How to obtain proof of receipt of Public Assistance (PA) Benefits

If you are receiving Public Assistance (PA) benefits, also known as Temporary Assistance (TA) or Cash Assistance (CA), and are asked to provide proof of receipt, there are multiple ways to obtain this type of proof.

You may:

- Use the approval notice that was sent to you in the mail;
- Ask your caseworker at your local social services office for a copy of your PA, also known as TA or CA, approval notice or budget; or,
- Use ACCESS HRA if you reside in (NYC) or myBenefits if you reside outside of NYC.

For more information on how to obtain documentation showing that you are in receipt of PA/TA/ CA benefits through ACCESS HRA or myBenefits, please use the following guide.

Table of Contents

Accessing documents through myBenefits

myBenefits can be accessed by visiting: https://mybenefits.ny.gov. If you do not already have an account, you may create one.

After creating or logging into your account, the myBenefits dashboard will be accessible and you will be able to view your case details, as shown below.

To view your case details or to report a change you must enter your client identification number (CIN).

Your client identification number is an 8-character code which is a combination of letters and numbers. You can find your CIN on your EBT Card under "ID Number". Each person on a case has their own CIN, but you must use the CIN listed on your EBT card.

Once you have entered your CIN, you will be able to view details about your case, including information that serves as proof that you are in receipt of PA, also known as TA or CA benefits.

myBenefits Account

Print

Your myBenefits Account allows you to see case and budget information for any active Temporary Assistance, Supplemental Nutrition Assistance Program and HEAP case where you are the Applicant/Payee.

If you do not see the benefits for all active cases where you are listed as the Head of Household, this may be because you have more than one client ID Number (CIN), in which case you will need to contact your case worker.

If you feel your information has been accessed by someone other than you, or without your permission, you may disable this View Case Details function by clicking the button below. Once you disable this function you will not be able to view your case and budget information. To reinstate this function you must contact your local district SNAP office/worker.

Disable Account

Contact Info

Applicant/Payee : MS A MAW11SYNC2

Home Address : 40 NORTH PEARL ALBANY NY 12243

Mailing Address :

Phone : (518) 123-4567

Check your Electronic Benefits Transfer (EBT) Balance   Report Change

MAW11SYNC2

CollapseAll   ExpandAll

Household Members

Name	Date of Birth	Relationship
MS A MAW11SYNC2	01/01/1981	Applicant/Payee/MA ID Card Recipient
CHILD1 C MAW11SYNC2	02/01/2010	Daughter

Temporary Assistance

Expand

Case Type	Case Name	Benefit Recipients	Semi-monthly Cash Grant Amount	Effective Date From	Effective Date To
Family Assistance	MAW11SYNC2 MS	CHILD1 C MAW11SYNC2 MS A MAW11SYNC2	$107.50	05/01/2024	10/31/2024

Total grant Amount : $215.00

Amount DSS restricts from utilities : $0.00

Amount DSS restricts from shelter : $0.00

Amount DSS restricts from fuel : $0.00

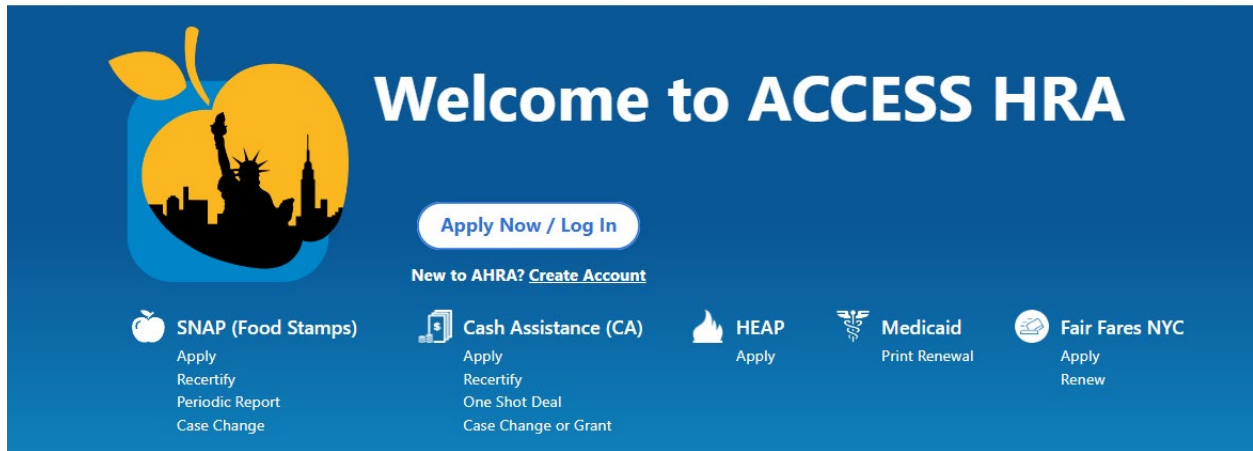The information we used to calculate your Temporary Assistance Benefit:

