



ACCESS HRA Release Communication

Release 4.5.1

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Date:
July 12, 2020

The NYC Human Resources Administration (HRA) is pleased to announce that the following features within the ACCESS HRA Client Portal and ACCESS HRA mobile application will go live on **Sunday, July 12th**:



Featured updates within ACCESS HRA (AHRA) Client Portal:

- **Residence and Mailing Address page:**
 - **SNAP and Cash Assistance applications**
 - On the Residence Address page, a new checkbox will read “Check here if your mailing address is the same as your residence address”.
 - On the Mailing address page, a new checkbox will read “I receive mail at a PO Box”
 - The label ‘Send mail to (in care of)’ will be updated to ‘Send mail to (your name)’
- **Expenses page:**
 - **SNAP and Cash Assistance applications / recertifications**
 - A new summary table that reads “Summary of your bills” will display all Utility expenses and Rent & Mortgage expenses that are new, updated, or not changed.
- **CA Special Grant Request page:**
 - **HASA Clients with DV or Homeless/Hotel shelter:**
 - A new alert is conditionally displayed saying “We see that you are in temporary housing. Please speak to staff within your housing facility for help with furniture repairs or replacements and other property repairs or replacements. For any additional questions, please contact your case manager.
 - The ‘Repairing household items or property’ card is conditionally disabled.
- **Case Details page:**
 - **SNAP ABAWD requirements**
 - For each person on the case, a new ABAWD indicator will display under the ‘Notes’ column. This will inform users if they have a work requirement and, if so, display the alert “You or someone in your household has a work requirement. To find out more about Able-bodied Adult Without Dependents (ABAWD) requirements click here.”
- **User Home page:**
 - **Citi Bike Alert**
 - A new alert is displayed for all linked ACCESS HRA users that reads “CITI BIKE Membership: SNAP and NYCHA recipients are eligible for discounted CITI BIKE memberships, for just \$5/month. Go to Citi Bike Discount to learn more.”
- **Confirmation and Benefits page:**
 - **Domestic Violence (DV) & Restricted View (RV)**
 - Benefits & Confirmation page: The ‘Submission Form PDF’ will be hidden.
- **Fair Fares NYC:**
 - User Home & Applications Page:
 - Enhancements such as; MetroCard status for *Reported - Lost in Machine, Cancelled* and *Already Enrolled* for duplicate submissions.
- **Provider Portal:**
 - New Provider Portal reports, bug fixes and an administrator role will be added.
- **Frequently Asked Questions (FAQ) page:**
 - Enhancement to the FAQ page consist of adding the SNAP and Cash Assistance application kits

ACCESS HRA website: 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/>