



**Office of Temporary
and Disability Assistance**

Home Energy Assistance Program Outreach

Connecting Vulnerable and Low-Income Populations with HEAP

May 18, 2018

New York State HEAP

New York State Home Energy Assistance Program (HEAP) is a federally funded energy assistance program intended to assist low income households with their home energy needs.

The program is funded through Congressional appropriations, and is administered by the United States Department of Health and Human Services (HHS).

New York State HEAP, continued

The program is made of four main components:

- Regular
- Emergency
- Heating Equipment Repair and Replacement (HERR)
- Cooling

OTDA allocates a portion of LIHEAP funding for weatherization services.

2017-18 HEAP Benefits

Component	Opening Date	Closing Date
Regular	November 13, 2017	April 27, 2018
First Emergency	January 2, 2018	April 27, 2018
Second Emergency	February 12, 2018	April 27, 2018

Available 2017-18 HEAP Benefits

Component	Opening Date	Closing Date
HERR	November 6, 2017	September 28, 2018*
Clean and Tune	April 2, 2018	November 2, 2018*
Cooling	May 1, 2018	August 28, 2018*

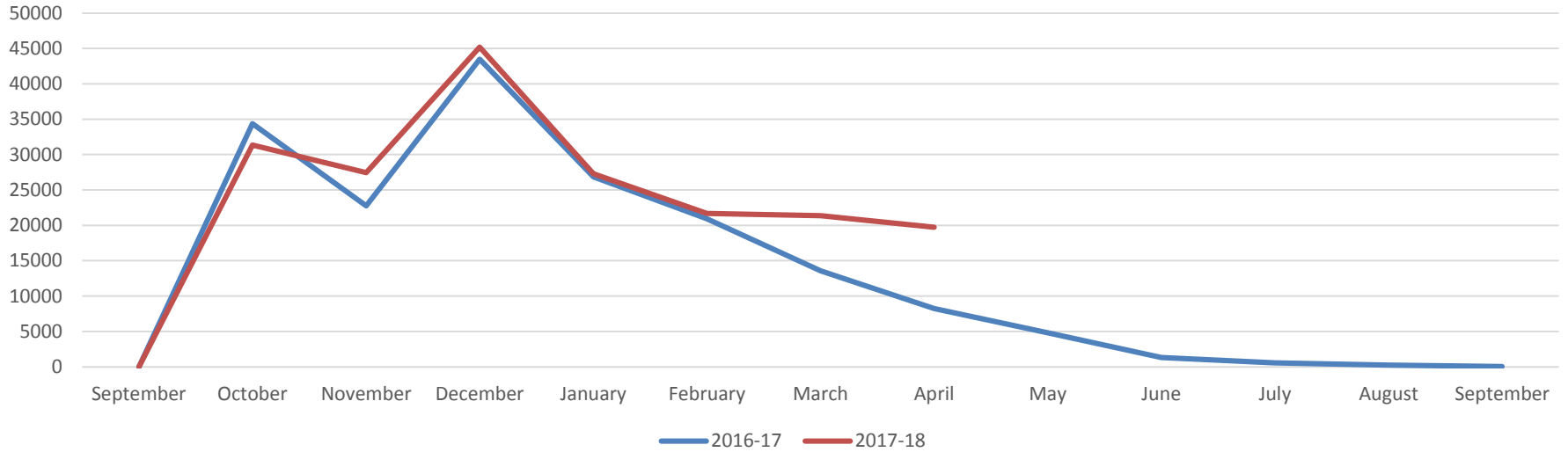
*Components may close earlier if funds allocated are exhausted

Regular Benefit Component

2016-17 to 2017-18 Regular HEAP Comparison

	2016-17 4/28/2017	2017-18 4/27/2018	Increase/ Decrease	Percentage Difference
Number of Benefits	1.4M	1.41M	12,200	1%
Obligations	\$219.7M	\$230.8M	\$11.1M	5%
Average Benefit	\$448	\$470	\$22	4.7%

Regular Benefit Applications by Year



	September	October	November	December	January	February	March	April	May	June	July	August	September
2016-17	0	34,389	22,740	43,478	26,836	20,917	13,582	8,231	4,800	1,303	569	242	49
2017-18	0	31,336	27,462	45,210	27,305	21,664	21,359	19,742					

How to apply for Regular benefits

Eligible applicants may receive one regular HEAP benefit per program year to help pay home heating costs.

