

# ACCESS HRA Release Notes

Release 7.5.8

February 15, 2025


With ACCESS HRA, you can apply for HRA benefits, submit documents for your application, manage your case, and much more!

## AHRA benefits include:

 Cash Assistance (CA)

 SNAP (Food Stamps)

 Fair Fares NYC (FF)

 Home Energy Assistance Program (HEAP)

 Medicaid

 Child Support

 CityFHEPS

The ACCESS HRA client portal can be found here: [www.nyc.gov/accesshra](http://www.nyc.gov/accesshra). To go directly to the Fair Fares NYC application or home page, go here: [www.nyc.gov/accessfairfares](http://www.nyc.gov/accessfairfares).



The NYC Department of Social Services – Human Resources Administration (DSS HRA) is pleased to announce the following ACCESS HRA updates will go live on **Saturday, February 15, 2025**:

**OMNY Cards are coming to Fair Fares NYC!** Clients will now exclusively receive OMNY cards with the Fair Fares discount applied to it for use on subways and eligible buses.

Clients will receive a new OMNY card for their subways and eligible buses discount one of several ways via the ACCESS HRA Fair Fares portal:

- Selecting the subways and eligible buses discount type in a Fair Fares enrollment application
- Selecting the subways and eligible buses discount type in a Fair Fares renewal
- Reporting a MetroCard lost or stolen
- Switching discount type from Access-A-Ride to subways and eligible buses
- Completing the new 'Switch Fair Fares Discount from MetroCard to OMNY' form found in the Quick Links section of the portal homepage

## Other OMNY-Related Fair Fares Portal **Enhancements**:

- Brand new re-designed Fair Fares portal homepage for OMNY clients
  - Viewable OMNY card information
    - New OMNY card statuses
    - OMNY card expiration date
    - OMNY card serial number and transit account number (TAN)
  - New links to open and manage an OMNY account and reload card
  - New 'Card is Damaged' option for clients reporting a card issue
  - New Fair Fares and OMNY help section
  - New and improved alerts and messaging for greater clarity on case activity
- New functionality for clients to re-use previously issued Fair Fares OMNY card
  - Clients who have an unexpired FF OMNY card on file can choose to re-use this card at application, renewal, or when switching discount types from Access-A-Ride to subways and buses