# MyCity Data Sharing Agreement- Childcare

This data share agreement (**Agreement**), dated March 21, 2023 (**Effective Date**), is made between and among the following:

- The New York City Office of Technology and Innovation (**OTI**), located at 2 MetroTech Center, Floor 5, Brooklyn, NY 11201;
- The New York City Administration for Children's Services (**ACS**), located at 150 William Street, New York, NY 10038;
- The New York City Department of Homeless Services (**DHS**), located at 33 Beaver Street, New York, NY 10004;
- The New York City Department of Education (**DOE**), located at 52 Chambers Street, New York, NY 10007; and
- The New York City Human Resources Administration (**HRA**), located at 150 Greenwich Street, 38th Floor, New York, NY 10007;

(Each of which is herein referenced individually as a **Party**, and together, as the **Parties.**)

Whereas, the Parties seek to work together for the purpose of supporting New York City's efforts to provide a unified online intake form for New Yorkers to apply for subsidized childcare services (the **Project**);

Whereas, the Mayor outlined in his vision for the City, a one-stop, user-centered portal connecting agencies' data that helps New York residents and businesses connect seamlessly to City services and benefits (**MyCity**);

Whereas, the Parties herein intend to make this subsidized childcare services application the first service available through MyCity;

Whereas, OTI is tasked with carrying out key technology initiatives including the development and creation of MyCity;

Whereas, ACS protects and promotes the safety and wellbeing of the City's children, young people, families and communities through the provision and supervision of child welfare, juvenile justice, and early care and educational services;

Whereas, DOE provides early care and education services to the City's children;

Whereas, HRA's mission is to fight poverty and income inequality by providing New York City residents in need with essential benefits and services;

Whereas, DHS's mission is to prevent homelessness when possible, address street homelessness, provide safe temporary shelter, and connect New Yorkers experiencing homelessness to suitable housing;

Whereas, the implementation of MyCity digital applications and related platform interface requires OTI to incorporate the activities and data elements of several agencies to provide unified intake forms for individuals applying for City services;

Whereas, such agency data includes, but need not be limited to, confidential public welfare records contained in the following sources: ACS Automated Childcare Information System (**ACCIS**) and Resource Area Control Log (**RACL**); HRA Enterprise Data Warehouse (**EDW**); HRA OneViewer; DHS CARES; and any successor systems containing such agency data; and

Whereas, OTI, in partnership with the Mayor's Office for Economic Opportunity (**NYC Opportunity**) and the Parties, seeks to develop system-to-system integration that will support a new digital application for subsidized childcare for New York City residents. The digital application will be the first service offering of the Mayor's vision for MyCity, a single, centralized web portal for City services.

Now, therefore, the Parties agree as follows:

# 1. Scope of Work

A.  The Parties shall conduct all activities under this Agreement in accordance with the Scope of Work (**SOW**, attached as **Attachment A**).

B.  For purposes of this Agreement, the following definitions apply:

  (i)  **Authorized Users** means the employees, contractors, agents, or assignees a Party has authorized to work on the Project in the SOW, consistent with any applicable legal requirements, including but not limited to laws related to the disclosure of confidential information.

  (ii)  **Intake Form** means a web-based document that collects information from MyCity users seeking to apply for subsidized childcare.

  (iii)  **MyCity Data** means all data received, transmitted, or compiled for the purpose of this Agreement, and includes Intake Data, CCI Data, and Program Data:

  a.  **Intake Data** means the information collected from a MyCity user in an Intake Form.

b. **CCI Data** means the limited biographical identifying information (e.g., name, address, date of birth, etc.) about a MyCity user retrieved from an agency's system of record by the NYC Opportunity's Worker Connect platform Common Client Index (**CCI**) as described in the SOW, used for the purpose of verifying whether the MyCity user (a) is a beneficiary of a related social services program or (b) has a pending application for a related social services program.

c. **Program Data** means detailed information about the benefits a MyCity user receives from a City agency (e.g., the amount of cash assistance, dates of enrollment in a benefits program, etc.) stored in an agency's case management system. Program Data does not include "personally identifying information" from "education records" as defined by the Family Educational Rights and Privacy Act, 20 U.S.C. 1232g and its implementing regulations, 34 C.F.R. Part 99.