Applicants may apply for HEAP benefits in 3 ways:

- Autopay
- Paper HEAP Application (LDSS-3421)
- Online via myBenefits

HEAP Autopay

Most recipients of ongoing TA and SNAP do not need to complete a separate application for HEAP.

2018-19 HEAP Season Autopays:

- September 2018
- March 2019

Paper HEAP Application

Early Outreach HEAP Applications will be sent to households that:

- Received a Regular HEAP benefit during the 2017-18 season;
- Have not moved to a new county; and
- Contain a vulnerable household member
 - age 60 or older;
 - under age 6; or
 - disabled as defined by HEAP

Paper HEAP applications will be available at local social services districts on program opening in November 2018.

Online HEAP Application

Applicants, except those in New York City, may apply online at www.myBenefits.ny.gov.

- 50,330 myBenefits applications in 2017-18
- 13,000 increase over 2016-2017

myBenefits is available for HEAP:

- During Early Outreach period
- When the Regular component is open

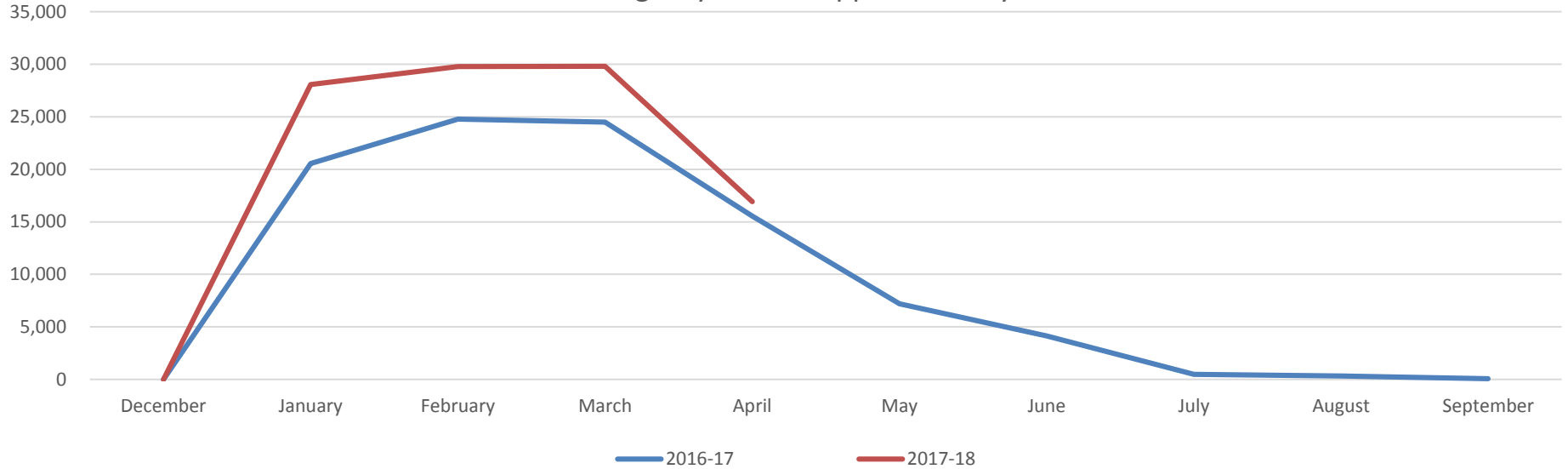
New York City applicants may screen for benefits and print HEAP Applications from www.access.nyc.gov.

