



CATTARAUGUS COUNTY DEPARTMENT OF SOCIAL SERVICES

Erin L. Whitcomb, *Commissioner*
Julia B. Witherell, *First Deputy Commissioner*
Nichole V. Zink, *Deputy Commissioner*

Evonne Phillips, *Director of Services*
Jessica Weinman, *Director of Administrative & Fiscal Services*

Home Energy Assistance Program (HEAP)

Frequently Asked Questions (FAQ)

- **When does the 2024-2025 HEAP program open?**
 - Applications for the 2024-2025 HEAP **Regular benefit** will be accepted starting **November 1, 2024**, and remain open through close of business (COB) March 17, 2025, or until funding allocated to this component is exhausted; whichever comes first.
 - The 2024 -2025 **Emergency benefit** will open on **January 2, 2025**, and remain open through COB March 17, 2025.
 - The 2024-2025 **Heating Equipment Repair and Replacement (HERR)** will open **October 1, 2024**, and remain open through COB September 30, 2025, or until funding allocated to this component is exhausted.
 - The 2024-2025 **Clean and Tune benefits** will open **October 1, 2024**, and remain open through COB September 30, 2025, or until funding allocated to this component is exhausted.
 - The 2024-2025 **Cooling Assistance Component (CAC)** will open on April 15, 2025, and remain open, through COB August 29, 2025, or until funding allocated to this component is exhausted; whichever comes first. Households containing a vulnerable member based on their age (60 years of age or older, or children under age 6) which meet all other component eligibility criteria may receive cooling assistance benefits without a corresponding medical need. **All households without a vulnerable member based on their age must have a medical condition which is exacerbated by extreme heat and is verified in writing by a physician, physician assistant, or nurse practitioner.** Households that are unable to obtain required documentation may attest to having a medical condition.



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- **How do I apply for HEAP?**

- You can apply for HEAP **online** at myBenefits.ny.gov
- You can apply for HEAP **by phone** at:
 - (716) 701-3773 if your last name starts with A-M
 - (716) 701-3774 if your last name starts with N-Z
- You can apply for HEAP **in person** at the County Building located at 1 Leo Moss Drive, Olean, New York, from 8:30 AM until 3:30 PM Monday through Friday.

- **Do I need to come into the office for an interview?**

- **For Regular HEAP benefits there is not face to face interview required.** Once the Department of Social Services receives your application, a HEAP worker will call you to complete in interview over the phone.
- **At this time, all HEAP benefit applicants can utilize the phone interview option.**

- **How do I submit required documentation?**

- Documents can be submitted by **email** to CattHEAP@dfa.state.ny.us
- Documents can be submitted **online** using the **NYDocSubmit** app which is available on both the Apple App Store and Google Play.
- Documents can be **mailed** to the Cattaraugus County Department of Social Services, ATTN: HEAP, 1 Leo Moss Drive, Olean, New York 14760
- Documents can be dropped off **in person** at the Cattaraugus County Department of Social Services, 1 Leo Moss Drive, Olean, New York. from 8:30 AM until 3:30 PM Monday through Friday.

- **How do I contact the local district for more information?**

- **By email** to CattHEAP@dfa.state.ny.us
- **By phone** at:
 - (716) 701-3773 if your last name starts with A-M
 - (716) 701-3774 if your last name starts with N-Z
- **In person** at the County Building located at 1 Leo Moss Drive, Olean, New York, from 8:30 AM until 3:30 PM Monday through Friday.