

# ACCESS HRA Release Notes

Release R7.5.4

April 13, 2024

With ACCESS HRA, you can apply for HRA benefits, submit documents for your application, manage your case, and much more!

AHRA benefits include:

-  **Cash Assistance (CA)**
-  **SNAP (Food Stamps)**
-  **Fair Fares NYC (FF)**
-  **Home Energy Assistance Program (HEAP)**
-  **Medicaid**
-  **Child Support**
-  **CityFHEPS**

The ACCESS HRA client portal can be found here: [www.nyc.gov/accesshra](https://www.nyc.gov/accesshra).  
To go directly to the Fair Fares NYC application or home page, go here: [www.nyc.gov/accessfairfares](https://www.nyc.gov/accessfairfares).



The **NYC Department of Social Services - Human Resources Administration** (DSS HRA) is pleased to announce the following ACCESS HRA updates will go live on **Saturday, April 13, 2024**:

### Featured updates in the client portal:

- **Updated HEAP Cooling Application**
  - The HEAP Cooling season opens on April 15 and features an improved application providing more help text and options for clients to select their cooling unit provider preference
  - The application includes mandatory form updates from the New York Office of Temporary and Disability Assistance
- **Gender of 'X' in CityFHEPS:**
  - Clients filling out an online CityFHEPS renewal on AHRA can now select a gender of 'X' in addition to Female, Male, Non-Binary, Another Gender, Prefer Not to Say, or Unknown
- **New OCSS Appointment Language:**
  - Appointment notification language for Child Support clients has been updated to reduce confusion surrounding interview and documentation deadlines