

Local Law 75 (2018): Progress Update

January 31, 2022

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 third and final annual update to that initial study.

Updates

Facilitating Information Sharing and Integration

- NYC Opportunity continues to assess 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. In 2021, we continued to assess how we can utilize the platform to support cross-agency initiatives focused on equitable recovery, benefits outreach and workforce development.
- This past year, NYC Opportunity began prototyping the design of a system to capture (metadata) information about data assets and products derived from client information management systems. The goal of this prototyping effort was to determine the efficacy that a metadata repository might offer for new information sharing and exchange initiatives. In particular, we were interested in exploring how documenting information about where appropriate data sets reside, what data might be available in them for sharing and known issues (legal, technical or analytical) might be critical for programs interested in implementing new information exchanges.

¹ Local Law 75 <https://legistar.council.nyc.gov/LegislationDetail.aspx?ID=3029958&GUID=F183F444-8406-423A-B87C-D358BFC23AC&Options=ID%7CText%7C&Search=1577>

- NYC Opportunity initiated new conversations on 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 most recently have relied on this data to support efforts and supplement information for COVID-19 response and recovery.

Modernizing Client Information Management Systems

- NYC Opportunity will soon begin to pilot a secure digital document storage solution (i.e. "MyFile") 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.
- NYC Opportunity explored new use cases for a platform to leverage available APIs of social service information to facilitate interoperability between client information systems. The use cases included one that would facilitate the application process and another that could public health outreach.