

December 20, 2020

The Honorable Bill de Blasio
Mayor
City Hall
New York, NY 10007

The Honorable Corey Johnson
Speaker
New York City Council
New York, NY 10007

Dear Mayor de Blasio and Speaker Johnson:

As required by Local Law 35 of 2014, we have enclosed reports on the IDNYC program for the quarters ending September 30, and June 30, 2020, the submission of which were delayed by the COVID-19 pandemic.

In light of the COVID-19 pandemic, IDNYC has worked with its partner agencies and organizations to best accommodate and communicate with cardholders and applicants. As of March 20, 2020, all permanent IDNYC enrollment sites were temporarily closed and all homebound and Mobile Command Center enrollments, as well as enrollment in partnership with the Department of Education, were suspended.

As of the end of the third quarter, a total of 1,391,806 cardholders had been able to enjoy the meaningful benefits of the IDNYC program. IDNYC is grateful for the ongoing leadership and partnership of Mayor de Blasio, Speaker Johnson, and the New York City Council. We look forward to supporting New Yorkers in our city as we move to recovery.

Very truly yours,



Steven Banks, Commissioner, Human Resources Administration



Bitta Mostofi, Commissioner, Mayor's Office of Immigrant Affairs



Jeff Thamkittikasem, Director, Mayor's Office of Operations

cc: Dean Fuleihan, First Deputy Mayor
Phil Thompson, Deputy Mayor
Melanie Hartzog, Deputy Mayor
Emma Wolfe, Deputy Mayor for Administration
Lydon Sleeper, Director of Intergovernmental Affairs

New York City Identity Card Program Quarterly Report April 1, 2020 – June 30, 2020

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:

From the launch of the IDNYC program through June 30, 2020, 1,614,443 applications, including renewal applications, had been received.

The following table depicts the number of applications as of June 30, 2020 disaggregated by borough of residence:

Borough	Total Applications Processed to Date as of June 30, 2020 (age 10 & up)	Cardholders as a Percentage of Estimated Eligible Population ¹ (age 10 & up)
Bronx	287,201	19.44%
Brooklyn	468,703	17.63%
Manhattan	323,495	18.51%
Queens	495,950	20.29%
Staten Island	39,029	9.01%
Non-NYCP.O. Box	65	
TOTAL	1,614,443	18.30%

The 65 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 June 30, 2020, IDNYC issued 1,571,708 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 June 30, 2020, IDNYC issued 64,329 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 received a request from the Department of Veterans' Services (DVS) for the contact information of IDNYC cardholders with the veteran indicator on their card. DVS requested this information for the purpose of reaching out to the cardholders during the COVID-19 emergency to inform them of and connect them to available resources. IDNYC granted the request pursuant to NYC Adm. Code Section 3-115(e)(4)(3), which authorizes the program to provide IDNYC applicant information to a requesting agency for the purpose of determining or facilitating the IDNYC cardholder's eligibility for benefits, and the two agencies entered into a memorandum of agreement concerning the anticipated disclosure.

(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 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:

None.

(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 applicant information 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, 282 cases have been detected to have a high likelihood of suspected fraud. In this reporting period, the program's integrity review process detected 2 unrelated instances in which an individual sought to obtain an IDNYC card under another name and/or identity. These instances were first 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. After the perceived match, investigators on the program integrity team proceeded with an investigation in accordance with program protocols. Both applications 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:

While IDNYC was unable to conduct in-person outreach to individuals due to the COVID-19 emergency during this reporting period, we continued to promote information on the IDNYC program for those who are eligible. Throughout this quarter, IDNYC conducted virtual outreach across the five boroughs by way of Know Your Rights presentations with 25 organizations across New York City in English, Spanish and Haitian Creole. Organizations included Gibney Dance, LatinaShare, MASA, Life of Hope Center, CAMBA, Leap Training and Consulting Services, Metro Health Plus, Violence Intervention Program, Haitian American Community Coalition, Inc. (HCC) and Haitian Americans United for Progress.

