

## **Interagency Agreement**

This Interagency Agreement is between the New York City Department for the Aging ("DFTA") and the New York City Department of Finance ("Finance").

**WHEREAS**, on June 29, 2009, Mayor Bloomberg approved the passage of Local Law 44 of 2009 (Intro. 1026).

**WHEREAS**, the purpose of this local law is to authorize administration of the Senior Citizens Rent Increase Exemption ("SCRIE") program by Finance.

**WHEREAS**, this local law provides that it shall take effect 60 days after it is enacted into law (or August 28, 2009) and provides an additional period of 60 days following the effective date during which Finance and DFTA may agree in writing that certain responsibilities necessary for the efficient administration of the SCRIE program be handled by DFTA.

**WHEREAS**, Finance and DFTA now wish to indicate which responsibilities Finance will assume in connection with the law, which responsibilities Finance will assign to DFTA so as to ensure the smooth transition of the SCRIE service, and the length of any such assignment.

**NOW THEREFORE**, Finance and DFTA agree as follows:

- 1) DFTA will process new SCRIE applications and recertifications until September 15, 2009. On September 15, 2009 and thereafter, Finance will accept and process all new applications and recertification forms for the SCRIE program. Finance agrees to develop application and recertification materials, on or before September 15, 2009, that indicate Finance is responsible for processing applications and recertifications filed on or after September 15, 2009.
- 2) DFTA has transferred to Finance SCRIE's existing workflow database system. DFTA recommends that Finance incorporate the document imaging portion of the system to enhance Finance's processing of applications and provide Finance with the ability to access historical client and landlord data. DFTA will be responsible for training and ensuring proper connectivity to the workflow database system. 311 and DFTA shall retain viewer access to the system.
- 3) DFTA will resolve SCRIE appeals and Tax Abatement Credit ("TAC") calculations received prior to September 15, 2009, until such time as those appeals and TAC calculations have been resolved. DFTA agrees that if any document is sent to DFTA after

- 4) September 15, 2009, but that pertains to one of the appeals or TAC calculations initiated before September 15, 2009, DFTA will process such document.
- 5) Should DFTA receive new applications, recertification forms, and any other connected documentation after September 15, 2009, DFTA will hand deliver such items to Finance, attention Virginia Ching, Account Examination Unit, 59 Maiden Lane, 19<sup>th</sup> Floor, New York , NY 10038-4502.
- 6) DFTA and Finance agree that callers to 311 will be instructed on September 15, 2009, and thereafter to submit new applications for SCRIE to Finance, but that callers inquiring about cases involving applications, appeals and TAC calculations opened prior to September 15, 2009, will be directed to contact DFTA. Finance further agrees that it will provide an updating script to 311 before September 15, 2009, that captures the above instructions to callers. Finance likewise agrees that it will provide the updating script to DFTA for its approval and revision (if required) before Finance transmits the script to 311.
- 7) DFTA will continue to handle inquiries generated by the 311 Seibel system, as described above in Section 5, as well as connected questions that cannot be resolved by 311 or Finance, until December 31, 2009. On January 1, 2010, Finance will take on the responsibilities articulated in this section. DFTA and 311 will train Finance staff as Finance requests to prepare for the January 1, 2010, transition. For the purposes of training Finance staff in advance of January 1, 2010, DFTA agrees to provide Finance with access to four (4) DFTA Siebel accounts.
- 8) If requested by Finance, DFTA agrees to enter into a separate Memorandum of Understanding for placement of three (3) Reservists at Finance starting January 1, 2010, to assist with requests for information regarding SCRIE and other matters contemplated in Section 6 of this agreement.
- 9) DFTA will provide informational outreach service indefinitely for the SCRIE program: this effort shall include DFTA presentations at senior centers, benefit and entitlement events, health fairs, community boards, and its coordination with various community based organizations. This outreach shall not exceed the nature of outreach DFTA provides in connection with programs that may benefit the agency's constituents (e.g., provision of Food Stamps) but that the agency does not itself administer.
- 10) Finance will participate in the U.S Department of Agriculture (USDA) two-year grant which partners the Mayor's Office, Human Resources Administration, DFTA, and the Food Bank of New York to enroll SCRIE clients into the Food Stamp program. This project involves data matching and outreach at DFTA senior centers and Food Bank sites citywide.
- 11) Finance and DFTA may modify this agreement as needed.

IN WITNESS WHEREOF, the Parties hereto have executed this Agreement on the dates appearing below their respective signatures.

CITY OF NEW YORK

Department of Finance

BY: 

TITLE: Commissioner

DATE: September 14, 2009

CITY OF NEW YORK

Department for the Aging

BY: 

TITLE: Commissioner

DATE: September 18, 2009