



**Department of
Social Services**

Human Resources
Administration

Department of
Homeless Services

Molly Wasow Park
Commissioner

150 Greenwich Street
New York, NY 10007

929 221 7315 tel

W-1
03/23

October 1, 2023

The Honorable Eric Adams
Mayor
City Hall
New York, NY 10007

The Honorable Adrienne Adams
Speaker
New York City Council
New York, NY 10007

Dear Mayor Adams and Speaker Adams:

As required by Local Law 35 of 2014, we have enclosed the report on the IDNYC program for the quarter ending September 30, 2023.

During the third quarter, IDNYC continued to find ways to improve access for all vulnerable New Yorkers. In July, IDNYC worked with our Policy team to expand usage of our “care of” residency form to assist applicants in temporary housing. This revision will further support thousands of asylees to meet the IDNYC residency requirement.

On August 23, IDNYC launched their first of four borough-specific hub locations starting in Brooklyn. The hub model promotes a consolidation of the current 16 enrollment site structure dispersed throughout the five boroughs to optimize enrollment capacity. This permanent, IDNYC Downtown Brooklyn hub is conveniently located, servicing all that wish to be enrolled. This hub offers increased capacity for staff to manage the heightened foot traffic that this walk-in enrollment center will yield.

During August and into September, IDNYC, in partnership with the New York City Metropolitan Transportation Authority (MTA) saw the launch of a major campaign endorsing the IDNYC card as an acceptable document when applying for Transit reduced fare and Access-A-Ride services. IDNYC continues to build this relationship as well as others to help further card utility and awareness for its cardholders.

At the closing of this quarter, a total of 1,619,032 cardholders have been able to enjoy the meaningful benefits of the IDNYC program. IDNYC is grateful for the ongoing leadership and partnership of Mayor Adams, Speaker Adams, and the New York City Council. We look forward to supporting New Yorkers in our city.

Very truly yours,

Molly Park

Molly Wasow Park, Commissioner, Department of Social Services

Cc: Sheena Wright, First Deputy Mayor
Anne Williams-Isom, Deputy Mayor
Camille Joseph Varlack, Chief of Staff
Manuel Castro, Commissioner, Mayor's Office of Immigrant Affairs

New York City Identity Card Program Quarterly Report July 1, 2023- Sept. 30, 2023

As required by Local Law 35 of 2014, the Human Resources Administration (HRA), as the administering agency of the IDNYC program, shall prepare and submit to the Mayor and the Speaker of the City Council a report on the New York City municipal identification card program that includes the information below.

1) The number of applications received by the City for the New York City identity card disaggregated by applicant borough of residency:

Since the launch of the IDNYC program, 2,191,812 applications, including renewal applications, have been received.

The following table depicts the number of applications disaggregated by borough of residence:

Borough	Total Applications Processed to Date as of June 30,2023 (age 10 & up)	Cardholders as a Percentage of Estimated Eligible Population¹ (age 10 & up)
Bronx	388,636	22.77%
Brooklyn	630,026	20.29%
Manhattan	437,818	21.47%
Queens	682,514	23.89%
Staten Island	52,752	9.29%
Non-NYCP.O. Box	66	
TOTAL	2,191,812	21.31%

The 66 non-NYC addresses reflect applicants who participate in the New York State Address Confidentiality Program for domestic violence survivors and use an Albany P.O. Box address. IDNYC has verified that these applicants reside in New York City.

2) The number of New York City identity cards issued:

As of September 30, 2023, IDNYC had issued 2,129,589 cards.

¹ Based on percent of population 10 years old and above, according to U.S. Census Bureau American Community Survey, 2016. Analysis completed by HRA Office of Evaluation and Research.

3) **The number of New York City identity cards issued to minors:**

As of September 30, 2023, IDNYC had issued 80,863 cards to minors (individuals ages 10 to 17).

4) **The number of requests made by City agencies for information collected about applicants for the New York City identity card disaggregated by requesting agency:**

During this reporting period, IDNYC received no requests for information collected about applicants from any City agencies. For information about requests from law enforcement, see response to question 7 below.

5) **The number of times the administering agency shared documents submitted by applicants to establish eligibility for the New York City identity card with other city agencies disaggregated by agency:**

During the reporting period, IDNYC provided records in one instance submitted by applicants with other City agencies.

6) **The number of denials made to requesting agencies for information collected about applicants for the New York City identity card:**

During the reporting period, IDNYC did not receive any requests for applicant information from any City agencies.

7) **The number of New York City identity card applicants whose information was disclosed to law enforcement, disaggregated by whether such disclosure was pursuant to a judicial warrant or judicial subpoena:**

During the reporting period, IDNYC did not disclose any information concerning applicants to law enforcement.

