



# Be Safe, Skip the Trip

All in-person appointments have been cancelled.

**You can do everything listed below without coming to an HRA Center.** Go online to [nyc.gov/accesshra](https://nyc.gov/accesshra), or download the **ACCESS HRA** mobile app, and log in or create an account.

## ✓ SNAP

- › Apply or recertify for SNAP benefits online.
- › Complete your SNAP periodic report online.
- › Change or close your SNAP case online.
- › Take photos of requested documents with your phone and upload them.
- › A phone interview may not be necessary for your application or recertification. If we need additional information, HRA will contact you.
- › NYC is assisting New Yorkers by delivering meals to those who cannot access food themselves: [NYC.gov/GetFood](https://nyc.gov/GetFood) or call **311**.

## ✓ Cash Assistance

- › You can now submit an application or recertification for Cash Assistance on ACCESS HRA. HRA will call you for a phone interview.
- › Take photos of requested documents with your phone and upload them.
- › Submit an application for a special grant such as Emergency Rental Assistance.

## ✓ Manage Your Case

- › Check your application status.
- › Read e-notices online, or sign up to go paperless.
- › View the list of documents HRA has requested under 'Required Documents' and those already received under 'Case Record.'
- › View your benefit payments.
- › Update your contact information.
- › Sign up for text alerts for upcoming appointments, and for information regarding when your recertification is due.



Here For You  
[nyc.gov/accesshra](https://nyc.gov/accesshra)





# 保障自身安全, 不必亲自跑一趟

所有现场面谈均已取消。

不必前往 HRA 中心, 即可完成以下每一件事。在线访问 [nyc.gov/accesshra](https://nyc.gov/accesshra) 或下载 ACCESS HRA 移动应用程序, 并登录或创建账户。

## ✓ SNAP

- › 在线申请或重新认证 SNAP 福利。
- › 在线填写您的 SNAP 定期报告。
- › 在线更改或关闭您的 SNAP 个案。
- › 用您的手机拍摄必要文件, 并上传照片。
- › 可能不需要电话访谈即可进行您的申请或重新认证。如果我们需要更多信息, HRA 将会与您联系。
- › NYC 正在帮助纽约市民为无法自己获取食物的人送餐: 请访问 [NYC.gov/GetFood](https://nyc.gov/GetFood) 或致电 311。

## ✓ 现金援助

- › 您现在可以通过 ACCESS HRA 提交现金援助申请或重新认证。HRA 将联系您进行电话访谈。
- › 用您的手机拍摄必要文件, 并上传照片。
- › 提交特殊补助金申请, 例如应急租金援助。

## ✓ 管理个案

- › 查看您的申请状态。
- › 在线阅读电子通知或注册以无纸方式接收通知。
- › 在“Required Documents”(必要文件)下方查看 HRA 要求提供的文件列表, 在“Case Record”(个案记录)下方查看已收到的文件列表。
- › 查看福利领取情况。
- › 更新您的联系信息。
- › 注册接收有关近期访谈和重新认证到期时间信息的短信提醒。



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