

CITY COUNCIL
CITY OF NEW YORK

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TRANSCRIPT OF THE MINUTES

Of the

COMMITTEE ON IMMIGRATION

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HELD AT: 250 Broadway - Committee Room,
14th Floor

B E F O R E: Carlos Menchaca
Chairperson

COUNCIL MEMBERS:

Mathieu Eugene

Daniel Dromm

Peter A. Koo

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A P P E A R A N C E S (CONTINUED)

Nisha Agarwal
Commissioner of New York City Mayor's Office of
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Steve Banks
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Mindy Taylor
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Asian American Legal Defense and Education Fund

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Make the Road New York

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A P P E A R A N C E S (CONTINUED)

Grace Shim
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Bronx Legal Services

Sarah Vendzules
Brooklyn Defender Services

Meeta Patel
NYLAG

Gina DelChiaro
Human Rights First

CHAIRPERSON MENCHACA: [gavel] Buenos Dias, everyone. I'm feeling the positive buzz in the room as we get started with a very, very important topic. I am Carlos Menchaca, the Chair of the New York City Council's Committee on Immigration. Before going any further, I want to remind anyone that has yet to fill out their testimony slips to do that over here with the Sergeant of Arms, and we want to make sure that everyone that wants to speak on this topic today does so. Today, the Committee on Immigration takes a look at the implementation of New York City's Municipal Identification Program called IDNYC. As one of the cosponsors of the legislation that created IDNYC I am especially excited to be able to hear from the Administration about the status of the program and from advocates like you and card holders about their experience with the process of obtaining this card. This card is a tool for all city residents, including hardworking New Yorkers. On this, on this day, we honor workers, May 1st, all around the world, and I would like to take a moment to celebrate all those who work every single day in our restaurants, in our gas stations, schools to keep this community and this city functioning and vibrant. Thank you all

for being here today and to share the testimony that you're going to be sharing with us. IDNYC was created to respond to the needs of our communities who are unable to obtain identification and to fully participate in and take advantage of our city's institutions. The process of creating this identification was not an easy one, but I think that my colleagues would agree that we knew our city needed this and we all aligned, like planets, we all aligned and the stars to make sure that we fulfilled this fight that had been going in this city for a long time. Today, thanks to the ground-breaking legislation, every New York City resident can obtain an IDNYC card regardless of his or her race, color, creed, age, national origin, citizenship status, gender, sexual orientation, disability, marital status, partnership status, any lawful source of income, housing status, status as a victim of domestic violence, or status as a victim of sex offenses or stalking, or conviction or arrest record as defined in the Title Eight of the Administrative Code. Any resident in New York City can obtain this card. IDNYC is accepted by all the city agencies, including the New York City Police Department. The

card offers free admission to 33 of the city's cultural institutions and serves as a valid form of identification for opening a bank or credit account at over 12 financial institutions throughout the city. Cardholders are eligible for a wide variety of benefits, including discounts at movie theaters and at local food bazar supermarkets, discounts at certain health and sports entities, and can even receive prescription drug discounts at many pharmacies throughout the city. In establishing this card, we work with the Administration and advocates, including some of you here today. We wanted to ensure that we created a card that provided all of our city's residents with a safe and affordable form of identification, which would be recognized by various agencies, especially the New York City Police Department. The NYPD's cooperation in the process of establishing the program and the recognition of the card are integral parts of making this card useful for thousands of homeless, undocumented and LGBTQ community members who cannot afford or do not have necessary documents to get a state government identification. We knew that NYPD recognition would help disenfranchised communities feel safer and more

integrated into New York City. We knew that immediate acceptance of the card on the streets of New York City comes from our own relationship with advocates who are on the ground every day building those strong bonds with every resident. Testimony today will focus on the implementation of the IDNYC card. We hope to hear testimony about any barriers the Administration encountered during this initial phase, and what if any are being taken to correct them. We look forward to hearing about any ongoing efforts to ensure that we can get this card in the hands of one, maybe two million New Yorkers by the end of this year. And we also look forward to hearing if the IDNYC's budget has been sufficient to meet this year--to meet the need this year, and what funds are necessary to maintain appropriate program capacity for the next year. We also welcome the opportunity to hear from the advocates and New Yorkers about their experience in obtaining a card and how the process could be improved. In fact, we want you to continue to engage with us in the committee and send us testimony throughout the next few days about how your experience has been. But before we begin, I want to thank the Administration,

City Council staff and my fellow Council Members who have worked hand in hand for months to launch this program and ensure its success. Many of them are doing things in the district office to ensure the success of this program. So, again, Buenos Dias. Mi nombre es Carlos Menchaca. Yo soy [speaking Spanish]. And with that, I will call the first panel and introduce all of you. So, if we can start with the affirmation with the oath. So, do you affirm to tell the truth, the whole truth and nothing but the truth in your testimony before this committee and to respond honestly to me and the rest of the Council Members here today?

UNIDENTIFIED: I do.

UNIDENTIFIED: I do.

UNIDENTIFIED: I do.

CHAIRPERSON MENCHACA: Thank you. And with that, we will begin our testimony.

COMMISSIONER AGARWAL: Thank you to Committee Chair Carlos Menchaca and the members of the Committee on Immigration. It is with great pleasure that I'm here to present to the committee on the IDNYC program. I would like to begin by thanking the committee and Speaker Melissa Mark-Viverito for

your tremendous support and partnership, not just on the IDNYC program, but really on all immigration issues. As Commissioner of the New York City Mayor's Office of Immigrant Affairs, I have worked closely with my colleagues, Commissioner Banks of the Human Resources Administration and Director Tarlow of the Mayor's Office of Operations to implement the IDNYC program. On March 31st, 2015, we delivered to the Speaker and the Council the program's first quarterly report. As laid out in this report, in the first 10 weeks of operation, the IDNYC card program enrolled over one percent of the city's population and made appointments for more than 350,000 New Yorkers to apply for their IDNYC. These numbers surpassed the enrollments of all other municipal ID programs throughout the country combined and just one month later I'm pleased to report to you that we have now been able to put IDNYC cards in the hands of more than 160,000 New Yorkers, or two percent of New York City residents and we have process more than 450,000 appointments. Through extensive outreach and community engagement, we hear wonderful stories each day of the various ways New Yorkers are using their IDNYC cards, from the mother who has been able to

enter her child's school in Corona for the first time without be accompanied by a school safety officer to the 17 year old from Central Brooklyn interacting safety with law enforcement, to the family receiving a free membership at the Bronx Zoo. The response to IDNYC has been inspiring across the city. The overwhelming majority of feedback the program receives has been positive and embodies a multitude of ways New Yorkers can and are using their IDNYC. IDNYC is recognized. Recognized identification is essential to New Yorkers being able to access basic needs, including entering city buildings and applying for services, interacting with law enforcement, opening a bank account and receiving health services. While US government issued photo identification has increasingly become necessary, the ability to access ID has remained out of reach for many people in our community, in particular, the most vulnerable. Be it because of immigration status, unstable housing, gender identity, or other barriers, some of our most vulnerable communities have faced the greatest obstacles to obtain, secure and broadly recognized identification. Mayor de Blasio entered office committed to addressing this need. With the support

of this committee, the Speaker and the Council at large, we passed legislation in a mere six months, creating the Municipal ID card. Thereafter, in consultation with the Council and advocates, the Administration moved to build a program in which all New Yorkers could more readily obtain photo identification. The IDNYC program aims to serve the very communities that need the ID most, but has been designed to be inclusive of and beneficial to all New Yorkers. IDNYC launched on January 12th, 2015 allowing New York City residents age 14 and older to apply for free IDNYC card. All applicants are required to prove identity and residency, and there's a 65 plus list of documents that may be used to establish identity and residency which was created in consultation with Council Members, government agencies like the NYPD, advocates, and other key stakeholders. Special rules establish alternative ways to show residency for homeless individuals, domestic violence survivors and young adults. To further ensure all communities have access to IDNYC, the program has robust language and disability access practices that include translation of materials in 20 plus languages, live phone interpretation, language

style translation in 200 plus language, American sign language translation, and ADA accessibility in all permanent centers and more, and virtually all of our frontline staff are either bilingual and multilingual. In collaboration with the Mayor's Office of Veteran's Affairs, the program is working to ensure that all New York City veterans may choose to designate their service in their IDNYC card in the near future. The program worked closely with the NYPD and HRA's Investigation Revenue and Enforcement Administration to implement the best anti-fraud practices and strong program integrity procedures. Additionally, Commissioner Banks issued three executive orders articulating security and confidentiality protocols designed to protect applicant information. These protocols address data storage and access, the use of duplicate image search anti-fraud tools and third party requests for applicant information. The benefits associated with the ID card are help New Yorkers access vital services but also ensure the card's broad appeal. You walked through many of those earlier, so I won't reiterate them, but there are truly are a vast number of benefits that will make this card accessible to

many, and we continue to plan to grow the benefits and expand the benefits. Recognizing the importance of outreach in many of the target communities, the program began meeting with advocates early on and continued outreach engagement across city agencies, program partners, CBO's, unions, and faith based institutions amongst others. These efforts inform the outreach strategy and scope. Since launch, the outreach team has worked diligently to engage communities where they live and work to provide good and consistent information. The outreach team has conducted nearly 300 trainings and workshops to providers, briefings for community and one on one engagement across all five boroughs in the city. In addition, IDNYC has partnered with the Speaker and the Council on three town hall briefings to community in Manhattan, the Bronx and Queens. The IDNYC marketing campaign and outreach efforts have been informed by extensive community engagement and data analysis. IDNYC organized multiple paid focus groups and numerous informal focus groups with the New Yorkers from target communities to solicit feedback on the most compelling messages and strategies for reaching target New Yorkers. In partnership with the

Mayor's Community Affairs Unit, we've conducted extensive mapping of community infrastructure, including religious institutions, community based organizations and city agencies in communities that would most benefit from the IDNYC. Central to outreach efforts has been a focus on language access. The City looked at US Census data that shows limited English proficient populations by languages spoken at home. The languages drawn from this data were used to determine outreach materials, applications and document lists, advertising in print and radio, as well as community outreach and engagement in multilingual presentation. IDNYC also has a team of neighborhood organizers that have engaged in significant direct outreach efforts. The team's work includes educational trainings and workshops, community presentations and partnerships with a wide array of groups, many of whom are here today. In addition, in collaboration with government agencies there have been trainings that have been done with government agencies as well. IDNYC has begun the planning of pop-up enrollment centers. These pop-ups allow IDNYC enrollment to occur in communities where permanent locations may be less accessible. Target

populations may have difficulty traveling or demand is great for the card. The city has great partnership with council and identifying the locations to be in and are working with Council Member office to realize pop-ups in their districts. IDNYC has developed a citywide marketing campaign that embodies the spirit of IDNYC, a card that symbolized unity and inclusions for all New Yorkers. The city conducted focus groups with New Yorkers from all walks of life to determine the card features, elements and messages that best resonated with New Yorkers, and that's where the I Am NYC campaign came about and reflects the diversity of New York City residents, as well as the geography of our city. The outdoor campaign includes subway and bus ads, cash checking, laundromat, and hair salon and nail salon ads, as well as taxi cab PSA. Further, the city engaged ethnic media from the outset with roundtable briefings, telemundo [sp?] hotline and PSA's, and radio and print ad buys. In fact, 57 percent of all print advertisements to date were placed in ethnic media publications such as El Diario [sp?], Chinese World Journal, Korea Time, Haiti Progress, Weekly Tecana [sp?], and others. Further, 100 percent of

all advertisements to date were on ethnic media stations such as La Mega [sp?], Uno Vision [sp?], Radio Solel [sp?], and more. While the program does not track immigration status in any way, we can say confidently that it has been very well received by immigrant communities. By way of example, 311 has received the largest number of non-English call requests in its history for this program. Of the call volume received for IDNYC, nearly 50 percent of callers request Spanish language service. The tremendous response to the program and interest from New Yorkers of all walks of life to enroll in the program demonstrates the success of this engagement and work and what the program can do to continue and deepen awareness and target communities.

Additionally, the outreach team has focused on connecting New Yorkers with the benefits the card provides. Through events, meetings and social media, the program works to highlight the myriad ways the cardholder can access benefits and the card. In March alone, some 2,000 IDNYC cardholders enrolled in cultural institution memberships across the city. And of further note, over 20,000 applicants are now registered organ donors in New York State because of

the ID card. In closing, I've had the pleasure of spending time at each of more than two dozen IDNYC enrollment centers and it has been inspiring, truly inspiring to see the collective impact of this initiative and how it is touching the lives of thousands of New Yorkers every day. For far too long, hundreds of thousands of New Yorkers have been living on the margins of our communities and in the shadows of our society. The IDNYC has embraced all of our neighbors as New Yorkers and has welcomed them into the mainstream of our civic life. Being out at our enrollment centers has also provided me with the opportunity to witness firsthand the commitment of IDNYC's program staff where HRA employees delivering high quality, friendly and multi-lingual customer service to all New York City applicants. I want to recognize the efforts of HRA and the Mayor's Office of Operations for the tremendous contribution and collaboration to the program. I would also like to thank New York City's agencies, the City Council, the community based organizations, and others merely across New York who have championed this program. We look forward to continuing to work closely with all of these partners and remain committed to delivering

identification card program that serves the interest and needs of all New Yorkers. Thank you.

CHAIRPERSON MENCHACA: Thank you, Commissioner.

MINDY TARLOW: Good morning, Chairman Menchaca, my colleagues, everybody here from government agencies and members of the public. My name's Mindy Tarlow, and I'm the Director of the Mayor's Office of Operations. On behalf of all of us at Operations, I echo Commissioner Agarwal's comments, and especially thank you, Chairman Menchaca as well as Speaker Mark-Viverito and of course Council Member Dromm for all of your partnership on the IDNYC initiative. It was one year ago yesterday that Nisha and I sat before this committee to share Mayor de Blasio's initial plans for the IDNYC program and offer our feedback on what we think is historic legislation that you and Chairman Dromm, Council Member Dromm introduced. It's been a whirlwind 12 months where we've worked almost nonstop to create the IDNYC program we have today, a program that did not exist at all just a few short months ago and is now the size of a small city agency. As we launched IDNYC with Mayor de Blasio on Monday, January 12th at

the Queens Public Library and we witnessed hundreds of people lined up down Kessena [sp?] Boulevard in Flushing, we knew we had addressed a glaring gap that had existed for far too long. In fact, what became apparent shortly after opening IDNYC enrollment centers around the five boroughs was that we needed to expand and expand rapidly? Our initial assumptions around what capacity we would need were informed by the experiences of municipalities that launched municipal identity card programs like San Francisco, Oakland and New Haven, and based on the experiences of those cities, we anticipated one percent of the New York City population would sign up in the first year, and we built a program actually that could enroll approximately three times that amount. We've worked as hard and as fast as we can to expand the IDNYC program and need the tremendous demand for it across the city. Today, we're proud to report that we were able to quadruple the enrollment capacity of the IDNYC in just three months. I'd like to use this hearing as an opportunity to walk you through the growth we've been able to achieve since program launch. First, we started with what we had. At every existing enrollment center where we could,

we added additional work stations, and we installed them almost immediately. We added new work stations at the Queens Library Central Branch in Jamaica and their Flushing Branch at the Brooklyn Public Library Grand Army Plaza Branch, the New York Public Library, Mid-Manhattan Library, and we doubled our presence at the Department of Finance Brooklyn Center in Downtown Brooklyn. We extended hours of operations at each and every sight where we were able to. We added hours at the Bronx Library Center at Fordham Road, Neighborhood Trust Federal Credit Union in Washington Heights, and at the New York Public Library Mid-Manhattan Library. In February we opened a new model of enrollment centers. We realized we needed to move away from smaller boutique enrollment centers, as important as they are, but in order to get the kind of work stations that we needed, we needed to go beyond these smaller operations which have between one and four work stations each, to launch larger what we call hubs that could act as major enrollment destinations. In February, we launched major hubs in lower Manhattan at HRA headquarters at 180 Water Street with eight work stations, and at an HRA facility in West Harlem with 12 work stations. All

