

**HEAP Services Provided by Cornell Cooperative Extension (CCE)
During the 2024-2025 Contract Year to Date**

To date, for the 2024-25 program year, CCE has processed 1,937 HEAP applications, received nearly 4,000 HEAP-related phone calls and messages, and conducted off-site outreach events at twelve (12) different locations. CCE also assists in resolving outstanding issues with households that apply online or receive HEAP benefits automatically via an existing Supplemental Nutrition Assistance Program (SNAP) or Temporary Assistance (TA) case. To expand outreach efforts across the southern and more rural areas of Albany County, CCE held the first “Energy and Home Expo” at its Voorheesville office in late 2024. The Expo convened CCE and other home and energy-related programs to provide information and education for Albany County residents to address housing concerns and energy-saving measures. The Expo is expected to become an annual event to include more community partners over time.

**HEAP Services to be Provided by CCE
During the 2025-2026 Contract Year**

During the next contract period, CCE will:

- Bring the benefits of HEAP to eligible Albany County residents, particularly families, senior citizens, disabled individuals, and other vulnerable populations
- Receive applications via mail and in person
- Assist HEAP applicants (via phone and in person) by reviewing applications for accuracy and completion before forwarding to ACDSS for final review
- Schedule and participate in outreach events held throughout Albany County, including, but not limited to Albany, Cohoes, Colonie, Delmar, Ravena, Rensselaerville, Watervliet, and Westerlo
- Use the DSS website and social media to advertise HEAP guidelines, eligibility criteria, and any other pertinent information
- Remain open to the public during regular office hours at CCE’s principal and Albany offices
- Collaborate with other local agencies to maximize HEAP benefits for Albany County residents (e.g., Town of Bethlehem Senior Services, Capital Region BOCES, Cohoes Multi-Service Senior Center, Town of Colonie Senior Resources, Hilltown Resource Center, National Grid, RCS Community Library, and Town of Rensselaerville and Watervliet Senior Centers)
- Provide paid postage return envelopes to applicants who indicate their inability to purchase postage or mobility issues preventing them from visiting the CCE office in person
- Regularly monitor a locked drop box at CCE offices which enables applicants to securely drop off applications and other required documentation
- Conduct home visits for clients in emergency situations and/or those unable to visit the CCE office
- Work with the County’s home delivery meal providers to share informational HEAP flyers with their recipients
- CCE will also continue to identify new outreach locations