH        NY  13815  MAINCHECK 003
    
```

```

REPORT DATE: 06/25/19                COLUMBIA    COUNTY DEPARTMENT OF SOCIAL SERVICES                PAGE    1
                                      SFS VENDOR PROCESSING REPORT                PRINTFILE: SFSVENREPORT
Review NEW (N) or Changed (C) SFS vendor data and update BICS vendor record, if necessary.
-----
IDEN  VENDOR ID      VENDOR NAME                VENDOR STREET                VENDOR CITY    ST  ZIP  LOCATION  SEQ
-----
TAX ID # 99944455
BICS  NEWCODBA  DBA NEWCOMB'S FUEL OIL SERV  123FIRST STREET                ALBANY         NY  12206  LOC01    001
SFS VENDOR # 1100230404
N A SFS  F & D MAINTENANCE INC      NEWCOMB'S FUEL SERVICE        ALBANY         NY  12206  LOC02    001
C A SFS  F & D MAINTENANCE INC      NEWCOMB'S FUEL SERVICE        ALBANY         NY  12206  LOC01    001
N A SFS  F & D MAINTENANCE INC      NEWCOMB'S FUEL SERVICE        ALBANY         NY  12206  LOC02    002
C A SFS  F & D MAINTENANCE INC      NEWCOMB'S FUEL SERVICE        ALBANY         NY  12206  LOC01    002
    
```

OSC Voucher Review by the Social Services District

OSC Payments Through SFS

HEAP payments, with the exception of two-party checks, EBT benefits, and direct checks to recipients, are issued directly from the OSC. These payments are processed through SFS.

Once the OSC payment process has begun for the 2024-2025 HEAP year, payments to vendors will be made by OSC on a weekly basis. This includes all HEAP payment types.

This process does not include NYC.

HEAP OSC Voucher Payment Lines

When a worker enters a payment line in myWorkspace or WMS, and that payment meets the criteria for the OSC Payment Process, it will appear on an OSC Voucher Report the following Monday.

A HEAP OSC voucher will be created for each payment line where all of the following information is present:

- Special claiming code H or G
- Method of Payment (MOP) 02 (Vendor as Authorized) or 04 (Vendor as Billed Subject to Limit)
- Pay line service period covers an active HEAP year (may include past and current HEAP year)
- The vendor field in screen 6 must contain a valid Vendor ID; the vendor's EIN must appear in the BICS vendor record and must consist of nine non-equal numeric digits (for example, digits cannot be all zeroes or all nines)
- The Customer Account Number (CAN) field in screen 6 cannot be blank or inactive; it must contain the applicant's CAN, HEAP Case Number, or Telephone Number
- If the vendor did not supply the CAN and the district has been using demographic information (such as the case name and/or address) the CAN must be replaced with the applicant's case number.

Payments meeting these criteria will appear on OSC vouchers on the following Monday. The voucher is then available for district review.

Note: HEAP OSC Voucher generation is not controlled by the district HEAP locks.

Continued on next page

OSC Voucher Review by the Social Services District, Continued

HEAP OSC Voucher Review Periods

Payment vouchers need to be reviewed by the district regularly during the established review period. Districts must make any changes **prior to initiation of payments**.

Districts will have an annual option prior to the beginning of each HEAP year to choose either a 6-calendar day (one-week) or a 13-calendar day (two-week) HEAP OSC voucher review period.

- The 6-day voucher review period includes Monday through close of business Saturday.
- The 13-day voucher review period includes Monday through Sunday and the following Monday through close of business Saturday.

Holidays are included in the days for review in both options.

HEAP OSC/SFS generated vouchers may be reviewed from the Voucher Payment Review screen (LVP005), which can be accessed by selection 5 of the Voucher Processing Menu, or from the HEAP OSC/SFS Voucher Generation Reports.

All HEAP OSC/ SFS voucher numbers start with the letter “O” and not the number “0”.

District Actions During HEAP OSC Voucher Review Period

During the review period there are only three actions that districts may perform on HEAP OSC voucher pay lines that are in OSC-Issued status.

These three actions are as follows:

- Correct the customer account number
- Void the voucher
- Select the voucher for early processing (Early Selection)

Continued on next page

OSC Voucher Review by the Social Services District, Continued

Customer Account Number in BICS

The below image shows the location of the Customer Account Number (CAN) in BICS (outlined in red).

This number can be updated in BICS by going to the *Accounts Menu* and choosing *Selection 5 - Customer Account Number Maintenance*.

Note: Changing a CAN in BICS does not result in the same change being made in WMS.

The screenshot shows a terminal window with the following text:

```
LCRCAT                CASE RECORD OF ASSISTANCE                PAGE 1 OF 01
DATE 07/02/19        CUSTOMER ACCOUNT NUMBER DATA

