



General Information System (GIS) Message

Section 1

Transmittal:	25DC026 Upstate and New York City
Date:	April 1, 2025
To:	Subscribers
Suggested Distribution:	Commissioners, HEAP Coordinators, TA and SNAP Directors, WMS Coordinators, Accounting Supervisors
From:	Valerie Figueroa, Deputy Commissioner, Employment and Income Support Programs
Subject:	Opening Date for 2024-2025 Home Energy Assistance Program (HEAP) Cooling Assistance Component
Effective Date:	April 15, 2025
Contact Information:	HEAP Bureau: (518) 473-0332 or NYSHEAP@otda.ny.gov
Attachments:	
	Attachment 1 – NYS HEAP Cooling Assistance Component Tool
	Attachment 2 – HEAP Cooling Assistance Request for Benefit (LDSS-4992)
	Attachment 3 – HEAP Cooling Assistance Services Invoice (LDSS-5044)

Section 2 – Cooling Component Operation Dates

Districts must begin accepting requests for the 2024-2025 HEAP Cooling Assistance Component (CAC) benefits on Tuesday, April 15, 2025.

CAC is planned to operate through the beginning of June. OTDA will closely monitor spending and advise of a definitive closing date in a future transmittal.

Section 3 – Pending Case Report

Effective Friday, April 18, 2025, districts must begin reporting pending CAC applications using the established HEAP Pending Case Report in eReports. Districts are also required to continue to report the number of pending HEAP applications weekly. The Cooling section on e-Reports, effective April 18, 2025, will now include a 9th question to identify those Cooling applications awaiting eligibility processing from those Cooling applications that are approved but awaiting

installation, a vendor invoice, or payment line. Previously, all pending Cooling applications were reported on entry number 8.

Entry number 8 has been revised and will now read “Number of Cooling benefit applications received and awaiting eligibility”. Districts should report the number of Cooling applications that have been received and have not been fully assessed for approval or denial in this section. For example, an application that has been pended for documentation would be included in this count.

The new entry number 9 will read “Number of Cooling applications approved for benefit, but awaiting A/C installation, vendor invoice, or payment line.” Districts must enter here the number of Cooling applications that have been approved for a Cooling benefit, but not yet processed in either WMS or myWorkspace 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.

CAC applications that will be denied but have not yet been processed in WMS or myWorkspace should **not** be reported anywhere on the Pending Case Report.

Section 4 – Additional Guidance to Districts

The HEAP Bureau has scheduled two Webex meetings to provide technical assistance for the implementation of 2024-2025 CAC. Information regarding the Webex meetings will be forthcoming under a separate cover.

A detailed CAC summary may be found in the NYS HEAP Cooling Assistance Component Tool (Attachment 1). Detailed HEAP eligibility requirements and procedures are outlined in [24-LCM-15](#) released on November 7, 2024, and in the [NYS HEAP Manual](#). Forms required to administer CAC are attached and available on [LDSS E-Forms](#) for ordering and/or downloading by districts for local reproduction.