Department of Social Services Access HRA Portal's Training Options

This Alert is to inform Providers, Client Representatives, Community Based Organizations, Hospitals, Homecare Agencies, Advocates, Managed Care/ Managed Long Term Care Plans, and agencies assisting consumers with their Medicaid cases as well as with other DSS/HRA services that the DSS Office of Community Outreach offers trainings and presentations on ACCESS HRA and other DSS/HRA programs.

The following trainings are available virtually; they are conducted multiple times per month and allow for flexible scheduling:

Virtual ACCESS HRA Training Options

- The **ACCESS HRA General Overview Webinar** is a three-part presentation that offers an overview of the ACCESS HRA client-facing website and Mobile App; and the Provider Portal, the case management tool.

- The **ACCESS HRA Provider Portal Webinar** offers an in-depth presentation of the Provider Portal, case management tool that allows participating organizations to view real-time case information for clients that have provided consent.

- The **ACCESS HRA Benefit Application Webinar** will simulate a mock benefit application. After completion, participants will be familiar with the ACCESS HRA benefit application process for SNAP, Cash Assistance, and One-Shot Deals and how to use the ACCESS HRA Mobile App to submit documents.

Virtual Program Training Options

- The **DSS Overview Webinar** provides a general overview of DSS/HRA services, including eight core benefits & programs and seven programs geared towards assisting the most vulnerable New Yorkers. After completion, participants will be familiar with all 15 of HRA's benefits and services. Also included in this training is content on Language Access, Reasonable Accommodations, American Sign Language Services, and Important Information for Non-Citizen Applicants.

- The **Fair Fares Program Overview and Application Webinar** provides a general overview of the Fair Fares transportation discount program and will simulate a mock Fair Fares application. After completion, participants will be familiar with the Fair Fares benefit and the application process.

- The **HEAP Webinar** provides a general overview of the Home Energy Assistance Program (HEAP) and will simulate a mock paper application for HEAP benefits. After completion, participants will be familiar with all HEAP components: Regular HEAP, Emergency HEAP, Heating Equipment Repair or Replacement, Heating Equipment Clean & Tune, and Cooling Assistance.

Trainings on how to use ACCESS HRA are available for community organizations! Click **here** to register for a training session.

PLEASE SHARE THIS ALERT WITH ALL APPROPRIATE STAFF