CASE NUMBER: FS573    VENDOR ID: HARP

ACCOUNT NUMBER    ACCOUNT TYPE    STATUS    EFF DATE    END DATE    MULT
FS573            4 NON-UTIL    1 ACTIVE    10/01/18
```

Continued on next page

OSC Voucher Review by the Social Services District, Continued

Missing or Invalid CANs

If a CAN is missing or invalid, the HEAP pay line will be skipped and not included in the HEAP OSC/SFS process; therefore, no voucher will be produced and a payment to the vendor will not be generated.

To allow the HEAP pay line to be included on a subsequent HEAP OSC/SFS generated voucher, the district must enter the valid/correct CAN in BICS to match the WMS Screen 6 –Pay line.

WMS Screen 6 – Pay line

To access WMS Screen 6 – Pay line, take the following steps:

Choose selection 12 from WMSMNU- WMS case Individual Inquiry
 Choose selection D- Case Comprehensive and Enter Reg/Case #

The below image shows the location of the CAN on WMS Screen 6 (outlined in red).

LN	Act	Typ	Pay Meth	Pay Amount	Iss	Sch	Cd	From	To	Ind	Clm	Vend	Manual Issue
01	9	H2	02	575.15	2		1	072518	093018	H	HARP		
02	2	96	01	56.00	1	M	1	010119	022920				
03	2	H2	02	595.15	2		1	072518	093018	H	HARP		
04													
05													
06													
07													
08													
09													
10													
11													
12													

LN	Amount	LN	Amount	LN	Amount	LN	Amount	LN	Amount
Recoupment									
Energy Rst									
HVnd/Acct	iE	357717		Vnd/Acct	HARP	28340			
Replace LN	Chk/FSB			LN	Chk/FSB				

OSC Voucher Review by the Social Services District, Continued

Correcting Discrepant CANs

In order for the pay line to be picked up on the voucher production, the BICS CAN must match the CAN on Screen 6 of WMS.

If it is discovered that the CAN on BICS does not match the CAN on Screen 6 of WMS, the district should determine the correct CAN and then update the appropriate system. This will allow a voucher to be produced and the vendor to receive a payment.

HEAP Clean and Tune (J3) Payments and CANs

For HEAP Clean and Tune (J3) payments, the account type associated with the customer account number should be 04 (Non-Utility). With the use of account type 04, you must **NOT** have a commodity code of 05 (Utility) on the vendor record.

Most of the vendors associated with the clean and tune payments have both 04 and 05 commodity codes on the vendor record. To allow for J3 payments to voucher, the district should do the following:

- Remove commodity code 05 from the vendor record
- Update the CAN with account type 04

After the J3 payment appears on a voucher, the commodity code 05 can be added back to the vendor record.

Continued on next page

OSC Voucher Review by the Social Services District, Continued

Voiding Vouchers

Districts may **void** vouchers during the voucher processing review period. Vouchers must not be adjusted to “0.”

Since there is only one payment line per voucher, districts will be able to use the Voucher Void (LAC004) screen (Selection 4 from the Accounts Menu (LACMNU).

Districts will no longer have to adjust the payment line to \$0 and enter an adjustment code on the voucher. Refer to Chapter 5, Accounts, Voucher Void, 5-17 in the IPPS Manual for more information on the voucher voiding process.

<https://intranet.otda.ny.gov/bfdm/finance/docs/IPPS-Manual.pdf>

LAC004		VOUCHER VOID			12/10/11
VOUCHER NO	VENDOR ID	HEAP	CASE NO		
O0000061					
VENDOR NAME		ISSUE DATE	VOUCHER STATUS	VOID	
MISTER HEAP VENDOR		03/18/09	OSC-ISS	^	XMIT ^

Once the voucher is voided, the district must also void the corresponding pay line in myWorkspace or WMS prior to the close of business on Friday.

- If the payment line is not voided, a new voucher will appear on the OSC Voucher Report the following Monday morning.

After the initiation of payments, the only action that could prevent the payment from going out is to call accounting to void the voucher. Payment lines cannot be voided once the voucher processing review period has ended.

Note: Once the voucher status is “OSC SENT”, the payment can no longer be stopped.

Continued on next page

OSC Voucher Review by the Social Services District, Continued

Early Selection of Vouchers

Districts have the option of selecting individual vouchers for processing during the first week of a two-week review period. For those districts opting for a two-week voucher review period, it is **recommended** that the early selection process be used for the following types of payment:

- Heating Equipment Repair and Replacement
- Clean and Tune
- Cooling Assistance Component

A full description of the Early Selection process is available in the IPPS Manual, Appendix H – Voucher Processing, H-13. The manual can be accessed at the following address:

http://otda.state.nyenet/bfdm/finance/docs/IPPS_Manual.pdf

Check and ACH Payment Schedule

At the close of business on the Saturday of the (one- or two-week) review period, the voucher file will be pulled into a statewide payment file and submitted to OSC for payment. The file is certified by OTDA and sent to OSC.

On the Monday after the statewide payment file is submitted to OSC, client notices will be created and will start going out.

OSC will then process the file, mail paper checks on Wednesday, and electronically issue ACH payments on Thursday to the enrolled vendors.

Continued on next page

The following is an overview of the minimum amount of time a HEAP OSC/SFS pay line will take to make its way through the process.

Monday	Voucher generation
6 or 13 calendar day	Voucher review / processing
Monday	OTDA certifies and sends the payment file to SFS
Tuesday	OSC audits and releases file OTDA verifies return file
Wednesday	Checks mailed to vendors
Thursday	EFT in vendor's account BICS is updated with payment information
Friday	BICS Vendor Remittance Statement available in NAS and PHRED
Next Wednesday	UTX Vendor Remittance Statement available

Continued on next page

OSC Voucher Review by the Social Services District, Continued

BICS Remittance Notifications

Not all vendors have internet access. For this reason, districts should continue to send BICS remittances on an ongoing basis upon request.

Vendors receiving fewer than 25 payments in a single check will still receive a paper remittance from OSC in the previous format. No paper remittance will be sent for payments of 25 or more.

For payments of 25 or more or direct deposit payments; no paper remittance will be sent. Vendors will need to check the Vendor Portal for this information. Vendors should be directed to www.sfs.ny.gov and log in using their SFS assigned username and password.

Note: BICS is district specific; therefore, only the HEAP portion authorized by your district will be visible on your reports and in BICS.

For example, David Smith's payment listed below only looks like a single issuance check, but it is actually part of the larger check shown in the Remittance Details report available through the SFS Vendor Portal.

WASHINGTON COUNTY DEPARTMENT OF SOCIAL SERVICES					PAGE 1
CHECK NO: OS0123456586	VENDOR REMITTANCE STATEMENT			BICS RPT LIVC1010	
CHECK DATE: 12/05/17					
CHECK AMOUNT: \$375.00					
PART I # VCHS PAID: 1	PAYEE: HEAP VENDOR INC.		AUTH VEND: HEAP11		
ADDRESS: 99 MAIN ST	ALBANY		NY 12201		
				PRT FILE IPRESTMT	
LN#	CASE NAME	CUST ACCT NO	PAY TYPE	SVC/BILL PERIOD	REMIT AMT
	CASE NO				
	VOUCHER NUMBER: O000F86C	VOUCHER AMT:	\$375.00	PLACEMENT VID:	
1	SMITH, DAVID H52007012		UTILITY	10/02/15-09/30/16	\$375.00
END OF REMITTANCE STATEMENT FOR CHECK NUMBER OS0103549525					

Inquiries and Troubleshooting

Standing Paylines: Backdating the Effective Date for Invalid Account Numbers

If you have an invalid customer account number (CAN) it probably just needs to be back dated to correct the error. If the pay-line starts with 09/30/21 and BICS has the account number effective date is 10/01/21 the pay line will not go to voucher until the account number is back dated to 09/30/21 or earlier.

From the screen below we can see the Effective Date needs to be back dated to 09/30/21 or earlier.