IDNYC enrollment centers operate on the HRA network. So we realized that we could most quickly open new sites in HRA facilities like 180 Water and West Harlem where the HRA network was already in place. In Early March, we launched our largest Queens Enrollment center at the Department of Health and Mental Hygiene Community Center in Corona with nine work stations. We also expanded at Mid-Manhattan Library Center and moved it upstairs so that we could create the largest IDNYC enrollment center in the city. There are now 15 work stations there, operating 88 hours per week. And while that's not 24/7 it's open seven days a week and open on weekdays from 8:00 a.m. to 11:00 p.m. And in early April, we launched our largest enrollment centers in the Bronx and Brooklyn respectively. We've opened an eight work station center at Lincoln Hospital in the heart of the South Bronx. We opened a nine work station center at a community facility in Sunset Park in Brooklyn. We also opened smaller enrollment center on the border of Coney Island and Brighton Beach to further expand access to IDNYC in Southern Brooklyn. At the end of February we launched what Nisha referred to as pop-up locations in western Queens at

La Guardia Community College and in Sunset Park at the Center for Family Life. These pop-ups were intended to stay in one location for a few weeks and then rotate to other locations throughout the city. With such great demand for the IDNYC program at these locations, however, we decided against rotating those initial centers. La Guardia Community College will now operate through the end of the calendar year, and in Sunset Park we folded the pop-up site into our now much larger permanent center. We are in the process of rolling out a new set of rotating pop-up location. On Monday of this week we opened a pop-up site in China Town at the Charles B. Wang [sp?] Community Health Center. Next week, we will launch pop-up centers at one of our cultural institution partners, El Museo Del Badio [sp?] in East Harlem and at Saint Bridget's Roman Catholic Church, which is part of the Diocese Brooklyn. The pop-up enrollment centers allow the IDNYC program to have a presence in communities across the city. We are looking forward to popping up for approximately two weeks at a time at council offices, community based organizations and city agency facilities in your districts. And please don't hesitate to follow up with the IDNYC team

directly if you have requests to have a pop-up IDNYC enrollment center in your community. Finally, we also expanded the capacity of IDNYC by improving the efficiency of site operations. We're continuing to develop and install more sophisticated software solutions that further reduce the average enrollment cycle time for an IDNYC applicant. Enrollment staff who have now been on the job for a few months have also been able to hone their skills and become faster at accurately processing applicants. Upon launching the program in January, we immediately realized that an appointments based system would be needed to efficiently schedule enrollments of IDNYC applicants. Despite very early initial hick-ups, the appointment system was fully functional approximately 18 hours after launch, and it's worked smoothly ever since. In fact, our appointment system has successfully made appointments for more than 450,000 New Yorkers to date. This would not have been possible without the 311 team. More than 250,000 calls have been placed to 311 regarding IDNYC since the launch of the program and approximately 125,000 appointments at IDNYC centers have been scheduled by 311 operators. Prior to our creating new enrollment capacity, many New

Yorkers have booked IDNYC appointments far into the future. When we were preparing to add the appointment capacity at the enrollment hubs I mentioned earlier, we needed to ensure that those New Yorkers with appointments later in the year would get the opportunity to have an earlier appointment. Our team made sure that all people who made appointments after June 30th had a new earlier appointment reserved for them. We created an algorithm that schedules new appointments for 42,639 New Yorker on the same day of the week within an hour of their original appointment at the most convenient location available for each individual. We sent emails and deployed robo-calls in English, Spanish and Mandarin to each of these individuals, and importantly, we've continued to hold their original post-June appointment so anyone who was unable to attend their newly scheduled time still has an appointment to get their card. As a result of the dramatic expansion of the IDNYC program, consistently more than 95 percent of New Yorkers making an appointment on any given day are able to reserve an appointment within 90 days of that call. And even better, there are appointments available on Monday of next week at multiple IDNYC centers.

Shortly after the Council passed the Municipal Identity Card legislation and the Mayor signed it into law on the steps of Grand Army Plaza we selected the Human Resources Administration as the program administrator of IDNYC. No agency could have hired so many people, implemented such complex operations in so many locations and executed so well across the board as HRA has been able to do. Under Commissioner Banks' leadership, myriad division of HRA have been integrally involved in making IDNYC happen, and I particularly like to commend the dedicated staff of HRA for helping to deliver such quality program with first rate customer service for New Yorkers. Thank you for the opportunity to testify today, and I'll now turn it over to Commissioner Banks.

COMMISSIONER BANKS: Thank you very much. Good morning Chairperson Menchaca. Good morning Council Member Koo. Pleasure to see you both. Thank you for inviting us to appear before you today to participate in this oversight hearing regarding the implementation of IDNYC, and thank you very much Commissioner Agarwal and Director Tarlow for those very kind words about the HRA staff who have provided such literally around the clock work in this last

period of time to move forward. As you know, every day in all five boroughs, the city's Human Resources Administration is focused on carrying out the Mayor's priority of fighting poverty and income inequity and preventing homelessness. With an annual budget of 9.7 billion dollars and a staff of 14,000, HRA provides assistance and services to some three million low income children and adults, including economic support and social services for families and individuals for the Administration, major benefit programs, cash assistance, supplemental nutritional assistance or food stamps, Medicaid, and child support services, as well as homelessness prevention assistance, educational and vocational employment services, assistance for persons with disabilities, services for immigrants, civil legal aid, and disaster relief, and for the most vulnerable of New Yorkers, HIV/AIDS services, adult protective services, home care and programs for survivors of domestic violence. With this background in our core mission in delivering services in all five boroughs to New Yorkers who need assistance, HRA was honored when we were selected to the administering agency for the historic Municipal Identification Card Program,

IDNYC. Through a collaboration with the Mayor's Office of Immigrant Affairs and the Mayor's Office of Operations, HRA is proud to service the back office for IDNYC. The infrastructure for this program, including the front facing enrollment staff as well as the back-end review staff and all equipment sits within HRA. This is why the whole of the IDNYC budget is in HRA. As Commissioner Agarwal and Director Tarlow both described when IDNYC was launched on January 12th, it is here demand far exceeded our expectations. We've met this demand with a rapid and dramatic expansion of capacity. We've now put IDNYC cards in the hands of approximately two percent of New Yorkers in 12 weeks when we had hoped to enroll one percent of New Yorkers over the course of the first year. Clearly, this is a card that New Yorkers want, but more importantly need. Office of Operations Director Tarlow described the details of the expansion for you a few moments ago and I now want to briefly discuss HRA's role in the launch of these additional enrollment sites over the past several months. In short, nearly every part of our agency has contributed to the effort. In addition to our external affairs division, which IDNYC senior and

frontline staff are housed, our general support services group is providing construction, moving and labor support. Our management and information system's Department has handled the wire and cabling and equipment installation and setup of all IDNYC enrollment centers citywide and the offices for the IDNYC leadership team and program integrity offices. Our Office of Staff Resources has facilitated the interviewing, the hiring, the training of all IDNYC program employees. Our Office of Legal Affairs has handled procurements and provides support and guidance regarding legal issues and staff from across our program areas participated as volunteers, assisting with site management and enrollment sites across the city. Additionally, we have even contributed locations for this effort, the Manhattan hub sites at Water Street downtown and the West 131st Street West Harlem are both HRA facilities. As you just heard, on April 6th, we launched a new site in Coney Island by Brighton Beach, which is co-located with an HRA SNAP food stamp center. As capacity increased on the front end, our program integrity operation has kept pace every step of the way, all the while maintaining the security of applicant

information and the integrity of the program. New York City has made a tremendous commitment of resources to the IDNYC program to ensure the inclusion of a robust security protocol to prevent fraudulent activity and the creation of fraud resistant identification cards. The result is the most advance Municipal Identification card in the United States built with the best technology, secured with thoughtful privacy protections and accessible to the widest cross section of individuals. The IDNYC program integrity team is comprised of highly trained fraud specialists drawn from HRA's Investigation Revenue and Enforcement Administration, the investigative arm of the agency. The program integrity team is responsible for preventing fraud in the IDNYC application process in making sure that the card is only issued to applicants who have proven their identity and residency to accept legitimate documentation. The specialist of the Program Integrity Team use independent data to verify applicant information and confirm that fraudulent documents are not accepted as the basis for obtaining a card. They also resolve matches identified through duplicate image search software run on our internal

system of the IDNYC applicant pool. Together, with the enrollment staff who are trained to detect and flag questionable applications, they ensure that IDNYC is a safe, secure and trusted form of identification for all New Yorkers. The City's ability to maintain program integrity and issue an identification card with real value to New Yorkers depends on an ongoing commitment to identify fraud, and we know that our processes and procedures to detect fraud are doing what they're intended to do as two instances of possible fraud were detected since the IDNYC program's launch as of March 31st, specifically in two unrelated instances, the program's integrity review process detected an individual seeking to obtain an IDNYC card in another individual's name and identity documents. Both of these applications were found to be an instance of suspected fraud and the potential victims were alerted by letter about the improper use of their identity information. Both applications were denied. Privacy and security of applicant data are foremost priorities for the IDNYC program. As the administering agency of the program in partnership with MOIA [sic] and the Mayor's Office of Operations,

HRA issued rules governing the application process, and I issued executive orders as the HRA Commissioner that one, established strict security and confidentiality standards for applicant's personal information; two, created a stringent protocol for any outside request for information; three, placed substantial limits on the use of duplicate image search technology, and four, provided for an agency of Administrative Review for applicants that are denied. The series of executive orders outlines the city's commitment to strong privacy protections and procedures to ensure program integrity. As set forth in the preliminary FY 16 budget that was released in February, the IDNYC budget is 13.4 million this year and 9.7 million for FY 16. In the preliminary budget, the projected decline in funding and staffing was based on projected future demand following the extraordinary ramping up process this year to meet the current demand. As we found this year, however, if the level of demand remains higher than projected, adjustments can be made on an expedited basis. Following the release of the preliminary budget, IDNYC and HRA have been working with the Administration to ensure that there are enough

resources to meet the needs going forward as part of the process for developing the FY 16 Executive Budget that is being finalized for release next week. Since the announcement of this historic initiative from the launch in January up to the present day, the Mayor's Office of Immigrant Affairs, the Mayor's Office of Operations and HRA have worked in partnership to implement this groundbreaking program. We've responded to demand quickly and thoughtfully and thoroughly, ramping up operations and we are confident that we have established a program that is both accessible and secure. Looking to the future, we'll continue to monitor, evaluate and assess ways to improve IDNYC, and we welcome the input and guidance of the council as we move forward, and working together we can ensure that IDNYC will truly be the one card for all New Yorkers. Thank you again for including us in this hearing. We welcome any questions that you may have.

CHAIRPERSON MENCHACA: Thank you, Commissioner, for being here today, and really thank you all for presenting the kind of full understanding of where we are right now. We're going to move into some questions just to get a better sense about the

report and really looking into the future. I want to acknowledge Council Member Koo for being here today and for on the Immigration Committee, really thinking about this work on the ground where also we have--and I'll read them later--but some statements from Council Member Dromm who couldn't be here today and some questions from Council Member Levin. What I want to do first, though, is let's just start at the end and really, I think, kind of look at this next budget cycle moving forward. And in the anticipation, as all of you kind of alluded to, and I want to thank you for the honesty about the kind of initial ramp up was for an estimated one percent for the work that was expected. The dollars increased, 13.7 for this year, and you're looking at a little bit over nine million for next year. How are you determining that budget need for the next fiscal year as trends kind of show that there's a kind of steady need for this? Just kind of help us understand how that number was--how you arrived at that number?

COMMISSIONER AGARWAL: Sure. So, I can start, but Director Tarlow and Commissioner Banks can jump in as well. As Commissioner Banks mentioned in his testimony, we have been projecting the level of

demand and expecting that at least for this year we expect a high level of demand and then assume that possibly over time the demand may decline, and so the budget was sort of roughly determined on that basis. But that said, if the demand continues at pace, even into year two, we have the ability to expand capacity even further if we need to very quickly and do not have an expectation that we'll run into budgetary constraints if we need to do that.

COMMISSIONER BANKS: Just by way of illustration, and I think we talked about this at one of the HRA oversight hearings, we started with 21 HRA back-end investigators. That's the end result. Once the application was taken in, we wanted to have a staff of 21 based upon what the projection was for 100,000 over the course of the year. We're currently operating 103. This has been like a five-fold increase, and that's there's no backlog. Once you take the application in, they're being processed literally overnight, and some days we're processing more than are coming in depending on the day. So, I think that really reflects the nimbleness with which the Mayor's Office of Operations and MOIA and HRA are operating here in terms of facts on the ground. The

projection at the preliminary budget was we're going to have an extraordinary ramp up, meet the demand, and then have a steady state going forward, and that even as you could see it is a decrease in FY 17, because we will have reached the steady state through the work during FY 16. We're working on what number makes sense to put into the executive budget, but with that same underlying approach that the Mayor's Office of Operations and MOIA and HRA took during the course of this year. If the demand on the ground turns out to be different than demand budgeted, we will have the support to move forward. But it's really a projection that assumes a significant ramp up is needed to meet the demand that we're saying, but that demand will be met, and then we'll have a steady state that will be lower than the high level of demand we currently have. If that turns out to be different, just as the one percent projection turned out to be different, we will be able to make those adjustments as we made them rapidly on that back-end, and investigator staffing is an example.

CHAIRPERSON MENCHACA: As a follow-up, the--I think what I'm hearing as the kind of agency conversation is there's projections. You're focusing

on a projection, and there are--there's untapped resources that you're able to kind of remobilize. The ramp up from 21 to over 100 on the back end was a major--that sounds pretty major as far as the retooling of HRA. I'm assuming that you're saying that there's more untapped opportunity within HRA to remobilize if things continue to rise. And so I guess the question really is, how can we kind of prevent the auxiliary emergency changes at HRA and really kind of create that cushion, not in an emergency access, but really at the front end so that we're planning accordingly throughout this fiscal year?

COMMISSIONER BANKS: I mean, certainly the staffing level that we current have on the back end is sufficient to be able to process what's coming in at the front end, and we have--that's part of the HRA ongoing staff. I think that's one of the reasons why HRA was selected, that we would have the ability to redeploy resources if necessary on an immediate basis which is what we did. You know, as you know, in other context we have major reforms going on in other areas of the agency, and so the redeployment here was part of an overall efforts that are going

on, and we still have that same capacity to redeploy as needed, but at current rates of application acceptance, the staffing level at the back end is exactly meeting what's coming in at the front end. In the event that--you make be asking this. In the event in the future should the demand come down and then all of a sudden go back up again, we have that same capacity to redeploy if needed.

CHAIRPERSON MENCHACA: Okay. I'm going to hand it over to Council Member Koo, and then I'll come back with some follow-up questions.

COUNCIL MEMBER KOO: Thanks--[off mic]
Is it on? Yeah. Commissioner, thank you for coming in. We all know this IDNYC is a very successful program, and a lot of undocumented immigrants are very happy that we have this program. So, my question to you is like about the budget. So what is the initial budget allocated for this program? Do you know?

COMMISSIONER AGARWAL: The initial budget was around six million, I believe, but it has since expanded significantly as Commissioner Banks testified.

COUNCIL MEMBER KOO: I see. So at this ongoing rate, do we have enough budget for the current year? Yes?

COMMISSIONER AGARWAL: Yes. We feel we have sufficient budget to be able to meet the current demand.

COUNCIL MEMBER KOO: So may I ask, how much it cost to make a NYID--ID card for NYC? Ten dollars? How much it cost to make a card?

COMMISSIONER AGARWAL: So, the cards are free, and the--you know, the current budget and costs for the card also include the purchase of equipment, which will last for multiple years, not just the sort of ongoing cost of staffing, etcetera.

COUNCIL MEMBER KOO: Yeah.

COMMISSIONER AGARWAL: So, the cost per card will sort of be influenced by the fact that we've already invested in some of the equipment costs in this.

COUNCIL MEMBER KOO: So, what is the cost? I mean, if you figure out the past tape [sic], the personnel, the photo. Ten dollars or what?

COMMISSIONER BANKS: The real cost is having the staff that's available. So the personal

cost, if you will, of 13.4 million dollars in this Fiscal Year is what it's costing us in terms of the staffing. The volume of the actual vendors that are producing the cards, that's a straight contract. They're producing the cards. So the elasticity, if you will, of expenses is really related to how much city personnel do we need depending on what the demand is. I understand that you want to back up and divide the 13.4 million into how many cards have been produced, but the rate of production is almost a separate matter to how many people do we need to interview, to process on the back end, and then be able to turn around within the short period of time that we are turning around the eligibility determinations, and right now, as Commissioner Agarwal testified, we've got enough staff to process current demand. The actual plastic of it is really a set--based upon a straight contract we have with vendor.