8) **The number of occurrences of fraud or other criminal activity related to issuance of the New York City identity card:**

Since the program's launch in January 2015, 430 cases have been detected to have a high likelihood of suspected fraud. In this reporting period, the program's integrity review process detected 23 instances in which an individual sought to obtain an IDNYC card under another name and/or identity and all 23 applications were denied. Any such integrity instances are detected by the program's duplicate image search technology, which automatically seeks to match the photographs taken of new applicants against the database of previous IDNYC cardholders or applicants to prevent the improper issuance of a second IDNYC card to a single applicant. If there is a perceived match, investigators on the program integrity team then proceed with an investigation in accordance with program protocols. There were 4 instances where the program's integrity review process detected an individual seeking to obtain an IDNYC card with documents that were suspicious and could not be authenticated. All 27 applications were denied. Where possible, in cases where the program suspects an individual is applying for a card under someone else's identity, the potential victim is notified by letter about the improper use of their identity information.

9) **The City's efforts to conduct outreach to prospective applicants relating to the New York City identity card program:**

In the third quarter of 2023 IDNYC provided education and outreach assistance for enrollment for communities throughout New York City working in cooperation with the Department of Social Services' Outreach team and the Mayor's Office of Immigrant Affairs' External Affairs team. IDNYC was promoted at more than 195 tabling events hosted by community-based organizations throughout the five boroughs, including those working with immigrants. IDNYC provided 85,130 informational materials for enrollment and renewal in more than 25 different languages, reaching more than 20,269 constituent contacts. IDNYC reached hundreds of individuals at events in partnership with Metro Plus and city shelters across the city.

10) **The City's efforts to promote acceptance of the New York City identification card by banks and other public and private institutions:**

The program continues to seek new ways to expand the card's acceptance and utility, including ensuring the continued acceptance by benefit and cultural partners, financial institutions, and by NYPD and other government agencies for identification. IDNYC has continued to partner with the New York City Department of Corrections (DOC) to increase access to IDNYC cards for those who have been recently incarcerated to make it easier for formerly incarcerated individuals to apply for and receive an IDNYC.

11) **The types of services, other than City services, for which the New York City identification card is permitted as acceptable proof of identity and residency:**

During this quarter, IDNYC cultural partners issued a total of 3,582 free one-year memberships, with 781,379 memberships issued since January 2015.

Libraries

The City's partnership with the Brooklyn, New York, and Queens Public Library systems allows New Yorkers to use their IDNYC card as a single, citywide library card. Since January 2015, over 61,680 cardholders have this added functionality to their IDNYC. Additionally, IDNYC continues to work with the Brooklyn, Queens, and New York Public Libraries to promote their virtual content.

Health

The IDNYC card continues to facilitate access to better health and savings.

- The City's official prescription drug discount plan, Big Apple Rx, is integrated into the IDNYC card to provide prescription drug discounts at more than 2,000 pharmacies citywide. In the third quarter, 2023, the BigAppleRX prescription discount card program reports that 208 people (unique users) have used their IDNYC for BigAppleRX discounts. BigAppleRX reports that this amounts to a savings of \$7,673 when compared to retail pricing of their prescriptions (307 total scripts filled in this time period). Since the program's launch, IDNYC cardholders have used this benefit to save over \$1,402,749 on their prescription purchases.

- At Food Bazaar stores in Queens, Brooklyn, and the Bronx, IDNYC cardholders saved over \$92,743 in discounted grocery purchases, this quarter, bringing total grocery savings to more than \$5 million dollars (5,023,351.56) since January 2015.
- IDNYC's partnership with Health + Hospitals (H+H) allows cardholders to link their IDNYC cards to their H+H accounts, thereby speeding up the check-in process for subsequent appointments. Since this partnership began in May of 2016, 11,208 cardholders have linked their IDNYC cards to their H+H accounts. Additionally, IDNYC has been a crucial tool for registering for and receiving COVID-19 vaccines and care.
- Since January 2017, parents, guardians, and other individuals have been able to use their IDNYC card online, at My Vaccine Record (MVR), to verify their identity to access their own or their children's official immunization records, including for COVID-19, from the NYC Department of Health & Mental Hygiene's (DOHMH) Citywide Immunization Registry (CIR). Parents can check which vaccinations their child still needs and can print out a vaccination history to complete medical forms for childcare, school registration, college admission, camp enrollment, and more. To date 16,810 cardholders have accessed vaccine records using an IDNYC card. During this quarter, more people are accessing MVR using their IDNYC to retrieve their COVID-19 vaccination record.

Veterans

Since IDNYC launched the Veteran Designation in July 2015, 13,610 veterans have chosen to have this special marker on their IDNYC cards to indicate service in the U.S. Armed Services. The designation entitles veterans to exclusive benefits, better connects veterans to the services and discounts they deserve and is an expression of the City's gratitude and respect for those who have served our country.

Finally, IDNYC continues to field inquiries from public and private institutions eager to partner with us. Our goal is to make meaningful additions to the program that reflect IDNYC's vision of greater access to government services, financial services, education, cultural benefits, and health and wellness for all New Yorkers. The City is focused on developing integrations that expand the utility and functionality of the IDNYC card and ensure that New Yorkers have access to a broad array of additional programs, services, and benefits.