

AGENCY REPORT (due on or before July 31, 2020)

Agency:	New York City Department of Veterans' Services		
Agency Privacy Officer:	Glenda V. Garcia		
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Date of Report:	July 31, 2019		

1. Specify the type of identifying information collected or disclosed (check all that apply):	
<input checked="" type="checkbox"/> Name <input checked="" type="checkbox"/> Social security number (full or last 4 digits)*	<u>Work-Related Information</u> <input checked="" type="checkbox"/> Employer information <input checked="" type="checkbox"/> Employment address
<u>Biometric Information</u> <input type="checkbox"/> Fingerprints <input type="checkbox"/> Photographs	<u>Government Program Information</u> <input checked="" type="checkbox"/> Any scheduled appointments with any employee, contractor, or subcontractor <input checked="" type="checkbox"/> Any scheduled court appearances <input checked="" type="checkbox"/> Eligibility for or receipt of public assistance or City services <input checked="" type="checkbox"/> Income tax information <input type="checkbox"/> Motor vehicle information
<u>Contact Information</u> <input checked="" type="checkbox"/> Current and/or previous home addresses <input checked="" type="checkbox"/> Email address <input checked="" type="checkbox"/> Phone number	<u>Law Enforcement Information</u> <input checked="" type="checkbox"/> Arrest record or criminal conviction <input type="checkbox"/> Date and/or time of release from custody of ACS, DOC, or NYPD <input type="checkbox"/> Information obtained from any surveillance system operated by, for the benefit of, or at the direction of the NYPD
<u>Demographic Information</u> <input checked="" type="checkbox"/> Country of origin <input checked="" type="checkbox"/> Date of birth* <input checked="" type="checkbox"/> Gender identity <input checked="" type="checkbox"/> Languages spoken <input checked="" type="checkbox"/> Marital or partnership status <input checked="" type="checkbox"/> Nationality <input checked="" type="checkbox"/> Race <input checked="" type="checkbox"/> Religion <input type="checkbox"/> Sexual orientation	<u>Technology-Related Information</u> <input type="checkbox"/> Device identifier including media access control MAC address or Internet mobile equipment identity (IMEI)* <input type="checkbox"/> GPS-based location obtained or derived from a device that can be used to track or locate an individual* <input type="checkbox"/> Internet protocol (IP) address* <input type="checkbox"/> Social media account information
<u>Status Information</u> <input checked="" type="checkbox"/> Citizenship or immigration status <input checked="" type="checkbox"/> Employment status <input type="checkbox"/> Status as victim of domestic violence or sexual assault <input type="checkbox"/> Status as crime victim or witness	
<u>Other Types of Identifying Information</u> (list below): <ul style="list-style-type: none"> State Government ID Military ID Veterans ID 	
*Type of identifying information designated by the CPO (see CPO Policies & Protocols § 3.1.1).	

2. Specify the reasons why collection and retention of identifying information specified above furthers the purpose or mission of your agency.

The Department of Veterans' Services (DVS) was established in 2016 by Mayor Bill de Blasio and City Council and through the hard work of veteran advocates. In that time, it has grown from a small shop in the Mayor's Office to a standalone agency with roughly 40 employees. DVS is the first new agency in New York City in over 20 years.

New York City is also the first major city in the country with an agency dedicated solely to serving veterans and their families. At DVS, we seek to honor veterans for their service to our country by connecting them to opportunities that will help them further lead purpose driven lives as well as by honoring the incredible sacrifice that they have made.

We do this by:

- Engaging veterans in the neighborhoods where they live
- Advocating for their needs at the city, state, and federal level
- Making sure that they have access to the benefits, services, and resources that they need

In other words, DVS's job is to connect, mobilize, and empower our veterans, caregivers, survivors, and their families so that their lives are made better.

There are over 210,000 veterans in our city, and we are dedicated to working with all of them and their families - **regardless of background, need, or discharge status.** We do this through outreach, programs, partnerships, and by assisting veterans in areas that are important to them such as housing, economic empowerment, education, health and wellness. Our core functions focus on these areas and include specific areas such as veteran suicide and funeral services.

