AUDIT REPORT
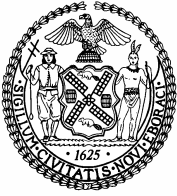
CITY OF NEW YORK
OFFICE OF THE COMPTROLLER
BUREAU OF FINANCIAL AUDIT
WILLIAM C. THOMPSON, JR., COMPTROLLER

Audit Report on the Development and Implementation of ACCESS NYC by the Department of Information Technology and Telecommunications

7A07-065

June 12, 2007

To the Citizens of the City of New York

Ladies and Gentlemen:

In accordance with the responsibilities of the Comptroller contained in Chapter 5, §93, of the New York City Charter, my office has audited the development and implementation of ACCESS NYC by the Department of Information Technology and Telecommunications (DoITT).

DoITT oversees the use of existing and emerging technologies in City government operations and delivery of services to the public. We audit the management and oversight of City resources such as this to ensure that they are properly managed and protected from unauthorized use.

The results of our audit, which are presented in this report, have been discussed with DoITT officials, and their comments have been considered in preparing this report. Their complete written response is attached to this report.

I trust that this report contains information that is of interest to you. If you have any questions concerning this report, please e-mail my audit bureau at audit@Comptroller.nyc.gov or telephone my office at 212-669-3747.

Very truly yours,

William C. Thompson, Jr.

WCT/fh

Report: **7A07-065**
Filed: **June 12, 2007**

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The City of New York
Office of the Comptroller
Bureau of Financial Audit
IT Audit Division

Audit Report on the Development and Implementation of ACCESS NYC by the Department of Information Technology and Telecommunications

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AUDIT REPORT IN BRIEF

Our office performed an audit on the development and implementation of the Integrated Human Service System (IHSS), now known as ACCESS NYC, by the Department of Information Technology and Telecommunications (DoITT). ACCESS NYC was successfully introduced and made available to the general public in October 2006 through New York City's official Web site, www.NYC.gov. ACCESS NYC is an online screening tool that supports 21 government programs; it enables the public to learn about the programs and benefits for which they may be eligible. ACCESS NYC is able to present program information in English, Spanish, Traditional Mandarin Chinese, Arabic, Haitian-Creole, Korean, and Russian.

Audit Findings and Conclusions

The development and implementation of the system met specifications, was on schedule, and was delivered within projected costs. It is operational and meets initial business and system requirements. However, foreign language users are redirected from the Web links to only the English language information, thus making the foreign language feature of minimal benefit to certain users.

Audit Recommendation

To address this issue, we recommend that DoITT:

- Work with those agencies responsible to translate the source information into each foreign language available in ACCESS NYC.

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INTRODUCTION

Background

The New York City Department of Information Technology and Telecommunications (DoITT) oversees the City's use of existing and emerging technologies in government operations and its delivery of services to the public. DoITT works to improve the government's efficiency through technology and to make communication with the government straightforward and clear.

DoITT contracted with three vendors to develop and implement the Integrated Human Service System (IHSS), which is now known as ACCESS NYC. ACCESS NYC is an online screening tool that supports 21 government programs[1] and enables the public to learn about the benefits and programs for which they may be eligible. It contains this information in English, Spanish, Traditional Mandarin Chinese, Arabic, Haitian-Creole, Korean, and Russian. On October 18, 2006, the Mayor announced that ACCESS NYC was available to the general public through the Internet on New York City's official Web site, www.NYC.gov.

DoITT hired American Management Systems Inc. (AMS)[2] in 2003 to perform the requirements definition,[3] CTG Inc. (CTGi)[4] in 2004 to provide for the overall project management and quality assurance (PM/QA), and Accenture LLP (Accenture)[5] in 2005 to implement the system integration.[6] As of November 2006, $5.7 million was spent on ACCESS NYC, which included $737,000 for requirements definition, $4 million for systems development, and $921,000 for PM/QA. An additional $5 million is also available for future upgrades and enhancements.

