



Reducing Red Tape: Municipal IDs made easier with HMIS

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2019 Summit on Ending Homelessness

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Road Map


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 ... the Present: A Sample

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Who We Are



Alexis Alexander, HMIS Administrator,
Homeless Action Network of Detroit

www.handetroit.org

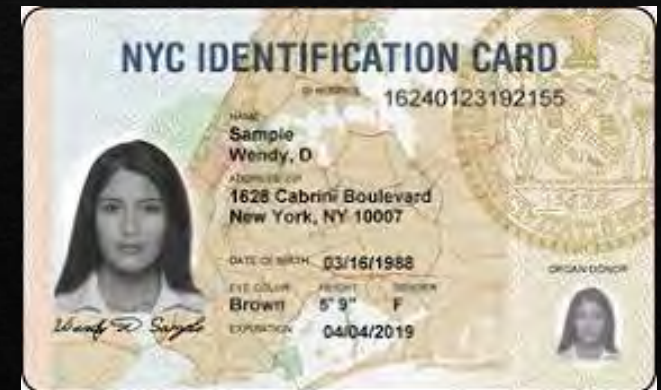
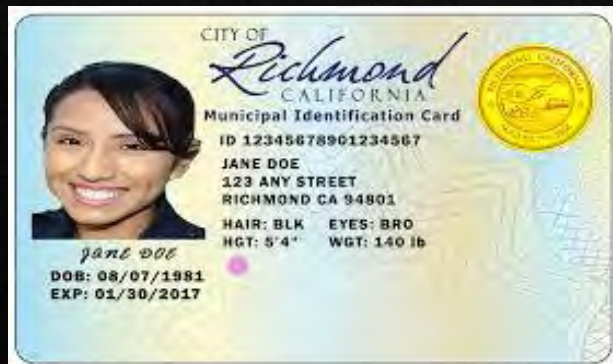
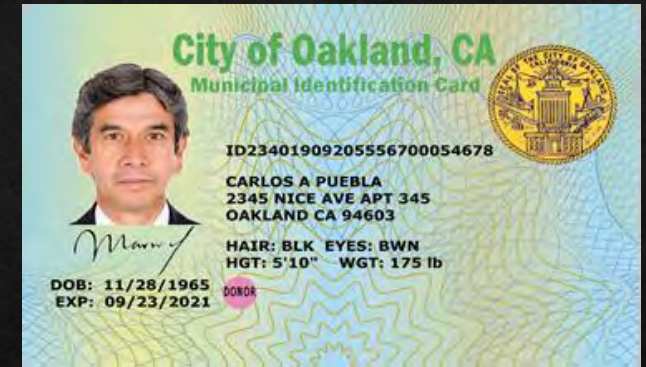


Dr. Paule Cruz Takash, Program Manager
City of Detroit Municipal ID
Chief Business and Program Development Officer
SF Global LLC

Detroitmi.gov/Detroit-ID



Municipal IDs from 2007 to...





...the Present: A Sample

WASHTENAW COUNTY

Jane Q Sample
12345 Any Street
Ann Arbor, MI 48104

DOB: 12/05/1983
Height: 5'8" Eyes: Brown
ISS: 05/15/2015
EXP: 05/14/2018
ID#: 2147483647

Jane Q Sample

IDENTIFICATION CARD

CITY OF DETROIT

Municipal Identification Card
1234567890123456789012

ANY NAME
SAMPLE SAMPLE
2345 ANYWHERE ST
DETROIT MI 48223

HGT: 5'8" EYES: ANY

Rising Together
Michael E. Duggan
MICHAEL E. DUGGAN, MAYOR

DOB 09/23/1997
ISSUE 09/23/2016
EXP 09/23/2018

MICHIGAN

VETERAN

DONOR

KALAMAZOO COUNTY

Jane A. Doe
1234 Some Street
Kalamazoo, MI 49001

DOB: 12/12/1980
Height: 5' 6" Eyes: Brown
ISS: 02/15/2017
EXP: 02/15/2020
ID#: 248385920

Jane A. Doe

IDENTIFICATION CARD

CITY OF CHICAGO IDENTIFICATION CARD

155P7739J22167
Muni ID#
Rahm Emanuel
Name
121 N La Salle St.
Chicago, IL 60602
Address
11/29/1959 Birthdate
12/15/2022 Expiration Date
Male Gender

Rahm Emanuel

CITY OF NEWARK MUNICIPAL IDENTIFICATION CARD

RN: 0000000001
DOB: 04/07/1970
RAS / BARAKA
920 BROAD STREET
ROOM 200
NEWARK, NJ 07102

Eye Color: Brown Height: 5'9" Gender: M

Rafael S. Bonilla

PARK CITY RESIDENT CARD

Resident of Park City Municipal Identity Card

Last Name: Ganin
DOB: 04/07/1970
First Name: Joseph
Middle Initial: P.
Address: 999 Broad Street
Bridgeport, CT 06604
Date of Birth: 10/21/1959
Expiration Date: 08/24/2019

