



ACCESS HRA Release Communication

Release 6.0

Release:

R6.0

Date:

April 30th, 2022

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 30th, 2022**:



Featured updates within ACCESS HRA client portal:

- **New HEAP Cooling Application!**
 - Clients will now be able to submit an application for HEAP Cooling Assistance on ACCESS HRA when the season opens on May 2, 2022.
- **View HEAP Benefits on ACCESS HRA**
 - Clients will now be able to view their HEAP case information such as:
 - Application/case status for this season and last season
 - Payment information
 - Vendor name
- **Request Child Care on Cash Assistance Cases**
 - Active Cash Assistance clients will now be able to request or change their child care
- **Ability to pursue Child Support on Cash Assistance Cases**
 - Clients submitting a Cash Assistance application or recertification will now have the ability to indicate if they are able to pursue child support for an absent parent
- **A LexisNexis integration will enhance the agency's ability to perform residency verifications**
- **Fair Fares Document Completion**
 - Clients will now have the ability to indicate they have completed the upload of the required documents needed to process the Fair Fares initial and Fair Fares Renewal applications to bypass the 10 day document upload hold
- **Fair Fares Access-A-Ride Request**
 - Clients will now have the ability to cancel their Access-A-Ride request, if their application is pending approval or has not been verified by NYCT
- **Fair Fares Access-A-Ride and MetroCard Question**
 - Updates were made to make it clear to the client that they can only choose either a Metro Card or Access-A-Ride discount



Featured updates within ACCESS HRA mobile app:

- **HEAP Benefits on ACCESS HRA Mobile App**
 - Clients will be able to view their HEAP benefits within the ACCESS HRA mobile app
 - Clients who have submitted a HEAP cooling application will see a list of documents they need to return to the agency and will be able to submit them directly from the ACCESS HRA mobile app!

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

NEW Training on ACCESS HRA is now available for public service organizations!

Sign-up here: <https://booknow.appointment-plus.com/9z3xxln8/>

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