COUNCIL MEMBER KOO: But still, there's a cost of everything. No, if you see, it takes five cents to buy the--ten cents to do this. The personnel is like 18 dollars an hour, 20 dollars. There's--

there must be a way you can figure out what's the minimum cost to produce a card.

COMMISSIONER BANKS: I mean, maybe the way to look at--

COUNCIL MEMBER KOO: [interposing] It's 10 dollars, 20 dollars?

COMMISSIONER BANKS: Maybe the way to look at it is we needed 13.4 million dollars' worth of personnel in order to be able to be in a position to be putting out two percent of the city getting cards in the last two to three months. That's the cost to get out that many cards in this period of time.

COUNCIL MEMBER KOO: So it's 13.4 million to produce a quarter million [sic] card, 250,000 dollar cards?

COMMISSIONER AGARWAL: We have 160,000-- over 160,000 cards in people's hands in the first quarter of the program, if you will, and that's a budget for the entire year. So we could all do the math now to sort of get a sense of the cost per card, looking at those numbers.

COUNCIL MEMBER KOO: So it's going to be free next year, too, the next Fiscal Year?

COMMISSIONER AGARWAL: We haven't made a determination yet as to whether there will be a fee for next year.

COUNCIL MEMBER KOO: And it will be a fee?

COMMISSIONER AGARWAL: We don't know yet. That would have to go through a rule-making process.

COUNCIL MEMBER KOO: Well, I think we should charge a fee for it. If something's free, everybody come for it, even though there is no need for it, they will come. But if you charge a fee of five dollars, 10 dollars, people will think about, "Oh, do I really need the card?" Right now, I think some people just get it because it's free because you can go to museums, you can go to all these city agencies, libraries. So, they apply. I mean, there's no need for them to apply. I mean, even though we want some of them to apply, right, to mix it up, so that whoever gets the card you cannot tell whether they are documented or undocumented.

COMMISSIONER AGARWAL: From our perspective, it's great that people are signing up to get the card to go to the museums and use the libraries, and we precisely don't want it to be a

card only for the undocumented. And so the fact that if it's the price, if it's other factors that are driving all New Yorkers to get the card, we're delighted by that outcome.

COUNCIL MEMBER KOO: I have one more question for Commissioner Banks. You mentioned in your testimony about detecting fraud on these applications. How can you prevent someone that applied for the card twice, using two different names?

COMMISSIONER BANKS: In fact--

COUNCIL MEMBER KOO: [interposing] It means they can [inaudible 00:47:52] but why those outcomes [sic].

COMMISSIONER BANKS: In fact, we were able to detect the two instances in just that type of a circumstance in which someone was attempting to use someone else's identification because we use facial recognition technology. There were concerns about whether we would be searching other databases, and we affirmably said we're not, but we are searching the database of applicants. So we were able to detect that somebody came in trying to use someone else's

identification, and so in the example that you described, we would catch that person.

COUNCIL MEMBER KOO: So, your software can detect one guy applying for two cards?

COMMISSIONER BANKS: Yes.

COUNCIL MEMBER KOO: The facial detection?

COMMISSIONER BANKS: Yes. And that's--

COUNCIL MEMBER KOO: [interposing] System-

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COMMISSIONER BANKS: And that's exactly what happened in those two cases.

COUNCIL MEMBER KOO: That's good. Okay, thank you.

CHAIRPERSON MENCHACA: Thank you. Thank you, Council Member. And I just want to kind of clarify a couple pieces with a conversation about the card being free. And one thing that's brilliant about this card is that it is free. So, I think it's a very, very good piece. Just for some clarification though, what would trigger from your end a need for a price at all for this card? I think that's a better understanding about as you consider this knowing that free is good because it gives everyone access to

this. What would trigger a necessity for charging anything for this card at this point?

COMMISSIONER AGARWAL: I think there would be potentially a lot of factors. I mean, honestly, one of the things that's important in considering whether or not to implement a fee is also the operational challenges. Our enrollment sites are located in community based settings like libraries, community organizations, credit unions. It's by design a diverse array of locations, and some of them may have more or less capacity to be able to actually collect cash or collect cost. So, I think there's a whole host of operational issues we'd have to dive into before we could even make that decision, let alone questions that may come up about cost or revenue, but in some ways the operational constraints are even more significant than what we might want to see in terms of revenue and cost.

CHAIRPERSON MENCHACA: You want to chime in? No? So I think then what I want to just return to the earlier line of questioning and really kind of looking at this cart, for example, and the enrollments as they kind of went up through time. I'm kind of seeing another metric here where you ramp up

the number of pop-up sites, you ramp up the number of desks per permanent sites, you increase the number of permanent sites, and therefore you increase the number of people. And so I think there's--if there's any kind of analysis that you can share with us that if you built it they will come concept, as you're ramping up for more, how are you--how is the budget reflecting that need or that actual ability for more cards to turn up? I'm just seeing that across the--just from the data anyway. If we can kind of correlate that a little bit and say that in fact, the more you build--and you will continue to get every Council Member to ask you to build something in their neighborhood be it pop-up or permanent. We're just going to see, I think, larger saturation of need across the borough and/or city. Does the budget reflect that as well?

COMMISSIONER AGARWAL: Sure. I can start and then my colleagues should chime in. So, what we're seeing at this point as Director Tarlow mentioned in her testimony is that the vast majority of individuals who want the card can apply for an appointment within 90 days, which was the goal that we had set for ourselves. So, this seems to indicate

that at the moment in terms of the demand that there is, we have built the infrastructure that can sort of start to meet that demand. We're trying to understand sort of what has led to the spikes in demand, and frankly, I think it's the fact through your leadership, the Mayor's leadership, other's sort of really talking about his program as well as our grassroots outreach efforts, that it's a very well-known thing in the community, and now our job is to make sure the word gets out that there aren't long wait times to be able to get appointments and things like that and that may or may not result in a spike in demand, but our system has the capacity to be able to meet that demand at the moment, and we have the budget to support it.

COMMISSIONER BANKS: I mean, I would just add to that the fact that we have appointments available next week I think is an indication that we've got ourselves to a place where we're able to deliver appointments in a more expedited way than we could precisely. I think that we all want to take a look and see is steady state the right level, and it appears to be, but we're--as we demonstrated the last

couple of months, we're continuing to look at this and make adjustments as we need to.

MINDY TARLOW: Yeah, and I think that I would add that we have tried to walk the line that you're talking about and meet the demand as we see it, not rush around like lunatics trying to get things opened, while at the same time not over anticipating and, you know, building big sites and capacity that then go unused. So we're trying to walk that line between staying in touch with the demand, being pretty strategic about looking at these statistics and others to anticipate what the needs are without overdoing it or underdoing it. It's kind of like a, you know, just-right operation, and I think we have as both Commissioner Banks and Commissioner Agarwal have said, we have hit it right now where we think we have a pretty steady state, and if that changes, we will address it. But I think it's hard with something so new to over extend where we think we might be.

COMMISSIONER AGARWAL: And the last thing I will say is that thanks to the great work of the sister agencies we've been working with, we actually have the ability to look at different sites and see

if they're actually reaching their full capacity for enrollment. And sites, there are some sites that are actually not nearly at the level of appointments and enrollments as they could be, and there's others that are constantly at 100 percent. And what has been amazing to see is the ability to sort of shift equipment, shift resources that we need to to other neighborhoods whether it's through the pop-ups or through other vehicles to then be able to adjust the need geographically frankly more than a system wide.

CHAIRPERSON MENCHACA: Last question on this frame and really relating to any of the PR piece. We talked a little bit about that initial ramp up where lot of marketing went out. Was there ever a moment where you decreased marketing, decreased outreach, or decreased in whatever, any way that you can describe it, through funding, through the PSA Stop Playing [sic]? Was there any moment where you decreased it in time?

COMMISSIONER AGARWAL: So, no. What we did was we launched our outdoor campaign, so to speak, the public transit ads, the PSA's etcetera at launch and those actually continued through to June. And what we've done instead is actually ramp up some

of our more grassroots localized outreach with the neighborhood organizer teams who are out constantly. If you look at our Twitter feed you will see that, and that's really actually been ramping up quite a bit more, and also working with Council Member offices and others to sort of get the local attention and drive traffic to particular sites locally.

CHAIRPERSON MENCHACA: Got it. Got it. So, let's talk a little bit about the appointments. The current wait time, if there's a comparison you can give us at the beginning of the--you alluded to it, but if there's any numbers you can share with us on the wait time at the beginning of the program and where it is now? What's the wait time currently for someone that wants to--and I know it varies because you can get into one of those centers that is under performing, but typically what's the metric right now for current wait time for someone that wants a card?

MINDY TARLOW: What we're trying--you mean wait time for an appointment?

CHAIRPERSON MENCHACA: For an appointment.

MINDY TARLOW: Yeah, so right now our goal is to try to ensure that anybody who calls or goes online to schedule an appointment, can get an

appointment within 90 days. Right now we're at about 95 percent of meeting that, and sometimes that's because someone actually doesn't want an appointment within 90 days. You know, they're going away and they're coming back six months from now, and that's when they want the appointment. So we're not forcing people to have an appointment within 90 days. We're just making sure we have the capacity to do that, and right now we're at about 95 percent of achieving that goal. As I said earlier, when we first started there were people who making appointments as you know, you know, in February. Then couldn't get an appointment until August, let's say, and then we cut that off and wouldn't take appointments past August 31st, and then started really ramping up the capacity so that we could stay within that 90 day window. And as I said earlier, when we did that we moved people who'd had a post-June appointment to make sure that they could get access to the newer appointments. So, I don't know that we had a percentage at that time, but you know, as you can imagine, if you had to wait six or eight months to get an appointment and now you can get one within 90 days, that's a very big shift.

CHAIRPERSON MENCHACA: Yeah, great. I just wanted you to articulate that. Now, as far as data, we talked a little bit about the two denials on speculations of fraud. Talk to us a little bit about information and the--and I don't think it was in the testimony necessarily, but were any law enforcement agencies--I want you to describe that process and what that means.

COMMISSIONER BANKS: As we indicated in the report, there were no inquiries from any law enforcement agencies. There's a specific protocol that--

CHAIRPERSON MENCHACA: [interposing] So, it's zero?

COMMISSIONER BANKS: Correct, zero.

CHAIRPERSON MENCHACA: Just wanted to--

COMMISSIONER BANKS: [interposing] As we reported, zero. There's a protocol that's in place with regard to the part of it, the rules set up, limitation on those kinds of requests, and then there's an internal protocol, but in fact, there were no such requests.

CHAIRPERSON MENCHACA: Great. And I think that's an important component of all of it. We'll

move over to the training on different agencies. Talk to us a little bit about the implementation of agency training since all agencies are required to take this identification, and what procedures are you doing, are you placing for that training at the front end for communication with New Yorkers?

COMMISSIONER AGARWAL: So, the staff have been doing trainings with a broad range of agencies. As an example--

CHAIRPERSON MENCHACA: [interposing] So just to be clear, this is IDNYC staff?

COMMISSIONER AGARWAL: IDNYC staff, exactly--

CHAIRPERSON MENCHACA: [interposing] Yeah, okay.

COMMISSIONER AGARWAL: have been conducting trainings with different agencies, including for example with NYPD, going to the academy, being able to work through the structure that the NYPD has to make sure that officers know about the ID card and the fact that it is accepted by the NYPD as valid identification in the field. We've been--we've developed IDNYC almost like door sign type things so that agencies could potentially place

them in schools or other facilities around the city so people know that their IDNYC card is accepted in these different locations. And then we've been convening meetings regularly both of agency leadership as well as key staff to keep them apprised of the program as it's been developing and being rolled out so that they're familiar with what's happening and what their agencies--well, we asked all agencies to actually submit their ideas for ways in which the ID card could be accepted by their agency and ways in which they can help with outreach. And it's been great to see that there's been as much demand, enthusiastic demand for the card by agencies in terms of partnerships to get their clients and others whom they work with to get the ID card as there has been from the public at large. So the response has really been very positive across the Administration.

CHAIRPERSON MENCHACA: How are you measuring that saturation of training?

COMMISSIONER AGARWAL: It's a good question. I think we are sort of moving forward with doing the training as they're requested and sort of for the agencies that we think are key. I don't know

that we have sort of specific data that we're tracking with regard to agency trainings, but we are sort of moving through all of the key agencies that really do have a public facing orientation and have collected the information from them about their touch points with the public as well as the staff who really need to get the information about the ID card.

CHAIRPERSON MENCHACA: Is there anything that you can implement to get some sense of--really, I think we'd like to see like full saturation when an agency has kind of been fully briefed on all levels, especially public facing entities or staff. Is there a way that you can kind of begin to implement that as part of--

COMMISSIONER AGARWAL: [interposing] Yeah, absolutely. It should be very easy to be able to gather what we've done so far as well as our plan moving forward to be able to keep the committee and you apprised of our training of city agencies.

CHAIRPERSON MENCHACA: Great, and I think that'll be in the next follow-up. I know we're in this first phase of just getting it right and getting all the pieces to work together so that we're not worrying [sic] around as stated earlier. But as we

get further into this next stage, really having a good sense about that full agency. And I'm worried about anyone that might not be familiar with the card on the front end and have issues. And so we're going to be looking for testimony very soon, not just today but beyond today on any indication of maybe an NYPD officer confiscates this as something that's not real. And so we want to remove that opportunity for that to happen at the front end, or for an agency not to be able to--a school, for example, not to be able to take that. And so as we go through testimony here, now, we go back to our district offices and ask for that kind of experience, we want to be able to come back to you and say where are you on that metric. Let's move over to you on something else that has come in questions in our district offices and that's with people who have New York State driver's licenses that--this happens all the time in New York, you move, and it doesn't have the current address. And so, tell us a little bit about that process, but that seems to be an issue where they move and they want the ID. What kind of protocols have you sat internally to address that issue?

COMMISSIONER AGARWAL: So would this be for address changes for the IDNYC?

CHAIRPERSON MENCHACA: So this is not address--not for the IDNYC but to--they get to the appointment. They've just moved. They have a New York City license. That's what they're using for everything, because essentially that's one thing that you can use, and any way that--and that's just an example of something we're getting a lot of. How are you addressing that all around?

COMMISSIONER AGARWAL: So, in the rules, one of the things that is indicated is that if you have a driver's license with a current address, that's all four points to prove both identity and residency. If you have a New York State driver's license that does not have your current address, then you just need to bring utility bills, some other--a lease, some document that establishes that you still within the five boroughs and that's it, and you will be eligible to be able to get an ID card. To the extent that there has been any confusion or questions about the documentation requirements to get the ID card, the outreach team has actually been implementing workshops in the community for

individuals to sort of understand what different document combinations can work and answer questions in advance of their appointments, so that then they come to the appointments completely prepared. And community members are also welcomed to call 311 and reach out to our team to be able to get advice on that as well.

CHAIRPERSON MENCHACA: Got it. So, next, I'm just going to go in through some of the frequently asked questions on the district offices. And so the next one is an interesting one about limited English proficiency, and we know that as we noted before, it's been a very popular--that this program as we built it is popular with our immigrant communities. This is something also that includes hearing impaired, for example, or illiterate. How are you working on the ground to kind of address those issues? And we'd like to kind of hear a little bit about what that looks like.

COMMISSIONER AGARWAL: Sure. So, as with non-English speakers, for individuals with disabilities either in visual impairments or hearing impairments, we have accommodations available. All of our sites are ADA accessible, and we have the

tools able to communicate with individuals in those instances. If those tools are not being made available to individuals in compliance with any number of different laws, we would want to hear about those concerns so that we can address them right away. It's something that the Mayor and the program and all of our agencies take extremely seriously, and so we believe we've equipped our teams with the capacity to be able to address and communication accessibility issues, but if there are problems with that, we'd like to hear.

CHAIRPERSON MENCHACA: Gotcha. Long story short, every site should be able to anyone, and if they're not, we should inform you.

COMMISSIONER AGARWAL: Please.

CHAIRPERSON MENCHACA: Next is the process for 311. And so we saw your spike. We definitely felt it on the ground, the district offices, the spikes for 311 interactions with non-English speakers. And so we are getting reports that up to 40 minutes--there are about waiting times for about 40 minutes to get somebody on the phone. Can you talk to us a little bit about what that data is on your end on wait times, and either confirm or talk to

us a little bit about how you're dealing with that on your end? And also, how does that pertain to kind of the back-end convers--I don't know if that at all pertains to backend work. But how 311 is kind of gearing up for that sustained kind of IDNYC appointment process.