IDNYC worked closely with cultural partners to promote their virtual events and offerings with the sharing of digital marketing content, though many closed operations in response to the pandemic. Highlighted events include Immigrant Heritage Week in April and Immigrant Heritage Month in June, as well as promotion of The Vida Americana: Mexican Muralists Remake American Art, 1925-1945 exhibition, on view digitally at the Whitney Museum of American Art; Flushing Town Hall at HOME showcasing immigrant artist and global art forms for their global community; The 21 Islands International Short Film Festival presented by Pregones/PRTT; Queens Botanical Garden at Home, sharing moments of inspiration, beauty and knowledge through nature and garden inspired content; American Museum of Natural History, providing online learning programs for educators, learn-at-home resources for families and students, and virtual tours; and Wildlife Conservation Society's weekly roundup, bringing zoos and aquariums to New Yorkers digitally.

(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.

(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:

IDNYC cardholders continue to take advantage of the cultural, educational, and health-related opportunities that the card offers. The City continues to offer New Yorkers their first IDNYC card and renewal card at no charge and looks forward to reopening its Enrollment Centers to ensure its accessibility to all.

Culture and Education

Though many partners closed operations in response to the pandemic, IDNYC continues to work closely with them to promote their virtual events and offerings with the sharing of digital marketing content. Highlighted events include Immigrant Heritage Week in April and Immigrant Heritage Month in June, as well as the following:

- The Vida Americana: Mexican Muralists Remake American Art, 1925-1945 exhibition, on view digitally at the Whitney Museum of American Art;
- Flushing Town Hall at HOME showcasing immigrant artist and global art forms for their global community;
- The 21 Islands International Short Film Festival presented by Pregones/PRTT;
- Queens Botanical Garden at Home, sharing moments of inspiration, beauty and knowledge through nature and garden inspired content;
- American Museum of Natural History, providing online learning programs for educators, learn-at-home resources for families and students, and virtual tours; and
- Wildlife Conservation Society's weekly roundup, bringing zoos and aquariums to New Yorkers digitally.

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. While the libraries have been closed due to the COVID-19 emergency, IDNYC has worked with them to promote their digital content, including a curated digital list of local authors from across the five boroughs.

Health

The IDNYC card continues to facilitate access to better health and savings for cardholders.

- 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. As of June 30, 2020, IDNYC cardholders had used this benefit to save over \$1,117,628 on their prescription purchases.
- IDNYC's new partnership with Costco resulted in 19 offer purchases, including 1 Executive Membership, resulting in 55 new memberships in its first six months. Each cardholder who signed up for a Costco membership by purchasing a Membership Activation Certificate received a Costco Shop Card with a value of \$30, with Executive Members receiving an annual 2% reward on eligible Costco and Costco Travel purchases.
- At Food Bazaar stores in Queens, Brooklyn, and the Bronx, IDNYC cardholders saved over \$212,549.11 in discounted grocery purchases, this quarter, bringing total grocery savings to more than \$3.3 million dollars (\$3,399,762.02) 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. As of June 30, 2020, 9,587 cardholders had linked their IDNYC cards to their H+H accounts.
- Since January 2017, parents, guardians, and other individuals have been able to use their IDNYC numbers online, at My Vaccine Record, to access their own or their children's official immunization records from the Citywide Immunization Registry. 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. As of June 30, 2020 4,318 cardholders had accessed vaccine records using an IDNYC number.

Veterans

IDNYC launched the Veteran Designation in July 2015. As of June 30, 2020, 10,498 veterans had chosen to have this special marker on their IDNYC cards to indicate service in the U.S. Armed Services. The designation provides veterans with access 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. To further assist veterans, in May, 2020, IDNYC began sharing data with the Department of Veterans Services to provide outreach and linkage to services to veterans during the COVID-19 pandemic.

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.

New York City Identity Card Program Quarterly Report July 1, 2020 – September 30, 2020

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:

As of September 30, 2020, 1,666,675 applications, including renewal applications, had been received.

