



## ACCESS HRA Release Communication

Release 5.6.4

**Release:**

R5.6.4

**Date:**

November 20,  
2021

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, November 20<sup>th</sup>, 2021**:



### Featured updates within ACCESS HRA client portal:

- **Updates to request grants as part of a CA application and recertification**
  - Clients will now have the ability to request the following grants as part of their Cash Assistance application or recertification:
    - Pay moving costs
    - Pay for storage
    - Pay for home repairs
    - Pay for disaster-related furniture or clothing
- **Gender identity will now be asked for household members in CA applications**
  - Clients submitting a Cash Assistance application, Cash Assistance recertification, or Cash Assistance case change will now have the ability to report the gender identity for all household members on their case.
- **Auto opt-in for text messages for SNAP and CA cases**
  - Clients will be auto opted-in for SNAP and CA text message alerts regarding their case. Clients can update their contact preferences within the ACCESS HRA profile page at any time to opt-out of text message notifications.
- **Updates to indicate mailing address and residence address are the same**
  - Clients who indicate their mailing address is the same as their residence address can do so on the 'Residence Address' page in the SNAP and CA applications, skipping the 'Mailing Address' page. This update will now be added to all modules: SNAP recertification, periodic report, and case change, and CA recertification.

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