DVS collects the names, contact information, and applicable military status from clients who wish to be connected with resources around housing, City employment, education, entrepreneurship and events. This information is held internally and may be disclosed for purposes related to administration, identity verification, or facilitating access to benefits, services, and care, all in the normal course of business.

N.Y.C. Admin. Code §23-1205(a)(1)(f)

3. Describe the types of collections and disclosures classified as: (1) pre-approved as “routine,” (2) pre-approved as routine by APOs of two or more agencies, or (3) approved by the APO on a case-by-case basis. Appendix B of the 2020 Agency Guidance includes detailed examples of routine and non-routine collections and disclosures, with descriptions.

Add additional rows as needed.

Describe the Collection or Disclosure	Classification Type
Human Resources Matters. Identifying information may be collected and disclosed in the course of performing human resources and other personnel related matters, including, but not limited to, new hire processing, retiree and benefits processing, payroll processing, equal employment opportunity matters, training, occupational health and safety matters, professional development, etc.	<input checked="" type="checkbox"/> Pre-approved as routine <input type="checkbox"/> Approve as routine by two or more agencies <input type="checkbox"/> Approved by APO on a case-by-case basis
Governmental oversight purposes. DVS may disclose, subject to applicable law, identifying information to its federal or state oversight agency in order to comply with such agency’s regulations, rules, guidelines, or conditions to funding.	<input checked="" type="checkbox"/> Pre-approved as routine <input type="checkbox"/> Approve as routine by two or more agencies <input type="checkbox"/> Approved by APO on a case-by-case basis
Agreements with Contractors, City Agencies, and Non-profits. Identifying information may be disclosed to contractors, subcontractors, experts, consultants, City agencies, or non-profit organizations who have entered into agreements with DVS so that such entities or persons may carry out their roles and responsibilities under such agreements.	<input checked="" type="checkbox"/> Pre-approved as routine <input type="checkbox"/> Approve as routine by two or more agencies <input type="checkbox"/> Approved by APO on a case-by-case basis
Compliance with Freedom of Information Law. Identifying information may be disclosed in order to seek advice regarding a request for information under FOIL, or as part of information released in response to a FOIL request, including identifying information disclosed voluntarily in response to OpenRecords requests (e.g., documents or requestor-assigned titles), provided appropriate agency personnel determines that disclosure of such information is permissible under applicable law.	<input checked="" type="checkbox"/> Pre-approved as routine <input type="checkbox"/> Approve as routine by two or more agencies <input type="checkbox"/> Approved by APO on a case-by-case basis
Authorized release to Elected Officials. Identifying information may be disclosed as part of a response to an inquiry from a federal, state or local elected official, subject to applicable law.	<input checked="" type="checkbox"/> Pre-approved as routine <input type="checkbox"/> Approve as routine by two or more agencies <input type="checkbox"/> Approved by APO on a case-by-case basis
Disclosure for Customer Service Purposes. Identifying information may be disclosed, subject to applicable law, if such disclosure is part of the service to an agency client or customer. Such disclosures include addresses to process inquiries and claims and name and other information for identity verification.	<input checked="" type="checkbox"/> Pre-approved as routine <input type="checkbox"/> Approve as routine by two or more agencies <input type="checkbox"/> Approved by APO on a case-by-case basis
Disclosure to Labor Organizations. The names, employment status, contact information, addresses, and other identifying information of agency employees may be disclosed, subject to applicable law, to labor organizations when such information is needed by a labor organization to perform its duties as the collective bargaining representative of Agency employees in an appropriate bargaining unit.	<input checked="" type="checkbox"/> Pre-approved as routine <input type="checkbox"/> Approve as routine by two or more agencies <input type="checkbox"/> Approved by APO on a case-by-case basis
Lobbying Disclosures. The names, addresses, and telephone numbers of lobbyists or clients may be disclosed in order to comply with the NYC Lobbying Law’s reporting and registration requirements.	<input checked="" type="checkbox"/> Pre-approved as routine <input type="checkbox"/> Approve as routine by two or more agencies <input type="checkbox"/> Approved by APO on a case-by-case basis