The following table depicts the number of applications disaggregated by borough of residence:

Borough	Total Applications Processed to Date as of September 30, 2020 (age 10 & up)	Cardholders as a Percentage of Estimated Eligible Population ¹ (age 10 & up)
Bronx	295,615	19.44%
Brooklyn	483,839	17.63%
Manhattan	333,416	18.51%
Queens	513,493	20.29%
Staten Island	40,247	9.01%
Non-NYCP.O. Box	65	
TOTAL	1,666,675	18.30%

The 65 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 September 30, 2020, IDNYC issued 1,624,681 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 September 30, 2020, IDNYC issued 64,329 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 with other City agencies. However, in response to a request made during the previous reporting period, IDNYC shared contact information of IDNYC cardholders with the veteran indicator on their card with the Department of Veterans Affairs (DVS). DVS requested this information for the purpose of reaching out to the cardholders during the COVID-19 emergency to inform them of and connect them to available resources. IDNYC granted the request pursuant to NYC Adm. Code Section 3-115(e)(4)(3), which authorizes the program to provide IDNYC applicant information to a requesting agency for the purpose of determining or facilitating the IDNYC cardholder's eligibility for benefits. Disclosure was made pursuant to a memorandum of agreement between the two 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:**

None.

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, 282 cases have been detected to have a high likelihood of suspected fraud. In this reporting period, the program's integrity review process detected 0 unrelated instances in which an individual sought to obtain an IDNYC card under another name and/or identity. Any instances would first be 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 would proceed with an investigation in accordance with program protocols. 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:**

Although many institutions remain closed or are gradually opening to the public in a limited capacity, IDNYC continues to promote its virtual and safe in person offerings through IDNYC social media platforms. Promotions include:

- Opening of the Enid A. Haupt Conservatory and Fiesta de Flores at the New York Botanical Garden in celebration of Hispanic Heritage Month
- Mid-Autumn Festival at Flushing Town Hall
- The New York Aquarium's naming of their newest baby Sea Lion
- Programming for Families and with Children 4-8 years old at the Queens Botanical Garden
- The Whitney Museum of American Art's IDNYC Cardholder Day, on October 17, 2020, where cardholders will enjoy free admission.

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.

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:**

IDNYC cardholders continue to take advantage of the cultural, educational, and health-related opportunities that the card offers. Though many of our partners remain closed due to the pandemic, IDNYC continues to work closely with them to promote their virtual events and offerings. A select number of art and cultural partners re-opened in July, primarily low-risk outdoor spaces like botanical gardens and zoos citywide with capacity restrictions, including the New York and Queens Botanical Gardens, Kings Manor, and the Museum of the City of New York. At the end of August, Governor Andrew Cuomo permitted the remaining cultural institutions to reopen beginning August 24, 2020, at 25% capacity. As of September 2020, Queens Museum, MoMA and MoMA PS1, Whitney Museum of American Art, the American Museum of Natural History, Bronx Museum of the Arts, El Museo del Barrio, Museum of Jewish Heritage, The New York Aquarium (part of the Wildlife Conservation Society), and the South Street Seaport Museum have formally reopened to the public while many other museums and theaters remaining closed, with re-opening dates later this year.

During this quarter, IDNYC cultural partners were able to issue limited number of memberships, with a total of 319 redeemed in the months of July and August. Since the beginning of the year 2020, a total of 6,076 memberships have been issued by cultural institution partners with 757,741 memberships issued since January, 2015.

Libraries

Due to COVID, the library systems were closed during this reporting period. 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 \$1,152,364 on their prescription purchases.

- IDNYC's new partnership with Costco resulted in 38 offer purchases, including 6 Executive Memberships, resulting in 93 new memberships in its first nine months. Each cardholder who signed up for a Costco membership by purchasing a Membership Activation Certificate received a Costco Shop Card with a value of \$30 with Executive Members receiving an annual 2% reward on eligible Costco and Costco Travel purchases.
- At Food Bazaar stores in Queens, Brooklyn, and the Bronx, IDNYC cardholders saved over \$158,720.57 in discounted grocery purchases, this quarter, bringing total grocery savings to more than \$3.5 million dollars (\$3,558,482.59) 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, 9,587 cardholders have linked their IDNYC cards to their H+H accounts.
- Since January 2017, parents, guardians, and other individuals have been able to use their IDNYC numbers online, at My Vaccine Record, to access their own or their children's official immunization records from the Citywide Immunization Registry. 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 4,558 cardholders have accessed vaccine records using an IDNYC number.

Veterans

Since IDNYC launched the Veteran Designation in July 2015, 10,892 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.

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.