MINDY TARLOW: So, in terms of the 40 minute time that you cited, I think things like that may have happened in the very, very beginning of launch before 311 and the rest of us were sort of ready to accommodate the demand that we experienced. The statistics that I see show the wait times to be quite low and consistent with what--

CHAIRPERSON MENCHACA: [interposing] Do you know what those are? It'd be great to just--

MINDY TARLOW: [interposing] No, but Lincoln Westler [sic] does.

CHAIRPERSON MENCHACA: Okay. It'd just be good to share.

MINDY TARLOW: Which is something we say often at the Office of Operations. I don't know, but Lincoln knows.

CHAIRPERSON MENCHACA: Thanks for sharing.

MINDY TARLOW: What are you trying to tell--Lincoln, this is in like, you know, like font four, someone who's not under--over 50. So, I'm going to ask somebody else to answer this question. Emily Newman, First Deputy in Operations.

EMILY NEWMAN: Percent of calls answered within 30 seconds, let's see, 93 percent. Average wait time, 13 seconds. This is as of yesterday.

CHAIRPERSON MENCHACA: Just say that number again, just the number.

EMILY NEWMAN: Average wait time was 13 seconds yesterday for calls--

CHAIRPERSON MENCHACA: [interposing]
Yesterday. So this is--so, I'm just trying to see if we can carve it out. These are English-speaking, or is this everybody?

MINDY TARLOW: Everyone.

EMILY NEWMAN: This is for everyone. And to the total to date since the program launched is 42 seconds.

CHAIRPERSON MENCHACA: Now, what about the non-English proficient callers, does that break down at all for that? Because really that's the question. It's not 40 minutes for an English-speaker that can

get someone on the phone, but that might have to access language line or any of the other.

MINDY TARLOW: Right, so the--

CHAIRPERSON MENCHACA: [interposing] Does that carve out that statistic?

EMILY NEWMAN: Hi--

CHAIRPERSON MENCHACA: Just repeat your--

EMILY NEWMAN: [interposing] Sure. I'm Emily Newman. I'm the First Deputy Director at the Mayor's Office of Operations.

CHAIRPERSON MENCHACA: Welcome, Ms. Newman.

EMILY NEWMAN: Thank you. So, 311 has a number of call takers who can answer callers in other languages. They also utilize things like language line. Anyone calling for related to IDNYC would follow the same protocols as anyone else who needs assistance. We aren't seeing any delays or any sort of spike in the wait times at this point. It follows sort of what it would for any other caller speaking Spanish or Mandarin or anything else with a question-

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CHAIRPERSON MENCHACA: [interposing] So you're saying there's no difference between an English--

EMILY NEWMAN: [interposing] There's an additional step--

CHAIRPERSON MENCHACA: [interposing] Right.

EMILY NEWMAN: of getting to the right call taker who can either provide that service or who can get language line on the phone. So what I'm saying is that delay or that wait time is no higher for IDNYC than it is for anyone else on any normal day.

CHAIRPERSON MENCHACA: Okay. And but there's no data yet that can show us that?

EMILY NEWMAN: We do not have that data. We can try to get that.

CHAIRPERSON MENCHACA: Is there--it'd be great to kind of carve that out just because we know that some of the targeted New Yorkers, homeless, seniors, non-English speakers, it's going to be really important to have that data. So, let's just see if we can get that in the follow-up.

MINDY TARLOW: Right. So let me just sort of put this back together. So, one we've cited the wait times overall to your point. We haven't disaggregated them for individual types of callers. There is an additional step as there is with any caller anywhere if they need to access a different language or access language line or etcetera. There is wait time there, and we can try to get some sense of what that looks like from our colleagues at 311 and report back to you.

CHAIRPERSON MENCHACA: Great. That's going to be important for next steps. And before you leave, Commissioner Banks, I'm trying to re-carve the questioning so we can get your pieces before you leave. Talk to us a little bit about the back-end work and some of the biggest issues that you've resolved. And really, what I'm kind of thinking about is the work you're doing on the processing and understanding the efficacy/any kind of--any ways that you're measuring the success for the turning of so much information. And so any ways that you've been able to kind of address issues with bad paperwork, for example, or lost applications, or that kind of work, it'd be great to kind of hear from you before

you leave on issues that kind of spiked at the beginning and just ramp up. You went from 21 to over 100. And so quality control is very, very important to this committee, and tell us a little bit about what that looks like.

COMMISSIONER BANKS: First of all, thank you for giving me an early excuse notice. I have to go to our annual staff recognition event at DC 37, which I committed to before this. So, I appreciate you--

CHAIRPERSON MENCHACA: [interposing] Yeah, thank you.

COMMISSIONER BANKS: I think that the change from 21 to 103 is not concerning to us and shouldn't be concerning to you because the group that was switched are people that are highly trained investigators and are looking at these kinds of documents for other agency purposes, which is one of the--again, one of the reasons why it made sense to locate the program there, because we had a cadre of staff familiar with verifying documents to see whether or not they're appropriate documents. And so the group that moved over as we ramped up in this very short period of time is people that had the

underlying skill. Yes, they needed to receive extra training in terms of what exactly the requirements of the program are, but the actual quality control issues that I could understand the basic question is, is this a person that needs to be trained to understand what's an appropriate passport or not. This is something that's already got that kind of underlying skills and abilities. And so we were able to move them to do that. So, we don't have that concern. I think the main metrics we look at is the applications coming in is the backlog developing and are we providing being able to turn them around, and the fact that we're turning them around as quickly as they're coming in if not quicker, I think is a key metric that New Yorkers expect, which is that they're not going to go to some back office some place and just sit. And in fact, we put a great deal of emphasis on making sure that we're able to be as efficient in terms of responding to the applications that are coming in, which is the reason why we ramped up from 21 to 103.

CHAIRPERSON MENCHACA: So, in your staff appreciation, you should thank them on behalf of the Council and the Committee for that work.

COMMISSIONER BANKS: We will do that. I have to just take this moment, and I thought it would come right when I was going to leave, but I'm going to take advantage now. There's been a lot of very nice things said about the HRA staff, which I certainly completely agree with, and I appreciate it from the Council, I appreciate it from my partners, Commissioner Agarwal and Director Tarlow. I think it's important to really emphasize this. So you have three of us, and you have three staffs, and I think that the MOIA staff has been an integral part of this and the Operations staff has been an integral part of this. And again, it's nice to have nice things said by HRA staff. I believe they're all true. I appreciate it, but sometimes the other staff are unsung in this effort, and they're spending just as much time, just as much effort, and I think if you look at a study of government, in fact, you have three different agencies working as one is actually what the council's always wanted, what everyone would want to have happen. That's the only reason why this program has been able to do what it's been able to do in an extraordinary short period of time.

CHAIRPERSON MENCHACA: Absolutely. And I'm only saying thank you to HRA now because you're leaving soon. And the thank-you's are on their way.

COMMISSIONER BANKS: Well, I'm thanking my partner staff. How's that?

CHAIRPERSON MENCHACA: You know, Council Member Levin couldn't be here, really wanted to be here. And what I wanted to ask as well, and I don't know if Commissioner Banks, you can kind of talk a little bit about that, is if there's any measurement on the homeless New Yorkers and individuals who have signed up for IDNYC and any targeted outreach that's happening on that front?

COMMISSIONER BANKS: Well, I'm going to let my colleagues speak about outreach and so forth. I'm just going to say, I think as you know this is a population and a group of New Yorkers that I've represented in my prior life, and so I'm acutely concerned and aware about their--the needs to make sure that this is a meaningful--there's meaningful access and meaningful implementation. And to the point about issues that if there were any issues that were risen, we certainly want to hear about them to address them, because we took great, great care in

constructing the rules to ensure that there be access to people without [sic] effects to address [sic], and that's really important that that be available.

CHAIRPERSON MENCHACA: Yeah, agreed.

COMMISSIONER AGARWAL: And I will add that the IDNYC outreach team is focused actively on engaging homeless New Yorkers. New Yorkers lacking stable residences are a key target population for the IDNYC, as we mentioned earlier, and the outreach team has been working very actively with homeless service organizations and is planning more extensive outreach with the Department of Homeless Services and community based organizations, and we are actually hoping to locate pop-up centers at some of the larger shelters around the city. Just a sort of example of some of the type of outreach we've done to date, it includes writing an article about IDNYC in a newsletter that's distributed to 16,000 families in shelters around the city. We conducted a briefing for all city-funded runaway and homeless youth shelter operations and made presentations to the LGB center--LGBT Center for Homeless Youth and continue to engage the coalition that's been very active on

this, includes homeless advocate representatives as well.

CHAIRPERSON MENCHACA: And on that note, you know the homeless community again, we're doing the outreach. We're really trying to measure as much as we can on the success to get into that population. Are there any issues right now that any one of the agencies has encountered with NYPD or other agencies not accepting the ID with a "care of" address? Have you--has that popped up in your kind of work on the agency front? We're getting reports of that in the district offices, but just wanted to see how you're addressing that at the agency level.

COMMISSIONER AGARWAL: Sure. So just for a little bit of background or preface. One, is that the care of addresses were created to enable specifically street homeless individuals as well as survivors of domestic violence who get their mail elsewhere, to be able to list that address on their card so the card wouldn't have "blank" on the card for an address and therefore potentially look fake, leading to problems in the field. So that's the kind of reason for the "care of" address, and we have had some applicants approach us with questions and

concerns around the "care of" address and the interaction with NYPD, and we are actually in the process of setting up a meeting for those advocates to be able to then dialogue with NYPD about the concerns that they have, and that's in the works right now.

CHAIRPERSON MENCHACA: Great. Thank you for that. That's one of those things that has to get solved with major, major urgency, and I understand that's going to have to happen almost at the precinct level, but anything that we can do to kind of accelerate that, that's going to be very, very important as the issues kind of move forward. And we're going to continue with some of the Government Operations and MOIA work, but before you leave, one of the things that I like to do in kind of groups like this is to really just ask how many people have gotten their ID. And so by a show of hands in this room, how many people have gotten their IDNYC? Okay, so there are some hands that are not going up here. Then I ask--not at this hearing. Then I ask, what prevents, what's preventing you from doing it, and the top things that I get are, "I didn't know about it." That's becoming less and less of an issue. But

some people say, "Well, you know what, there are other people that--there's a big line, and I don't want to get in front of anybody that needs it more than I do." And so that's the sentiment that I think we need to change, and that's the remnants of the first kind of stages of the ramp up. And so that's--there's so many people that want this card and think that they don't need it, but really, we created such a brilliant, brilliant card, and so I just want all of you here at that--that one that says, "Great." Obviously this is--we're preaching to the choir here I think in a lot of ways, but even within the choir you have folks that are not signed up. So, I'm asking all of you to sign up no matter what, and that's what we're trying to get solved is that gap. And I believe that these metrics are going to stay on board for a while if we do our job right. And so getting the budget right, getting the internal anticipation for retooling HRA back-end, getting the front-end to work is going to be critical. So, again, thank you. Thank you, Commissioner Banks, and you can exit if you'd like here.

COMMISSIONER BANKS: I'll give my regrets to staff of HRA.

CHAIRPERSON MENCHACA: Thank you. Thank you.

COMMISSIONER BANKS: And I'm going to thank my colleagues for remaining.

CHAIRPERSON MENCHACA: We're going to keep going. So, let's talk a little bit back to-- we're talking about the homeless, the homeless outreach plan. Thank you. Let's talk about the LGBT. I know you talked about the LGBT homeless, but really kind of thinking about how you feel you're doing in those populations with seniors and outreach to the LGBT community. Talk to us a little bit about how you're measuring your success on that front.

COMMISSIONER AGARWAL: Sure. So we have been in, again, sort of similar to homeless outreach doing targeted outreach with LGBT community centers around the city, in particular wanting to get the word out about the fact that one special feature of this card is that you can designate your preferred gender identity, unlike in many other identification card programs, and so we're doing that, and we're actually gearing up for some events around Pride and other sort of high profile times when we can really

get the word out about this ID card and link it up to other events that are happening around the city.

CHAIRPERSON MENCHACA: Great. So, Pride's coming up. You're going to be out there in full force getting appointments.

COMMISSIONER AGARWAL: Yes.

CHAIRPERSON MENCHACA: Wonderful. And moving onto another designation, you mentioned it in your testimony, the veteran's designation. And so this is something that Council Member Dromm and I, Council Member Vallone have been talking a little bit about with all of you. Tell--just kind of walk us through that piece, because we know it's coming, and just kind of clarify the timeline and the process for that.

COMMISSIONER AGARWAL: Sure. So we're actually still finalizing the process, which to some extent dictates the timeline, but what I'll say is it's really been the thing we've been actively working on as one of the next expansions of the card. And so, I think very soon with the Mayor's Office of Veterans Affairs, we'll be able to announce the veteran's designation, and we'll make sure that we broadcast that very loudly and clearly to all New

Yorkers, those who are veterans amongst us sign up for the card and know they can get the veterans designation.

CHAIRPERSON MENCHACA: And so in this process, one of the things that keeps--I'm asking, are folks who are veterans say, "How do I then get an exchange?" So, is there a fee for that? Are you planning a--well, actually, I'll stop there and see if there's anything that you could kind of share with us in that expansion?

COMMISSIONER AGARWAL: Sure. So what I can say is we don't expect there will be a fee to exchange the cards. If you are a veteran, you want the designation, you should be able to swap the card for free.

CHAIRPERSON MENCHACA: Great. Thank you for that. Now, let's just keep on going on the theme on expansions. So, what I want to understand a little bit some of the other kind of frequently asked questions about the card or the extensions for the cultural institutions and any kind of update you can give us. I know we're doing our own kind of due diligence conversations with them as well, but on

your end can you tell us as agencies what you're thinking, planning, hoping for?

COMMISSIONER AGARWAL: So we, you know, were able to secure the really tremendous cultural benefits through partnerships with Department of Cultural Affairs and Tom Finkelpearl, and you know, as I mentioned, more than 2,000 people have already signed up for cultural institution memberships, and even some of us who have cards who'd like those memberships have not yet done so and plan to. And it's been just extremely well received, not just I think in the broader population of IDNYC cardholders, but also in the cultural community. I think the cultural institutions are really pleased to see a more diverse and a broader array of audiences coming to their institutions, and our hope is, and we will continue to talk with not just the cultural institutions that we're already working with, but with others to make sure that culture remains front and center, one of the key benefits of the IDNYC card.

CHAIRPERSON MENCHACA: Can you remind us, was that 2,000 cultural institutions have receive IDNYC--

COMMISSIONER AGARWAL: It's that there are more than 2,000 cultural institution memberships. So, it's possible that one person went to all 33 institutions and contributes to the number in that way.

CHAIRPERSON MENCHACA: Got it.

COMMISSIONER AGARWAL: Or it's 2,000 individual people. We don't know of that.

CHAIRPERSON MENCHACA: Okay. And they deserve a gold star.

COMMISSIONER AGARWAL: Yes, we want to hear about you, if that's you.

CHAIRPERSON MENCHACA: Great. Are there any targets that the agencies are looking at right now to meet on that? Where does the 2,000 fit for you as a measure of success?

COMMISSIONER AGARWAL: Sure. So, in the very initial stages of the card the numbers and memberships were actually pretty low, and what we've seen is actually a pretty dramatic spike. Partly also as the weather's getting nicer and people are sort of going out and doing activities like that. So we expect that we'll see a significant increase and

we're tracking that closely, given how popular that benefit has been, which we've spoken about.

CHAIRPERSON MENCHACA: Is there anything that is indicating a very kind of particular outreach for cultural institution sign-ups? Is there anything that's particular in the marketing that might happen? I know you mentioned a sunset of June for kind of big. So, in that kind of post June world, what does marketing look like, and is there a kind of cultural institution sign-up?

COMMISSIONER AGARWAL: Yeah. So, the outreach team has actually been working with the different cultural institution to make sure it's not just us who are pushing out on social media and through other vehicles, the opportunity to get memberships, but the cultural institutions themselves are doing that. And then, as Director Tarlow mentioned in her testimony, we're going to be having a pop-up location at El Museo, which is one of the participating institutions. We'll do outreach related to that, and I think there'll be some sort of individualized outreach along those lines that will be a big part of this and will be part of our other

further communications as the program continues for sure.

