ACCESS NYC Release Communication
Release 3.0

Release:
R3.0

Date:
February 17, 2017

The **NYC Human Resources Administration** (HRA) is pleased to announce that the following ACCESS NYC updates will go live on **February 17, 2017:**

✓ **Featured Updates for Supplementation Nutrition Assistance Program and Cash Assistance clients:**

- **View E-Notices –** Clients will have the ability to view their HRA notices electronically on the 'My Documents' page in ACCESS NYC. These notices will remain viewable in ACCESS NYC for up to 365 days. This feature will be available to clients who have connected to their HRA case online.

- **Go Paperless!** – Clients will have the ability to opt-in to reduce the number of paper notices sent from HRA. By selecting the option to go paperless, clients will be able to receive certain notices electronically on ACCESS NYC instead of being sent to their mailing address on file. An email and/or text notification will be sent to the client each time a new notice is posted.

- **Receive Text Messages** – HRA will now send text messages to clients to notify of the following:
  - When a new 'Notice' has been posted to a client's HRA case and is viewable on ANYC.
  - When a client submits an online application for SNAP or Cash Assistance benefits.
  - When a client's SNAP or Cash Assistance recertification period starts.
  - When a client's SNAP or Cash Assistance recertification period is ending and their recertification form has not yet been received.

  Clients can begin receiving text messages in their preferred language by updating the "Contact Information" for their case(s) to "Email and Text Message (paperless)" on ACCESS NYC.
  Texts available in Spanish, Russian, Traditional Chinese, Korean, Arabic, or Haitian Creole. HRA is not responsible for any carrier specific text messaging fees.

- **Document Re-Use** – When applying online for SNAP or Cash Assistance benefits, clients will now be able to select existing documents that are on file with HRA for the head of case and re-use them as part of their application. The purpose of this new feature is to reduce the number of documents clients need to provide or be deferred for during the interview process.

- **Online Identity Verification** – An online connection to LexisNexis is being introduced that will be utilized within the SNAP or Cash Assistance application. This service is intended to allow the head of case for an applying case to prove their identity online in lieu of submitting identity documentation.

- **New Features within My Cases and My Documents** – There are several new features included in this release such as the following:
  - Requested 'Budget Letters' will now be viewed and printed the next day from the 'My Documents' page, instead of waiting for it to arrive in the mail.
  - The date a SNAP Recertification is received by HRA will be displayed on the 'Case Details' page, to assist clients in confirming receipt.
  - The appointment status for SNAP recertification interviews will display as *Kept* on the 'Case Details' page after clients complete their interview.

- **Coming Soon** – In the upcoming weeks, Cash Assistance clients will now have the ability to view a list of required documents from the W-113K that must be submitted for their Cash Assistance case(s). This information will be displayed to the client on the 'Case Details' page.

For screen images of the features introduced in this release, please see the attached Quick Guide.
Please note that coming soon you can find us at www.nyc.gov/accesshra as well as nyc.gov/accessnyc