Objectives

To determine whether ACCESS NYC:

- As a finished product, will meet overall goals as stated in the system justification;

- System design allows for future enhancements and upgrades;

- Meets initial business and system requirements;

- Development followed a formal methodology;

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[1] See Appendix A for a description of these programs.
[2] Contract #20040015223 was registered on January 20, 2004.
[3] Requirements Definition describes what the system will do and how it is expected to perform.
[4] Contract #20050021886 was registered on March 29, 2005.
[5] Contract #20060004793 was registered on August 10, 2005.
[6] Systems Integration is defined as the process of developing a system or product through the integration of available hardware and software technology.

- Functions reliably, and information recorded in the database is accurate and secure from unauthorized access;

- Was procured in accordance with City Charter provisions and Procurement Policy Board rules; and

- Has been incorporated into DoITT's disaster recovery plan.

Scope and Methodology

Our fieldwork was conducted between September 2006 and January 2007. To achieve our audit objectives we:

- Matched the current features and functions of ACCESS NYC to the original design specifications of the project;

- Tested the foreign language feature selecting English, Traditional Mandarin Chinese, and Spanish for examination of the pre-screening function related to qualifications for available health/benefit programs to determine whether these languages were sufficiently accurate;

- Obtained and evaluated the enhancement/upgrade potential of ACCESS NYC;

- Compared and examined the original business and system requirements to the launched ACCESS NYC product;

- Obtained and reviewed the SurveyMonkey[7] results conducted by DoITT;

- Obtained, examined, and determined whether the formal system development methodology described in the Business System Design document, dated September 7, 2006, was followed;

- Examined, evaluated, and tested the system's controls in place for accepting financial screening information and the security features designed into ACCESS NYC;

- Determined whether that the let contracts complied with applicable Procurement Policy Board rules; and

- Determined whether the ACCESS NYC Disaster Recovery plan (*New York City Integrated Human Services Security Plan, 4-23-2006*), had been incorporated into the overall DoITT disaster recover plan.[8]

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[7] SurveyMonkey is an easy-to-use online tool used by DoITT personnel to survey initial ACCESS NYC users. It took place for one month in the Melrose Food Stamp Office and NYCHA Community Center.

[8] The disaster recovery plan was tested on June 4, 2006.

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In addition, we tested whether data reliability controls exist to capture any errors that were made when entering data. As an example, if a user enters "male" and "pregnant," an error message appears on the screen. This user would not be able to advance to the next step until he corrects the error. In this case, the user must change "I am pregnant" to "I am not pregnant" to advance to the next step in the process.

We also tested other types of data reliability controls, such as controls over incorrect alpha/numeric responses. For example, if the user enters a character such as the letter "A" in "how many people live in the household" and "how much is the gross income" fields, both fields of which require a numeric response, the system will issue an error message informing the user that a numeric response is necessary. Once the user inputs a numeric value, the user can advance to the next step in the process.

Finally we tested two health/benefit programs: The Food Stamps Program and Healthy NY to ensure that the financial calculators used within these two programs to screen for program eligibility are correct.[9] We obtained the Food Stamp income guidelines and Healthy NY income guidelines from these programs' Web sites.[10] After reviewing the guidelines, we ran a test on ACCESS NYC in which one user would qualify for these two programs and one would not qualify. For example, the Healthy NY guidelines state that "a family size of four with a monthly gross household income of up to $4,157" would qualify for Healthy NY. Any income level above this, would not qualify an applicant for Healthy NY.

After entering a family size of four and a monthly gross household income level of $4,156 into step one of ACCESS NYC, the result was that we may be eligible for Healthy NY. After we entered a family size of four and a monthly gross household income level of $4,158, we did not qualify. This is correct because as stated in the Healthy NY guidelines, any income over $4,157 will not qualify an applicant for Healthy NY. We also did the same test for Food Stamps by following the Food Stamps Income Guidelines. We entered a family size of two and a gross income level of $1,429 to see if we qualified. ACCESS NYC determined that we may be eligible based on this information entered. This is correct because in the Food Stamps Guidelines a family size of two and a maximum monthly gross income level of up to $1,430 may qualify an applicant for Food Stamps.

