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**CONTACT:** [press@dss.nyc.gov](mailto:press@dss.nyc.gov)

**DSS ANNOUNCES OPENING OF NEW IDNYC ENROLLMENT CENTER,  
INCREASED APPOINTMENT AVAILABILITY, AND PROGRESS EXPANDING  
ACCESS TO THE COUNTRY'S LARGEST MUNICIPAL ID PROGRAM**

*Opening of new enrollment center in the Bronx will bolster city progress strengthening access to IDNYC*

*Building on 43% increase in new IDNYC enrollments, through the highly effective appointment-only model city will make more than 7,500 appointments available every week*

*Last year marked the highest number of new IDNYC enrollments in over six years*

**NEW YORK** – The NYC Department of Social Services (DSS) today announced the upcoming opening of a new IDNYC enrollment center in the Bronx which will help bolster city progress strengthening access to IDNYC, the nation's largest and most successful municipal ID program. IDNYC provides all New Yorkers, regardless of background or immigration status, with a government-issued photo identification broadly accepted across New York City. Thanks to the Adams administration's expansion of eligibility criteria and streamlining of processes to ensure inclusive and equitable access, the city has been able to significantly increase appointment availability and enroll more New Yorkers in the program than in recent pre-pandemic years. And the city continues to build on more recent progress -- with a 43% increase in new enrollments in CY 2023. The IDNYC program is overseen by the NYC Human Resources Administration (HRA) which is a part of DSS.

With the opening of this second location in the Bronx at 1910 Monterey Avenue on June 24, there will be a total of eleven IDNYC enrollment centers spread across the five boroughs. The new center will increase capacity for processing enrollments and will be strategically co-located at a Benefits Access Center (BAC) offering New Yorkers access to various city resources and benefits at a centralized location. The city continues to work closely with elected officials and stakeholders to dedicate additional resources while taking a targeted approach to meet increased need in specific communities and ensure we are reaching all eligible New Yorkers.

"An IDNYC card is more than just a municipal ID — it is the key to experiencing the American Dream in New York City," said **New York City Mayor Eric Adams**. "Regardless of your immigration status or background, you can access the city's social safety net that strives to catch all in need. Today, we are furthering those efforts by opening a new enrollment center in the Bronx, ensuring that each borough has the infrastructure in place to meet all New Yorkers where they are."

"The Adams administration has already taken important steps to ensure equitable access to IDNYC for all New Yorkers while streamlining processes, expanding eligibility, and strengthening our delivery of services," said **Department of Social Services Commissioner**

**Molly Wasow Park.** “The opening of this new site in the Bronx will build on our robust citywide network of enrollment centers and ongoing outreach efforts to ensure we are effectively reaching all communities in need. We are grateful for our IDNYC staff, key agency and elected partners, and community-based organizations for working with us to connect New Yorkers to this city resource.”

The opening of this enrollment center is a reflection of our commitment to working closely with community partners to build on the important progress we have made expanding access to IDNYC,” said **Scott French, Administrator of the Human Resources Administration.** “As we continue to comprehensively strengthen the nation’s largest and most successful municipal ID program, we are reaching and enrolling more New Yorkers today than in recent years. The new enrollment center will provide increased capacity to bolster our ongoing efforts to connect any and all eligible New Yorkers to IDNYC through targeted outreach initiatives and specialized trainings to inform and educate key stakeholders who work to spread awareness about the IDNYC program across their communities.”

Since the start of the Adams Administration, HRA has taken vital steps to comprehensively strengthen the IDNYC program, including:

**Appointment-only model:** HRA’s new appointment-only model and technological enhancements have significantly streamlined processing and increased efficiencies, allowing the city to nearly double the number of available appointments year over year and bolster processing capacity. As of today, the city is offering more than 7,100 appointments every week while ensuring the timely processing of all applications. The new enrollment center will allow HRA to increase the overall number of weekly appointments to 7,500. As reflected by key indicators, the appointment-only approach has proven to be highly effective in ensuring equitable access and enhancing the delivery of services for NYC residents, especially for individuals who may have difficulty obtaining other government-issued photo IDs, including undocumented immigrants, seniors, New Yorkers experiencing homelessness, and formerly incarcerated New Yorkers.