Emergency Benefit Component

2016-17 to 2017-18 First Emergency HEAP Comparison

	2017 4/28/2017	2018 4/27/2018	Increase/ Decrease	Percentage Difference
Number of Benefits	85,000	104,600	19,600	18.7%
Obligations	\$37.1M	\$49.7M	\$12.6M	25%
Average Benefit	\$434	\$475	\$37	7.8%

First Emergency Benefit Applications by Year



	December	January	February	March	April	May	June	July	August	September
2016-17	0	20,540	24,763	24,478	15,552	7,201	4,127	487	316	60
2017-18	0	28,061	29,781	29,816	16,929					

2017-18 Second Emergency Benefit

A second Emergency benefit was made available on February 12, 2018 and closed on April 27, 2018.

This was in response to the increase in applications for Emergency benefits and the continued extreme cold weather.

	Benefits	Obligations
2 nd Emergency Benefits	20,000	\$10.1M

Emergency Benefit Eligibility Criteria

In addition to the basic eligibility criteria applicants must:

- Not have available liquid resources to resolve their emergency
 - \$3,000 limit for households containing a person 60 or older
 - \$2,000 limit for all other households
- Be the customer of record with the energy provider
- Be experiencing an emergency situation as defined by HEAP

Emergency Situations

- Life Threatening Emergency
- Crisis Emergency
- Propane Tank Deposit
- Temporary Relocation



Heating Equipment Repair and Replacement Component

Heating Equipment Repair and Replacement (HERR)

Allows for the repair or replacement of an eligible homeowner's inoperable or unsafe primary heating equipment.

- Program dates were extended to year-round in 2017-18
- Supports weatherization initiatives
- Available when problems are identified during clean and tunes

About 2,200 households assisted in 2017-18 as of 4/27/2018.

HERR Eligibility Criteria

In addition to all basic eligibility criteria:

- The applicant must be the homeowner;
- Heating system must have been the primary system for the 12 months prior to the month of application; and
- Household and co-owners may have up to \$3,000 in available liquid resources.

HERR Benefit Limits

Heating Equipment Repair: \$3,000 per program year

Heating Equipment Replacement: \$6,500 per applicant household in a 10 year period

How to apply for HERR benefits

Applicants must apply in person through their local Social Services District.

- An in-person interview is required
- Assistance is available to homebound individuals

Applicants may not apply online for HERR benefits.

Cooling Assistance Component

Cooling Assistance Component

Households containing a household member who has a medical condition that is exacerbated by extreme heat may be eligible for an air conditioner or fan.

- Establish a “cooling room”
- No additional cash benefits are available

About 4,000 households assisted in 2016-17.

Cooling Eligibility Criteria

In addition to basic eligibility criteria:

- The household must contain a member with a documented medical condition that is exacerbated by extreme heat
- The household must not have a working air conditioner that is less than five years old, as determined by the vendor; and
- The household must not have received a HEAP funded air conditioner within the past ten years.

How to apply for Cooling benefits

Applicants may apply for the Cooling Assistance Component by mail, fax or in person at their local Social Services District.

Applicants may not apply online for Cooling benefits.

Heating Equipment Clean and Tune Benefit

Heating Equipment Clean and Tune

Provides for the cleaning and tuning of applicant owned primary heating equipment that has not been serviced in the past 12 months

- Improve energy efficiency and reduces fuel consumption
- Identify heating equipment issues prior to the cold weather period
- Opened earlier for 2017-2018 program year

About 2,500 households assisted in 2016-17.

Clean and Tune Eligibility Criteria

In addition to basic eligibility criteria:

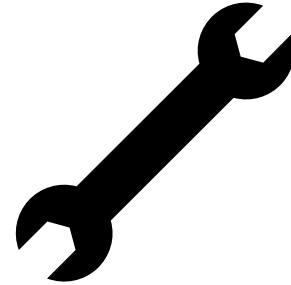
- The applicant must be the homeowner;
- Primary heating equipment must be more than 12 months old; and
- Primary heating equipment must not have been cleaned in the past 12 months.