Also used as criteria for this audit were the Comptroller's Internal Control and Accountability Directive #18, "Guidelines for the Management, Protection and Control of Agency Information and Information Processing Systems" (Directive #18), the Department of Investigation's *Citywide Information Security Policy* and *Information Security Directive*. Since the City has no stated formal system-development methodology, the National Institute of

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[9] The Food Stamps Program and Healthy NY represent approximately 10 percent of the total 21 programs currently available.

[10] http://home2.nyc.gov/html/hra/downloads/pdf/food_stamps_brochure.pdf for Food Stamp income guidelines and http://www.ins.state.ny.us/website2/hny/reports/hnyguide.pdf for Healthy NY income guidelines.

Standards and Technology Special Publication 500-223, *A Framework for the Development and Assurance of High Integrity Software*, was consulted to ascertain whether DoITT followed a formal methodology.

This audit was conducted in accordance with generally accepted government auditing standards (GAGAS) and included tests of the records and other auditing procedures considered necessary. This audit was performed in accordance with the audit responsibilities of the City Comptroller, as set forth in Chapter 5, §93, of the New York City Charter.

Discussion of Audit Results

The matters covered in this report were discussed with DoITT officials during and at the conclusion of this audit. A preliminary draft report was sent to DoITT officials and discussed at an exit conference held on April 10, 2007. On April 13, 2007, we submitted a draft report to DoITT officials with a request for comments. We received a written response from DoITT on April 23, 2007. In its response, DoITT agreed with the audit finding concerning foreign language users being redirected from the Web links to only the English language information. The response noted that "though ACCESS NYC is in full compliance, other agencies are still in the process of translating their agency information in the required six foreign languages."

The full text of DoITT's comments is included as an addendum to this report.

FINDING AND RECOMMENDATIONS

ACCESS NYC was successfully introduced and was made available to the general public in October 2006 through New York City's official Web site, www.NYC.gov. It is operational and meets initial business and system requirements. Development and implementation of the system met specifications, was on schedule, and was delivered within projected costs. The system integrator, when developing the system, followed a formal systems development methodology. Moreover, as designed, ACCESS NYC allows for enhancement with additional features to augment the existing health/benefit programs; however, these plans are only in the planning stage. As of November 2006, $5 million was available to address the planned enhancements and upgrades, in addition to the $5.7 million spent to initially develop ACCESS NYC. ACCESS NYC functions reliably, and retains user information within a secured environment. Further, the financial calculators, using the qualifying income level for determining benefits, were successfully accepting or rejecting users' eligibility for the Food Stamps and Healthy NY programs.

DoITT conducted a survey of users that revealed users of ACCESS NYC liked the system and found it very easy to operate.[11] The contracts let to develop and implement the system were procured within the rules promulgated by the New York City Procurement Policy Board. Finally, a security plan was developed to protect user data, the entire environment of the system, and was incorporated into DoITT's overall disaster recovery plan.

However, we found that foreign language users are redirected from the Web links to only the English information, thus making the foreign language feature of minimal benefit to certain users.

Need for Translated Program Descriptions

ACCESS NYC is available in six languages including English. After reviewing the Web pages in the foreign language, we found that the foreign language feature performs as designed. However, beyond the initial Web pages in any one of the selected six foreign languages, when a user selects "Find out more about the programs available in ACCESS NYC" (located at the bottom of each foreign language homepage within ACCESS NYC), the user will be redirected to a Web page in English, that has not been translated into the foreign language selected by the user.[12]

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[11] See Appendix B (SurveyMonkey Results) for the actual comments and remarks.

[12] As of February 2007, only the following Web links available in ACCESS NYC redirect the user to a specific foreign language: Healthy NY redirects the user to an English or a Spanish Web page, and Senior Citizen Rent Increase Exemption (SCRIE) redirects the user to a Spanish, Chinese, Russian, or English Web page. The 19 remaining foreign language Web links that the user may select redirect the user to only an English Web page.

