

# ACCESS HRA Release Notes

Release R7.5

December 9, 2023

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

AHRA 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](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).



The **NYC Department of Social Services - Human Resources Administration (DSS HRA)** is pleased to announce the following ACCESS HRA updates went live on **Saturday, December 9, 2023**:

## Featured updates in the client portal:

- **CityFHEPS Cases:** CityFHEPS is being introduced into the ACCESS HRA family of benefit programs! Clients will now be able to link to their CityFHEPS case and view information about their case online.
- **CityFHEPS Renewals:** Eligible clients can now submit their CityFHEPS Renewal through ACCESS HRA and upload any supporting documents and the ACCESS HRA Mobile App.
- **CityFHEPS Good Cause:** Clients who are completing their fifth-and-final year of rental assistance can apply for a good cause exemption or extension during the online renewal.
- **CityFHEPS and FHEPS Case Changes:** Clients who receive Cash Assistance can download the CityFHEPS modification form to report a change in their rent, household, or income. They can also receive direction on how to restore FHEPS to their case.
- **Medicaid and MSP Benefits text updates:** The AHRA Benefits page now displays more detailed information on Medicaid, the Medicare Savings Program (MSP), and how to apply.
- **CA and SNAP Apps/Recertifications Consent Language:** NYCHA Consent to Share Information clause and acknowledgement added.
- **CBO/311 Assistance:** Enhanced messaging shows how to get assistance via 311 or from a listed provider organization.
- **HEAP Regular Updates for 2023-24:** Modifications in the HEAP Regular application for the 2023-24 benefit year

## Featured updates in the AHRA Mobile App:

- **CityFHEPS:** CityFHEPS case information, document status, and renewals are all fully integrated into the AHRA Mobile App in addition to the client portal.