Clean and Tune Benefits

- One clean and tune per 12 month period
- Primary heating equipment only

Benefits may include:

- Carbon monoxide detector
- Programmable thermostat



How to apply for Clean and Tune benefits

Applicants may apply for a Clean and Tune benefit by mail, fax or in person at their local Social Services District.

Applicants may not apply online for Clean and Tune benefits.

Energy Efficiency Initiative

Energy Efficiency Initiative

Collaborative project between HEAP and NYSERDA's EmPower Program to provide weatherization and baseload reduction measures in support of Governor Cuomo's State of the State address.

- NYSERDA matching HEAP funds
- OTDA will continue to allocate HEAP funding to Homes and Community Renewal Weatherization
- Referrals target low income HEAP eligible households

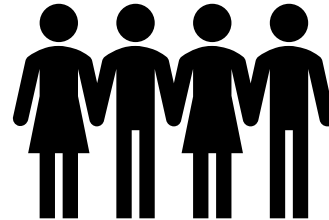
2018 Energy Efficiency Program

- 20,000 households to receive energy efficiency services through referrals from OTDA
- Selection Criteria:
 - High energy burden
 - Homeowners
 - HERR recipients

Connecting low-income populations with HEAP

Outreach

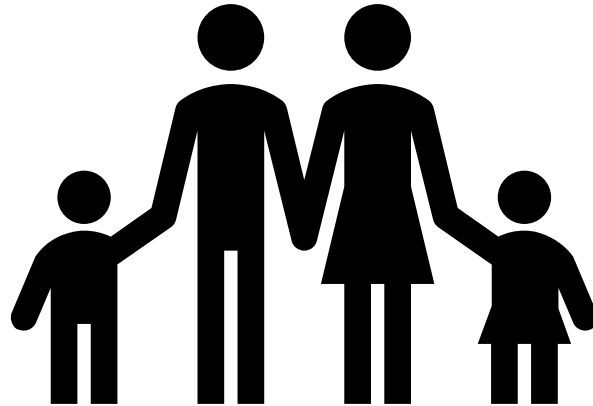
- Social Services Districts
- Alternate Certifiers
- Office for the Aging
- Utility Providers
- Deliverable Vendors
- Attorneys
- Community Advocates
- YOU!



Outreach

- Social media
- Radio ads
- Websites
- Billing inserts
- Robocalls
- Job fairs
- Hospitals
- Senior Centers

HEAP Makes a Difference



HEAP Funding and Planning

FY 2018 LIHEAP Funding

Nationwide LIHEAP Funding*		
Initial Release	Second Release	Total Funding
\$3B	\$600M	\$3.6B

New York State's LIHEAP Allocation*		
Initial Release	Second Release	Total NY Allocation
\$327,237,817	\$47,179,607	\$374,417,424

\$7.9M increase from NY's final 2016-17 funding

*does not include tribal funding

LIHEAP Historical Funding

Federal Fiscal Year	State Funding*	NYS Allocation*
FY 2018	3.58B	\$374,417,424
FY 2017	3.35B	\$366,508,484
FY 2016	3.33B	\$364,044,313
FY 2015	3.35B	\$381,233,261

*does not include tribal funding

2018-19 Projected Federal Funding

- The President's proposed budget has no appropriation for LIHEAP in FY2019
- NYS HEAP plans to continue to assist the low income HEAP eligible households across the state

2018-19 Program Planning

- Public Comment Period concluded April 2018
- 2018-19 NYS HEAP State Plan in development
- Draft State Plan public hearings, summer 2018
 - Capital District
 - New York City

Contact New York State HEAP

HEAP Contact Information

518-473-0332 or 1-866-270-HEAP (4327)

www.otda.ny.gov/programs/HEAP

NYSHEAP@otda.ny.gov

Where to Apply for Benefits

1-800-342-3009 for Local District Information

www.otda.ny.gov/programs/heap/contacts

www.mybenefits.ny.gov

<https://access.nyc.gov>