ACCESS HRA Release Communication
Release 5.0.1

Release:

R5.0.1

Date:

March 30, 2019

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**, **March 30, 2019**:

✅ **Featured updates for Supplementation Nutrition Assistance Program (SNAP) and Cash Assistance (CA) clients, Fair Fares and HRA Partners:**

- **SNAP Case Change and SNAP Case Closure:**
    - <u>Case Change</u> – a new functionality has been added that allows clients to submit a SNAP Case Change. This functionality will be available outside of the clients Recertification or Periodic Reporting window. The Case Change form is pre-filled based on case information in POS. A client can submit a change to add/remove household members, income, and expenses.
    - <u>Case Closure</u> – a client can submit a request to have their SNAP Case Closed.

- **Fair Fares: Reduced Priced MetroCard**
    - A new functionality has been added for clients to enroll in the reduced MetroCard program. The Case Head can enroll themselves and any eligible household members.
    - A client, who is connected to their HRA case, is prompted to enroll in the program when at least one member of the household is eligible. The Case Head can view the list of household members Fair Fares and MetroCard status.
    - If there are any household members that have already enrolled, or are no longer eligible, the status and reasons are displayed. The client can also view prior enrollment history.

- **Account Link** – functionality improvement for <u>new</u> applications to be able to link their ACCESS HRA profile to the HRA case. This improvement will allow mobile app users to log in and upload documents right away instead of waiting for 24 hours.

- **ACCESS HRA Mobile App:**
    - Added option to start a SNAP Case Change or Closure via the app that will direct clients to the mobile responsive website for submission.
    - New E-Notices page has been added to sync up with the website.
    - Added option to start a Budget Letter request via the app.

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.**