Release:
R5.6.1

Date:
April 17, 2021

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**, **April 17th, 2021**:

✅ **Featured updates within ACCESS HRA Client portal:**

- **Child Care information now available for Cash Assistance cases**
    - Clients will be able to easily access the new Cash Assistance Child Care page with key forms and a listing of child care providers via a link added to the AHRA landing page

- **Appointment Description Updates**
    - Appointment descriptions have been updated to provide clients the most current information regarding the steps they should be taking during the COVID-19 pandemic to complete their benefit applications and recertifications. These updates include the following:
        - Updated SNAP Recertification instructions for IVRS clients
        - Updated instructions for Cash Assistance 6-Month Mailer/Mail-In Recertification
        - Information for Cash Assistance clients who have received a notice of intent to close for failure to submit the CA recertification form (G70) or complete the CA recertification interview (G69)
        - Information regarding what phone number you will receive a call from to complete your SNAP or Cash Assistance application interview

- **Frequently Asked Questions on the ACCESS HRA Landing Page**
    - Clients will be able to easily access the new ACCESS HRA Frequently Asked Questions (FAQs) page through a link added to the ACCESS HRA Landing page

- **SNAP and Cash Assistance, No Active Case Informational Message**
    - Clients without an active SNAP or Cash Assistance case that attempt to initiate a Recertification, Periodic Report, or Case Change or Emergency Grant via the quick links will see a new error message regarding what steps they can take if they require benefits.

Please note that the ACCESS HRA client portal can be found here: www.nyc.gov/accesshra. To go directly to the Fair Fares NYC application or client home page, go here: www.nyc.gov/accessfairfares.