```

LCRCAT                CASE RECORD OF ASSISTANCE                PAGE 1 OF 01
DATE 06/08/22        CUSTOMER ACCOUNT NUMBER DATA

CASE NUMBER: ████████    VENDOR ID: 57399    NATIONAL GRID

ACCOUNT NUMBER    ACCOUNT TYPE    STATUS    EFF DATE    END DATE    MULT
9961203162        0 UTIL-UKN    1 ACTIVE    10/01/21    08/26/21
0847481234        0 UTIL-UKN    2 INACTIVE    10/01/18
    
```

```

▶LCRIPH                CASE RECORD OF ASSISTANCE                PAGE 1 OF 1
DATE 060822 N-SVCS INDIRECT PAYMENTS AUTH, ISSUANCE, ADJMT AND REFUND HISTORY

CASE-NO ████████    CASE-NAME ████████████████████    DIST ████████

AUTH-NO  ACT PT MOP  AMOUNT ISSU  SCH  SERVICE-PERIOD  SC  VENDOR-ID  RECIP-ID  DM
ISS-DT  CHECK-NUMBER PT  AMOUNT  CS  AUTH PERIOD-COVERD  SC  PS  CT  CA  SF  VOUCH NO
08412958  2  H1 02  381.00  2    082721-093021  H  57399
08412958  2  17 02  490.00  2    082721-093021  H  57399
21HEAP22  2  H1 02  391.00  2    100121-093022  H  57399
102821  01R06712670  391.00  I  02  100121-093022  1  31  60  N  00027531
    
```

Continued on next page

Inquiries and Troubleshooting, Continued

HEAP SFS Payment Prefix

After SFS/OSC provides HEAP payments to the vendors, SFS transmits payment information to OTDA. BICS updates the case record of assistance and vendor files. OSC assigns a random 4-character prefix to the SFS Check/Trace #. It is four characters as follows:

- The letter "O"
- The last number of the current year
- A random letter from A to Z
- A number from zero to nine

There is an inquiry option on the FSB, PAB/CHK, VCH, SFS CHECK/TRACE # ENTRY FOR CASE RECORD OF ASSISTANCE INQUIRY screen (LCACVM) to look up vendor HEAP SFS payment information.

Continued on next page

**HEAP SFS
Payment
Inquiry**

The HEAP SFS Payment Inquiry screen can be accessed in WMS from the BICS Selection 15 (BICS Menu) SNAP, PAB/Chk, VCH # Inquiry, Selection 12.

The Vendor Listing by Check Number can be accessed by entering the Check Number from the Vendor and Miscellaneous Inquiry Menu (LVMMNU).

There is an entry line for the SFS Check/Trace# and the Year-YY (OPTIONAL). The detailed information to be entered is as follows:

- SFS Check/Trace # – The first four characters on the check number will be dropped, and the remaining numbers will be entered in this field. The check number can be found on the check or the SFS remittance statement. The entry must be numeric and may be up to 8 digits.
- Year-YY (OPTIONAL) – Enter the desired year of the check (Last 2 digits). If left blank, it will default to the current year. The year entered must be equal to or greater than 2007.

Please see the following HEAP SFS Payment Inquiry Screen.

The check number used in the example is a Westchester County Check No O0G00**7766220**.

The first four characters (O0G0) were dropped, and the numerical value was entered under SFS Check/Trace #: **07766220**

If more than one case had services provided through this voucher, then the following message will be displayed: “voucher covers multiple cases.”

HEAP SFS Payment Inquiry Screen