While the feature to redirect users to other relevant Web pages functions as intended, the program information is not converted to each specific foreign language. Since other City agencies control the information on these Web pages, foreign language information is not always integrated into ACCESS NYC. Although, DoITT has limited control over information content and format of this information, as project manager of the development of ACCESS NYC, DoITT is responsible for ensuring that all facets of the system are completed and fully integrated.

The functionality of ACCESS NYC for foreign users is diminished by not having all program information available in a foreign language that the user may select. By not having all information available in any of the six foreign languages designed in the system, foreign users may not be in the best position to understand the programs and benefits for which they may be eligible.

Recommendation

1. DoITT should work with those agencies responsible to translate the source information into each foreign language available in ACCESS NYC.

DoITT Response: "DoITT agrees with the audit finding concerning foreign language users being redirected from the Web links to only the English language Information, thus making the foreign language feature of minimal benefit to certain users.

"In order to comply with Local 73, city agencies are working diligently to translate government information and applications in languages other than English. Though ACCESS NYC is in full compliance, other agencies are still in the process of translating their agency information in the required six foreign languages."

ACCESS NYC
21 Health / Benefit Programs

1. <u>Child Care</u> - It promotes family well-being by allowing parents to maintain employment, supporting child protective, foster care and preventive services, and serving families that are homeless or need child care for medical or social reasons.

2. <u>Child and Dependent Care Tax Credit</u> - The federal Child and Dependent Care Credit is designed to offset some of the child and dependent care costs that families pay in order to work. This credit is worth up to $2,100.

3. <u>Child Health Plus A/ Medicaid</u> - Child Health Plus A, formerly named children's Medicaid is available for many children in working families. Most children who are eligible for Child Health Plus A will receive their medical care through a health plan, and visit doctors and hospitals that accept that health plan.

4. <u>Child Health Plus B</u> - Child Health Plus B provides free or low-cost health insurance for children under the age of 19 who are not eligible for Child Health Plus A.

5. <u>Child Tax Credit</u> - The federal Child Tax Credit is designed to help families offset some of the costs of raising children. This credit is worth up to $1,000 per child.

6. <u>Disability Rent Increase Exemption Program</u> – This is on NYC Housing Program to stop rent increases for people with disabilities who live in rent-regulated apartments.

7. <u>Earned Income Tax Credit (EITC)</u> - The federal Earned Income Tax Credit is designed to boost the wages of eligible families (married couples earning less than $35,458 or singles earning less than $34,458). It is worth up to $4,300 and is available as a refund for families that owe little or no income tax.

8. <u>Family Health Plus/Medicaid</u> - Family Health Plus is a public health insurance program for adults who are aged 19 to 64 who do not have health insurance - either on their own or through their employers - but have income or resources too high to qualify for Medicaid.

9. <u>Food Stamps</u> - The Food Stamp Program is a U.S. Department of Agriculture program designed to enable people with limited income to increase their ability to purchase food.

10. <u>Head Start</u> - Head Start offers educational programs for children age 3 to 5, and a wide variety of opportunities and support services for their families.

11. <u>Healthy New York</u> - Healthy NY is a program designed to make reduced cost, comprehensive health insurance available to those currently not insured.

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12. <u>Medicaid</u> - Medicaid is a program for New Yorkers who can't afford to pay for medical care.

13. <u>Medicaid Excess Income/Medicaid</u> - The Medicaid Excess Income Program also known as the "Medicaid Spenddown Program" or the "Medicaid Surplus Income Program" offers Medicaid coverage to individuals whose net monthly income is above the Medicaid income limits and who meet all other Medicaid eligibility requirements.

14. <u>Out-of-School Time (OST)</u> - The Out-of-School Time (OST) Programs for Youth is the largest after-school initiative in the nation. Provided at no cost, the City's OST programs offer a balanced mix of academic support, sports and recreational activities, and the arts and cultural experiences.

15. <u>Prenatal Care Assistance Program/Medicaid</u> - Prenatal Care Assistance Program (PCAP) is a comprehensive prenatal care program that offers complete pregnancy care and other health services to women and teens who live in New York State and meet income guidelines.

