

HEAP e-Reports

HEAP Pending Report and Erroneous Payment Report

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

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

HEAP Pending Report Instructions:

- Districts are required to complete the HEAP Pending Report year-round on a weekly basis for all HEAP benefit types.

Districts must report pending Regular HEAP applications, including Early Outreach applications, beginning on **September 4, 2026**.

- Continue to report pending **2025-2026** applications on a weekly basis until instructed by OTDA to begin reporting 2026-2027 pending applications.
- Districts will be notified of which dates to begin reporting pending applications for all other 2026-2027 benefit components.
- Districts must report all applications that have been received but that do not have a transaction through the Welfare Management System (WMS), or myWorkspace.
 - This includes cases that are waiting for an interview and/or have not had eligibility determined, as well as those where eligibility has been determined but the systematic transaction has not yet been completed.
 - Pending reports must include cases at all alternate certifiers, and applications received from TA and SNAP households.
 - Districts must be sure to count electronic applications awaiting processing in myWorkspace.
 - TA and SNAP cases that will be authorized through the Autopay process are **not** included in the pending report.
- Pending HERR applications are reported on lines 7 and 8.
 - Line 7 must include the number of HERR applications that have been received and have not been fully assessed for approval or denial.
 - Line 8 must include the number of HERR applications that are approved but not yet processed because the household is awaiting service, the district is awaiting a final invoice from the vendor, or the approved application is awaiting processing for payment.

- HERR applications that will be denied should **not** be reported anywhere on the Pending Case Report.
- Pending Cooling applications are reported on lines 10 and 11.
 - Line 10 must include the number of Cooling applications that have been received and have not been fully assessed for approval or denial.
 - Line 11 must include the number of Cooling applications that are approved, but not yet processed because the household is awaiting installation of their AC, the district is awaiting a final invoice from the vendor, or the approved application is awaiting processing for payment.
 - Cooling applications that will be denied should **not** be reported anywhere on the Pending Case Report.
- Cooling applications that will be denied should **not** be reported anywhere on the Pending Case Report.
- For any benefit component that is closed and/or your district has no pending applications, enter 0 on that line.
- Our funding is limited, so **accurate reporting of pending numbers is critical.**
- The electronic report will be available on Friday of each week through the close of business on Tuesday of the following week. System generated e-mail reminders will be sent on Monday evening and Tuesday to districts who have not submitted their reports. If pending numbers are not submitted by 5pm on Tuesday, you will need to submit pending numbers to your liaison by email

Erroneous Payment Report Instructions:

- Payments which are issued incorrectly, inappropriately, or are misdirected and have not been recovered by the end of the program year for which they are issued (September 30th) must be tracked as erroneous payments.
- Erroneous payments must be reported annually to OTDA and may be subject to recovery.
- Reports must be submitted annually to OTDA via the HEAP Erroneous Payment Report in Cognos after September 30th and no later than October 16th.

Instructions for Designating an e-Reports User:

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

This information can be e-mailed to Kyle Daily at Kyle.Daily@otda.ny.gov and Anna Vitolins at Anna.Vitolins@otda.ny.gov.

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