(iv) **MyCity Portal** means the web site developed and maintained by OTI for the purpose of facilitating the integration and transmission of MyCity Data.

## 2. Information Security

A. OTI will securely transmit Intake Data from each MyCity user to NYC Opportunity's CCI using a secure file transfer protocol solution or other electronic method described in the SOW and in accordance with the [City's Information Security requirements](#) set forth by the City's Cyber Command.

B. Access to the MyCity Data within OTI will be restricted to Authorized Users. If not otherwise specified in this Agreement, nothing in this Agreement shall be interpreted to provide Parties with access to other Parties' Program Data. This Agreement specifies how OTI will handle Program Data it receives from other Parties.

C. OTI shall not make any use of any MyCity Data obtained through this Agreement and associated SOWs except as authorized by this Agreement or as otherwise required by law. Analytical results from MyCity Data will only be shared at an aggregate, de-identified level in reports to senior City officials, unless otherwise authorized in advance and in writing by the Parties.

D. OTI shall ensure that physical, technological, and procedural safeguards are in place pursuant to [City's Information Security requirements](#) set forth by the City's Cyber Command to protect the security of the Intake Data including, but

not limited to, ensuring OTI personnel understand their obligations under this Agreement and applicable laws, regulations, and executive orders.

E.   Notwithstanding the restrictions imposed by this section, OTI may disclose My-City Data as required by judicial order, lawfully issued subpoena, or as otherwise required by law, provided that OTI will (i) promptly notify the providing agency of the Program Data sufficiently in advance of disclosure if possible, but in no case more than five (5) business days after OTI's receipt of such demand, to per-mit, if possible, the provider of Program Data to seek a protective order and to make any notifications required by law, and (ii) disclose such Program Data only to the extent allowed under a protective order, if any, or as necessary to comply with the law, subpoena, or court order.

## 3. Legal Basis for Disclosure

A.   Intake Data will not be compared to CCI Data without the express consent of MyCity users. Users will be asked to provide their consent to this use of their In-take Data when they complete the Intake Form.

B.   Confidential public welfare records in ACCIS and RACL. Confidential public wel-fare records may be disclosed by a public welfare official where the disclosure is reasonably related to the purposes of the public welfare program and the func-tioning of the inquiring agency, the confidential character of the information is maintained, and the information will not be used for commercial or political purposes. See N.Y. Soc. Serv. Law § 136, 18 N.Y.C.R.R. § 357.3, See also 45 C.F.R. § 205.50(a)(1)(i)(A), (B). Under the New York City Charter, the Commissioner of ACS functions as the social services official for the City of New York with respect to the public welfare records to be shared. See Charter § 617(a) (providing that the commissioner of ACS "shall have the powers and perform the duties of a commissioner of social services under the social services law for the purpose of fulfilling his or her responsibilities under this section"). The proposed data shar-ing is therefore "by authority… of the social services official of the" City. See N.Y. Soc. Serv. Law § 136(1), (2). Furthermore, given that OTI is tasked with carrying out the development and creation of the MyCity: Childcare portal, the proposed data sharing is with an "agency considered entitled to such information." See N.Y. Soc. Serv. Law § 136(1), (2). Lastly, the proposed sharing of public welfare records complies with the requirements of 18 N.Y.C.R.R. § 357.3(a) because (1) OTI will maintain and protect the confidential character of the information; (2) the information will be used for the purposes for which it is made available, and this purpose is reasonably related to both the child care subsidy program and OTI's function in carrying out the development and creation of the MyCity:

Childcare portal; and (3) the information will not be used for commercial or political purposes. See 18 N.Y.C.R.R. § 357.3(a).