CHAIRPERSON MENCHACA: Got it. Thank you for that. Let's talk a little bit about the pop-ups. So one of the things we heard about the pop-ups were great for a lot of different reasons, IDNYC cards getting to people's hands, where processing got better, expansion, but they were also able to do a lot of other things. In April, for example, the numbers that some of the nonprofits were able to connect to say tax season help and support spiked. And so, how are you measuring that synergy and putting that as part of your kind of pop-up strategy?

COMMISSIONER AGARWAL: Yeah. So, I'll start and then maybe Mindy has more to add to this. But the pop-up locations really vary. So some are at community organizations that do tax prep. Some are going to be cultural institutions where it be interesting to look at due to the membership's spike for that institution because they're also a pop-up site. We have been sort of more--partly because they just launched. We've been sort of tracking that information more loosely, but can now sort of moving forward be able to measure it more closely, and I

think in places where we've had some Council Members who have asked for the pop-up to be in their district offices, and we should think through what the metrics would be to measure a success not just in terms of ID card enrollments, but what collateral benefits do we see coming about as a result of these pop-ups. That was exactly our hope in setting up the IDNYC permanent and pop-up sites in locations in the community. Right? What's the relationship between having IDNYC in the libraries and library engagement and participation? And I know from an ad hoc sort of basis of just being in some of the enrollment sites myself and talking to people that they come in to get an ID card and then learn about other classes and other programs that are happening in that particular library for example. So, all of that sort of evaluation I think is where the real power of this program is, and now that we're kind of at the point of having expanded we can start thinking about all of the extended benefits.

MINDY TARLOW: Yeah, and I would just add, I mean, I think you raise a really good point. It's all about balance, you know, the large permanent hubs with the more sort of facile, you know,

strategic pop-ups and having that appropriate balance, and really trying to leverage whatever opportunities we can, and I think the pop-ups offer us that opportunity because they are so mobile, and I think the example that you used about tax season is an excellent example. We all know when it is, right, every year. So, I think it helps to think about things like that, and I'm sure there are other things along those lines where we could be very strategic and proactive about where we locate pop-up sites depending on the season, depending on what's happening in the city, and its part of the benefit of having that ability.

COMMISSIONER AGARWAL: And then the last thing I'll say is it's important to think about the huge demand for this program that is really bringing forward New Yorkers who maybe previously not interact with government is an incredible opportunity for us to reach people for programs that are really beneficial to them. My office helped to coordinate a legal screening event for DOCCA and DOPPA [sic] the executive action programs recently and found that we were really able to recruit participants very well from the IDNYC sites. And so being able to really

leverage this infrastructure that we're building to connect community members to a range of different services and opportunities I think is fundamental to what we're trying to achieve.

CHAIRPERSON MENCHACA: Thank you. And I think that--right, that synergy is there and anywhere we can identify it as an opportunity we should definitely do that. Regarding pop-ups and the mobile pop-ups, where are you in, you know, month four plus now, first, fifth--first day of the fifth month on what that strategy looks like. That was one of the things that we kind of talked about at the very beginning. I know there's been some issues. Tell us about what those issues are and where the plans are to--I think people are envisioning van [sic] is where we go and do some of this work.

COMMISSIONER AGARWAL: So, what we've been doing--there's been a lot of interest in hosting pop-ups, and there's certain categories of groups that we've been working with, community based organizations at large, including faith institutions, Council Member offices and elected official offices, as well as city agencies, and what we've been doing--there are certain technical specifications that are

required for the sites, and so we ask whomever is interested in hosting a pop-up to submit some basic information to us, and then we have staff members who can go and do a site visit and explore the feasibility of setting up in that particular location, and then we have to calendar it out because, you know, we have to make sure that we have the staff and the ability to move the equipment. And so all of that is sort of underway, and we've started calendaring pop-ups, which are obviously starting now and next week, and then we'll continue onward usually for about two weeks at a time in a different location so that we can reach the many different neighborhoods that want to get the pop-ups. But as a sense, we have, you know, we have one in China Town now, one that'll be opening in Bushwick and we're going to be moving into neighborhoods like Far Rockaway and others that are kind of more remote. And so we're really trying to be mindful of the fact that New York City has a vast geography, and really all New Yorkers are interested in this card, and so how can we use this, these pop-ups strategically, as Mindy was saying, to really reach the neighborhoods where permit sites are not located and there's a huge need.

MINDY TARLOW: Yeah, in addition to the just sort of geographic mapping, and as I said, to try to be strategic about balancing what our permanent locations are with pop-ups so that we make sure we have good coverage, the same is true, and you indicated this in your earlier questions, about trying to do the same for special populations or populations that are sort of harder to access with a larger site. So, we're looking to, again, balance between geography, population and make sure that we have the coverage that we think New Yorkers deserve.

CHAIRPERSON MENCHACA: And all these are brick and mortar options. Talk to us a little bit about the mobile, the kind of mobile sites that are, again, on like four wheels walking or driving through communities to do this. Talk to us a little bit about what that looks like.

COMMISSIONER AGARWAL: Sure. So these mobile sites, I should say, are actually pretty mobile. While you do need a physical location for them to be, they can really move wherever and at some point have to be literally in a vehicle to get from point a to point b, but we have talked about doing vans and exploring those options as well to be able

to get to festivals and sort of other locations and are continuing to look into it. So, that could be the future of IDNYC as well.

CHAIRPERSON MENCHACA: Got it. And I know that that presents a lot of technical issues, but that's just something that continues to be requested, and so that helps us understand how quickly people want something immobile in their communities, which is great. Now, let's move over to the website. So the website continues to be this--a process that has yielded a couple issues along the way with--or I should say in regard to language. And you start with one language and then end with an English page. And so tell us what you've done to correct some of those issues and what issues still remain on the website.

COMMISSIONER AGARWAL: Sure. So, both on the initial landing page for IDNYC there's actually multiple languages that instruct individuals that you need to make an appointment to get the ID card, and then when you actually click to be able to make the appointment, we've actually translated the appointment functions into both Spanish and Mandarin so that individuals can apply online in those languages. Those are by far the dominant languages

of individuals who've been trying to access the program. And then of course, 311 for individuals who call have the capacity to respond to calls in virtually every language, and our staff, our outreach staff, also often make appointments when they're in the field and they're multilingual and can help individuals as well in that way.

CHAIRPERSON MENCHACA: So you're talking about website issues, they can call to get information or clarity on what they're seeing on the website.

COMMISSIONER AGARWAL: Exactly. Or they can just make the appointment through 311. 311 uses the website to make the appointments. So the website is the central features. Our outreach team when they're in the field also use the website, and so-- and then the website itself has been translated. So no matter what kind of vehicle you use to get to the website, we are trying to provide assistance to folks so that they're able to make the appointment.

CHAIRPERSON MENCHACA: But are you registering the issues that we're seeing on the ground with website splash page in your language? You walk through the different pieces in the pages,

and then there's a waiver form that's, for example, a wait reform that's all in English and you're asked to kind of comply, and I guess that's what I'm talking about is that that kind of transition through the different pieces of information requests. We're seeing still today issues on the website. Is that something that you're addressing today?

COMMISSIONER AGARWAL: I'm not sure what the waiver form is. We've not--I will say since we've translated the appointment system into Spanish and Chinese we haven't heard as many complaints about the language barrier in that context. But again, we'd want to hear if that is--continues to be a problem. I don't think we ask anybody to waive--

CHAIRPERSON MENCHACA: So, and I was talking a little bit out of turn on the waiver pages, but there's pages that kick back to English, and so that's what I'm asking, very particular kind of switch from language preference to English. It sounds like there is registration. You're registering that as an issue. Can you talk a little bit about that and any strategy to fix that?

MINDY TARLOW: What I'm nodding about is if that's a--it's not a concern we've heard about.

We took significant steps to try to improve the website and the sort of language facility of the website, and we're very committed to doing that. So, if what I hear you saying is that as you get further and further into the website, it seems to divert back to English without the multiple translation features that are--that we put in place in the upfront parts of the website, and we can certainly go back and look into that and see, you know, determine whether there are situations that are just in English and correct it.

CHAIRPERSON MENCHACA: Great. That's going to be important. Just we get calls about that, and I don't know if that's a glitch or just something that is--has not yet been corrected. And so I just want to recognize a Council Member from Brooklyn, Council Member Mathieu Eugene. I think he has a couple questions for you all as well.

COUNCIL MEMBER EUGENE: Thank you very much, Mr. Chair, and thank you to all of you who come today to testify and all of you were working very hard as a team to make sure that everybody in New York City, everyone has the city ID. Thank you so much. My question to you is--and thank you very

much, Mr. Chair, also for your leadership on this issue. We know that this is not secret for anyone. We all know that New York is home to so many people speaking so many languages, different languages, and even somebody who has been living in United States for 20 and 30 years, we find people who have been living here for a long time. They still cannot speak English properly. Not their fault. And they still don't understand the system. Even when they are services available for them, they're still underserved, because of many reasons, language, because of the way to navigate through the system. Have you been able to do everything possible to ensure that less than 90 percent of people or 99 percent of people, those who don't speak English properly, not only they get the information, they have the assistance to go through the system and to get their ID?

COMMISSIONER AGARWAL: Yes, we've been implementing a number of different outreach strategies in multiple languages. So our brochures and our materials are all translated into the top languages spoken in New York. As we were discussing, the website appointment system has been translated

into the sort of top languages that have been seeking services. And I think most importantly, our outreach team, when they go into the field are themselves multilingual and have actually--when they do presentations, have translated those presentations into a multitude of different languages to be able to provide information to New Yorkers in a language that they can understand. So at the front end we're hoping to create as much opportunity for New York's diverse communities to come in the door. Once they're in the door, there's the ability to have interpretation services either, because your enrollment specialists themselves speak your language, or by using a language line telephone. We have our applications translated into 25 languages. Very open to other suggestions for ways to remove the language barrier, but given who our target audience was for this program, the importance of language access issues to the mayor and to the council, of course, we really put that as a primary goal in implementing the program.

COUNCIL MEMBER EUGENE: Thank you very much. And I know that the staff from the Mayor Office and also my colleagues from the City Council

they're working very hard to make sure that, you know, the ID become some advantage, a benefit to everybody. But we face--I remember that at the time of the census also that was the same issue.

Immigrant people, people who don't understand the system, who cannot navigate, they still, you know, face issues. Let me put it this way. We use a web page, internet, but they are still a group of people who cannot benefit from the technology, using the technology to get what they need. Those people, they need somebody to hold their hand and show them the rope. I'm talking about those people, not those who can use computer or technology, but those people who are there in the community. They need somebody to take their hand. Do you have something in place, you know, people who speak their languages? And I know that you are using many places, library, community based organization--wonderful. But do you believe that you got everything to ensure that those people, I'm talking about them also, that get access to the ID.

COMMISSIONER AGARWAL: Sure. Yeah. So one of the things that we've been doing really from the beginning is working with the very vibrant and

extensive community based organizations, faith organizations, community leaders across New York City to help us get the word out and to be able to help host workshops, for example, for individuals that are not online. They're literally in the community center where community members may go, or they're in the library itself and our turnout at these events has been very high, and we have really been seeing not just in the enrollment centers, but in all of the outreach events that we do, a very broad cross section of New York coming out to get this card, and it is one of the things that I think makes this program really inspiring to see as it's unfolding around New York City is that we really are reaching many, many different New Yorkers who maybe previously had barriers in accessing services. And we continue to want to improve. So if there are things that we should be doing that we aren't doing, we would love to hear those suggestions from the council as well as from the community.

COUNCIL MEMBER EUGENE: There's another big issue, excuse me, facing the immigrant people, not all immigrant people, but I think most of the people, the fact that they have to release their

information. And I'm telling you, educate [sic] people--educated [sic] people from several countries when they have to release information about themselves, especially immigrant people, [inaudible 01:42:17]. I'm talking about also my brothers and sisters, they are afraid. They don't want to release their information. Even there's nothing on that, but that can prevent them to take advantage of the ID. Have you been facing situations, you know, in which people don't want to release their information? And if you have to comment on that, what could you say to those people who don't want to release their information just to ensure that, you know, you can give the information? What can you say about that?

COMMISSIONER AGARWAL: So, when Commissioner Banks was here earlier he mentioned executing a number of different executive orders to protect the privacy of individuals when they're applying and the confidentiality of the information that they're submitting. And that, you know, to the--we are protecting to the maximum extent of the law. I think that's the language in the ordinance, individual's personal and private information. And that's the sort of the technical answer, I guess.

The other thing I think that's important here is making sure as more--we have more than 160,000 people that have these cards. As more and more people go and get the card and then communicate in their communities, "I got the card. It was easy and it's working well, and look at what I'm doing with it, and nobody's asked for my information." Nobody has, in fact, no law enforcement has in fact asked for anybody's information. I think that word of mouth is what will fundamentally convince the more skeptical people in our community from signing for the card, and that we are seeing when we're having conversations in the community that people are starting to be won over just by the sheer popularity of this program and the protections that are in place for people's privacy.

COUNCIL MEMBER EUGENE: This is my last question, Mr. Chair. We know there is no perfect system. That doesn't exist anywhere. We are working very hard to do the best that we can do to do better for ability regardless of the feel [sic], but there's always some issues, some obstacle. If you are to identify one or two or three issues that you are facing in your effort to make sure that everybody get

the ID, what would be the three main issues that you are facing in your effort to make sure that this program is successful? What are three main issues that you are facing? Because I know that we should always work to improve what we are doing.

COMMISSIONER AGARWAL: Right.

COUNCIL MEMBER EUGENE: What are the three main issues that you would mention?

COMMISSIONER AGARWAL: So, I'll maybe share a few, and then Mindy might have her own wish list, but--

MINDY TARLOW: [off mic]

COMMISSIONER AGARWAL: So, I will say that one of the biggest challenges we had, of course, was the tremendous demand. And so we worked very hard to expand the demand significantly, and I think feel good about where we're at. But we are really diligently monitoring that to make sure that we can adjust based on any increases in demand that may occur. The other challenges that, you know, we've been hearing, for example, the card can be used at dozen different financial institutions around the city to open bank accounts. And one of the things that we're hearing is that people are actually not

using the card as frequently to be able to open bank accounts. So there's some additional education and work that we can probably do to help make awareness of the full range of benefits, some of which can really make a big deal in people's lives known, and I think that's a challenge that we're now starting to pinpoint as the program has been rolled out for a few months. What are the benefits people are taking advantage of? What are the ones that they're not taking advantage of? So those would be two of mine.

MINDY TARLOW: Yeah, and I think I would echo that and just speaking about the expansion itself, which I think was extremely rapid given the demand for the card, there's really three things that have to be in place in order to be able to expand. You have to have the location. You have to have the staff, and you have to have in this case the connectivity, because it's not--it requires certain technology, as I think you know, in order to sign somebody up for the card. Those three things have to be in place, and that was a challenge and will continue to be a challenge as we move forward, but I think we actually met that challenge with the help of the colleagues that are here and Commissioner Banks

and his staff and the team at Operations that I'm really proud of for having done what needed to be done to make that happen. But to try to find the right location, then hire the right people, and have the right equipment, because it's a complex operation, I think was probably the single greatest challenge, and we've met it I'm happy to say, but we'll continue to be monitoring that as we go forward and as the demand shifts over time.

COUNCIL MEMBER EUGENE: Thank you very much, and thank you, Mr. Chair.

CHAIRPERSON MENCHACA: Thank you, Council Member Mathieu Eugene who--from Brooklyn. And in our kind of final note, I want to read a note or a statement I should say on behalf of Council Member Dromm. "Thank you, Chair Menchaca for holding this hearing which I hope will help IDNYC continue to expand and reach even more New Yorkers. Although I could not be here due to a friend's wedding, I remain fully committed to working with advocates and the Administration toward this goal. I personally use my card and have heard from so many community members who have also reaped the benefits. I look forward to reviewing the ideas gathered from this hearing and

using them to ensure every New Yorker who wants an IDNYC gets one." And really, on that note, what I wanted to also say is something else that we're very both passionate about, our young people and getting young people excited about not just this card but civic participation and something he and I would like to ask are in addressing the reasons for the low numbers of young people from 14 to 17 at 1,400 total who have applied for this card and any explanation about what that means and how we are addressing potentially maybe even increasing, which is what we're going to be doing on the council district level, that number?