Exit

Accessing documents through ACCESS HRA

ACCESS HRA can be accessed by visiting: www.nyc.gov/accesshra. If you do not already have an account, you may create one.
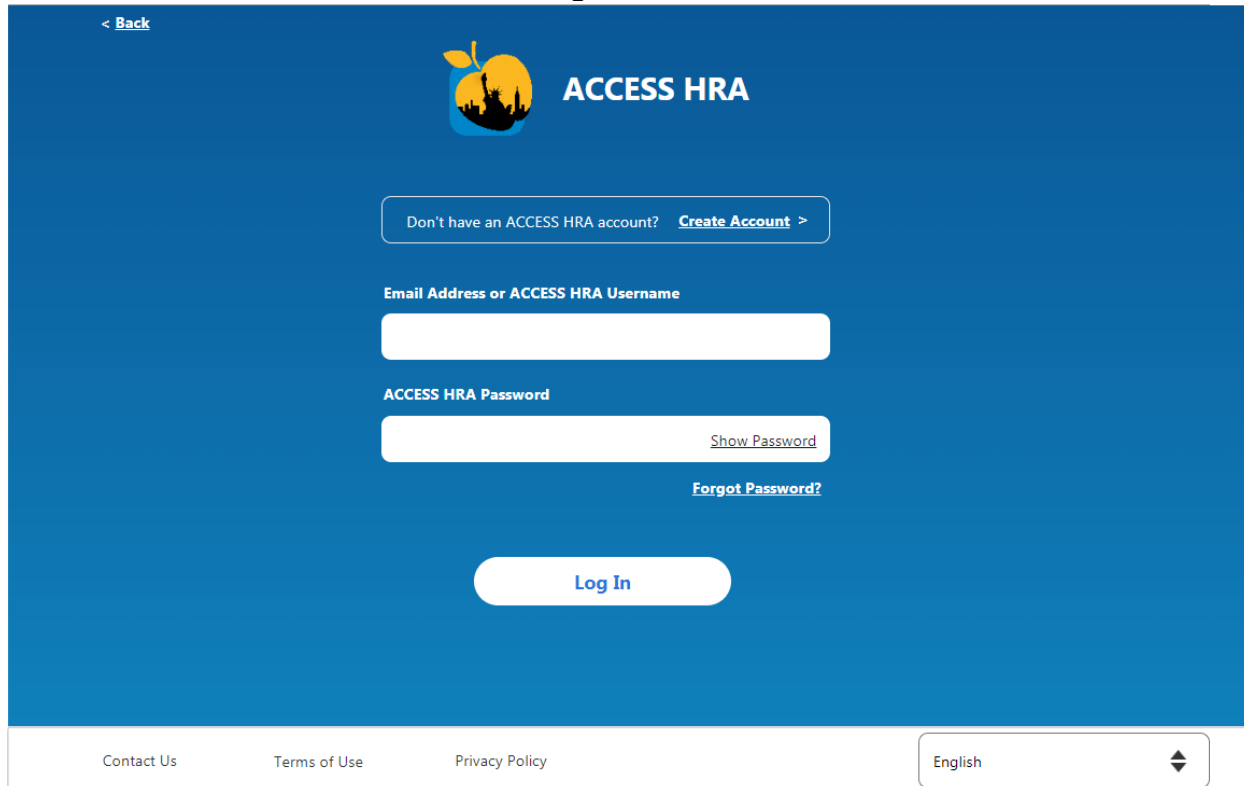
Click Apply Now/Log In to get started

Log In screen

When creating an ACCESS HRA account, enter your date of birth **and** social security number or client identification number (CIN) to find your case. Your CIN is an 8-character code which is a combination of letters and numbers. You can find your CIN on your EBT Card under "ID Number", as shown below.

After logging into your ACCESS HRA account, you can do the following on the website and the App:

- View their case status and/or details
- View agency notices
- Request a budget letter

To view your case status and/or details click the "view details" button at the bottom left of the ACCESS HRA User home page.

You can find documents supporting that you are in receipt of PA, also known as TA or CA benefits, in "Documents" or "E-Notices".

ACCESS HRA
YOUR WAY

Log Out   jsmith@gmail.com ▼

Home   Benefits   Appointments   Documents   Payments   E-Notices   Partners   Fair Fares NYC

🗁 E-Notices

View your agency notices below. You will receive these and other notices to your mailing address on file.

🌱 Paperless Status: Enrolled

To stay enrolled in Paperless, you must read your notices on ACCESS HRA within 30 days.