```

▶LCACVM          SNAP, PAB/CHK, VCH, SFS CHECK/TRACE# ENTRY          06/29/20
                FOR CASE RECORD OF ASSISTANCE INQUIRY

ENTER ONE NUMBER:

SNAP# :          ^^^^^^^^^^^ * SNAP DETAIL
CHECK/PAB# :     ^^^^^^^^^^^^^ * CHECK/PAB DETAIL
VOUCHER# :       ^^^^^^^^^^^ * VOUCHER DETAIL
SFS CHECK/TRACE# : 07766220 * SFS CHK DETAIL YR-YY (OPTIONAL): 20 XMT
    
```

Continued on next page

Inquiries and Troubleshooting, Continued

HEAP SFS Payment Output Screen

```
▶LVO270          VOUCHER LISTING BY CHECK NUMBER          PAGE 1 OF
                                06/29/20
VENDOR-ID 115820          VENDOR      ROBIN OIL CORP
                                500 EXITBLVD
                                FORD              NY  10523

UNION DUES AMOUNT      0.00          INTERCEPT TAKEN      0.00

CHECK NO. 00G00776620    STATUS ISSUED          DATE 02/11/20    AMOUNT      675.00
* * * * *
VOUCH NO.  VOUCH ST    AMOUNT      CASE NO.    MESSAGE
0000C41B   PAID          675.00     N2424243