16. <u>Public Assistance</u> - Recipients may be eligible for training vouchers to help obtain new employment or further their careers as they work toward self-sufficiency.

17. <u>School Tax Relief (STAR)</u> - STAR is available to all owners of 1-, 2-, and 3-family houses, condominiums, and cooperative apartments and has no income or age limit.

18. <u>Section 8 Housing Assistance</u> - Section 8, also known as the Housing Choice Voucher Program, provides funding for rent subsidies for eligible low-income families for decent, safe, and affordable housing.

19. <u>Senior Citizen Homeowner's Exemption (SCHE)</u> - Owners of 1-, 2-, and 3-family houses, condominiums, or cooperative apartments that are age 65 or older, and whose federal adjusted gross income is less than $34,400 a year may qualify for a reduction to their assessed value of 5% - 50% (depending on income).

20. <u>Senior Citizen Rent Increase Exemption program (SCRIE)</u> - If you are 62 or older, live in a rent controlled or rent stabilized apartment or residential hotel, and have a disposable household income of $26,000 or less, you may be among the thousands of New Yorkers who can benefit from SCRIE.

21. <u>Universal Pre-K (UPK)</u> - The Office of Early Childhood Development (OECD) coordinates pre-kindergarten services citywide and offers reduced-class-size and after-school programs for early learners. Recognizing the importance of early intervention, and social-emotional, literacy and numeracy development, the Department of Education has aligned pre-kindergarten programs with current Children First reforms.

ACCESS NYC
SurveyMonkey Results[13]

What do you like about NYC Easy Screening?	What do you not like about NYC Easy Screening?	Would you recommend NYC Easy Screening to family and friends?
It's faster than waiting in line and if you have any question or answer this is the way to do it.	Nothing	Yes
Quick and easy, convenient	there wasn't anything that was really wrong that I saw.	Yes
creo que este programa esta muy bueno y rapido		Yes
You are able to get an idea of what you qualify for without going to a crowded office.	you must have knowledge of using a computer	Yes
The Easy Screening was fast and convenient. The Easy screening also provide a list of programs that was available to me which was very helpful.	The internet service was very poor. It took a very long time to go one page to another.	Yes
it seems like an easier processing in complete our application.	It makes it easy for the worker when we complete the application our self.	Yes
the program does not offer anything in concrete to help clients.	It's not offering an appointment to come back with all documents and complete application. Program does not inform if the person is eligible or not, therefore is not helpful for those who need the services.	No
every thing		Yes
The information you give the program is easier to do in the computer.	I like everything from the program.	Yes
it was very easy to get started. and you can find out your eligibility on the spot		Yes
Its easier and faster	Nothing	Yes
Its easier and faster	Nothing	Yes
it is quick and easy		Yes
convenient, accessible, very, very easy	There is nothing i don't like	Yes
I believe that this can offer many people a faster chance to finish important information, rather than writing so much on a piece of paper. the reason for this will be because the internet has had a great impact on Americans today.	I think that it was very simple and well understanding	Yes
it was easy		Yes
it is very easy and simple	There is really not much not to like	Yes

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[13] SurveyMonkey results represent the general public's actual comments and remarks.

