



# 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*

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## Home Energy Assistance Program (HEAP)

### Frequently Asked Questions (FAQ)

- **When does the 2023-2023 HEAP program open?**
  - Applications for the 2023-2024 HEAP **Regular benefit** will be accepted starting **November 1, 2023**, and remain open through close of business (COB) March 15, 2024, or until funding allocated to this component is exhausted; whichever comes first.
  - The 2023 -2024 **Emergency benefit** will open on **January 2, 2024**, and remain open through COB March 15, 2024.
  - The 2023-2024 **Heating Equipment Repair and Replacement (HERR)** will open **October 2, 2023**, and remain open through COB September 30, 2024, or until funding allocated to this component is exhausted.
  - The 2023-2024 **Clean and Tune benefits** will open **October 2, 2023**, and remain open through COB September 30, 2024, or until funding allocated to this component is exhausted.
  - The 2023-2024 **Cooling Assistance Component (CAC)** will open on April 15, 2024, and remain open, through COB August 30, 2024, 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 must have a medical condition which is exacerbated by extreme heat and 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](https://myBenefits.ny.gov)
- You can apply for HEAP **by phone** at:
  - (716) 701-3773 if your last name starts with A-L
  - (716) 701-3774 if your last name starts with M-Z
- **If you are over the age of 60** you can apply for HEAP with outreach services provided by the **Cattaraugus County Department of Aging**. You may reach that agency at (716) 373-8032 or toll free at 1(800)462-2901.
- 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 4:00 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](mailto: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 14760.



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

- **By email** to [CattHEAP@dfa.state.ny.us](mailto:CattHEAP@dfa.state.ny.us)
- **By phone** at:
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- **How do I contact the local district for more information?**

- **By email** to [CattHEAP@dfa.state.ny.us](mailto:CattHEAP@dfa.state.ny.us)
- **By phone** at:
  - (716) 701-3773 if your last name starts with A-L
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