



# ACCESS HRA Release Communication

## Release 5.6

### Release:

R5.6

### Date:

December 5,  
2020

The NYC Department of Social Services - Human Resources Administration (DSS HRA) is pleased to announce that the following ACCESS HRA updates will go live on **Saturday, December 5<sup>th</sup>, 2020**:



### Featured updates within ACCESS HRA client portal:

- **Cash Assistance Case Change requests can now be submitted online!**
  - Clients with an active Cash Assistance (CA) case will now be able to request the following case change(s):
  - **Change of Address**
    - CA clients will be able to update their residential address and add new housing expenses and utility expenses for their new address.
  - **Change of Income**
    - CA clients will be able to indicate changes in their household income, which includes updating income, removing income, and adding income.
  - **Remove a Case Member**
    - CA clients will be able to request to remove a household member from their case. (Adding a household member is already available online).
  - **Required Documents & Appointment**
    - Clients will be able to upload supporting eligibility documents using the mobile app. Additional documentation categories related to case changes request have been added to the app.
    - A document return appointment will be shown to clients with a 10-day due date, following a case change submission.
  - **CA Case Change or Emergency Grant Request page**
    - CA clients will have the ability to request a case changes only, emergency grant only, or case changes and emergency grant together in a single submission.
- **ACCESS HRA Mobile App:**
  - The mobile app will allow clients to launch CA case change requests, seamlessly navigating clients to the portal to submit.
- **Additional Updates**
  - **Substance use screening instructions** will be added within the CA application
  - Cash Assistance **recertification appointment** instructions will be updated
  - **Brad H clients** will have updated interview instructions and number to contact upon release
  - **Rescheduling phone number** will be updated for CA applications and recertifications

For screen images of the features introduced in this release, please see the attached Quick Guide.

Please note that 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 client home page, go here: [www.nyc.gov/accessfairfares](https://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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