<p>Disclosure in Response to a Data Breach. Identifying information may be disclosed, subject to applicable law, to appropriate agencies, entities, or persons where it has been determined or suspected that the security or confidentiality of identifying information has been compromised, and that such disclosure is either required by law or is reasonably necessary to assist in efforts to prevent, minimize, or remedy potential or actual harm.</p>	<p><input checked="" type="checkbox"/> Pre-approved as routine</p> <p><input type="checkbox"/> Approve as routine by two or more agencies</p> <p><input type="checkbox"/> Approved by APO on a case-by-case basis</p>
<p>Collection and Disclosures Related to Procurement. In order to comply with applicable federal, state, and local procurement rules, certain identifying information may be collected and disclosed, such as bidders' and contractors' names and contact information.</p>	<p><input checked="" type="checkbox"/> Pre-approved as routine</p> <p><input type="checkbox"/> Approve as routine by two or more agencies</p> <p><input type="checkbox"/> Approved by APO on a case-by-case basis</p>
<p>Disclosures in Response to Inquiries from Federal, State or Local Elected Officials. Identifying information may be disclosed as part of a response to an inquiry from a federal, state or local elected official, subject to applicable law.</p>	<p><input checked="" type="checkbox"/> Pre-approved as routine</p> <p><input type="checkbox"/> Approve as routine by two or more agencies</p> <p><input type="checkbox"/> Approved by APO on a case-by-case basis</p>
<p>Collection and Disclosure for Public Benefits Processing. The agency may collect and disclose identifying information to process applications or claims for public benefits, including names, addresses, contact information, employment status, race, nationality, and eligibility for or receipt of public assistance, in accordance with applicable law.</p>	<p><input checked="" type="checkbox"/> Pre-approved as routine</p> <p><input type="checkbox"/> Approve as routine by two or more agencies</p> <p><input type="checkbox"/> Approved by APO on a case-by-case basis</p>
<p align="right">N.Y.C. Admin. Code §23-1205(a)(1)(b)</p>	

4. If applicable, specify the types of collections and disclosures that have been approved by the Chief Privacy Officer as being “in the best interests of the City” which involve any collections and disclosures of identifying information relating to your agency.

Describe Type of Collection or Disclosure

N.Y.C. Admin. Code §23-1202(b)(2)(b); 23-1205(a)(1)(b)

6. Do the above policies address access to or use of identifying information by employees, contractors, and subcontractors?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
7. If YES, do such policies specify that access to such information must be necessary for the performance of their duties?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
8. Describe whether the policies are implemented in a manner that minimizes such access to the greatest extent possible while furthering the purpose or mission of the agency.	General Counsel evaluates, in conjunction with Deputy Commissioner or Chief of Staff, to determine the relevance of information, importance of disclosure and impact to client in light of current municipal rules regarding privacy protection.
N.Y.C. Admin. Code §§23-1205(a)(1)(c)(1), and (4)	

9. Describe the agency's current policies for handling proposals for disclosures of identifying information to other City agencies, local public authorities or local public benefit corporations, and third parties.
DVS generally follows policies listed in Question #5.
N.Y.C. Admin. Code §23-1205(a)(1)(c)(2)

10. Describe the agency's current policies regarding the classification of disclosures as necessitated by the existence of exigent circumstances or as routine.
<p>We have classified certain disclosures as routine in accordance with Agency function.</p> <p>Requests for disclosures during emergency or exigent circumstances are flagged for expedited and high priority review by the General Counsel/APO, who will approve or deny in light of applicable local laws.</p>
N.Y.C. Admin. Code §23-1205(a)(1)(c)(3)