COMMISSIONER AGARWAL: Yeah. So, we too would like to increase our outreach and enrollment numbers for young adults and for youth, and to that end, actually really welcome partnership and ideas from you all on how to do that. One of the next pop-ups that we're going to roll out will be with ACS for foster youth. With the pop-ups, we have the ability to go to schools and to, you know, DYCD beacon centers and a range of other places where youth are gathering and be able to connect and reach out in the way, and there may be other marketing strategies to

reach youth like engaging with athletes or other sort of leaders in the community or individuals that that may look up to to kind of encourage youth participation. So it's a goal that we certainly have.

CHAIRPERSON MENCHACA: Great. And on that note, I think what I'll say as kind of parting words, I want to say thank you. The Commissioner was absolutely right, and I feel like--I hope we've been making that clear, and I'm looking at some of the staff out here as well that have been working so hard on making the changes, the necessary changes almost overnight at some points. Getting these centers open have been such a large--because of those three pieces, location, connectivity and staff. And so I know that a lot of work has been summoned in so many ways for this to happen. We know the commitment is there for the Mayor's Office. You know the commitment is here on the Council office. You know the commitment is here. We're going to hear from the advocates as well that the commitment is there. And this is, I think, one of those special things that have happened in the last 15 months in this multi-administration on all ends that something is really

working. This time last year we had nothing but a draft of a bill and now we have a full-fledged program. I also want to share that in participatory budgeting, we're going to be announcing our numbers in our district, but just across the--really across the city we're 20 something members, we're engaging this very civic rich. Especially immigrant communities are coming toward this initiative as well. Many IDNYC cards were used as identification for their voting. And so this is where synergy happens, not just at the organization level, and so that's the other kind of piece that I want you to think about too as we move forward, because PB is growing. PB is going to transform the way that we think about government and anyway that we can just start bringing all those really beautiful things that are happening because of this new Administration, because of this new Council and all the advocates that have been asking for this, that we continue to look at all that and connect the dots for us. So, I want to just say thank you on that front. And then also, take that back to your staffs. There are outreach folks that are embedded in these communities that have those relationships. I know that from the

bottom of our hearts, here at this committee, this Immigration Committee and the Council that we thank each and every one of them. So, thank you for your testimony.

COMMISSIONER AGARWAL: Thank you.

CHAIRPERSON MENCHACA: And we're going to move onto the next panel. We're going to have Ms. Vilna [sp?] Miller, if you can come up. She's a proud cardholder of our IDNYC card. Come on over. You can sit right over here at the dais. Okay, let's go ahead and begin. Thank you, Ms. Milner [sic]-- Miller. You can begin.

VILNA MILLER: On February 18th, I have applied for my ID, and I was told that from between two to three weeks I would receive it, and until this day I haven't received it. And I would be grateful if I can be told who to contact or what will happen in order to get it. And if I could pick it up at a location instead through the post, because I don't know it might be sent off--somebody--something happened to it. I have my receipt it to prove that I was told to get it. And I--if I will get help, I would like to know approximately when I will receive it. Thank you.

CHAIRPERSON MENCHACA: Thank you, Ms. Miller. And so thank you so much for coming in with that question. You're not alone in that question. We're getting that question a lot in our council office, district offices. And so what I'd like to know from you at this point is what your application process was, how you applied for it, and just so we can get it down correctly. What was the date in which you applied for this card?

VILNA MILLER: It was February 18th. I have the receipt right here.

CHAIRPERSON MENCHACA: Oh, good. So you have the receipt as well. Okay, so tell us about the application process, how you got the appointment, and then--because there's two steps that we want to hear from you very clearly, whether you called 311, whether it was a website that you went to, and then talk to us a little bit about that application process, the site that you went to as well.

VILNA MILLER: Well, I was told by several people that they went to this library, Fordham Road Library, Bronx Library Center at Fordham Road. And yes, I took my photographs and all the documents required, and I--it was--everything was

being done, and I was told that I would receive it within two to three weeks.

CHAIRPERSON MENCHACA: So you went into the library--

VILNA MILLER: [interposing] Yes.

CHAIRPERSON MENCHACA: without an appointment?

VILNA MILLER: Please?

CHAIRPERSON MENCHACA: The appointment process, did you go--how did you--did you first make the appointment online or call in 311?

VILNA MILLER: No, I went at first and the state [sic] lady [sic] told me that I should come back any Wednesday. I just walked in, and I was the first person, and they told me because I'm a senior citizen, you know. I didn't see anybody, so I had to go wait in a long line. So, I was the first. So, everything was done.

CHAIRPERSON MENCHACA: So they took you without an appointment? They took you without an appointment?

VILNA MILLER: Yes, yes.

CHAIRPERSON MENCHACA: You returned when there was no line?

VILNA MILLER: Yes.

CHAIRPERSON MENCHACA: Great. And then with the library staff, you said you have your receipt.

VILNA MILLER: Yeah.

CHAIRPERSON MENCHACA: Talk to us about that experience as well, going through the process, bringing your documents.

VILNA MILLER: Well, after taking my photographs and whatever, she just gave me the receipt of everything.

CHAIRPERSON MENCHACA: And as far as your--you had all the available documents in that session, that first session?

VILNA MILLER: Yes.

CHAIRPERSON MENCHACA: And what kind of documents did you show in this--in your application process.

VILNA MILLER: I just brought my passport and where residing, and did I show anything else? I don't remember. I don't remember.

CHAIRPERSON MENCHACA: Okay. And one of the reasons why we're trying to get as much information with you on your experience, is that we

want to make sure that everyone's experience is consistent. And what you're experiencing right now is incredibly unfortunate, and so what we want to make sure is that everybody that signs up for the card gets their card. So, immediately after this, we're going to have staff follow up with you and make sure that we have--because we have IDNYC staff here to get your ID. And so one of the things that we also want to hear from you is what steps you took after the February 18th, your February 18th appointment.

VILNA MILLER: I went back to the library.

CHAIRPERSON MENCHACA: Okay.

VILNA MILLER: And they told me that they were sorry about it that I didn't receive it. And they told me that I should call 311. I called 311 and it was circuit [sic]. I just couldn't reach anybody. It's like they have two really different avenues to look about, and somebody told me to go to a certain office at a hospital [sic]. He was trying to, and he couldn't get to them, and he sent an email to the Mayor's office, and I left. There was a phone number, and I have a receipt. I haven't heard from

him. And then I called Mr. Carlie's [sic] secretary, and she said every--we were filled up. She couldn't give me an appointment. So I was hoping to call back, but then I went to a meeting somewhere that told me they would be having some discussion here today, and I said, "Well, I have to find."

CHAIRPERSON MENCHACA: This should not be happening across the city at all. And so I just want to say thank you for your courage to come and talk to us about this. Immediately after you're done, can we just connect with--we have staff here that are going to address that. In fact, I will be following up personally to make sure you get your IDNYC card.

VILNA MILLER: Okay.

CHAIRPERSON MENCHACA: And if there's anybody else listening right now, both at home or here in this audience, that have experienced something like this, please call our office to make sure that you can let us know that this is happening. And we'll make sure that the IDNYC staff can alleviate this issue. This is something that--and this is part of the conversation that you heard today, that there are inefficiencies sometimes in any system. And so we want to make sure that you're able

to quickly connect to someone when you're not getting your card within a certain time frame, and 14 days is the typical time frame. This is incredibly unacceptable that you haven't gotten your IDNYC card. So thank you for coming today, and that ends my questions, and then we're going to go to the next panel. But I want to make sure that you sit down right over here. Katalina [sic], can you--okay.

VILNA MILLER: I thank you very much.

CHAIRPERSON MENCHACA: Thank you so much. We're going to get your ID card. Thank you. So we're going to move over to the next panel. And the Hispanic--from the Hispanic Federation, Fryda Guedes, Fryda. Make the Road, Vincente Mayorga, and the Asian-American Legal Defense and Education Fund, Dahsong Kim. If you can all come up to the desk, and then you can begin as soon as you get situated. Thank you all for coming today. And as you begin, you'll have two minutes of testimony, and then I'll begin questions after you're all done. Thank you.

FRYDA GUEDES: Chair Menchaca, members of the Committee on Immigration, good morning. My name is Fryda Guedes, and I'm Program Coordinator for Immigration and Civic Engagement at the Hispanic

Federation. Hispanic Federation is a premier Latino membership organization in the nation founded to address the many inequities confronting Latinos and the nonprofit organizations that serve them. Thank you for inviting us here today and affording us this opportunity. I would like to start off by stating that HF strongly supports this program. Hispanic Federation has helped to ensure that the program reaches critical populations. At the launch of IDNYC, we and Telemundo partnered to create a media campaign with PSA's, TV segments, newspaper columns, radio shows all informing the Latino community about the program. It is through these efforts that HF information hotline received more than 4,000 calls regarding IDNYC in a span of just three weeks. Our callers were assisted by fluent Spanish-speakers, and they were walked through important details about IDNYC benefits, eligibility, documents and the application. The interactions were mostly positive, and callers expressed excitement about the program. One caller who was well aware of both the benefits and the limitations of IDNYC told us, "[speaking Spanish] I feel like I have my papers." However, through our hotline and through communication with

other agencies, we have also learned about some of the struggles experienced by New Yorkers applying for and using the IDNYC. In the written version of this testimony, Hispanic Federation proposes a couple things, that the program expand its list of documents serving as proof of identification, that the program begin accepting expired documents, and we also propose that in the upcoming dialogue with the NYPD that we urge them to accept "care of" addresses as valid addresses for mailing summonses. It is critical that all of these issues be addressed, but since the Hispanic Federation has received so many calls from individuals that have been rejected from the IDNYC program due to expired documents, we would like to give special attention to that right now. So, for proof of identification, many immigrants often rely on consulate [sic] ID's, passports from countries that either do not maintain an active local consulate or charge high fees for document renewal. So, the Federation proposes that IDNYC accept expired documents, especially since several DMV's across the country accept expired documents. We believe that fees and administrative hurdles should similarly not stand in the way of IDNYC applicants. Thank you.

SONG KIM: Thank you. Oh, many mics.

Good morning. My name is Song Kim. I'm a staff attorney in the Anti-trafficking Initiative at the Asian-American Legal Defense and Education Fund. AALDEF is a national organization that protects and promotes the civil rights of Asian Americans. I represent victims and survivors of trafficking and other crimes in their applications for immigration relief and in civil litigation and restitution recovery as they seek to obtain economic justice. The Municipal ID ensures access to city services and grants admission to municipal buildings, but for many of the immigrant--many members of the immigrant community that we serve, the Municipal ID is crucial for even the most simple and every day transactions that we take for granted. To illustrate, one of the members of RAISE [sic], AALDEF's undocumented youth-led group that aims to create safe spaces in our communities while advocating for human immigration policies, is an honor student at her college. She came to the US in 2001 with her two younger siblings and her mother, a survivor of domestic violence. When she first arrived in New York, her family lived with a very controlling uncle who confiscated their

passports and has since become estranged to them. She's intelligent and ambitious and was recently awarded a competitive scholarship for undocumented youth, but when she walked into a bank to cash the scholarship check to help pay for her tuition, she was turned away. So she immediately made an appointment to get her IDNYC card. She gathered all of the documents she had in her possession, her high school diploma, high school ID, ID's from two different CUNY schools, and a letter from one of those schools stating that she's maintaining her honor's program eligibility. However, when she went to her appointment to apply, she was turned away because she could not prove residency. She couldn't prove residency because she was student living with an aunt with no letters or bills addressed to her name. Today, I just want to focus on a very narrow issue on how difficult it may be for members of immigrant community who have been subjected to trafficking and other controlling and exploitative situations to gather necessary documents to prove identity or residency. Confiscating identity documents is one of the most common ways traffickers exert control and coerce their victims into providing

labor and services against their will. To paint you a picture of what this may look like, there are recently students from Thailand who are promised a cultural exchange in the United States. They paid all the necessary fees, attended the required orientations, then trusted that they would be coming to the US to experience America. But within the first few hours of arriving in Flushing, their passports, all of their cash, credit cards, cellphones and any modes of communication were taken from them. They were forced to work under threats of deportation and arrest, and they were forced to work recruiting and soliciting money for a religious organization in the streets of New York City for many, many hours a day, only to come home to eating donating foods that was at times just like moldy and inedible and to sleeping on floor of a church. Since their escape they have tried for almost two years to get their passports reissued to them, but they ended up hitting many walls along the way. At first, they were told by their consulate that it was impossible to get a new passport without an actual or a copy of their passport. They did not understand that the students left a trafficking situation in which their

passports were taken from them. They then directed the students to obtain a police report that their passports had been stolen. However the police would not issue a report for a stolen passport without a full investigation confirming that the allegations are true. Many survivors of trafficking have had their identity documents taken from them. They may not be enrolled in an education institution. Many will likely not have a stable residence upon their escape. Organizations like AALDEF, which does not provide services to homeless individuals or survivors of domestic violence will not be able to provide acceptable letters for the survivors of trafficking that we serve to prove residency or identity. I propose, therefore, that the types of agencies and organizations permitted to provide residency letters be expanded to include nonprofit organizations that serve survivors of trafficking to facilitate steps for trafficking's to reclaim their identity and to rebuild their lives. And I would just like to finish on a note of gratitude as I share this quote from a client who was trafficked to the US as a child in 1993. He now has a beautiful family of his own that he works very diligently to care for. He has an

upcoming appointment to apply for his IDNYC card in a few weeks, and he told me that even though he spend the vast majority of his life here, he has always lived in constant state of fear. "I never really felt like I belonged to China, but I also never felt like I belonged here. I felt like a mouse living in the shadow, but now knowing I can get an ID, I feel like I finally have an identity. The ID will be a form of validation and identification, and I know I will feel more human with it." Thank you.

CHAIRPERSON MENCHACA: Thank you so much.

VINCENTE MAYORGA: [speaking Spanish]

CHAIRPERSON MENCHACA: [speaking Spanish]

TRANSLATOR: Hello, good morning. I'm going to quickly read the statement that he just post in Spanish. My name is Courtney Del [sic], and I'm an English and Spanish interpreter, and this is testimony of Vicente Mayorga, Immigration Committee. Good morning. Thanks for the opportunity to testify. A special thank you for the Council Members Menchaca and Dromm, to the Speaker for your work and to Mayor De Blasio for your leadership in this important issue. My name is Vicente Mayorga. I'm an organizer in Make the Road New York in Queens. When I was

undocumented, I always wanted to obtain my legal identification as a New Yorker, and thanks to this Administration, it has become a reality, and I obtained it quickly at our office. I could observe the happiness of other community members when they had the opportunity to obtain it, making lines every day and leaving with big smiles on their faces. The benefits that this ID offer are extraordinary and I'm using them each time I'm asked for an ID. Many people in our neighborhoods aspire to be able to make the benefits even greater, but the most important thing that has occurred with us who reside in the city is the tranquility and confidence that comes with being able to have an identification because before we did not have this opportunity. The ID has been a success, but it's not perfect, and we're committed to continuing to work to improve it. For example, we would like to see an even larger list of acceptable documents to help make the card more accessible and we ratify our commitment to keep working until every ID is accepted by the police without regards for the address it has. Finally, I want to let you all know my profound gratitude to this Administration and Council for your sensitivity

and commitment to our immigrant communities, and we feel that the city of New York is every day more and more like a sanctuary for all. Thank you.

CHAIRPERSON MENCHACA: Thank you so much for reading it in English, and just a quick note for all of the pieces of testimony, we hear you on documents and really reviewing that. That's something that we've been continuing to review with the Administration on the rules behind this law. Second, we know that there are issues, and we talked a little bit about that at the--with the Administration, that there are questions about NYPD and how that interacts on the ground. We're going to be taking your testimony and doing some follow-up on some of these particular cases so that we'll definitely follow up with you on that, and there are staff right now that are listening to some of this and we'll be following up with them directly. So, thank you so much for that work that you're doing on the ground and for really bringing in those particular issues that sometimes feel like it's a one-off [sic], but really what it is is an indicator as to the expansion of this program, and the on the ground sentiment from folks that is so important to

keep positive and keep hopeful as we address each of these issues. So thank you so much. So we're going to move over to the next panel. We want to hear as much testimony today to help us understand the--not only the issues, but the things that are happening on the ground with this card. And so we're going to have from the Fortune Society, Ronald Day, from La Fuente and New York Artists United for a Smile, Gabriel Rubio [sp?], from La Fuente again, Luis Feliz, and the MinKwon Center for Community Action, Grace Shim. If you can all come up here. Yep. Two minutes for testimony. Thank you so much.