C. Confidential public welfare records maintained by HRA and DHS - HRA One-Viewer, HRA EDW, and DHS CARES: As noted above, confidential public welfare records may be disclosed by a public welfare official where the disclosure is reasonably related to the purposes of the public welfare program and the functioning of the inquiring agency, the confidential character of the information is maintained, and the information will not be used for commercial or political purposes. See N.Y. Soc. Serv. Law § 136, 18 N.Y.C.R.R. § 357.3. Further, under 45 CFR § 205.50(a)(1)(i)(A), purposes directly connected to the administration of public assistance include "establishing eligibility, determining the amount of assistance, and providing services for applicants and recipients."  The purpose of the disclosures proposed under this Agreement is directly connected to the administration of public assistance because the automation of a child care voucher application would streamline the existing child care application process, and therefore constitutes a service to clients. Under the New York City Charter, the Commissioner of DSS functions as the social services official for the City of New York with respect to the public welfare records to be shared. See Charter § 603(a) (noting that the Commissioner of DSS "shall have the powers and perform the duties of a commissioner of social services under the social services law" except as provided in chapters 24-A (Department of Homeless Services) and 24-B (Administration for Children's Services). The proposed data sharing is therefore "by authority… of the social services official of the" City. See N.Y. Soc. Serv. Law § 136(1), (2). Furthermore, given that OTI is tasked with carrying out the development and creation of the MyCity: Childcare portal, the proposed data sharing is with an "agency considered entitled to such information." See N.Y. Soc. Serv. Law § 136(1), (2). Lastly, the proposed sharing of public welfare records complies with the requirements of 18 N.Y.C.R.R. § 357.3(a) because (1) OTI will maintain and protect the confidential character of the information; (2) the information will be used for the purposes for which it is made available, and this purpose is reasonably related to both the child care subsidy program and OTI's function in carrying out the development and creation of the MyCity: Childcare portal; and (3) the information will not be used for commercial or political purposes. See 18 N.Y.C.R.R. § 357.3(a).

## 4. Confidentiality

A. All information obtained, learned, developed, or filed by any Party in connection with this Agreement, including data contained in official HRA, DOE, OTI, or ACS files or records, shall be held confidential by the Parties pursuant to the

provisions of the Social Services Law of the State of New York, and any applicable regulations promulgated thereunder and shall not be disclosed by the Parties to any person, organization, agency or other entity except as authorized by this Agreement or as authorized or required by law or as mutually agreed to by the Parties. All the reports, information, or data, furnished to or prepared, assembled or used by any Party under this Agreement are to be held confidential, and the Parties agree that the same shall not be made available to any individual or organization without the prior approval of the non-disclosing Party.

B. OTI shall not use HRA, DHS, DOE, or ACS Program Data for any purpose other than those listed in this Agreement. OTI shall not allow its contractors to use the data obtained under this Agreement for any other purposes other than those listed in this Agreement.

C. Each Party agrees to use appropriate safeguards to prevent the unauthorized use or disclosure of any confidential and/or individually identifiable information, and to implement administrative, physical, and technical safeguards that reasonably and appropriately protect the confidentiality, integrity, and availability of any electronic individually identifiable information that it creates, receives, maintains, or transmits pursuant to this Agreement. Access or use of confidential and/or individually identifiable information shall be restricted to Authorized Users and consistent with this Agreement. In no case shall the safeguards listed above be less stringent than the safeguards set forth in the Citywide Privacy Protection Policies and Protocols of the Chief Privacy Officer, available at https://www.nyc.gov/assets/oti/downloads/pdf/citywide-privacy-protection-policies-protocols.pdf. Additionally, these safeguards are subject to applicable privacy and data security protocols established in the Citywide Technology Policies and Guidelines, available at https://cityshare1.nycnet/content/city-share/pages/citywide-policies-guidelines. In the event of an unauthorized disclosure of protected data by a Party, including any Authorized User, or if a Party knows or has reason to believe that confidential data may have been disclosed to entities or persons without proper authorization, including such disclosure by a Party's contractor, then that Party shall:

    i. Promptly notify the affected Party in writing of the breach when is discovered, but no later than 24 hours after discovery. The affected Party will review the incident report and will determine whether a breach has occurred and will determine whether additional corrective action is necessary; and

    ii. Immediately commence an investigation to determine the scope of the unauthorized disclosure to determine if a data breach occurred and

shall draft an incident report containing such findings, including the type of information that was disclosed, the identity and number of the individual(s) whose protected data was, or is reasonably believed to have been the subject of the breach; and

   iii.   At the discretion of the Party whose Data was compromised, or as required by law or regulation, promptly notify the affected individual(s) about a breach of their confidential data and/or individually identifiable protected information, but no later than sixty (60) calendar days after discovery of the breach, except where a law enforcement official determines that a notification would impede a criminal investigation or cause damage to national security.

D.   Notification shall be in a form and format prescribed by the affected Party as applicable, and shall meet the requirements of applicable local, state, and federal law. The provisions of this Section shall remain in full force and effect following termination of, or cessation of the services required by this Agreement.

## 5. Termination and Modification

A.   This Agreement shall be effective on the Effective Date and shall terminate upon mutual consent of all Parties (the **Term**).

B.   The Parties may agree in writing to amend this Agreement at any time. The Parties recognize that this Agreement may need to be revised from time to time in a manner consistent with the purpose of the Project and all applicable laws.

C.   All provisions applicable to the confidentiality of MyCity Data shall remain in full force and effect following termination of this Agreement.

## 6. Agreement, Execution, and Notice

A.   This Agreement represents the entire agreement among and between the Parties respecting the use of MyCity Data for the purposes described herein.

B.   This Agreement may be executed in counterparts.

C.   Any notice to be given pursuant to this Agreement shall be sent via email to the following representatives for the Parties or other such representatives as they may designate to each other in writing:

FOR OTI:
Chantal Senatus, Acting General Counsel and Associate Commissioner

csenatus@oti.nyc.gov
718-403-8154

FOR ACS:
Name, Title
Email
Phone

Name, Title
Email
Phone

FOR DOE:
Chief Privacy Officer
studentprivacy@schools.nyc.gov

FOR HRA:
Rebecca Kircheimer, Deputy Commissioner
kirchheimerr@dss.nyc.gov
929-221-6931

FOR DHS:
Nichola Hammond, Associate Commissioner
nhammond@dhs.nyc.gov
(212) 361-0651

FOR BOTH HRA AND DHS (DSS), carbon copy to:
Lauren Friedland, Chief Data Privacy Officer
friedlandl@dss.nyc.gov
(929) 221-6535

# 7. Miscellaneous

A. Third-Party Beneficiaries. This Agreement is intended solely for the benefit of the Parties and shall not be construed to confer any benefit upon any third party, employee, or agent of the City of New York.

B. Successor Agencies. This Agreement will be binding on the Parties or any successor agencies responsible for the data being shared herein.

C. <u>Entire Agreement.</u> This Agreement contains all the terms and conditions agreed upon by the Parties hereto, and no other agreement, oral or otherwise, regarding the subject matter of this Agreement shall be deemed to exist or to bind any of the parties hereto, or to vary any terms contained herein.

*(Remainder of Page Intentionally Blank; Signatures on Following Page)*

IN WITNESS WHEREOF, the Parties, by their duly authorized signatories, have executed this Agreement as of the day and year written.

**Office of Technology & Innovation**

Signed: _____

Name: _____

Title: _____

Date: _____

**Administration for Children's Services**

Signed: _____

Name: _____

Title: _____

Date: _____

**Board of Education of the City School District of the City of New York**

Signed: _____

Name: _____

Title: _____

Date: _____

**Human Resources Administration**

Signed: _____

Name: _____

Title: _____

Date: _____

IN WITNESS WHEREOF, the Parties, by their duly authorized signatories, have executed this Agreement as of the day and year written.

