



ACCESS HRA Release Communication

Release 5.1

Release:
R5.1

Date:
July 13, 2019

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, July 13, 2019**:



Featured updates within ACCESS HRA Client Portal and ACCESS HRA Provider Portal:

- **Cash Assistance special grant requests can now be submitted online!**
 - Clients who are receiving Cash Assistance (CA) benefits, including HASA clients, will now be able to request a special grant online. In this release, clients will now be able to request assistance with emergencies or an additional benefit that was not originally given for their case for the following:
 - Housing bills for rent, mortgage, or property tax arrears
 - Expense bills for utility arrears or fuel bills for:
 - Electricity, gas for cooking, fuel for heating water, fuel oil, kerosene, or coal
 - Heat-related expenses such as for electricity, liquid propane gas, wood for heating, natural gas.
 - CA clients will be able to submit the online special grant request both from the ACCESS HRA client portal as well as accessing this function from a link on the ACCESS HRA mobile app.
- **SNAP and CA Initial applications will now display prepopulated data for clients connected to their HRA case profile!**
 - Clients who have connected to their HRA case profile will now see information that is on file with the agency and have the option to prepopulate that information when they start a new SNAP or CA application. Information such as their name, residence address, mailing address, notice language, primary or alternate phone number, and email address will be available for the client to use or update.
- **Provider Portal will now allow organizations to send clients an invite to connect with their organization!**
 - The Provider Portal has been enhanced so that organizations can now invite clients to connect to their organization on ACCESS HRA. Clients can receive invitations from partner organizations via email and/or text message. The invitation will include a link for the client to click on that will route the client to provide informed consent for the organization to view client's ACCESS HRA account.
- **SNAP self-employment income:** The payment detail fields for self-employment will now collect the client's hours worked and display them in the SNAP POS case management system for eligibility workers.
- **Cash Assistance recertification appointment:** The date and time of the Cash Assistance recertification interview will now display on the next steps page following the submission of an online recertification, in addition to the appointments page.

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/>

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