ENTER ▶CASE NO.  [A]AAAAAAAAA OR VOUCH NO.  AAAAAAAAAA XMIT
```

Continued on next page

**Missing
Vendor
Check
Inquiries**

When the district is advised by a vendor that they have not received a HEAP OSC issued payment (paper check or ACH), then the district should make every effort to verify that the payment is truly missing prior to taking any further action. If the payment cannot be located, the district must submit a “HEAP OSC Check Inquiry Form” to the OTDA HEAP Bureau for further investigation into the payment.

- Completed “HEAP OSC Check Inquiry Forms” should be sent to the following email inbox or fax number:

Attention: HEAP OSC Check Inquiry Processing

E-mail: HEAP.Checkinquiry@otda.ny.gov

Fax: 518-474-9347

The district will be notified of results of the inquiry within two to three weeks of submission.

An electronic fillable version of the “HEAP OSC Check Inquiry Form” is available upon request by contacting your HEAP Bureau Liaison or emailing the heap.checkinquiry@otda.ny.gov mailbox and requesting a form.

A copy of the form is included in the Appendix of this section for reference.

Note: Inquiries for the lost check process will only be accepted from district staff. Vendors are unable to request that a payment be reissued or voided. Vendors must check the vendor portal for check information prior to the district contacting OTDA. Often a check is cashed as part of a larger payment, but the district can only see their portion of the payment. In the vendor portal, the vendor can see the entire payment.

Continued on next page

Inquiries and Troubleshooting, Continued

Trouble- shooting Vendor Payment Vouchers

If the appropriate SFS data is linked to the local Vendor ID, all new HEAP vendor direct payments should go to voucher on Monday morning.

OSC will then process the file and mail paper checks on Wednesday, and electronically issue ACH payments on Thursday to the enrolled vendors.

If a vendor's payments are not going to voucher, check the BICS vendor record to confirm the SFS data is linked to your BICS Vendor ID.

If these are not linked, check BICS SFS Vendor Inquiry to see if SFS data is available following the process outlined in this manual. Then, follow the procedure provided in this manual of this manual for linking the information.

If the vendor's BICS information and SFS data are already linked, and payments are still not going to voucher, contact the OTDA BFS field staff mailbox: otda.sm.field_ops.i-iv@otda.ny.gov for assistance with the payments, and CC Justin Gross, justin.gross@otda.ny.gov

Continued on next page

Inquiries and Troubleshooting, Continued

The OSC HEAP Voucher Generation Control Report

The HEAP payment lines that are bypassed will appear in the HEAP Voucher Generation Control Report. The report gets generated each Sunday morning. The report can be found in PHRED and BICS. The LOVG3010-VOUCHGENOSCH (OSC HEAP Voucher Generation Control Report) pictured below provides the following information:

- Part 3 lists all cases with indirect payment lines that were bypassed due to missing or invalid vendor data
- Parts 4 and 5 list payments bypassed for invalid customer account number (cases with no customer account # or inactive customer account #) and missing or invalid Employer No/SSN.
- Part 6 lists payments bypassed for “NO SFS DATA” (BICS Vendor IDs that have not been linked to the SFS data -SFS Vendor ID, Location, and Address-Seq)

Examples of Voucher Generation Control Report messages, interpretations, and corrective actions can be found in Chapter 2 of the IPPS Manual. Vouchers that are rejected must be corrected before the pay line will produce a voucher.

http://otda.state.nyenet/bfdm/finance/docs/IPPS_Manual.pdf

Part 3

REPORT DATE 04/29/18		COUNTY DEPARTMENT OF SOCIAL SERVICES				PAGE 1	
OSC-HEAP VOUCHER GENERATION CONTROL REPORT							
BICS REPORT LOVG3010							
PART 3 - PAYMENTS BYPASSED FOR INVALID VENDOR DATA							
CASE NUMBER	AUTHORIZATION	PAY TYPE	AMOUNT	PAYMENT PERIOD	ISSUE CD	VENDOR ID	
132	17HEAP18	HP-I	401.00	10/01/17-09/30/18	ONCE	VENDOR ID NOT ON AUTH	
167	17HEAP18	RBNHTIN	35.00	10/01/17-09/30/18	ONCE	VENDOR ID NOT ON AUTH	
109	17HEAP18	RBNHTIN	35.00	10/01/17-09/30/18	ONCE	VENDOR ID NOT ON AUTH	
185	17HEAP18	RBNHTIN	21.00	10/01/17-09/30/18	ONCE	VENDOR ID NOT ON AUTH	
147	17HEAP18	HP-I	376.00	10/01/17-09/30/18	ONCE	VENDOR ID NOT ON AUTH	
146	17HEAP18	HP-I	401.00	10/01/17-09/30/18	ONCE	VENDOR ID NOT ON AUTH	
126	17HEAP18	RBNHTIN	21.00	10/01/17-09/30/18	ONCE	VENDOR ID NOT ON AUTH	
112	17HEAP18	HP-I	401.00	10/01/17-09/30/18	ONCE	VENDOR ID NOT ON AUTH	
109	17HEAP18	RBNHTIN	35.00	10/01/17-09/30/18	ONCE	VENDOR ID NOT ON AUTH	
169	17HEAP18	RBNHTIN	35.00	10/01/17-09/30/18	ONCE	VENDOR ID NOT ON AUTH	
117	17HEAP18	RBNHTIN	21.00	10/01/17-09/30/18	ONCE	VENDOR ID NOT ON AUTH	
126	17HEAP18	RBNHTIN	21.00	10/01/17-09/30/18	ONCE	VENDOR ID NOT ON AUTH	
160	17HEAP18	HP-I	401.00	10/01/17-09/30/18	ONCE	VENDOR ID NOT ON AUTH	