**Expanding and strengthening access for recently-arrived asylum seekers:** As part of this administration’s strong interagency response to ensure critical supports for asylum seekers arriving in NYC in unprecedented numbers, HRA immediately took important steps to ensure IDNYC access for recent arrivals which included comprehensively expanding the list of acceptable documents to accommodate their unique circumstances. This year, the city updated residency requirements to further expand access for asylum seekers who are in the city’s care. Throughout this process HRA has worked to preserve integrity standards which are critical to ensuring the viability of the program as a widely accepted form of identification for more than 1.6 million IDNYC card-holders.

The agency also continues to work to address any misinformation about the basic functionalities of the IDNYC card, notably the fact that IDNYC does not provide work authorization or impact immigration status.

**Aggressive outreach efforts and specialized training resources:** HRA also continues to conduct targeted outreach efforts working in partnership with the Mayor’s Office of Immigration

Affairs (MOIA) and key agency partners, elected officials, and Community-Based Organizations (CBO), while deploying IDNYC Mobile Command Centers (MCC) and increasing informational events in communities where we identify higher need, including city shelters where asylum seekers are residing. HRA is proactively hosting MCC events every month in partnership with elected officials and CBOs to prioritize access for harder-to-reach neighborhoods.

This March, the DSS Office of Community Outreach (OCO) launched special trainings offering comprehensive 'IDNYC Program Overview and Documentation Requirement' webinars for CBOs, elected officials and their staff, and partner agencies to ensure DSS is equipping all relevant stakeholders to effectively support New Yorkers looking to apply for IDNYC in their communities. As of today, these trainings have served 191 staffers across 57 organizations and the agency continues to build on this outreach.

"We are thrilled to celebrate the opening of a new IDNYC center in the Bronx," said **Manuel Castro, Commissioner of the New York City Mayor's Office of Immigrant Affairs (MOIA)**. "Our outreach team and volunteers are on the ground, five days a week in all boroughs, to ensure all New Yorkers can receive assistance with the IDNYC application process. This new center will expand capacity in a location of critical need, continuing to fill the identification gap that many immigrant New Yorkers continue to face."

"With a surge in demand for the IDNYC program, it is vital that residents have access to enrollment where they live and work," said **Deputy Speaker Diana Ayala, Chair of the General Welfare Committee**. "Regardless of citizenship status, every resident deserves access to a municipal ID and all of the important benefits that come with the largest municipal ID program in the nation. I want to thank Commissioner Park and the rest of DSS for their continued work in expanding access to IDNYC and their commitment to expanding access to the program in the Bronx."

"Today's announcement of a new IDNYC enrollment center in the Bronx is a significant step forward in ensuring that all residents, particularly those in underserved communities of color, have access to essential identification services," said **Council Member Kevin C. Riley, Co-Chair of the Black, Latino, and Asian Caucus**. "The increased availability of appointments will make it easier for more Bronx residents to obtain an IDNYC, empowering them to access critical city services and opportunities. This progress reflects our city's commitment to equity and inclusion, as we continue to break down barriers for our most vulnerable neighbors. I commend the NYC Department of Social Services (DSS) for this comprehensive initiative, which strengthens our community and enhances the well-being of all New Yorkers."

**ABOUT IDNYC:** IDNYC is the nation's largest and most successful municipal ID program, providing all New Yorkers, regardless of background or immigration status, with a government-issued photo identification broadly accepted across New York City. As part of the city's commitment to making this program as inclusive and accessible as possible:

- Transgender, non-binary, and gender non-conforming New Yorkers can affirmatively select a gender identity that more closely reflects to how they identify or express their gender on their IDNYC.
- IDNYC is the first locally-issued ID in the nation to include braille. “IDNYC” is embossed in braille on the front of all new IDNYC cards to help cardholders who are blind or have low vision distinguish and utilize the card.

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**About the Department of Social Services (DSS):** The Department of Social Services, comprised of the Human Resources Administration (HRA) and the Department of Homeless Services (DHS), serves millions of New Yorkers annually through a broad range of services that aim to address poverty, income inequality, and prevent homelessness. HRA serves over three million New Yorkers through the administration of more than 12 major public assistance programs. DHS oversees a broad network of shelters, services, and outreach programs dedicated to helping New Yorkers experiencing homelessness get back on their feet. DSS is central to the City’s mission to expand opportunity for more New Yorkers, address income inequality, help New Yorkers experiencing homelessness stabilize their lives, and ensure that vulnerable New Yorkers receive the benefits and assistance for which they may be eligible.