

ACCESS NYC

ACCESS NYC is a free internet-based service that identifies and screens for over 35 City, State, and Federal human service benefit programs.

<i>Agencies</i>	<i>Start Date</i>	<i>Number Served per year</i>	<i>CEO Budget (City FY 08)</i>	<i>Total Budget (City FY 08)</i>
The Office of the Deputy Mayor of Health and Human Services/The Department of Information Technology and Telecommunications	Launched Fall 2006	TBD	\$2,750,000	\$3,510,907 (expense) \$50,000,000 (capital)

Problem Statement

Over 46% of households in NYC living below the federal poverty line have a head of household who is working.¹ For many in this population, work support programs are critical. However, access to these benefits can be complicated: to apply for human service benefits, a City resident may be required to visit many separate service providers and then required to complete multiple application forms, many of which ask for duplicative data.

Research and Evidence

Increasingly, NYC residents who live in poverty are working, but for wages that cannot sufficiently meet their families' needs. There are many eligible New Yorkers who are not enrolled in government work support programs² – for example:

- 28% of those eligible are not enrolled in the Food Stamp program.
- 27% of those eligible are not enrolled in subsidized child care
- 11% of those eligible are not enrolled in public health insurance
- 20% of those eligible have not claimed the Earned Income Tax Credit

In 2002, Mayor Bloomberg convened a task force to examine the City's human services agencies and identify ways in which technology might be employed to enhance and streamline service delivery. The task force determined that an Integrated Human Services System – known as ACCESS NYC – could provide pre-screening, eligibility and enrollment, and integrated case management that would improve service provision.

Program Description

ACCESS NYC is a web-based initiative to promote self-sufficiency among New York City residents by providing greater access to benefit programs offered by City, State, and Federal government agencies. When launched in September 2006, ACCESS NYC included a pre-screening tool for 21 programs; the site now screens for more than 35 benefit programs. For many of these programs, ACCESS NYC populates benefit applications for users to print out. Starting in December 2007, ACCESS NYC will provide eligibility screening for several additional tax credits including the New York City and New York State Child Care Tax Credits.

The CEO initiative has funded several components of the larger ACCESS NYC project. These include:

- Adding workforce development programs to the application
- Providing training and ongoing support to agencies and organizations with a client base that could benefit from the web-based tool
- Developing a marketing campaign to promote the application
- Making resources available to provide hardware, software and internet connectivity at various locations throughout the city to increase digital inclusion.

Target Population

ACCESS NYC targets all New York City residents who are interested in learning about City, State, and Federal benefits. Many New Yorkers, especially low-to-moderate income families, will learn about benefits for which they may qualify. The CEO funded training and outreach team will pay special attention to working poor adults in Mott Haven, Melrose and Morrisania (B1 and B3), Jamaica (Q12), and Bedford-Stuyvesant (K3).

Expected Outcomes

Short-Term:

- Expand the number of programs included in ACCESS NYC
- Increase volume of training sessions and people trained
- Increase website hits resulting from ad placement in several locations throughout the City
- Increase use of screening tool at various organizations as a result of hardware and internet distribution

Long-Term:

- Data-driven service provision will help to improve service delivery and target resources towards those areas where the need is the greatest
- Significant increase in public awareness and usage of ACCESS NYC
- Promote work supports and increase program participation rates
- Increase transparency and access to human services in the City of New York.

¹ CEO Report, 8-9, 15.

² CEO Report, 19.