LUIS FELIZ: Alright, thank you. Good morning. My name is Luis Feliz. I am La Fuente's Lead Organizer. La Fuente brings together immigrant workers and union members to affect change at the local, state and federal level. Our work encompasses grassroots organizing, leadership development and civic engagement. We have committees throughout the tristate area and in coalition with other community based organizations we advocated for the Municipal ID program. Since the program's implementation, La Fuente has helped more than 600 people sign up for the IDNYC INC card. On the whole, our experience has

been positive. The Mayor's Office of Immigrant Affairs has been a responsive and engaged partner in improving the initial setbacks when the program was first rolled out. These setbacks included long waiting times for appointments and understaffing of bilingual staff. I'm happy to report that MOIA has opened new locations and taken a proactive approach to remedying the problems that plagued the program during the early phase of its implementation. It is also worth noting that many of the challenges our members faced at enrolling sites stem from the extraordinary need immigrant communities in particular had for a form of identification. New York City stands to become a beacon for other cities hoping to model the leadership and vision of our council, and I hope that the council understands that all eyes are on New York City's implementation, and we hope to be good partners in ensuring that we model the best practices for other cities, including cities as close as Newark and Hudson County in New Jersey. Today, you'll hear from Gabriel Rubio, a member of La Fuente and NYC Artists United for a Smile. Thank you for your time.

GABRIEL RUBIO: [speaking Spanish]

CHAIRPERSON MENCHACA: [speaking Spanish]

TRANSLATOR: Member testimony. Good

morning my name is Gabriel Rubio. I have lived in this country for 14 years. Since emigrating from Peru I have worked various odd jobs as a waiter and bus boy. For the past six years I have performed in Times Square as an artists. I applied for the IDNYC card in Flushing Library in Queens. I received my card within 20 days. I have to tell you that my life has changed. Before receiving the ID card I always feared that the NYPD stop me for any reason, I would end up in jail without proper ID. In our meetings with the NYPD we have encouraged to obtain the IDNYC and I must say that it feels safer to perform in Times Square having obtained one. I want to thank the Mayor's Office of Immigration Affairs and the Council for implementing the Municipal ID Program. Thank you.

CHAIRPERSON MENCHACA: Thank you.

GRACE SHIM: Good afternoon. My name is Grace Shim. I'm the Executive Director of the MinKwon Center for Community Action, a community based organization in Flushing, Queens. The MinKwon Center primarily serves the Korean American, Asian American

and immigrant communities of New York City. We first want to thank the City Council support of IDNYC and the Mayor and the Office of Immigrant Affairs for their hard work in making this program a success. Overall, we believe that the implementation of IDNYC has been successful. We have seen phenomenal interest for NYIC. Our office received a tidal wave of calls from Korean-speaking New Yorkers following the launch, and to date, we have fielded over 600 requests over phone and in person from individuals wanting to apply for their IDNYC. And requests continue to come in regularly from both documented and undocumented community members actively seeking out the card. Recently, the MinKwon Center staff responding to the request of the community held a workshop about NYIC--about IDNYC in Corona, and there were over 100 Korean seniors at that event, and the MinKwon Center staff made appointments for over 60 of them that day. So, Queens Flushing Library was a very good choice as an enrollment site, as it is well-known, often used and very central and accessible to the residents of Flushing and Eastern Queens. We did notice that the site at Queens Flushing Library, despite a strategic location had no

Korean-speaking staff or signage. This confused many and discouraged some from applying. MOIA did respond to our concerns, including hiring a full time Korean-speaking staff, which I think is now a part time staff and putting up signage within the library. Moving forward, we would like to see the following. Number one, we would like to see enrollment centers be even more immigrant friendly by displaying signs in languages relevant to the communities. We recently noticed that all non-English signage in the library at Flushing was taken down, and we did bring that up with MOIA, and I believe that they are working to address that issue. Number two, and this is going--the concerns that were brought up by many others before us. We would like to see an expanded list of accepted documents relating to the proof of address. We recommend it include approval notices from the Human Resources Administration, the United States Center for Immigration Services and other government agencies. Number three, we would ask that the IDNYC continue to provide regular trainings to its staff to ensure that all New Yorkers, especially those with limited English proficiency can have a positive experience receiving their IDNYC. And

number four, we would like a permanent enrollment site in Manhattan's China Town. While we are not located in Manhattan's China Town, this is a concern and an issue that we hear very often from our partners and allies. This being said, we reiterate our appreciation for this City Council and the Mayor's commitment to increase immigrant inclusion in our city. Thank you very much.

CHAIRPERSON MENCHACA: Thank you. And I just want to note that we have a consistent request for the expansion of documents here, and so we're, at the end of this hearing, going to take all the testimony and really follow up with that particular request of expansion for documents and look at the rules again and seeing if there's opportunity to do that. And thank you for your comments particularly on the Korean community. We see that as a huge opportunity to get right. And so I know that MOIA has been working with you on kind of addressing that site specific, but really I think it would be important also is to look at the entire city and where that needs to be happening on not just permanent sites, but the pop-up sites. And we heard that today in the testimony, that they're going to

look at not just opening up a site for the sake of a site, but really understand the immediately impacted neighborhood and understand what needs to kind of be involved in that roll out.

GRACE SHIM: Just--if I could just reiterate--

CHAIRPERSON MENCHACA: [interposing] Yeah, go ahead.

GRACE SHIM: I think the signage is an easy fix that could be implemented quickly, and it's a welcoming sign to people that walk into the libraries on different sites, because when they walk in they want to see something in their language to say you're welcome here and that there are interpreters available.

CHAIRPERSON MENCHACA: Yeah, that's--you know, absolutely. That's the low hanging fruit in making this an even more accelerated, friendly, forward facing experience for anybody, but also integrating that into the entire experience is going to be important as well. So, definitely noted on that front. [speaking Spanish] Oh, and the question really quick was, you know, how--we hear from him that this has been such a really positive thing for

him and really life changing. Just to give an example of how he's been using the card on a day to day basis.

GABRIEL RUBIO: [speaking Spanish]

TRANSLATOR: So, my experience has been pretty good and pretty good lately. Actually, I would go to some bank and they were always asking for different types of ID, and I couldn't provide them, and it was a tad more difficult. So, I decided to change banks where they accepted my IDNYC, and you know, I have my bank account now. I show my IDNYC and everything has been golden.

GABRIEL RUBIO: [speaking Spanish]

TRANSLATOR: I must say that I feel a lot more confident and a lot more calm, because I do work on the street on a daily basis, and before I had to carry on my passport, and I had to carry around my DNI, which is my national identification card, but now I only have to carry around my IDNYC. And you know, New York is a big place. A lot of things happen on a daily basis out on the streets, so you never know what you have to be prepared for, but now I have my IDNYC card, and yes, things are much, much better.

CHAIRPERSON MENCHACA: [speaking Spanish]

GABRIEL RUBIO: Si.

CHAIRPERSON MENCHACA: The question really quick in English. In his businesses as a vendor, a street vendor working in New York City, has he had interaction with police in specifically using this identification card, IDNYC?

GABRIEL RUBIO: [speaking Spanish]

TRANSLATOR: Okay. My interaction with the police, well I must clarify that I do work in Times Square. I work between 42nd Street and 47th Street, and you know, I wear a big, big costume. I work in the streets, and my costume is the costume of Olaf, and that costume can be up to three meters high. So, there have been incidents where, you know, you're just out on the streets and suddenly somebody just comes up to you and punches you or hits you. So, before you know, the first time I went down to the police and I said, "Hey, you know, I have just been assaulted." And I didn't have my IDNYC, so even though the cops know us because they see us around so many times, but it was a little bit more difficult to you know implement or start some kind of a report. But the second time when I went I had my IDNYC and I

didn't actually go to the precinct. I let the cops know, I think it was on 42nd Street, and you know, they were more than helpful. We were able to initiate my report. Please do remember that I can be out on the street until about 11 o'clock at night. Some people get out there. They're very drunk. Their emotions are high, and yes, we have been subject to some aggression, but thanks to the IDNYC card, I feel more secure now.

CHAIRPERSON MENCHACA: [speaking Spanish]

GABRIEL RUBIO: [speaking Spanish]

CHAIRPERSON MENCHACA: Okay. Thank you so much for everybody, and we'll continue to figure out how we do more outreach in this community to get more cards into people's hands. Thank you. And as we get into our final panel, I just want to remind anyone that has not yet filled out the testimony card, if you can fill it out now, but for our final panel we have Human Rights First, Gina DelChiaro, Legal Services New York City/Bronx Legal Services, Isobel Hyna [sp?]. Is that right? Hyna? Brooklyn Defender Services, Sarah Venzules? Vendzules. And then NYLAG, Meeta Patel. If you could come up front and you can begin. We're going to put a two minute

clock. So, if you can kind of really concentrate on especially we'd like to hear some of the recommendations you'd like for changes. That's what we're gathering here today so we can take back to the Administration.

GINA DELCHIARO: Good afternoon. My name is Gina DelChiaro and I'm a Staff Attorney on the Refugee Representation Team at Human Rights First. My comments today are on behalf of my organization, which thanks the New York City Council and the members of the Committee on Immigration for the opportunity to be here today and provide input. Human Rights First applauds the de Blasio Administration and especially the members of this committee for creating the Municipal ID program. It has helped many refugees and asylum seekers by giving them a resource that helps them surmount obstacles to obtaining asylum status in the United States. It has not only served thousands of New Yorkers with services and benefits, but is helping to integrate immigrants, including those without a permanent address into this great city. Human Rights First runs one of the largest pro-bono legal representation programs in the United States for asylum seekers and

other immigrants in need of protection. We have offices in other cities, but our largest representation team is here in New York City where we've been serving immigrants for over 30 years. Through our work, we're acutely aware of how a lack of identification documentation impacts refugees seeking asylum. Survivors of torture and other refugees who have fled persecution in their countries face daily hardships in New York City of which only one is a need for a valid form of identification. Many of our clients have suffered severe harm and both physical and emotional. Many are homeless and they fight every day to survive while they wait for their case to be heard by an immigration judge or an asylum officer. During that wait, they often struggle for other basic necessities such as food, housing and transportation. But since the start of the IDNYC program, we've seen many of our clients obtain their ID cards and we've seen the difference it can make in easing some of these every day challenges that are tied to life in New York City. For example, just gaining access to the building of a pro-bono lawyer can be nearly impossible without a valid form of ID. It prevents the access to justice

because it creates practical challenges for both lawyer and client. So we commend this committee for the tremendous hard work that went into passing this legislation, including gathering feedback just as you're doing now. We also want to commend the commitment to confidentiality, which is crucial in allowing many immigrants, especially our clients, to feel comfortable coming forward and applying for the ID. Also, the fact that we can accept a letter from a qualifying organization to confirm an individual's residence in New York City even if he or she is homeless or lacks a stable address is very important to many of our clients and makes a huge difference. So we echo all the positive feedback that you've received on that.

CHAIRPERSON MENCHACA: yeah, let's hear the recommendation if you can kind of bullet those for us. Thank you.

GINA DELCHIARO: Okay. The main recommendation that is to some extent an echo of what you've already heard, but it's very, very specific. With respect to expanding the list of documents that you accept has to do with documents that are issued by the Department of Homeland Security. Our clients

who cross the border often come with valid passports, birth certificates, driver's licenses and other forms of ID that would be accepted through this program, but they're confiscated by the Department of Homeland Security when the immigrant enters the country. At that time, many of these immigrants receive documentation from the Department of Homeland Security, and there's one in particular that I just wanted to highlight for you and for the rest of the staff that are considering expanding these documents. It's called the I94, and there's different versions of it, but the one that affects most of our clients is given to individuals who are paroled into the United States for humanitarian reasons. It has their name, date of birth, country of origin, photo, fingerprint, and they--when they are paroled from immigration detention they walk out without document. Sometimes that's the only document they have. But currently, that document is not accepted on the list of documents that would give them points towards proving their identity. I recently accompanied a client to an enrollment center and went through the process of trying to convince the agent to accept the document, and of course she couldn't, and that is the

reason that I wanted to highlight it today, because these are individuals who came with valid documents. They were taken for reasons out of their control. They're refugees and this is a document that I would think would count for points since it's issued by the federal government. So we would like to recommend that the committee consider it, and then just to sum up, we also support the idea of expanding enrollment centers. The pop-up centers have been a great addition, and we wanted to suggest possibly considering additional locations in schools to help enroll children 14 years of age and older. With that, I will just thank the committee for allowing us to speak today, and I wanted to also say that we are among the people who did not raise our hand today. We desperately want to have this card, but we've been holding off to give the appointments to our clients who desperately need them, but we all look forward to carrying them, especially me. Thank you.

CHAIRPERSON MENCHACA: Thank you. And just really quick before we head over to the next, we have your full testimony that we're going to look at, and if you can concentrate really on the ways that we can make this program better, especially looking at

the blind spots in so many ways. And so thank you for alerting us to the refugee residents here in New York City, and remember, tonight, sign up for this card. Put your appointment in there. Everyone deserves it, and that's why we built it. So, I just want to reiterate that. Thank you.

ISOBEL HYNA: Good afternoon. Legal Services NYC and Bronx Legal Services welcome this opportunity to submit testimony regarding the implementation of IDNYC, New York City's Municipal Identification Program. I'm Isobel Hyna [sp?] and I'm a staff attorney in the Family and Immigration Unit of Bronx Legal Services. Legal Services NYC is the largest provider of free legal services for the poor in the country. We have offices in every borough, and each office provides a wide range of civil legal services. Being a long time resident of New York City, I felt compelled to apply for the IDNYC as soon as possible. I also believed that if I navigated the system myself, I could better advise my clients of the process. Lastly, as an immigration advocate, I wanted to emphasize the position that this card not specifically a document for the undocumented and should not be used a marker of

immigration status or lack thereof. I used the online appointment system during the first week it was available and made an appointment for February 4th, 2015 at the Mid-Manhattan Library. I then explored the point's calculator available on the IDNYC website to ensure I met the identity and residency criteria. I showed up for my appointment on time and parented my North Carolina driver's license and my current lease. I was seen within five minutes of arriving after my documents were verified. The process took just another five minutes to complete. And although forbidden from smiling while the IDNYC picture was taken, I certainly was smiling when I receive it in the mail approximately three weeks later. Holding an IDNYC was incredibly satisfying, but for several of my clients, the program was truly transformative. I'm choosing to highlight one experience here today that is representative of what my clients experienced before and after receiving their IDNYC. The city did a wonderful job of advertising the IDNYC program. The majority of my clients knew of the program when asked or came in seeking guidance on how to obtain a city ID. My client, a citizen of the Dominican Republic came to United States six years ago. She

did not possess a valid form of photo identification. She had struggled for several years to open a bank account and couldn't because she did not have proper identification. She worked as a hair dresser and would store her earnings in various places for fear of having her hard-earned income stolen from the women's shelter where she was residing. Since my client is Spanish-speaking, as are the majority of my clients, my client was happy to find the appointment system and the document calculator available in Spanish. We determined that my client's expired Dominican passport and her Dominican birth certificate were sufficient evidence of her identity and were pleasantly surprised to learn that a letter from her shelter was also all she needed to prove NYC residency. My client received an appointment for late February at the Bronx Department of Finance. Unfortunately, she was unable to obtain an ID, because she was told that the letter from the shelter was insufficient proof of her NYC residency. She was, however, informed that she could return with proper proof that she lived in NYC by walking in and not having to make another appointment. Therefore, I sent my client back with a letter from the shelter

and a printed screenshot of the document calculator, which clearly indicated that a letter from an NYC shelter was acceptable proof of residency. My client received her IDNYC approximately four weeks later. She now has a bank account and is saving her income in the hopes of renting her own place soon. This is just one example of how having identification has made an enormous difference in the lives of my clients, because they now have proper identification that can be used to access government buildings and their children's schools, something that was not possible before. Other colleagues at LSNYC have also had clients with similar experiences as my client where there were discrepancies between the information listed on the IDNYC website and what people were being told was acceptable proof. One colleague noted that her client brought a cable bill to prove residency and was told that only a gas bill was sufficient, despite other enrollment centers accepting cable bills. We at LSNYC believe strongly in community lawyering, and we attend and organize a number of outreach events. It's been a pleasure to see an IDNYC table at a number of these outreach efforts with the staff members scheduling

appointments and providing guidance. This is especially important since not everyone has access to the internet to find information about NYC's ID program or has an advocate to guide them through the process. We strongly support this program and the strides it has made to reach as many of the city's residence as possible. It is evident that the city is intent on making the program accessible to as many people as possible. Thank you.

