

June 30, 2024

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 covering the IDNYC program for the quarter ending June 30, 2024.

During this reporting period, IDNYC continued to expand access to individuals in need of government-issued photo ID's, including immigrants, seniors, people experiencing homelessness and the formerly incarcerated, by opening a new Enrollment Center in the Bronx. The opening of the new Enrollment Center increases the number of New Yorkers the program can serve on a weekly basis from approximately 7,100, to 7,500.

IDNYC continued to strengthen outreach efforts by working in partnership with elected officials, community-based organizations, and agency partners to address the increasing demand for IDNYC. IDNYC delivered virtual training sessions, extended hours, and increased access for applicants served by these partners in service.

Additionally, IDNYC deployed the IDNYC Mobile Command Centers (MCC) at various community centers, elected officials' offices, and shelters throughout the five boroughs, serving communities identified by partners as needing IDNYC.

At the closing of this quarter, a total of 1,722,944 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 April 1, 2024 – June 30, 2024

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, 2,346,417 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 June 30, 2024 (age 10 & up)	Cardholders as a Percentage of Estimated Eligible Population ¹ (age 10 & up)
Bronx	418,706	24.46%
Brooklyn	668,912	21.33%
Manhattan	476,389	23.30%
Queens	726,756	25.28%
Staten Island	55,588	9.68%
Non-NYC P.O. Box	66	
TOTAL	2,346,417	22.68%

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 June 30, 2024, IDNYC had issued 2,278,794 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, 2024, IDNYC had issued 87,935 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 any 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, 614 cases have been detected to have a high likelihood of suspected fraud. In this reporting period, the program's integrity review process detected 11 instances in which an individual sought to obtain an IDNYC card under another name and/or identity and all 11 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. There were 12 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 23 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:**

In the Second Quarter of 2024, MOIA's outreach team provided IDNYC education and outreach assistance for enrollment with communities throughout New York City working in cooperation with the Department of Social Services' Outreach team.

MOIA's External Affairs team promoted IDNYC at more than **279** Day of Action events **(+66 from Q1 2024)** hosted by at least one community liaison throughout the five boroughs (Bronx **32**, Kings **94**, New York **83**, Queens **57**, Richmond **13**) with a focus of working mostly with immigrant communities. **61,400** IDNYC informational materials **(+12,835 from Q1 2024)** were provided for enrollment and renewal in more than **21** different languages, reaching more than **14,447** constituent contacts **(+3,020 from Q1 2024)**.

The MOIA outreach team reached hundreds of individuals at events in partnership with sister agencies, Metro Plus, city shelters, HERRCS and other community stakeholders across the city promoting the importance of IDNYC. For this Second Quarter MOIA assisted with **5,289** application submissions **(+420 from Q1 2024)**.

Days of Action are dedicated to serving the diverse constituents within HERRCS, pop-up sites, Community-Based Organizations, and collaboration with Elected Officials who advocate for the immigrant community across all five Boroughs of New York City. MOIA has two primary areas of focus in NYC: geography and demographics. Geographically, MOIA's mission is to reach every immigrant community within the five boroughs, ensuring comprehensive service coverage.

MOIA provides communities with IDNYC informational materials to facilitate both the enrollment and renewal processes, available in over 21 languages. To meet the language needs of immigrant New Yorkers, events are staffed with multilingual personnel and interpreters, ensuring effective communication and support.

Throughout this quarter, IDNYC enrolled 969 New Yorkers at pop-up sites and aboard the Mobile Command Center, IDNYC On-the-Go. IDNYC held these pop-up events at Claremont International High School, Metropolitan High School in the Bronx, and Voyages High School in Queens.

The Department of Social Services Office of Community Outreach Team (OCO) has provided education and training for the community. This quarter, OCO has conducted 6 training sessions, with a total of 70 attendees representing 42 different Community Based Organizations.

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 while continuing to use their cards.

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 1,910 free one-year memberships, with 788,044 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 62,018 cardholders have added this 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 \$1,403,692 on their prescription purchases.
- At Food Bazaar stores in Queens, Brooklyn, and the Bronx, IDNYC cardholders saved over \$74,382 in discounted grocery purchases, this quarter, bringing total grocery savings to more than \$5 million dollars (\$5,243,661.32) 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, 11,348 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 18,353 cardholders have accessed vaccine records using an IDNYC card. During this quarter, 755 cardholders accessed MVR using their IDNYC to retrieve their vaccination records.

Veterans

Since IDNYC launched the Veteran Designation in July 2015, 14,169 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.