🌱 Paperless   ▐ New Notice   🔍 View Notice

| Jon Smith | Case #00012345678A | 12/31/2017 | |
| 🌱 WINRO154 - Budget Letter Request/ Semi-Monthly Cash Assistance Budget Calculation /SNAP Budget Calculation For CA & CA-SSI Cases | | | 🔍 |

| Jon Smith | Case #00012345678A | 12/31/2017 | |
| WINRO154 - Budget Letter Request/ Semi-Monthly | | | 🔍 |

View notices from the last year ⌄

Need help understanding these forms? Tell an HRA worker or call us at 212-331-4640.
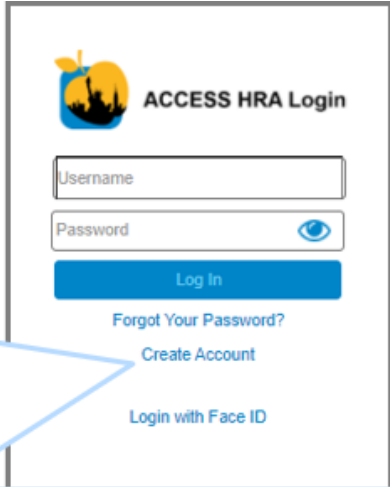
You can update your mailing address here.

📞 Questions?
Call HRA Infoline at 718-557-1399

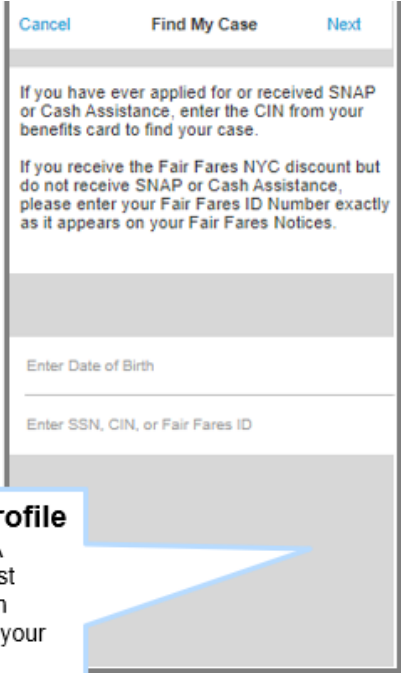# Accessing documents through ACCESS HRA Mobile App

If you do not have the NYC ACCESS HRA App, you can find it in your Google Play or iTunes Store by searching "ACCESS HRA" or "FAIR FARES" to download ACCESS HRA Mobile on your Android or iOS phone.

Should I create a new account?

If you have an existing ACCESS HRA or FAIR FARES online account, you do not need to create a new account. You should use the same email or username and password that you use to login online.

If you do not have an existing ACCESS HRA or FAIR FARES online account, you should create a new account. This account can be used for both the mobile app and ACCESS HRA client portal.

ACCESS HRA Login

Username

Password 👁

Log In

Forgot Your Password?

Create Account

Login with Face ID

Cancel   Find My Case   Next

If you have ever applied for or received SNAP or Cash Assistance, enter the CIN from your benefits card to find your case.

If you receive the Fair Fares NYC discount but do not receive SNAP or Cash Assistance, please enter your Fair Fares ID Number exactly as it appears on your Fair Fares Notices.

Enter Date of Birth

Enter SSN, CIN, or Fair Fares ID

Connect to Your HRA Case Profile

If you are currently receiving SNAP or CA benefits, have received benefits in the past year, or have applied for benefits, you can connect to your HRA case profile to view your case information in ACCESS HRA.

If you have already connected to your HRA case profile online, you will not need to do so via the mobile app if you use the same username or email and password.

Similar to the website, you can find documentation supporting that you are in receipt of PA, also known as TA or CA, benefits in your "Documents" or "E-Notices".

Documents
This screen displays information related to the documents recently added to your case record for your SNAP or CA case.
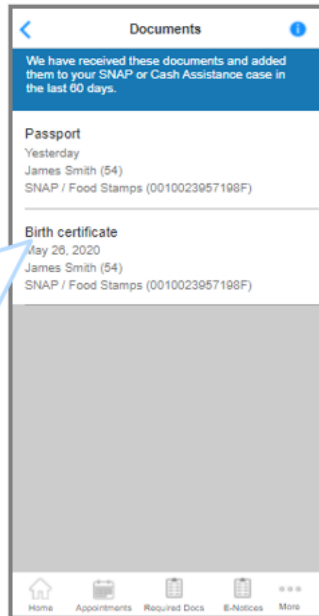
E-Notices
This screen displays information related to your agency notices. You will receive these and other notices to your mailing address on file.

View Documents That HRA Has on File for You
Lets you view documents that HRA has on file for your case(s) or application(s).

Documents that you have uploaded through ACCESS HRA will not appear on the My Documents page until they have been added to your electronic case file by an HRA case worker.

View E-Notice Details
Lets you view agency notices recently sent to you. Click "Download" to view your notice.