140	17HEAP18	HP-I	401.00	10/01/17-09/30/18	ONCE	VENDOR ID NOT ON AUTH	
137	17HEAP18	RBNHTIN	35.00	10/01/17-09/30/18	ONCE	VENDOR ID NOT ON AUTH	
149	17HEAP18	RBNHTIN	35.00	10/01/17-09/30/18	ONCE	VENDOR ID NOT ON AUTH	
162	17HEAP18	HP-I	401.00	10/01/17-09/30/18	ONCE	VENDOR ID NOT ON AUTH	

Continued on next page

Inquiries and Troubleshooting, Continued

Part 4

REPORT DATE 12/30/18

COUNTY DEPARTMENT OF SOCIAL SERVICES

OSC-HEAP VOUCHER GENERATION CONTROL REPORT

BICS REPORT LOVG3010

PAGE 15

PART 4 - PAYMENTS BYPASSED FOR INVALID CUSTOMER ACCOUNT DATA (CASES WITH NO CUSTOMER ACCOUNT # OR INACTIVE CUSTOMER ACCOUNT #)

CASE NUMBER	AUTHORIZATION	PAY TYPE	AMOUNT	PAYMENT PERIOD	ISSUE CD	VENDOR ID	
FOO	22988	DOMEMER	140.00	02/09/18-09/30/18	ONCE	4784	INVALID CUSTOMER ACCOUNT
FOO	80373	CLEANTUN	319.50	07/06/18-09/30/18	ONCE	4921	INVALID CUSTOMER ACCOUNT
FOO	74071	HP-SP	484.01	01/25/18-09/30/18	ONCE	7212	INVALID CUSTOMER ACCOUNT
HOO	00687	HP-RE	69.25	10/01/17-09/30/18	ONCE	7481	INVALID CUSTOMER ACCOUNT
FOO	34683	CLEANTUN	319.54	09/30/18-09/30/18	ONCE	9767	INVALID CUSTOMER ACCOUNT
HOO	00219	CLEANTUN	295.00	04/02/18-09/30/18	ONCE	1364	INVALID CUSTOMER ACCOUNT
FOO	41838	CLEANTUN	394.30	07/24/18-09/30/18	ONCE	4478	INVALID CUSTOMER ACCOUNT
FOO	43513	CLEANTUN	342.80	08/16/18-09/30/18	ONCE	4478	INVALID CUSTOMER ACCOUNT
FOO	19154	CLEANTUN	398.85	07/13/18-09/30/18	ONCE	4478	INVALID CUSTOMER ACCOUNT
FOO	50256	CLEANTUN	329.35	04/02/18-09/30/18	ONCE	4478	INVALID CUSTOMER ACCOUNT
FOO	50546	CLEANTUN	398.85	09/12/18-09/30/18	ONCE	4478	INVALID CUSTOMER ACCOUNT
FOO	84253	CLEANTUN	267.85	04/02/18-09/30/18	ONCE	4478	INVALID CUSTOMER ACCOUNT
FOO	43570	CLEANTUN	279.85	07/23/18-09/30/18	ONCE	4478	INVALID CUSTOMER ACCOUNT

Part 6

REPORT DATE 04/29/18

COUNTY DEPARTMENT OF SOCIAL SERVICES

HEAP VOUCHER GENERATION CONTROL REPORT

BICS REPORT LOVG3010

PAGE 5

PART 6 - PAYMENTS BYPASSED FOR NO SFS DATA (VENDORS WITH NO SFS VENDOR ID OR NO SFS LOCATION OR NO SFS ADDRESS SEQUENCE NUMBER)

CASE NUMBER	AUTHORIZATION	PAY TYPE	AMOUNT	PAYMENT PERIOD	ISSUE CD	VENDOR ID	
						'69	VENDOR HAS NO SFS DATA
						'79	VENDOR HAS NO SFS DATA

Continued on next page

Inquiries and Troubleshooting, Continued

**HEAP
Indirect
Authori-
zation
Verification
Report For
Payment
Period**

To aid in the HEAP OSC payment process, district staff are encouraged to review parts 2 and 3 of the HEAP INDIRECT AUTHORIZATION VERIFICATION REPORT FOR PAYMENT PERIOD; BICS Report LMICS0002; Print File HEAP-IND report.

Continued on next page

Inquiries and Troubleshooting, Continued

Part 2: HEAP Payments With Vendor ID Missing

PART 2: HEAP PAYMENTS WITH VENDOR ID MISSING, can be used to identify and correct missing vendor ID's and customer account numbers that would otherwise be bypassed for payment.

HEAP Indirect Authorization Verification Report – Part # 2

REPORT DATE: 12/02/06	BLOOM COUNTY DEPARTMENT OF SOCIAL SERVICES				PRINT FILE ID: HEAP-IND PAGE 7				
PA HEAP FUNDS UNLOCKED		HEAP INDIRECT AUTHORIZATION VERIFICATION REPORT FOR PAYMENT PERIOD OF 7/05 - 11/06				BICS REPORT (LMICS0002)			
NPA HEAP FUNDS UNLOCKED						RUN OPTION: NPA			
						SORT OPTION: CASE NAME			
PART 2: HEAP PAYMENTS WITH VENDOR ID MISSING									
OFFICE	UNIT	WORKER	PAY TYPE	HEAP CLS	PAYMENT PERIOD	AMOUNT	MOP	VENDOR ID	ACCOUNT NUMBER
CASE NAME & ADDRESS								VENDOR NAME	
ADMRA2			H1 HP-1	NTA-HEAP	07/15/06-09/30/06	345.00	02		
VILLA VILLA AVENUE ALBANY, NY 12245									
ATPS			H1 HP-1	NTA-HEAP	07/15/06-09/30/06	345.00	02		
WALTERS WALTERS WAY ALBANY, NY 22150,									
TOTAL AUTHORIZATION COUNT:									
TA									0
NTA									51
EMERGENCY TA									0
EMERGENCY NTA									3
TOTAL ALL									54
TOTAL AUTHORIZATION DOLLARS:									
TA									0.00
NTA									14,777.94
EMERGENCY TA									0.00
EMERGENCY NTA									428.99
TOTAL ALL									15,206.93

Continued on next page

Inquiries and Troubleshooting, Continued

**PART 3:
HEAP
Payments
With Cust
Acct No
Missing**

Will only appear if there are HEAP cases with outstanding pay lines that are missing customer account numbers, and this report can be used to rectify such situations.

HEAP Indirect Authorization Verification Report – Part # 3

REPORT DATE: 12/02/06		BLOOM COUNTY DEPARTMENT OF SOCIAL SERVICES				PRINT FILE ID: HEAP-IND PAGE 1			
PA HEAP FUNDS UNLOCKED		HEAP INDIRECT AUTHORIZATION VERIFICATION REPORT FOR PAYMENT PERIOD OF 7/06 - 11/06				BICS REPORT (LMICS0002			
NPA HEAP FUNDS UNLOCKED						RUN OPTION: NPA			
						SORT OPTION: CASE NAME			
PART 3: HEAP PAYMENTS WITH ACCOUNT NUMBER MISSING									
OFFICE	UNIT	WORKER	PAY TYPE	HEAP CLS	PAYMENT PERIOD	AMOUNT	MOP	VENDOR ID	ACCOUNT NUMBER
CASE NO									VENDOR NAME
CASE NAME & ADDRESS									
ND1			H1 HP-1	NTA-HEAP	07/01/05-10/15/06	100.00	02	02112	HEAPO CARE SERVICES
ALPS, BETTY QUAL STREET ALBANY NY 12605									
TC05			H1 HP-1	NTA-HEAP	10/15/05-09/30/06	73.35	02	041233	MAJESTIC FUEL CO.
ATER, MARK BOX COURT ALBANY, NY 12202									
FA227			H1 HP-1	NTA-HEAP	08/01/05-09/30/06	22.00	02	SPEND	HEAPSPENDDOWN BUS.
