ACCESS HRA Release Communication
Release 5.3

Release:
R5.3

Date:
January 27, 2020

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 **Monday**, **January 27th, 2020:**

✓ **Featured updates within ACCESS HRA client portal:**

- **The Fair Fares NYC open application will now be available to eligible New Yorkers!**
  - New Yorkers who are eligible for the Fair Fares NYC program can now submit a Fair Fares NYC application. To find out if you're eligible, you can go to nyc.gov/fairfares to check your eligibility and apply.
  - Applicants must be between (and including) the ages of 18 and 64, live in New York City, not receive or be eligible for a discounted MetroCard from another program and have household income at or below the Federal Poverty Level for household size. Go to **nyc.gov/fairfares** to learn more about income levels.
  - Existing ACCESS HRA users can use the same login credentials on the new Fair Fares portal.
  - SNAP and Cash Assistance benefit recipients who have been predetermined eligible by Fair Fares will have the ability to enroll in the Fair Fares program via an expedited enrollment process.
  - There is a NEW Fair Fares app. Any required documents must be submitted using this NEW app. Go to **nyc.gov/ffdocs** to download the app.

- **Clients can now opt in to hide their address online!**
  - To protect ACCESS HRA and Fair Fares NYC users who have privacy concerns, a new feature has been added to the ACCESS HRA Profile page as well as the Fair Fares NYC application that provides users with the option to hide their address online. For SNAP and CA clients, appointment location and notices will also be hidden.

- **A new 'Air Conditioning Bills' page has been added to several application types!**
  - "Air Conditioning / Included in NYCHA" has been removed as a utility type and is now asked as a standalone question in the online SNAP Application, SNAP Recertification, SNAP Periodic Report, SNAP Case Change, Cash Assistance Application and Cash Assistance Recertification application.

✓ **Featured updates within ACCESS HRA mobile apps:**

- **The Fair Fares Mobile Document Upload app will now be available!**
  - **Applicants** who have submitted a Fair Fares NYC application and have to submit supporting documentation to verify eligibility must upload document images via our new app! Similar to our other ACCESS HRA mobile apps, clients using an iOS or Android phone can download this app for free via Google Play or the iTunes Store.
  - Applicants will have 10 days from date of submission to upload documents.
  - Applicants do not need an account to log in to this app to upload their document images but will need their **Application ID** which is provided at the time they submit their application. Shortly after their document images are uploaded, applicants can see the document category status updated on their Fair Fares 'Required Documents' page on the Fair Fares side of the portal.

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.

NEW Training on ACCESS HRA is now available for public service organizations!
Sign-up here: https://booknow.appointment-plus.com/9z3xxln8/

Please consider the environment before printing.