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What do you like about NYC Easy Screening?	What do you not like about NYC Easy Screening?	Would you recommend NYC Easy Screening to family and friends?
That it make it easy because the computer those not give you attitude	every thing about it is good so I cant not find anything I didn't like	Yes
It saved time	Nothing	No
QUICK,PRIVATE AND EASY	THE COMPUTER TOOK AWHILE TO LOAD PAGES	Yes
it is very quick and a much needed time saver	everything was easy	Yes
IS EASY TO MAKE	N/A	Yes
I THINK THIS IS A VERY GOOD SOLUTION NOW APPLICANTS CAN FILL OUT THERE PAPER WORK AND WHEN THEY GET TO THE WORKER THE INFOMATION WILL ALREADY BE THERE AND YOU DONT FEEL LIKE YOUR JUST SITTING	IT WILL BE A LEARNING PROCESS FOR THOSE WHO DO NOT KNOW HOW TO USE A COMPUTER	Yes
What I enjoy about NYC Easy screening is that is easy.	Not Applicable	Yes
THE THING I LIKE ABOUT NYC EASY SCREENUNG IS THAT IT'S EASY.I DIDN'T HAVE TO STAY ON LINE		Yes
IT A EASY WAY TO GET SEEN AND NOT HAVE TO WAIT ALL DAY	THAT I DIDN'T KNOW ABOUT THIS SOONER	Yes
its quick and easy	Nothing	Yes
IT WAS STEP-BY-STEP	TAKES TO LONG TO UPLOAD	Yes
The screening process is very simple & the staff is extremely helpful.	the environment can be very disturbing.	Yes
I LIKE THE CUSTOMER SERVICE, AND THE COMPTUER, AND HOW QUICKLY IT WENT AND IT WAS SIMPLE AND EASY AND IM VERY HAPPY AND BE VERY HAPPY ONCE I GET MY EBT TECHNOLOGY HAS STEPPED UP ALOT THANK YOU FOR WHOEVER CREATED THIS AND I LIKE THE PRIVACY THAT COMES WITH IT.	NOTHING NEGATIVE!	Yes
its a good service		Yes
it was easier than standing in line.	I have no dislikes	Yes
It's easy and convenient	Nothing	Yes
Everything	Violence	Yes
no writing ands its faster	Nothing	Yes
Well, the first thing is that it is a simplified process when compared to the paper application.	Now, as far as the service it self. it needs to be a little faster when loading up the screen.	Yes
I think is easier and faster to know if you qualify		Yes

What do you like about NYC Easy Screening?	What do you not like about NYC Easy Screening?	Would you recommend NYC Easy Screening to family and friends?
I like working with computers, its easy, fast and to the point.	they need more computers in the classroom.	Yes
It's easy and quick. There is a person there to help you and assist you in any questions you may have.	Nothing was disliked about the program offered to me.	Yes
its faster and easier	everything was good about it	Yes
I think it is a good way of showing people how to put in there own information this is also good for those who don't know anything about computers.	I do like it in every way	Yes
it's easier	it's easier	Yes
ES FACIL Y CONPLETO FACIL DE ENTENDER		Yes
AT'S FAST		Yes
no writing very easy to do		Yes
i think it more better and convenient and is less stressful and is great	There was nothing I did not like	Yes
easy and convenient	not enough expenses can be listed calculations seemed a bit off income above 300 a week couldn't qualify for food stamp program or public assistance only medic aid	Yes
I think is better and fast.	That is to slow and I have to wait a lot.	Yes
its more faster and better	i don't know	Yes
I like that it is easy to work with.	Nothing	Yes
Easy screening was very fast and simple and helpful.		Yes
It was easier to do then to write it with a pen.	Nothing	Yes
the question were easy to answer	Nothing	Yes
its faster for the people that now about computer and its easy		Yes
It was faster & less Work.	Nothing! It was Great!	Yes
Hopefully it will make the waiting process faster.	Not sure if it will be effective.	Yes
It was a very fast process	I liked everything about it	Yes
I think it was much easier	i likes everything about it	Yes
I liked that I didn't have to take so much time in writing out the application on my own.	NYC Easy Screening it is sort of slow while loading to the next page.	Yes
It's not to messy. You can go back and erase.	I like everything	Yes
I like the fact that it was easy and quick and the instructor was very professional informative and patient.		Yes
very effective	saving time	Yes