11. Describe the agency's current policies regarding which divisions and categories of employees within an agency make disclosures of identifying information following the approval of the privacy officer.
<p>Requests are frequently fielded from Intake Coordinators, who then relay to their Assistant Commissioners. Requests for disclosures made through Assistant Commissioners are then flagged for General Counsel review in light of applicable local laws.</p> <ul style="list-style-type: none"> • Administration and Human Resources • General Counsel • Client Services • Housing • Technical Services
N.Y.C. Admin. Code §23-1205(a)(1)(c)(4)

12. Describe whether the agency has considered or implemented, where applicable, any alternative policies that minimize the collection, retention, and disclosure of identifying information to the greatest extent possible while furthering the purpose or mission of such agency.

Agency will implement policies and procedures in anticipation of CPO's policies and protocols.

N.Y.C. Admin. Code §23-1205(a)(4)

13. Describe the agency's use of agreements for any use or disclosure of identifying information.
<p>Intake forms with consent waivers are utilized, where DVS collects the names, contact information, and applicable military status from clients who wish to be connected with resources around housing, City employment, education, entrepreneurship and events. This information is held internally and occurs during the normal course of business.</p> <p>Also, DVS routinely enters into MOU's with City agencies, non-profit orgs, or other entities or organizations for the disclosure or collection of identifying information, usually program or event driven.</p>
N.Y.C. Admin. Code §23-1205(a)(1)(d)

14. Using the table below, specify the types of entities requesting the disclosure of identifying information or proposals for disclosures of identifying information, and for each entity, describe (1) the reasons why an agency discloses identifying information to such entity, and (2) why any such disclosures furthers the purpose or mission of such agency.

Add additional rows as needed.

Type of Entity	Description of Reason for Disclosure	Description of how disclosure furthers the purpose or mission of the agency
Local, State, Federal Governmental agencies	When authorized by the client, DVS shares personal identifying information with government agencies for the purposes related to administration, identity verification, or facilitating access to benefits, services, and care, all in the normal course of business.	Assists in connecting clients to benefits.
Federal oversight agencies	When authorized by the client, DVS shares contact information with federal entities such as the VA for connection to their federally eligible benefits.	Assists in connecting client to federal benefits.
Members of the public seeking referrals	When authorized by the client, DVS shares contact information with non-profit, private and governmental institutions for the purposes of connecting clients with services.	Assists clients in connecting to services.
Elected Officials	When authorized by the client, DVS shares contact information with elected officials for the purposes of advocacy and connecting clients with services.	Assists clients in connecting with advocacy and general support services in their communities.
Members of the Press	When authorized by the client, DVS shares contact information with the press for purposes of advocacy and transparency.	Assists in aiding governmental transparency.
N.Y.C. Admin. Code §23-1205(a)(1)(e)		

- Proceed to Next Question on Following Page -

15. Describe the impact of the Identifying Information Law and other applicable laws upon your agency's practices in relation to collection, retention, and disclosure of identifying information.

As the agency matures and enters into more robust agreements with outside entities to continue to provide and connect various services to veterans, the APO is will update its Inventory of Collections and Disclosures (Form #1); Routine Designations (Form #2); and Non-routine Designations (Form #5) forms accordingly.

N.Y.C. Admin. Code §23-1205(a)(2)

16. Describe the impact of the privacy policies and protocols issued by the Chief Privacy Officer, or by the Citywide Privacy Protection Committee, as applicable, upon your agency's practices in relation to the collection, retention, and disclosure of identifying information.

Not yet applicable as date of this report.

N.Y.C. Admin. Code §23-1205(a)(3)


APPROVAL SIGNATURE FOR AGENCY REPORT

Preparer of Agency Report:

Name:	Glenda V. Garcia		
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SIGNATURE OF AGENCY HEAD OR DESIGNEE REQUIRED BELOW

Agency Head (or designee):

Name:	James Hendon		
Title:	Commissioner		
Email:	jhendon@veterans.nyc.gov	Phone:	(212) 416-5250
Signature:		Date:	7/30/2020

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