



ACCESS HRA Release Communication

Release 5.4

Release:

R5.4

Date:

February 29,
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, February 29, 2020**:



Featured updates within ACCESS HRA client portal:

- **The Fair Fares NYC renewal application will now be available to eligible clients!**
 - Clients who enrolled in Fair Fares in 2019 will need to submit a renewal application online if they want to continue to receive a Fair Fares discount for another year. Fair Fares NYC will notify the client when it is time to renew via mail and via notifications in ACCESS HRA. Specific data from the client's initial application such as their Applicant Details, Residence Address, Mailing Address and Contact Information will be prepopulated in the renewal application, if available. The client's income information will not be prepopulated and this information may need to be entered by the client in their renewal application. Go to nyc.gov/accessfairfares to access the online application.
 - Similar to initial applications, clients will have 10 calendar days from the renewal application submission date to return their required documents to the agency.
 - All documents must be uploaded via the Fair Fares NYC Docs Upload app that was launched in January 2020. Go to nyc.gov/ffdocs to download the app.
- **Cash Assistance special grant requests can now be submitted for storage expenses!**
 - Clients who are receiving Cash Assistance (CA) benefits, including HASA clients, are currently able to request a special grant online for several grant types such as housing bills, utility arrears, moving bills, etc. In this release, clients will now be able to request assistance with storage expenses for both new or existing bills.
- **Text to authorize access to Medicaid Information when linking to a partner organization has been updated!**
 - The text currently displayed to authorize access to Medicaid information when a client grants access to a partner organization has been updated.

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

Please note that ACCESS HRA website is now found at: www.nyc.gov/accesshra.

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

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

Please consider the **environment** before printing.