**Office of Technology & Innovation**

Signed: _____

Name: _____

Title: _____

Date: _____

**Administration for Children's Services**

Signed: *Elizabeth Wolkomir*

Name: Elizabeth D Wolkomir

Title: Deputy Commissioner, Child and Family Well-being

Date: 2/9/2023

**Board of Education of the City School District of the City of New York**

Signed: _____

Name: _____

Title: _____

Date: _____

**Human Resources Administration**

Signed: _____

Name: _____

Title: _____

Date: _____

IN WITNESS WHEREOF, the Parties, by their duly authorized signatories, have executed this Agreement as of the day and year written.

**Office of Technology & Innovation**

Signed: _____

Name: _____

Title: _____

Date: _____

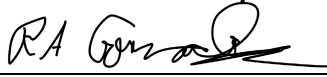**Administration for Children's Services**

Signed: _____

Name: _____

Title: _____

Date: _____

**Board of Education of the City School District of the City of New York**

Signed: _____

Name: _____Rose Anne Auteri-Gonzalez_____

Title: _Executive Director for Child Care NYC_

Date: _02/14/23_____

**Human Resources Administration**

Signed: _____

Name: _____

Title: _____

Date: _____

IN WITNESS WHEREOF, the Parties, by their duly authorized signatories, have executed this Agreement as of the day and year written.

**Office of Technology & Innovation**

Signed: _____

Name: _____

Title: _____

Date: _____

**Administration for Children's Services**

Signed: _____

Name: _____

Title: _____

Date: _____

**Board of Education of the City School District of the City of New York**

Signed: _____

Name: _____

Title: _____

Date: _____

**Human Resources Administration**

Signed: Vincent Pullo
Digitally signed by Vincent Pullo
DN: cn=Vincent Pullo, o=Department of Social Services, ou=Agency Chief Contracting Officer, email=pullov@dss.nyc.gov, c=US
Date: 2023.02.24 12:35:48 -05'00'

Name: Vincent Pullo

Title: ACCO

Date: 2/24/2023

**Department of Homeless Services**

Signed: _____

Name: Joslyn Carter

Title: DHS Administrator

Date: 3/14/2023

# Attachment A:
# MyCity Childcare Scope of Work

## 1. Background

### A. Overview

The Office of Technology and Innovation (**OTI**) is leading the development of MyCity. MyCity will be a one-stop, user-centered portal that helps residents and businesses connect seamlessly to City services. Through the MyCity portal, the City could:

- provide applicants a single login to an account with their information and data, including ability to update or manage that information;
- streamline application processes by connecting information agencies already know about users to various agency staff;
- serve as a hub for information, messaging, appointments, and notifications to surface important actions and potential opportunities for benefits and services;
- offer users the ability to receive payments on a single card that also provides other banking services.

MyCity is due to launch in February 2023 with the introduction of a unified childcare application (**Childcare Application**) as its first service.[1] This application is a digital form used to apply for subsidized childcare online, submit documents, and receive notifications on the status of submitted applications. This process will save time for many low-income parents, guardians, and caretakers seeking childcare when compared to the current process which requires them to print and complete a PDF form, gather documents and mail all paperwork to either ACS or DOE. For agency program staff, eliminate redundant data entry across multiple systems, reduce errors commonly made in paper-based applications, and streamline communication with the client.

### B. Childcare Application

The Childcare Application digitizes several manual processes that occur during the application lifecycle. Currently, residents must download, fill out, and mail (or email) a PDF version of the application, along with all required documentation, to either ACS or DOE depending on the type of childcare they seek. Once received, each agency must review the application to determine eligibility for benefits within 30 days of receipt. This process requires that case workers conduct a thorough review of the submitted application form and attached documents, as well as search agency case systems to see if the

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[1] Future services will be described in subsequent amendments to this Agreement.

applicant or members of their household have previously been in receipt of childcare, Cash Assistance, or child welfare services. Throughout this process, case workers at both agencies must enter the application data multiple times in several systems.