BICS, WILLIE PEARL STREET ALBANY NY 12205									599990 MASTER FUEL CO.

HEAP Payment Reminders

Introduction The key element to the smooth flow of HEAP payments is making sure that the correct Vendor ID and updated CAN are entered on the WMS Authorization Screen 6.

WMS edits are in place to prevent workers from authorizing a HEAP payment to a vendor without a stored ABEL budget, HEAP Vendor ID, and CAN present for pay type codes: H1,HX,04, 16, 17, H5, and H7.

An H2 pay type or a J3 pay type does not have an edit in place that requires a stored budget, even though a stored budget is required per policy and for the CNS notice to be produced.

The following procedures should be used to enter a valid CAN on the WMS pay line:

Enter the Vendor ID and CAN on LDSS-3209 WMS authorization, Screen 6.

If a Regular (H1 - Regular Benefit, H9 - Supplemental Benefit, J9 - Additional Regular Benefit) or Emergency (J1 - Emergency Benefit - Additional Benefit) HEAP benefit is to be issued, workers must enter the appropriate Vendor ID and CAN in the **"HVnd/Acct"** fields at the bottom of LDSS-3209, screen 6.

For any other HEAP Pay Type that is being issued, workers must enter the Vendor ID and CAN in the **"Vnd/Acct"** fields.

Continued on next page

HEAP Payment Reminders, Continued

Screen 6- Pay Line LDSS-3209 WMS Non-Services Authorization – Screen 6 is pictured below.

LDSS-3209 WMS Non-Services Authorization - Screen 6

WKUM06	Case #	GE123	Type	FA	Trans Type	CHNG	12/10/2011							
LN	Act	Pay Typ	Meth Pay	Amount	Iss	Pay Sch	P-U Cd	-- Effective --	From	To	Ind Ln	Clim Cd	Vend Id	Manual Issue
01	---	---	---	---	---	---	---	---	---	---	---	---	---	---
02	---	---	---	---	---	---	---	---	---	---	---	---	---	---
03	---	---	---	---	---	---	---	---	---	---	---	---	---	---
04	---	---	---	---	---	---	---	---	---	---	---	---	---	---
05	---	---	---	---	---	---	---	---	---	---	---	---	---	---
06	---	---	---	---	---	---	---	---	---	---	---	---	---	---
07	---	---	---	---	---	---	---	---	---	---	---	---	---	---
08	---	---	---	---	---	---	---	---	---	---	---	---	---	---
09	---	---	---	---	---	---	---	---	---	---	---	---	---	---
10	---	---	---	---	---	---	---	---	---	---	---	---	---	---
11	---	---	---	---	---	---	---	---	---	---	---	---	---	---
12	---	---	---	---	---	---	---	---	---	---	---	---	---	---
			LN	Amount	LN	Amount	LN	Amount	LN	Amount	LN	Amount	LN	Amount
Recoupment		---	---	---	---	---	---	---	---	---	---	---	---	---
Energy Rst		---	---	---	---	---	---	---	---	---	---	---	---	---
HVnd / Acct						Vnd / Acct								
Replace	LN	---	CHK/FSB	---	LN	---	CHK /FSB	---	---	---	---	---	---	---
ACCEPT BLINKING FIELDS _				NEXT SCREEN 99				XMT ^						

Continued on next page

HEAP Payment Reminders, Continued

Verifying Information Provided By Vendors

To identify the case data of a HEAP OSC/SFS payment, the worker should first review the following information provided by the vendor:

- Ref/Invoice No. (Example: 1442689003 R-28O00052B2*)
- CAN; R or E (Regular & Emergency); dash; Fiscal District Code; dash; SSD district voucher number
- Check/Trace No. (Example: 03290702)
- Check amount and check date (Example: \$160 check date 11/30/15)

District staff should do the following with the provided information:

Verify that the county code of the payment (2 digits after the dash in the Ref/Invoice No.) is for your district.

(Ex: R-**28**O00052B2)

If ...	Then ...
It is not your Fiscal District Code	Inform the vendor of the district for which the payment originated from and forward them on to that district.
It is your Fiscal District Code	Proceed to the next step.

In BICS, Screen 15, inquire on the voucher number in General Voucher Inquiry (LVO240) within the Vendor and Miscellaneous Inquiry Menu (Selection 9). This case and demographic information pertains to the payment in question.

A full description of this process is available in the IPPS Manual, Appendix H, Customer Account Number, H-34. The manual can be accessed at:

http://otda.state.nyenet/bfdm/finance/docs/IPPS_Manual.pdf

BICS locks do not affect payments issued through the HEAP OSC payment process. Payments to vendors are made when OTDA passes the payment file to OSC and cannot be held by BICS locks.

Note: You can also update customer account numbers in BICS (Selection 5 - Customer Account Number Maintenance from the Accounts Menu) and you can update Vendor Information in BICS (Selection 5 – Vendor Operations from the LDMIP). Please remember, however, that changes made through BICS do not result in the same changes made in screen 6 of WMS.

HEAP Payment Reminders, Continued

Fiscal District Codes

The below chart contains all New York State Fiscal District Codes.

Fiscal District Codes

01	Albany	30	Oneida
02	Allegany	31	Onondaga
03	Broome	32	Ontario
04	Cattaraugus	33	Orange
05	Cayuga	34	Orleans
06	Chautauqua	35	Oswego
07	Chemung	36	Otsego
08	Chenango	37	Putnam
09	Clinton	38	Rensselaer
10	Columbia	39	Rockland
11	Cortland	40	St. Lawrence
