

ACCESS HRA Release Notes

Release 7.5.8.8 — November 1, 2025

With ACCESS HRA, you can apply for HRA benefits, submit documents for your application, manage your case, and much more!

ACCESS HRA benefits include:

-  Cash Assistance (CA)
-  SNAP (Food Stamps)
-  Fair Fares NYC (FF)
-  Home Energy Assistance Program (HEAP)
-  Medicaid
-  Child Support
-  CityFHEPS

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.



What's Changing

Increased the Fair Fares Income Eligibility Threshold

The Fair Fares income eligibility threshold has increased from 145% to 150%, so that clients applying for Fair Fares are evaluated correctly based on the new citywide rule.

Corrected “Cash Assistance Frequently Asked Questions” Hyperlink

This link, seen within the “Cash Assistance Online Application Instructions” page (Step 1 of 8: Getting Started), has been updated with the correct link. This link provides users with the correct information about the steps involved in the Cash Assistance application and interview procedures.

Refreshed Links on the ACCESS HRA Benefits Page

The “Additional Benefits” tab has been refreshed to make sure all links take you to the most up-to-date resources. Outdated or broken links to external programs have been replaced with updated links for: Citi Bike Membership, NYC Rent Freeze Program, Benefits Screening, IDNYC, and Find Food Pantries. The Bill Payer Program (DFTA) link has been removed, as this program is no longer available.

“Case Record” Tab Now Always Visible

An issue that caused the “Case Record” tab to intermittently disappear after the page loaded has been fixed. The tab now always stays visible. When there are no recent case documents, users will see a clear “no recent uploads” message. If the case isn't linked to the ACCESS HRA account, users will be prompted to link it so the documents can display.