MyCity will build the Intake Form, a digital version of the form required by NYS Office of Children and Family Services (**OCFS**). A person applying for childcare (a **MyCity User**) will use the digital Intake Form to complete and submit all necessary information, including personally identifiable information about themselves and their household (e.g., Demographics, Household Composition, Income, Employment and Benefits Information). Additionally, the MyCity user may be required to submit scanned images of documents such as birth certificates, pay stubs, rent/lease agreements, etc. for eligibility verification. This information will be stored and retained in MyCity.

The Childcare Application will be integrated with case management systems at ACS, DOE and HRA. These integrations are necessary to support the Activities outlined below.

## C. MyCity Portal: Technical Overview

MyCity will be built using an OTI-contracted implementation of SalesForce – a cloud-based Customer Relationship Management platform. MyCity will integrate with NYC Opportunity's Worker Connect CCI and agency case management systems such as ACS ACCIS and RACL, HRA EDW, HRA One Viewer and DHS CARES.

# 2. Data Sources and Elements

Data dictionaries (lists of data elements) for data included in the data matching processes described below are annexed as Attachment B.

# 3. Current Activities

It is anticipated that these activities will be completed before the scheduled go-live of the MyCity Portal:

## A. Develop the MyCity Childcare Portal

OTI will develop the MyCity Portal's Childcare Application, which consists of the Intake Form and the necessary integrations between CCI and agencies' case management systems.

The portal will provide a web link to permit users to create accounts using the NYC.ID SSO system and will allow users to create an account for the purposes of completing the Intake Form without creating an NYC.ID identity.

### B. MyCity and Agency Systems

OTI will develop and maintain secure integrations between the MyCity agency case management systems including ACS ACCIS and RACL, HRA EDW and HRA OneViewer, DHS CARES, and the Common Client Index (CCI).

### C. Support Applicant Screening with CCI

To support applicant screening, MyCity will transmit limited identifying information from Intake Data to the CCI where it will be matched against CCI Data from ACS ACCIS, HRA EDW, and DHS CARES.[2] If a match is found in any of those systems, the CCI will provide the MyCity Portal with an indicator generated from CCI Data to indicate: 1) whether a match was found and 2) the source agency and/or system of the match (i.e., "ACS", "ACCIS", etc.). During this initial screening process, no Intake Data or Program Data will be stored in the CCI.

MyCity uses CCI Data to identify the following scenarios:

1.  Check to see if the MyCity user has opened a Cash Assistance case in the last 12 months. MyCity users with Cash Assistance cases should contact HRA to request childcare assistance through their Cash Assistance case directly, rather than completing an Intake Form on MyCity.

2.  Check to see if the MyCity user has an existing childcare case. By checking to see if the MyCity user has an existing case, MyCity can prevent the applicant from initiating what ACS, HRA, and DOE may consider a "duplicate" case.

If the CCI detects no match or a positive match, CCI will the appropriate code is sent to MyCity. For example, if the match is with an existing ACCIS childcare case, MyCity will prompt the user with a message approved by the appropriate program team at ACS or DOE to indicate that there may be an existing case. Or if the match is with an HRA Cash Assistance case, MyCity will direct the user to contact HRA via a hyperlink to Access HRA. If the user's MyCity account is linked to an existing Access HRA account, an integration may be created to log them directly into their Access HRA account when they click on the hyperlink.

This initial screening process will not prevent or deter MyCity users from proceeding with the childcare application. It is only intended to help provide the user with a more guided experience through the application process.

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[2] This includes successor systems to these named systems.