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What do you like about NYC Easy Screening?	What do you not like about NYC Easy Screening?	Would you recommend NYC Easy Screening to family and friends?
The Easy screening helps you to find out what you are eligible for without having to sit and talk to someone.	The system is a little slow	Yes
Its very easy to follow. It's also convenient when you want to find information at home. It seems to save you valuable time.	Well, its doesn't not give you the option of stating that your currently being financially supported by a family member that you do not live with.	Yes
It was easy enough only had a few question for the man that was with us helping us through	If you are not skilled at the computer it can be frustrating	Yes
The program Should be more available	Minor technical errors	Yes
It was ok	the help	Yes
		Yes
is easier and faster	to slow	Yes
IT WAS REAL EASY AND SIMPLE	NOTHING	Yes
its easy and simple to follow		Yes
It is an easy way to have your business handled faster and more sufficiently.	It is a great way of introducing more programs.	Yes
Me gusta porque va a ser un gran beneficio para la comunidad.	No hay nada negativo	Yes
It will give people an opportunity to become more computer literate	The slow moving computer response.	Yes
the privacy of the program	nothing	Yes
Is a new alternative way of getting information from applicants	I don't like that the system is a little bit slow but otherwise is ok.	Yes
it is very fast and good so u do not have to wait and go back I like it very much	nothing	Yes
ITS FASTER		Yes
The area is quiet. The representative is very helpful and informative; however I find it a little confusing.	I don't think its so private or confidential	Yes
We can use a computer.		Yes
Es un sistema mas completo y rapido para darle la facilidad al cliente y es muy satisfactorio		
it's very easy to fill out applications. YOU DON'T HAVE TO WRITE TOO MUCH	NOTHING	Yes
I like the NYC easy screening b/c it was quick and easy		Yes
I like that makes thing smoother		Yes
fast, easy and understandable	You can do it online	Yes
it was ok	its very is and save a lot of time and paper work	Yes
fast easy	i liked it	Yes

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What do you like about NYC Easy Screening?	What do you not like about NYC Easy Screening?	Would you recommend NYC Easy Screening to family and friends?
was fun and easy	nothing is perfect, I have help all the time I was here.	Yes
IT WAS VERY FUN	I liked it all	Yes
Different		Yes
That it is easy	Its long	Yes
It is much faster	some questions are not clearly defined	Yes
it fast and easy to use		Yes
Well it was my first time It seems ok a little faster than waiting on line		Yes
you don't have to wait on line	That at times the computer is too slow.	Yes
it fast and easy	nothing	Yes
it was very easy to do	nothing	Yes
it's an easy quick and process		Yes
It was very easy to comprehend to questions. I was able to answer them without hesitation. When I previously applied the paper application was pretty stressful, trying to make sure you don't jeopardize my eligibility. This made it much easier 123 with no added stress.	Nothing	Yes
VERY GOOD ON SAVING TIME	MORE PROFETIONAL	Yes
IT IS QUICK AND VERY HELPFUL.	THEI MONTHLY AMOUNT FOR MY INCOME DID NOT REFLECT MY WEEKLY AMOUNT. GAVE ME A DIFFERENT AMOUNT.	Yes
I think the system is very good and fast.	everything is good	Yes
IS'S MORE QUICK	NOTHING	Yes
It is helpful	Nothing	Yes
I think it is a great idea		Yes
Helpful		Yes
Helpful		Yes
Helpful		Yes
IT WAS FAST AND UNDERSTANDABLE	EVERYTHING	Yes
IT'S FAST		Yes
It was very fast and simple.	There is nothing that I don't like of the system.	Yes
It allows you to get a head start with the application process.	that it doesn't send your information directly to the agencies to apply	Yes
IT'S AN EXCEPTIONAL SYSTEM, QUICK AND EFFICIENT, SIMPLE TO USE AND CUTS WAITING TIME BY HOURS!		Yes
The computer was nice.		Yes
It's a great option i think and faster and time saving.	well was able to type my information and print and have it ready for the service rep.	Yes