12	Delaware	41	Saratoga
13	Dutchess	42	Schenectady
14	Erie	43	Schoharie
15	Essex	44	Schuyler
16	Franklin	45	Seneca
17	Fulton	46	Steuben
18	Genesee	47	Suffolk
19	Greene	48	Sullivan
20	Hamilton	49	Tioga
21	Herkimer	50	Tompkins
22	Jefferson	51	Ulster
23	Lewis	52	Warren
24	Livingston	53	Washington
25	Madison	54	Wayne
26	Monroe	55	Westchester
27	Montgomery	56	Wyoming
28	Nassau	57	Yates
29	Niagara	66	New York City

Continued on next page

HEAP Payment Reminders, Continued

Vendor Refunds

All refunds will continue to be handled through the district. Vendors are mandated to use the OTDA approved HEAP Vendor Refund Form (LDSS-5043) to help make the refund process more uniform.

A copy of the Vendor Refund form can be found in the Appendix of the Working With HEAP Vendors and Utilities section and online at www.otda.ny.gov/programs/HEAP under Vendor Information.

If a vendor returns an entire or partial HEAP OSC/SFS payment to a district, the HEAP OSC/SFS payment cannot be voided.

The district should enter the refund in CAMS cash receipts and leave the original payment line alone.

For a HEAP OSC/SFS benefit that needs to be reissued, the district should write a separate pay line for a pay type “J2 – HEAP Reissue Benefit” payment line for the whole or partial payment to another vendor.

These types of refunds will be included on the IRS-1099s produced from BPR 28 (IRS 1099 Forms).

Checks Returned by Vendors

In the instance that an entire OSC uncashed check is returned to the district, the district should contact the vendor to determine the reason for the returned check. If the payment should not have been issued to that vendor and the check needs to be voided, the entire uncashed check should be returned to NYS Tax and Finance the following:

New York State Department of Taxation and Finance
Division of the Treasury
110 State Street, 2nd Floor
Albany NY 12207

Continued on next page

HEAP Payment Reminders , Continued

IRS Form 1099-MISC

When the vendor data is loaded or modified, accounting identifies if the vendor should receive a 1099 for the calendar year.

Initial Selection 01 from the Vendor Operations menu is used to enter the vendor ID number. (Please note that foster care and adoption vendors are entered through Connections.)

After transmitting from LVOMNU, the **Vendor File Maintenance Initial Vendor Entry/Add** screen pictured below is displayed.

LVO100	VENDOR FILE MAINTENANCE	11/10/08
	INITIAL VENDOR ENTRY/ADD	11:33:37
VENDOR ID 1654	UTIL TAPE ^	
EMPLOYER NO / SSN *****	VENDOR TYPE AA AA AA AA AA AA	
NAME 1 *****	ADOPT. SUB. RATE DISTRICT **	
NAME 2 *****		
STREET *****		
CITY *****	STATE/PROVINCE **	ZIP *****
PHONE AA-*****	CONTACT *****	
1099 NAME *****		
LOCAL X-REF ID *****	REPORT INCOME ON IRS-1099 ^	LIEN EXISTS ^
PARENT ID *****	VOUCHERS TO PARENT ^	CHECKS TO PARENT ^
CONTRACT NUMBER *****	\$ CEILING *****	CERTIFICATION PERIOD ***** - *****
		SUSPENSION PERIOD ***** - *****

Continued on next page

HEAP Payment Reminders, Continued

Vendor File Maintenance Initial Vendor Entry/Add Screen

The **Vendor File Maintenance Initial Vendor Entry/Add** contains fields that should be completed as follows:

- Employer No./SSN: This number should be supplied by the vendor and is used by federal and State taxation authorities for identification and matching purposes. The number must be nine (9) numeric characters. Social Services District (district) should enter the proper identification number to issue a correct IRS-1099MISC. The number must be either the Employer's Social Security Number (SSN), or the Employer's Tax Identification Number (TIN).
- Vendor Type: The Vendor Type field provides entry from the Vendor
- Report Income on IRS-1099: The indicator in this field has a direct relationship with the previously described "Employer No./SSN" field. Any entry in this field will result in the IRS-1099 MISC being mailed to IRS and a copy to the vendor. It is important that one of the following indicators be placed in this field as related to the "Employer No./SSN" field:
 - X - IRS-1099 MISC form used and the vendor Social Security Number is in the Employer No./SSN field.
 - Y - IRS-1099 MISC form used and the vendor Tax Identification Number is in the Employer No./SSN field.
 - Z - IRS-1099 MISC form used and the vendor has not supplied either the SSN or federal ID Number.

Appendix

- New York State 2024-2025 HEAP Administrative Form Guide
- 2024-2025 HEAP Desk Guide (LDSS-5005)
- 2024-2025 HEAP Systems Quick Reference Tool (LDSS-5099)
- Intelligent Auto-Fill Forms List (IAF)– HEAP
- Request for Documents or Publications (OTDA-876) (Rev 2-22)
- Request for Approval of Local Equivalent Forms (LDSS-5199)
- Vendor Refund Form (LDSS-5043)
- HEAP Deliverable Non-Utility Vendor Agreement
- HEAP Cooling Vendor Agreement
- HERR Vendor Agreement
- PSC Regulated Vendor Agreement
- Municipal Vendor Agreement
- HEAP OSC Check Inquiry
- HEAP Autopay Authorized Sample Report
- HEAP Autopay Exception Report Sample