## D.  Send PDF Application from MyCity to Agency Systems

Once the MyCity User completes the Intake Form and uploads the required supplemental documents (e.g., proof of identify, residency, income, etc.), MyCity will generate a PDF version of a completed application and the supplemental documents. This PDF package will be transmitted via an encrypted process to a secure system destination determined by each agency. For new application submissions, this destination may include the RACL managed by ACS and used by both DOE and ACS for new application intake, case worker assignments, and application status updates.

The PDF package will be stored in the MyCity Portal or an associated cloud-based document repository platform. If a supplemental document repository is selected, it will be within an OTI-managed account in accordance with to NYC Cyber Command policies.

## E.  Offer Raw Data Feed from MyCity to Agency Systems

In addition to the PDF document package, MyCity will provide a data feed from the MyCity Portal available for integration with the agencies' case management systems to support case management operations not enabled in MyCity. This integration may use a secure API service or a text file provided to the agency for import. Through this integration, Intake Data would automatically populate the appropriate fields in the agencies' case management systems that would normally be entered manually. The data transmitted and time of transmission will be also based on each agency's technical and program requirements.[3] The integrations may include:

- *ACS RACL system:* Basic Intake Data such as Name, Address, Application Date that case workers at ACS and DOE currently enter to track the case and PDF documents.
- *ACS ACCIS* (ACS system managed by DSS IT): Full Intake Data for cases determined to be eligible by either ACS or DOE.
- *DOE Google Application Tracker*: Limited Intake Data that DOE enters to track the case during the eligibility review process.
- *DOE MySchools:* Full Intake Data for the childcare module that is in development.

## F.  Transmit Person Records from MyCity Portal to the CCI

As each new application is submitted to each agency, Intake Data for each person listed on the application will be added to the CCI. This will support ongoing integrations between MyCity and agencies' case management systems for childcare (e.g., status

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[3] Case information is only entered into ACCIS, the main system of record, when the applicant is deemed eligible.

updates, document retrieval, recertifications, etc.). This will improve the user experience by allowing better integration of future services and benefits in MyCity. The Intake Data that will be shared to the CCI includes Name, DOB, Address, Phone and SSN (if provided) for each person on the application. These records will be stored in the CCI and labeled as MyCity system records to distinguish them from client records that come from City agency sources such as ACS ACCIS, HRA EDW, etc.

## G.  Transmit Agency Unique Identifier to Integrate Updates to the Application

As each new application is received and tracked in the agencies' case management systems, the agencies will share unique identifiers for each application under review. Each agency sends this identifier (**Agency Unique Identifier**) to MyCity with updates for the MyCity user. The Agency Unique Identifier includes any identifiers created for the purpose of tracking a unique application during the eligibility determination process and any case numbers generated in the agency systems (e.g., ACCIS Case Number) for the eligible case.

## H.  Agencies Transmit Application Status Updates to the Applicant's MyCity Portal Account

ACS and/or DOE systems will securely transmit status updates to MyCity about applications sent from the MyCity Portal. These updates will be shared with the MyCity User through their MyCity account or sent as text or email messages. Status update messages may include, but not be limited to:

- confirmation the application has been submitted;
- confirmation that the application has been received;
- confirmation the application is currently being reviewed;
- requests for documentation (with information about documentation in question);
- notice that the applicant is eligible to receive benefits (with information about the eligible case)
- notice that the applicant is ineligible ("denied") (with information about the reason for denial along with information on how to appeal)

The information used to generate these statuses will originate in the agencies' case management systems (e.g., ACS RACL and DOE Application Tracker).[4]

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[4] A status such as a confirmation of submission will likely be generated from MyCity and require no integration with any case management system. Statuses that are tracked by the agency directly would need to be shared with MyCity.

**I.   Data Retention**

All Intake Data collected from the MyCity User through the Childcare Application will be stored in the MyCity Portal. Storing Intake Data will allow the user to save and edit (before submission) and view the application (after submission). This Intake Data will also be used to populate future applications or forms that will be made available in MyCity. Further, this Intake Data will be maintained in the City's central data repository (**Data-Bridge**), in accordance with the City's information security requirements.

