

HEAP 2014/2015

FACT SHEET

The 2014-2015 HEAP season will open on 11/17/14 and close on 3/16/15. There is one Regular HEAP benefit available to eligible consumers. Effective 1/2/15, there is one Emergency HEAP benefit and one Emergency Heat Related Utility benefit available to eligible consumers. HEAP applications can be filed at any DSS location or through an alternate certifier. Other than those who qualify for early outreach, HEAP applications will not be accepted prior to 11/17/14. Applications are accepted in person, by mail or by fax. Applications may also be filed on line through mybenefits.ny.gov. Applications can be downloaded from the OTDA website at otda.ny.gov/programs/heap.

Applications for a Regular HEAP benefit with no emergency need will be processed in the order in which they are received. The consumer will be contacted by phone for an interview, and will be notified by mail of an eligibility determination. Applications for a Regular HEAP benefit with an emergency need, when presented in person at a DSS center, will be interviewed the same day at one of the Energy Units listed below. The consumer will be notified of an eligibility determination via manual Immediate Needs Notice, issued that same day.

All HEAP applications are accepted at any DSS location and through alternate certifiers. An applicant who states they have an emergency need will be referred to the Energy Unit, within the DSS center in their catchment area. These units are in place to ensure that all emergency requests are evaluated the same day. They conduct face to face interviews daily and arrange for immediate delivery of fuel and utilities.

Those consumers who are eligible for and receive a Regular HEAP benefit may also qualify for one Emergency HEAP benefit and one Emergency Heat Related Utility benefit, available only after 1/2/15. Applications for these Emergency HEAP benefits can be accepted, and interviews will be completed, in person or by telephone (as long as the consumer has already received a regular HEAP benefit).

Heating Equipment Repair and Replacement benefits will open November 10, 2014. Any consumer in need of Emergency Heating Equipment Repair or Replacement must file an application and are required to have a face to face interview at one the DSS service centers.

Early Outreach applications filed through the Office for the Aging (OFA) will be accepted prior to HEAP opening day of 11/17/14, but will not be processed until HEAP opening. Any consumers who fall within the Early Outreach group are encouraged to file an application through OFA, if they did not receive a HEAP benefit last year. For those who received a HEAP benefit last year, and early outreach application will be automatically mailed to them after 8/27/14, and should be returned to the address preprinted on their application.

The Early Outreach group includes:

- Head of household age 66 or older with all other household members age 60 or older
- Head of household age 60-65 or head of household age 66+, but not all household members are age 60
- Head of household under age 60, but case contains an individual under age 6 or disabled

Consumers should be advised that filing more than one HEAP application through any means may cause duplication errors and will delay processing times. If one application has been filed, please ask them to contact the appropriate unit with any questions or for further instructions before filing a duplicate application.

Consumers with no emergency need should be encouraged to contact one of the Central offices below by telephone. Regular HEAP benefits do not require a face to face interview and can be processed by telephone and through the mail. Phone contact will prevent long wait times in the center lobbies.

The **Central HEAP** and **Central FUEL** units process non-emergency requests. Consumer's should be referred to the Energy site in the their catchment area to address an emergency need (out of fuel, less than a ¼ tank or 10 day supply, or termination for LIPA or 72 threat of termination for LIPA).

Central FUEL:

This unit processes HEAP payments on all active and ongoing SNAP and Temporary Assistance Cases. They process all Automatic HEAP payments.

Consumers may call: **631-853-8820**

To Fax information or an application: 631-853-8822

Central HEAP:

This unit processes all Regular HEAP applications for consumers with no active SNAP or TA cases, which currently are in non-emergency. This unit deals directly with Office of the Aging and all alternate certifiers on a regular basis.

Consumers may call: **631-853-8825**

To fax information or an application: 631-853-8969

The Energy Units address all heating and heat related (LIPA) emergencies face to face in the DSS Service Centers:

Smithtown Energy Unit:

200 Wireless Blvd. Hauppauge, NY11788

Applicants may call: 631-853-8847

To Fax information: 631-853-8892

South West Energy Unit:

2 South 2nd St. Deer Park, NY 11729

Applicants may call: 631-854-6684 or 631-854-6685

To Fax information: 631-854-6686

Riverhead Energy Unit:

893 East Main Street Riverhead, NY 11901

Applicants may call: 631-852-3631

To Fax information: 631-852-3644

Coram DSS (not an Energy Unit, but HEAP staff are assigned to address emergencies as presented)

80 Middle Country Rd. Coram, NY 11727

Applicants may call: 631-854-2300

To fax information: 631-854-2123

HEAP Emergency Services Unit will address Emergency Fuel needs for consumers who run out of fuel after the DSS offices have closed for business; Evenings after 4:30, weekends and holidays.

HEAP Emergency Services

Applicants may call: 631 854-9100

To fax information: 631 854-9309

HEAP Alternate Certifiers – OFA Assists with Early Outreach

Town of Southampton

116 Hampton Rd.

Southampton, NY 11968

(631) 287-5734 Ext. 102

Suffolk County Office of the Aging (OFA)

PO Box 6100

Hauppauge, NY 11788

(631) 853-8326

South Fork Community Health Initiative

PO Box 2368

East Hampton, NY 11937
(631) 329-2425

HEAP benefit amounts for the 2014-2015 Season

Regular HEAP benefit levels - Nov 17, 2014:

Oil, Kerosene, Propane	\$575
Wood/Coal or other deliverable	\$500
Natural gas/Electric heat	\$350

Add on amounts (to Regular benefit only):

For Tier I Household	\$25
For Vulnerable Member in Household	\$25

Renters (Heat Included) Benefit:

Tier I	\$35
Tier II	\$30

Emergency HEAP benefit levels - January 2, 2015:

Oil, Kerosene, Propane	\$575
Wood/Coal/other	\$500
Heat related electric	\$140
Natural gas heat only	\$350
Natural gas and electric	\$490

HEAP Income Eligibility Guidelines 2014-2015

The income levels have changed. Maximum income guidelines have been set at 60% of State Median Income (SMI) for household sizes 1-10 and at 150% of the federal poverty level for household sizes 11 and above.

<u>HH Size</u>	<u>Tier I</u>	<u>Tier II</u>
1	0 - 1,264	1,265- 2,194
2	0 - 1,704	1,705 - 2,869
3	0 - 2,144	2,145 - 3,544
4	0 - 2,584	2,585 - 4,219
5	0 - 3,024	3,025 - 4,894
6	0 - 3,463	3,464 - 5,569
7	0 - 3,903	3,904 - 5,696
8	0 - 4,343	4,344 - 5,822