ACCESS HRA Release Communication
Release 5.2

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, September 28, 2019:**

Featured updates within ACCESS HRA client portal:

- **Cash Assistance special grant requests can now be submitted for additional grant types!**
    - Clients who are receiving Cash Assistance (CA) benefits, including HASA clients, are currently able to request a special grant online for housing bills (such as rent or mortgage) as well as for utility arrears or fuel bills. 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 additional grant types:
        - Moving bills such as rent in advance, broker's fee, security deposit, moving expenses and new furniture
        - Adding a newborn, child or adult to a client's case
        - Restaurant allowance
        - Pregnancy allowance
        - Crisis related allowance such as new clothing or new furniture
        - Repairs such as a property repair or essential household items
    - 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.
    - Coming soon! The ability to request assistance with storage expenses for both new or existing bills will be added as an additional special grant type shortly following this release.

- **Clients can now answer an optional questionnaire regarding their Sexual Orientation and Gender Identity!**
    - Clients who apply for Cash Assistance (both Initial and Recert) can now access an optional questionnaire from their CA Confirmation page. This questionnaire will ask the client questions about their sexual orientation and gender identity and their answers will remain confidential.

- **Clients will now see an alert to register to vote!**
    - Clients will now receive a reminder to register to vote from their Profile page in the ACCESS HRA client portal and can click a link where they will be seamlessly taken to an online site where they can register to vote.

- **Clients who use the ACCESS HRA mobile app can now log in via facial or fingerprint recognition!**
    - The iOS and Android app have been updated so that clients can enable fingerprint or facial (iOS only) recognition after their first successful log in, if their mobile device supports biometrics.

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.

Please consider the environment before printing.