

Local Law 75 (2018): Progress Update

March 31, 2021

Background

Local Law 75 of 2018 (“LL75”),¹ instructs the Mayor’s Office to produce a study on client information management systems used by City health and human services (HHS) agencies and assess the present landscape of information sharing and interoperability among those systems. In response to this directive, the Mayor’s Office for Economic Opportunity (NYC Opportunity) in partnership with NYC’s social service agencies, initiated a Citywide review of existing efforts to integrate and modernize systems, extend digital services to the public and facilitate information sharing within and across agencies, in accordance with applicable laws.

The findings from this cross-agency engagement and recommendations for future exploration were submitted in a final report to the Mayor and City Council in 2019. That report laid out several recommendations grouped in two categories: 1) *Facilitating Information Sharing and Integration* and 2) *Modernizing Client Information Systems*.

The following briefing represents the second of three required annual updates to that initial study. It provides a summary of progress made pertaining to several key recommendations made grouped under two categories: (1) Facilitating information sharing and integration and (2) Modernizing client information management systems.

Updates

Facilitating Information Sharing and Integration

- NYC Opportunity is assessing the potential the capacity of its Master Data Management (MDM) platform to provide more accessibility to health and human service (HHS) agencies. The data integration service component of MDM has previously been used to facilitate secure information sharing between client information management systems across HHS agencies when legally allowable. The core functions of this platform under exploration include: person and organization entity resolution, name and address standardization, address geo-coding, API integration services and granular data security and privacy controls. These functions have been particularly helpful in supporting critical integrated data operations in response to the COVID crisis.
- NYC Opportunity is active in several initiatives to establish standards for data collection.
 - NYC Opportunity launched [a new data set](#) of all the services and actual site locations of social services delivered by contracted providers, along with a new [data collection and mapping tool](#) for agencies to share this site-level information. The tool links sites to their City contract, integrates with facilities information and captures a taxonomy of services

¹ Local Law 75 <https://legistar.council.nyc.gov/LegislationDetail.aspx?ID=3029958&GUID=F183F444-8406-423A-B87C-D358BFCD23AC&Options=ID%7CText%7C&Search=1577>

delivered. Reporting of site locations also is now mandated under mayoral equity-related executive order 45.

- NYC Opportunity is prototyping a custom solution to collect, document and share digitized, searchable information about our portfolio of data products.
- NYC Opportunity initiated new information sharing use cases through its existing Worker Connect platform that continue to expand its use to several program operations across key health and human service agencies. Groups added in the past year have relied on this data to support efforts and supplement information for COVID-19 response and recovery.

Modernizing Client Information Management Systems

- NYC Opportunity continues to explore prototyping a secure digital document storage solution (i.e. "digital wallet") that would allow residents to maintain and share documentation with agencies to verify their identity and eligibility for benefits. In its initial stage, the tool is envisioned to let residents store documents and control when they are shared them with a relevant City agency.
- Using its Social Service API capability, NYC Opportunity is exploring how these services can support specific use cases for interoperability between client information systems to allow for the direct exchange and integration of social service data at scheduled intervals.
- Using modular design, NYC Opportunity has partnered with city agencies to modernize web applications for client intake processes (i.e. annual recertification process). Once such project is slated for release summer 2021. The overarching goal is to build trust, usability and accessibility with a modernized self-service portal.