



SULLIVAN COUNTY  
DEPARTMENT OF FAMILY SERVICES

JOHN R. LIDDLE  
COMMISSIONER OF FAMILY SERVICES  
DEPUTY COUNTY MANAGER  
P.O. Box 231, 16 Community Lane  
Liberty, New York 12754  
PH: 845-292-0100 FAX: 845-292-1320

HEAP Hrs.: M-F 8-5 PH: 845-807-0142 FAX: 845-292-4651

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## HEAP PROCESS & PROCEDURE 2020-2021

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The program officially starts on November 2, 2020! You can't get an application before that date but here is some information that will help you get your benefit this year. Don't plan to come back to DFS for your application as our lobby is currently closed! We have become a processing center – plan to see one of our Community Partners listed below or call DFS at 845-807-0142 for assistance with your application.

1. Apply online at: [www.mybenefits.ny.gov](http://www.mybenefits.ny.gov) on or after November 2, 2020.
2. Visit: [www.mybenefits.ny.gov](http://www.mybenefits.ny.gov) and click on HEAP under Assistance Programs. This will take you to a link for a paper application that you can print, fill out, and drop off at a Community Partner listed below on or after November 2, 2020. Your application can also be mailed back to us at DFS.
3. If you are a *NEW APPLICANT*, you will need to fill out an application online. You can also request that an application be mailed to you. You may also apply in person at a Community Partner location. If you do not apply in person you *MUST* have a phone interview. You will need to provide a valid social security number for all household members, proof of residence and earned and unearned income for all household members. If you are a *RETURNING APPLICANT* – (had HEAP last year or within the past 3 years) you will need to complete a HEAP application online or pick one up at one of the Community Partners listed below. You must provide current earned income for the entire household plus report all current household members. You will not be required to have an interview.

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## The Following Community Partners

Will Be Working With DFS to Process Applications and to Communicate With Clients & Vendors

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| • <b>Action Toward Independence, Inc.</b><br>309 E. Broadway, Monticello, 12701<br>845-794-4228 / FX 845-794-4475   | M-F 9-5<br>CALL<br>AHEAD |
| • <b>Independent Living, Inc.</b><br>14 Pelton Street/E.Wing, Monticello, 12701<br>845-794-3322 / FX 845-794-3323   | M-F 9-5<br>BY<br>APPT.   |
| • <b>Office For The Aging</b><br>100 North Street, Monticello, 12701<br>845-807-0241 / FX 845-807-0260              | M-F 8-4<br>BY<br>APPT.   |
| • <b>Ulster County Community Action @ ATI Office</b><br>309 E. Broadway, Monticello, 12701<br>845-338-8750 Ext. 320 | M-F 9-5<br>BY<br>APPT.   |





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## Gross Monthly Income Guidelines for 2020-2021 HEAP Benefit

Household Size	Tier I	Tier II
1	0 – 1,382	1,383 – 2,610
2	0 – 1,868	1,869 – 3,413
3	0 – 2,353	2,354 – 4,216
4	0 – 2,838	2,839 – 5,019
5	0 – 3,324	3,325 – 5,822
6	0 – 3,809	3,810 – 6,625
7	0 – 4,294	4,295 – 6,775
8	0 – 4,780	4,781 – 6,926
9	0 – 5,565	5,266 – 7,077
10	0 – 5,750	5,751 – 7,227
11	0 – 6,236	6,237 – 7,378
11+	+485*	+560*

\*Amount Increased Per Household Member