



**Department of
Social Services**

Human Resources
Administration

Department of
Homeless Services

Molly Wasow Park
Commissioner

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New York, NY 10007

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December 31, 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

VIA E-MAIL

Dear Mayor Adams and Speaker Adams:

As required by Local Law 35 of 2014, enclosed please find NYC HRA's report for the IDNYC program for the quarter ending December 31, 2023.

During this reporting period, to address the increase in asylees demand for IDNYC, the program placed an IDNYC staff member at a Brooklyn HERRC and trained the HERCC staff. The IDNYC staff member and trained HERRC staff help to streamline the IDNYC enrollment process by vetting eligibility documentation in advance, support asylees in completing application forms and direct asylees to available appointments at IDNYC offices.

From CY 2022 to CY 2023, IDNYC saw a nearly 50% increase in enrollments. To optimize enrollment capacity given the surge in demand, IDNYC has adjusted operations to maximize operational ability and efficiency. To facilitate enrollments and to geographically accommodate applicants across the city, during this reporting period, most IDNYC enrollment sites shifted to an appointment only model. Additionally, we leveraged resources and space consolidation at IDNYC sites at DSS/HRA Benefits Access Centers in Manhattan (E. 16th street) and downtown Brooklyn (88 Third Avenue) to accommodate both appointments and walk-ins.

At the closing of this quarter, a total of 1,654,042 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, 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 October 1, 2023 – December 31, 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, 2,248,267 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 December 31, 2023 (age 10 & up)	Cardholders as a Percentage of Estimated Eligible Population¹ (age 10 & up)
Bronx	400,888	23.44%
Brooklyn	643,771	20.60%
Manhattan	452,426	22.12%
Queens	697,470	24.33%
Staten Island	53,646	9.40%
Non-NYCP.O. Box	66	
TOTAL	2,248,267	21.77%

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 December 31, 2023, IDNYC had issued 2,179,585 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 December 31, 2023, IDNYC had issued 82,783 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 did not receive 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 did not share any documents submitted by applicants to establish eligibility for the New York City identity card 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, 535 cases have been detected to have a high likelihood of suspected fraud. In this reporting period, the program's integrity review process detected 12 instances in which an individual sought to obtain an IDNYC card under another name and/or identity and all 12 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. Additionally, during the reporting period, there were 93 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 105 applications stemming from these instances 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:**

During the fourth quarter of 2023, IDNYC provided education and outreach assistance for enrollment in communities throughout New York City working in partnership 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 237 tabling events hosted by community-based organizations throughout the five boroughs (26 in the Bronx, 76 in Brooklyn, 49 in Manhattan, 60 in Queens, and 26 in Staten Island), including those working with immigrants. Over 101,000 IDNYC informational materials were distributed in over 20 different languages and reached nearly 24,000 constituent contacts. IDNYC reached hundreds of individuals at events in partnership with Metro Plus and city shelters across the city. During this quarter, through these outreach efforts, we assisted with helping submit 3,735 applications.

Additionally, throughout this quarter, IDNYC enrolled 7,545 New Yorkers at pop-up sites and aboard the Mobile Command Center, IDNYC On-the-Go!

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 the NYPD and other government agencies for identification. IDNYC will also continue to expand renewal opportunities through 2024 for those whose cards have expired since 2020. This extended acceptance continues to afford cardholders the ability to complete the renewal process but continue to use their cards pending renewal during the pandemic.

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 1,701 free one-year memberships, with 783,546 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 61,755 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. Since the program's launch, IDNYC cardholders have used this benefit to save over \$1,382,054 on their prescription purchases.

- At Food Bazaar stores in Queens, Brooklyn, and the Bronx, IDNYC cardholders saved over \$72,011 in discounted grocery purchases, this quarter, bringing total grocery savings to more than \$5 million dollars (\$5,095,363.09) 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, 11,250 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 17,616 cardholders have accessed vaccine records using an IDNYC card. During this quarter, 718 cardholders accessed MVR using their IDNYC to retrieve their vaccination records.

Veterans

Since IDNYC launched the Veteran Designation in July 2015, 13,873 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.