# 4. Future Activities

The parties may undertake these activities before the go-live of the MyCity Portal, but completion of these activities is not required for go-live.

**A.   Support Eligibility Determination with CCI**

To support eligibility determination, the CCI will also pull Program Data, including the applicable ACCIS, EDW or DHS Case Numbers, Program Affiliations and Program Case Status that were found to match any individual on the Intake Form. This data will be compiled in the form of a report that will be attached with the submitted Intake Form. The Intake Form and Program Data is shared with the agency receiving the Intake Form and will not be shared with the MyCity user.

**B.   Integration of Agency Notification Documents to MyCity Portal Account**

At certain points through the eligibility review process, an agency may send MyCity users notices of eligibility and placement, denial, fair hearing, etc. The City is generally required to send these notices by mail. With MyCity, agencies could provide notification sooner while still sending the official notices by mail. These official notices are typically generated from the childcare case management system ACCIS and stored in DSS's OneViewer document image repository. An integration from HRA's OneViewer system and MyCity may be used to display the document image to the MyCity user within their MyCity Portal account. To implement this integration, MyCity and the agency systems would use the Agency Case Identifier to pull document images associated with the user into their MyCity Portal account.[5]

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[5] For documents in HRA's OneViewer system, MyCity may leverage the Worker Connect CCI's existing integration with OneViewer. To do this, MyCity will need to allow this integration service to search for documents using the Agency Case Number along with some combination of the Applicant Name and Applicant SSN or DOB.

## C. Recertifications

Once eligible, recipients of childcare services are required to recertify on an annual basis. Recertification requires the recipient to verify and re-submit information that was originally provided during the original application process. MyCity will provide the recipient access to their original Intake Data for recertification. This updated Intake Data will follow the same integration path outlined in the preceding sections.

## D. Future Use Cases

MyCity may need to further integrate with other Parties' systems of record not currently listed in this SOW. Future use cases will be proposed as needed to support the intended goal of MyCity as a one-stop shop for childcare applications and would be integrated upon Party approval.

# 5. Data Users

The following Authorized Users, as defined in the Agreement to which this SOW is attached and described below, may access the MyCity Data.

1. OTI (*Application Development Services, Office of Data Analytics, Design Services*). OTI will have key staff from three divisions involved in the development and testing of the MyCity/Worker Connect integration. Application Development Services develop the secure integrations with the Worker Connect platform and relevant agency case management systems and the automation of a standardized format to share data retrieved from Worker Connect with the Program teams. The Office of Data Analytics is developing the data standards and governance strategy, which includes a common data model to store application data. Design Services will use human-centered design and user research to inform the look and feel of the MyCity Portal and portal notifications that would guide (but not force) applicants to the appropriate channels for applying for childcare if Worker Connect data indicates they have an existing HRA or ACS case.

2. *Childcare Program Staff.* This includes a select group of staff responsible for reviewing childcare applications as well as staff supervising their work at ACS and DOE respectively.

3. *OTI-contracted vendor*. OTI is building MyCity on the cloud-based platform provided by SalesForce. This has been used previously for other City projects including the Emergency Housing Voucher system used by DSS, NYCHA and HPD. The vendor is a certified SalesForce partner who will assist the development process and configure the SalesForce platform for the MyCity Childcare Application.

They will be responsible for working with OTI and NYC Opportunity to create the integrations to MyCity described in this Agreement.

# 6. Data Management

All MyCity Data will be treated as confidential. OTI will securely store, transmit and retrieve MyCity Data. Data shared with the agencies will be cases that were previously reviewed and opened at their agency. This requires, among other duties, encryption of the data during transmission and at rest. The Parties will transmit all data in accordance with these standards, to and from the CCI.

*[Remainder of Page Left Blank]*

# Attachment B:
# Data Sources and Elements