CHAIRPERSON MENCHACA: Thank you.

SARAH VENDZULES: I'm going to do my best to make this short. My name is Sarah Vendzules. I'm an Immigration Attorney at Brooklyn Defender Services. We have the largest Brooklyn based services--legal services provider, and I thank you very much, everyone, for the opportunity to testify today. BDS protects the rights of Brooklyn residents accused of crimes, who have faced child welfare accusations or who are--

CHAIRPERSON MENCHACA: [interposing] Can you get closer to the mic?

SARAH VENDZULES: Of course.

CHAIRPERSON MENCHACA: Thank you so much.

SARAH VENDZULES: Or who are in deportation proceedings. Our clients are poor and cannot otherwise afford to retain an attorney. Our immigration practice, of which I'm a member, in addition to providing advice to our criminal defense colleagues and their non-citizen clients in about 1,000 cases a year. We also provide direct legal services to immigrants. Our Immigrant Youth Project provides legal assistance to a number of young immigrants to pursue affirmative benefits like special immigrant juvenile status and deferred action for childhood arrivals, or DACA. Since November of 2013, we've been serving as assigned counsel under the New York Immigrant Family Unity Project, also known as NYIFUP, which is the first in the nation program that provides legal representation for indigent New Yorkers in detained removal proceedings. Through NYIFUP we've also stepped up this year to represent cases on the non-detained adults with children docket at 26 Federal Plaza. These are mothers and fathers fleeing with their children from the horrific violence in Central America. In many cases, these children have been directly threatened with death, sexual assault or kidnapping and forced

recruitment into gangs, and their parents have taken their children and fled certain death towards an uncertain future here in United States. Across all practice areas, BDS staff has seen overwhelming interest from our clients and IDNYC. We fielded numerous calls, and our social workers are actively helping people make appointments and gather the necessary documents. Many people, including me, have not been able to sign up because of the high demand, but I have an appointment in two weeks, which I'm very excited about. We believe IDNYC will make and is making a critical difference already for many of our clients. Just briefly, from our criminal practice, it's just going to cut down on the number of people who would otherwise receive a summons for a minor offense that would get--you know, instead of getting run through the system, arrested, fingerprinted, now they'll just get a summons. So that's wonderful. As you know, for our immigrant clients, stakes are really high. You know, there's a risk of scrutiny by ICE via data sharing programs with the federal government, a program formally known as Secure Communities Now PEP [sic]. And it's also going to help clients access the courts, other

government buildings, do community services, and other alternatives to incarceration programs. So, you know, before there were bars to our clients have equal access to these programs. From our civil legal services practice, just a quick example, our housing attorneys would report that many rent stabilized tenants don't have a lease, as their landlord has refused to renew the lease not being very happy about the tenants being rent stabilized, and in order to receive public benefits, they have to show a lease. So, IDNYC can now be evidence that their long term residence really is their home. And then from the immigration practice, I mean, it's just so huge. Our clients, in order to win a removal case, they have to show that they are--they've built community ties here in the United States and especially in New York City, and without an ID there's so many obstacles in their way. For example, you know, a parent not being able to go into a child's school and participate in the education. And also, they have to provide extensive documentation of their life, work, school, medical, etcetera histories in order to win an immigration case. They have to prove everything. So, with ID, they'll be able to collect their documents to show a

judge that they merit a second chance in the country. And then, you know, for the New Yorkers applying for a differed action for childhood arrivals, for DACA, you know, the door is open by the card and the card itself can help establish their presence in our community. And hopefully soon this will apply for parents for US citizen lawful permanent resident children applying for deferred action for parents, also known as DAPA. In our Immigrant Youth practice, I want to point out a very small but very concrete change brought about by IDNYC. As you may know, to apply for special immigrant juvenile status, through the guardianship process, this is a way for abused, abandoned and neglected youth to gain stability in family relationships and have a way to stay in the country. But family members need to be fingerprinted, and we've seen quite a few family members of our youth clients using their card to get fingerprinted in the Family Court as part of this guardianship process whereas before the fingerprinting requirement has at times actually been an insurmountable obstacle that prevented deserving youth from getting the status. Suggestions, I actually want to echo what Ms. Kim from AALDEF said

about youth and a little bit more broadly, though. You know, a lot of our clients are youth that are and maybe have been abandoned and are being abused or neglected by parents and, you know, young people very much depend on their parents. If the parents don't have a lease or--you know, kids don't have leases. They don't have utility bills. So, if the parents are not involved or absentee, the kids are kind of left at loose ends. So I would urge for different or looser requirements for youth applying for the ID, and that might also help you overcome sort of the low numbers of young people who have applied. Maybe something from the school that would not necessarily be acceptable for an adult could be acceptable for a child under 18. And then finally, I'd like to also echo the suggestion from Human Rights First of accepting documents from the Immigration and Customs Enforcement or the Office of Refugee Resettlement. A lot of our youth adults with children docket clients, their passports, everything was taken from them. But they are given some sort of document from ICE when they cross the border or if they release on bond they have an order of release of recognizance, and these are government issued documents backed up by

fingerprints, often with a photograph, and you know, they're used to enter federal buildings like 26 Federal Plaza. They're used to establish identity with the federal government. So, you know, it seems as if it--a small step for New York City to be able to accept them as well, and this would allow IDNYC to serve a great number of people that are extremely needy and extremely deserving. That's it. Thank you so much for the opportunity to speak with you today, and we're extremely excited by the opportunities that IDNYC will offer to our clients.

CHAIRPERSON MENCHACA: Thank you.

MEETA PATEL: Good afternoon, Chair Menchaca, Council Members and staff. Thank you for the opportunity to testify on the City's Municipal ID program. I'm Meeta Patel. I'm a supervising attorney at the Immigration Protection Unit at New York Legal Assistance Group. NYLAG is a nonprofit civil legal services provider representing low income and working class New Yorkers including undocumented folks, immigrants, members of the LGBTQ community, homeless New Yorkers as well as survivors of domestic violence. NYLAG has worked closely with the City Council and the Mayor's Office of Immigrant Affairs,

along with a wide range of community advocates and organizers to help shape and implement New York City's Municipal ID program. This is a program that we are very proud of and which is hugely valuable to many of our clients. The Municipal ID program has proved critical in encouraging immigrant integration into the fabric of New York City. Our experience as legal advocates for immigrants informs us that many of our undocumented clients harbor entrenched fears and anxieties regarding daily city routines and especially interactions with government officials of any stripe. Many individuals abstain from accessing services to which they are entitled such as critical emergency services like calling the police or fire departments for assistance, interacting with the schools and teachers of their USE [sic] children, or accessing nutrition assistance programs for their USE children. The municipal ID program has given many of our undocumented clients the sense of freedom that comes with having the identification necessary to perform daily routines without anxiety and interact with municipal agencies without fear, a privilege that many documented New Yorkers take for granted. Having access to accurate and valid Government Issue

ID cards is a particularly pressing issue for transgender and gender non-conforming communities. Transgender people are more likely to have problems obtaining accurate and valid ID documents. Over 50 percent of transgendered people have experienced significant family rejection and one in three transgender New Yorkers has been homeless. So we are particularly--we're particularly encouraged by the fact that the ID program allows homeless individuals and also survivors of domestic violence to obtain the cards without providing a home address. We are also very thankful for the self-attestation of gender on the cards, which prevents the burden of untrainable and often unwanted surgery and the creation of discriminatory practices for transgender and gender non-conforming individuals. Anecdotally, community members have stated that workers at application centers have been very courteous and respectful using preferred gender pronouns and also with the self-attested gender policy. Our organization was very excited to offer the HRA Municipal ID employees training on LGBTQ cultural competency. This training was well-received and we would like to see the training repeated regularly for both new employees

and existing employees who may have questions or issues come up in their work. New York City's Municipal ID is already changing lives for residents in the five boroughs, but we believe that there are a few steps that could be taken to strengthen the program and make it even more successful. Echoing some of what's already been said and what you members of the council have also been concerned about, we think it's very important that NYPD affirmatively accepts the Municipal ID as valid identification in any encounter, including those individuals who may have a "care of" address on their Municipal ID. We applaud the cultural competency training to date, including LGBT cultural competency and we encourage that training to continue. We also encourage the city to reconsider its policy to retain Municipal ID supporting documents accessible by subpoena for two years. This policy may have the unintended consequence of deterring undocumented individuals from accessing the program. We also echo the sentiment shared by many of the folks already here about expanding the list of acceptable proof of New York City residency, including the I94 cards, documents issued by the Office of Refugee

Resettlement and also as mentioned for detained individuals released on their recognizance, and those documents have the addresses of individuals. We also encourage the city to continue its outreach into diverse communities in multiple languages. We applaud the City Council, this committee and Chair as well as the Mayor's Office for taking this critical step toward ensuring that all New Yorkers have access to valid ID cards. Thank you for your time.

CHAIRPERSON MENCHACA: Thank you. Really thank you all. And one, I'm glad there was some consistency in the requests. What that tells us is that this is something that's happening in multiple communities, not just the LGBT community and the immigrant community, but across the spectrum of targeted New Yorkers for this card. That has been kind of consistent across the board, which is great to hear what needs to continue to kind of get solved is the continued conversations with the Administration and how we make this card more available to particular communities. I want to ask a little bit more about the work around the refugee. Just to kind of go back. And for us, you mentioned the I94 document and that being taken at the border.

What other documents are consistently kind of coming in with client work that's being held at the border? Because there's some things that we're going to be able to do as a city, and there's some things we're not going to be able to do as a city. And so then that adds to the kind of federal advocacy work that we need to start doing and adding that to that work so that we're doing it on both ends. And so, if you can just kind of list some of that again, and I know it's in your testimony, but just to kind of clarify that.

GINA DELCHIARO: Sure. So, the--I'm not sure if you're asking what documents are taken from these people when they come into the country.

CHAIRPERSON MENCHACA: Documents that are typically taken, and then just kind of walk us through the I94 form again as a federal piece of document, just so that we can get that--we're going to have a conversation with the Administration about the expansion, and so I want to get a better sense about what that document is.

GINA DELCHIARO: Sure. So, each individual is different with respect to what they come into the country with, but many of our clients,

and I'm sure many of the clients of these organizations come in with their own passport, with their own national ID card, with their birth certificates, driver's licenses for sure, among others. Those are the main ones. And usually they are all taken at one time. Now, for refugees it-- often, when they get to a place like New York City and they have a consulate here, they are often prevented from being able to go to that consulate and get like a national ID card, a consular ID card, either because they have nothing to prove that they are who they say they are, because everything was taken at the border, or because it's inadvisable for them to be going to the very government that they fled from, from which they fear persecution. So, that's sort of the catch-22 that these individuals are in, and then in terms of the process, to answer your section question, for asylum seekers, people who have a fear of returning to their country, they're usually put through what's referred to as a credible fear interview at some point near the border. And if they pass that interview, they are at some point right after that released into the country, and some are paroled in under provision of the immigration law

for humanitarian reasons, and when that happens, they're given this I94 that has their photo, their fingerprint, their name, date of birth, country, and it says at the top why they were paroled. Not every person who's released from detention gets that document, but those who do, it's a great proof of who they are and often it's all they have. But as has been mentioned here, there are a lot of other documents that are standard that people leave immigration detention with in their hand like the order of supervision, which has a photo, name, date of birth, I believe, and for children or unaccompanied minors, documents from ORR are also similar in that they have name, photo, date of birth. But there are--I'm just giving you some of the main examples. There are other examples as well that others might want to add to the list.

SARAH VENDZULES: I just want to add that the order of supervision--

CHAIRPERSON MENCHACA: [interposing] Can you get closer to the mic?

SARAH VENDZULES: Sorry. The order of supervision would also have an address and usually a fingerprint as well. So there's a lot of things that

can be contained on that order. So, I think it should--

CHAIRPERSON MENCHACA: [interposing] So, in follow-up, we want to make sure we get that list as we continue the conversations with the Administration, and you know, fully brief our staff to make sure that we have a good sense about what that looks like as we continue. I have a question for Ms. Hyna. Your testimony, one, it really I think raises some of the similar flags from our affected individual on the cardholder, and while you were able to return, the--I just want to double check to see what that date was for that interaction with the discrepancy in the document that was--the particular document that was indicated in the points calculator and you have to return to kind of prove to that. What date was that? Was that early on?

ISOBEL HYNA: It was early on. It was about mid-February.

CHAIRPERSON MENCHACA: Mid-February, okay.

ISOBEL HYNA: That was a month into the program.

CHAIRPERSON MENCHACA: Okay. That's important. We're gathering a lot of information from

the beginning to the end. We're seeing a spike in just quick turnaround and better training, but February was one of those months that was difficult. They were doing ramp-up, and so we just wanted to clarify when that happened. And really, as a final question, I know that this is incredibly transformative for so many different people, and we'd like to continue to think about how we do two things. One is fix the requirements piece to get more access to more New Yorkers, especially the most vulnerable ones that you all represent. But also, figuring out how we do more outreach to do post, you know, post ID holder. Or I should say, once they get their ID, figuring out how we can connect it to so many other services, and a lot of you kind of hinted at how that's connecting them to getting them into buildings, getting them into your building for services, and so really thinking about how in this next phase when we think about the marketing that we can kind of articulate some of those pieces, that we might not even have anticipated. And so those are very, very important I think as we move forward to capture those ideas and letting people know that now we've had an arch of experience, we can let people

know that we've actually seen a lot of other opportunities for these affected individuals that you're seeing on a daily basis. So, keep gathering that information, and it doesn't have to happen in a hearing like this. It can happen directly with our council staff to make sure that we get that information. So, I think that's it for all the folks that wanted to do testimony. And as final thoughts, this card is an incredibly dynamic card. The program is dynamic. We're getting a lot of feedback from people, from individuals, from New Yorkers, the staff on the ground have been incredible, all the outreach folks that have been out there doing this work are also bringing back anecdotal information about how we can do this better, those tables and everybody wants an IDNYC table at their event, even if it's a health event. They bring in an IDNYC table. We've been able to get, you know, anywhere from 100 new appointments sometimes made at these kind of events. And so as people begin to see the presence, we're just seeing so many new ways to get the word out. And with the participatory budgeting process that just finished as well, those are city initiatives that we keep on thinking about, bringing the card in

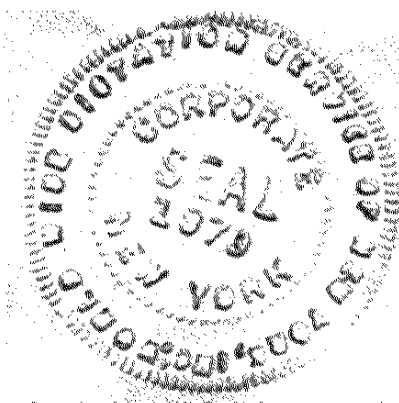
and offering people's identity to New York City as a way to increase civic participation, and that's one of the ultimate goals of this card as well. It's not just the services but really civic participation in what's happening in their neighborhoods and what's happening to them and their families, getting them into PTA's. And so I just want to say thank you to everybody who testified today. There's a lot of folks that sent testimony today as well we're going to reviewing. So, and very shortly as we go into the summer, we want to think about ways that people can use those cards, get those cultural institution memberships, because I'm one that has not yet utilized all the 33, but that we can all do that in a way that really opens those doors, not just to government but to our cultural institutions to the healthcare access with the prescription card component and making sure that those talking points that all your lawyers have at all times and all our cultural institution, our nonprofit CBO's on the ground can really have all those at their fingertips. So, and the last thing I want to do is just remind everyone at home that's listening, that people can get their appointments today by calling 311 and also

going to IDNYC website, which is www1.nyc.gov/idnyc. This is something that people can do in multiple language both on the phone, online, and they can also walk into a center and get information about either doing their appointment there, or if there's nobody in line, they can take them then and there. So that's the other way that you can do it, or you can call your district office, the Council Member district office in your district and get help that way as well. So, I want to say thank you to everyone for this very informative conversation on where we are with IDNYC. This is a hopeful moment for the city. The city's responding in some real, real effective ways, and we're going to continue to play that oversight rule as we move on. So, thank you everybody.

[gavel]

C E R T I F I C A T E

World Wide Dictation certifies that the foregoing transcript is a true and accurate record of the proceedings. We further certify that there is no relation to any of the parties to this action by blood or marriage, and that there is interest in the outcome of this matter.



Date May 15, 2015