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What do you like about NYC Easy Screening?	What do you not like about NYC Easy Screening?	Would you recommend NYC Easy Screening to family and friends?
yo opino que este sistema es muy interesante le da la oportunida amuchas personas de aprender y		Yes
is better, is easier and faster	i can't say I didn't like anything because I'm satisfy	Yes
Easy Screening was very informative and reliable. It was also very quick and responsive.		Yes
It's easy and fast.	There's nothing i don't like about it.	Yes
Its cool its easy also		Yes
It was quick and easy.	Nothing	Yes
I like how the computer screening room is quiet and there is someone there to assist you when you need it. Also that most of the information on the application is filled in	I didn't like the speed of the computer program.	Yes
I like sound fun and excited		No
IT was cool, because it was fast, and I enjoyed the screening. The screening was very helpful, and it eliminated the long lines.	nothing	Yes
I think it work faster	I like it but I am very slow in typing	Yes
Very clear and understanding. Easy to read and follow.		Yes
I think the NYC was fast and simple		Yes

THE CITY OF NEW YORK
DEPARTMENT OF INFORMATION TECHNOLOGY &TELECOMMUNICATIONS
Paul J. Cosgrave, Commissioner

April 23, 2007

Honorable John Graham
Deputy Comptroller
Audits, Accountancy & Contracts
1 Centre Street
New York, N.Y. 1007-2341

Re: Audit Report on the Development and Implementation of ACCESS NYC by the
     Department of Information Technology and Telecommunications 7A07-065 dated
     April 13, 2007

Dear Mr. Graham:

DoITT agrees with the audit finding concerning foreign language users being redirected from the
Web links to only the English language Information, thus making the foreign language feature of
minimal benefit to certain users. DoITT and the city agencies it supports have taken the
following steps to correct this and language issues in general:

In order to comply with Local Law 73, city agencies are working diligently to translate
government information and applications in languages other than English. Though ACCESS
NYC is in full compliance, other agencies are still in the process of translating their agency
information in the required six foreign languages. As additional languages become available
through an agency's website, ACCESS NYC promptly directs the users to the appropriate
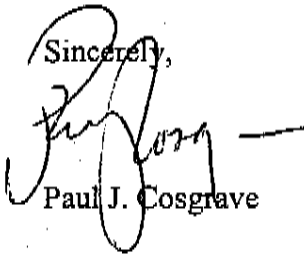translated webpage.

DOITT is committed to connecting all New Yorkers to government information and services
through the 3-1-1 hotline and ACCESS NYC, regardless of their spoken language. Furthermore,
DOITT has several mechanisms to assist participating agencies/programs with their language
access needs. Listed below are a few examples of DOITT's language support opportunities:

- Language Line
  In 2006, DOITT furthered its commitment to serving non-English speakers by
  establishing an agency-wide contract with Language Line, an interpretation and
  translation service provider. All NYC agencies can utilize this vendor to translate
  program information for the public.

- Agency Liaison(s)
  In order to create an efficient, sustainable project, DOITT/ACCESS NYC created an Agency Liaison team. Each participating agency/program appoints a member of their organization to serve as an ACCESS NYC Agency Liaison. The Agency Liaison is responsible for attending ACCESS NYC monthly meetings to discuss and report new program changes and helps to identify any potential project gaps including language support. On a continual basis, the ACCESS NYC team reviews the status of previously identified gaps and provides ongoing support and solutions.

- MOIA Language Access Taskforce
  DOITT serves as a member of the Mayor's Office of Immigrant Affairs Language Access Taskforce. ACCESS NYC team members are responsible for attending language access workshops and disseminating language access information to participating agencies/programs.

- CEO Initiative -- Advertising Campaign
  In conjunction with the Mayor's Campaign for Economic Opportunity ("CEO"), DOITT is currently revamping its marketing materials to prepare for its upcoming multilingual anti-poverty advertising campaign. The ACCESS NYC team plans to distribute literature in seven different languages and perform outreach activities about the ACCESS NYC online benefit-screening tool.

As indicated above and in conclusion, DoITT is committed to making its projects accessible to all city residents regardless of language spoken. DoITT appreciates the efforts of the Comptroller's office in reviewing DoITTs management of the Access NYC system.

Sincerely,

Paul J. Cosgrave

cc: J. Damashek, S.Knapp, D. Dolan, I.Pool, G. Davis, L. Mercurio, file