Joseph Ganin

CITY OF PERTH AMBOY CITY IDENTIFICATION CARD

Name: Wilda Diaz ID NUMBER: 0000000000

Address: 260 High Street
Perth Amboy, NJ 08861

Date of Birth: 00/00/0000
Eye Color: Brown Height: 5'4" Gender: F

Issue Date: 00/00/0000
Expiration: 00/00/0000

Wilda Diaz

CITY OF PHILADELPHIA IDENTIFICATION CARD

ID NUMBER: 8675309808303
Name: James F. Kenney
Address: 1400 John F. Kennedy Blvd.
Philadelphia, PA 19102
Date of Birth: 08/07/1958 Gender: M

Issuance: 03/25/2019 Expiration: 08/20/2024

James F. Kenney

DONOR

City Of New Brunswick Municipal Identification Card

Your Name: [Redacted]
60 Livingston Ave
New Brunswick, NJ 08901
DOB: 07/19/1980
HT: 5'11"
EYES: Brown

ISSUANCE: 07/19/2017 EXPIRES: 07/19/2019

2930900000000

City of Kingston Municipal Identification Card

ID# 10000005

Date of Birth: 05/24/1960
Height: 5'9" Eyes: Brown
Hair: Black Gender: Female
Address: 123 Main Street
Kingston, NY 12401

Wendy D. Sample

Wendy D. Sample

EXPIRES: 05/24/2021

MUNICIPAL IDENTIFICATION CITY OF MILWAUKEE

ID# 8675309 Expires 12-31-2020

Chris Q. Public
1234 W. Mystreet Ave.
Milwaukee, WI 53215
DOB: 12-25-1968
Gender: ND

NOT AUTHORIZED FOR VOTING PURPOSES



What is a Municipal ID?

- ◇ It is a valid government photo ID issued by a municipality (city/county) to assist residents lacking ID to access needed services and resources
- ◇ Municipality's departments and programs including local law enforcement are mandated to accept the ID as the card holder's proof of identity and local residency
- ◇ Extra-local government agencies, nonmunicipal and financial institutions and businesses may also recognize a municipal ID as valid proof of identity and residency, i.e.,
 - ◇ State Department of Motor Vehicles (CA); Sheriff Departments; Out-of-state Vital Records Departments
 - ◇ Workforce agencies and employers
 - ◇ Educational and health care institutions
 - ◇ Temporary, transitional and permanent housing agencies ★
 - ◇ Food banks and pantries
 - ◇ Banks, credit unions, other financial and insurance service providers

Municipal ID Partnerships with Cultural Institutions and Local Merchants

- ◆ Municipal ID programs may offer card holders additional benefits brokered with cultural institutions and local businesses, i.e. the City of DETROIT ID has over 90 cultural institutions and merchants that provide discounts and other perks (Google: Benefits City of Detroit)



Extra-local Agency Partnerships with Municipal ID Programs

- ◆ Extra-local agencies whose clients lack accepted ID partnership with municipal ID programs for client access to resources and civic reintegration, i.e.,
 - ◆ Bureau of Prisons Probation Department (MI)
 - ◆ Michigan Department of Corrections (MDOC) Prisoner Re-entry Administration
 - ◆ Michigan Department of Corrections (MDOC) FOA Metropolitan Territory (Probation)
- ◆ State Organ Donor Registry partnerships with municipal ID programs garner thousands of new volunteer donors, i.e.,
 - ◆ DETROIT ID and Gift of Life Michigan partnership has contributed to date 2,578 volunteer donors to the Michigan Organ Donor Registry.





Revising Chapter 27 of the Detroit Municipal Code

- ◆ February 2016 Detroit ID Stakeholder Workgroup convenes to draft amendment
- ◆ May 2016 Detroit City Council approves a Municipal ID
- ◆ December 2016 Mayoral Press Conference launches Program and 2 intake offices
- ◆ February 2018 3500th D-ID issued
- ◆ July 2018 Various amendments are proposed to Detroit ID ordinance
- ◆ November 2018 Detroit City Council approves amendments; more residents qualify
- ◆ October 2019 7452 Detroit IDs issued to date

Operationalizing Institutional Partnerships



- ◆ A robust Municipal ID program requires operationalizing institutional partnerships.
- ◆ The Detroit ID program accepts as a Primary Proof of ID, an Homeless Management Information System (HMIS) ID Card or SERVICEpoint® Record with a photograph.
- ◆ Nonetheless, months after program launch, D-ID staff reported processing few homeless applicants and sporadic contact with homelessness service providers.
- ◆ Intake staff and 1-800 customer service operators were also unable to inform homeless residents lacking a primary photo ID or their family or friends inquiring on their behalf, where and under what conditions they could obtain an HMIS ID Card.

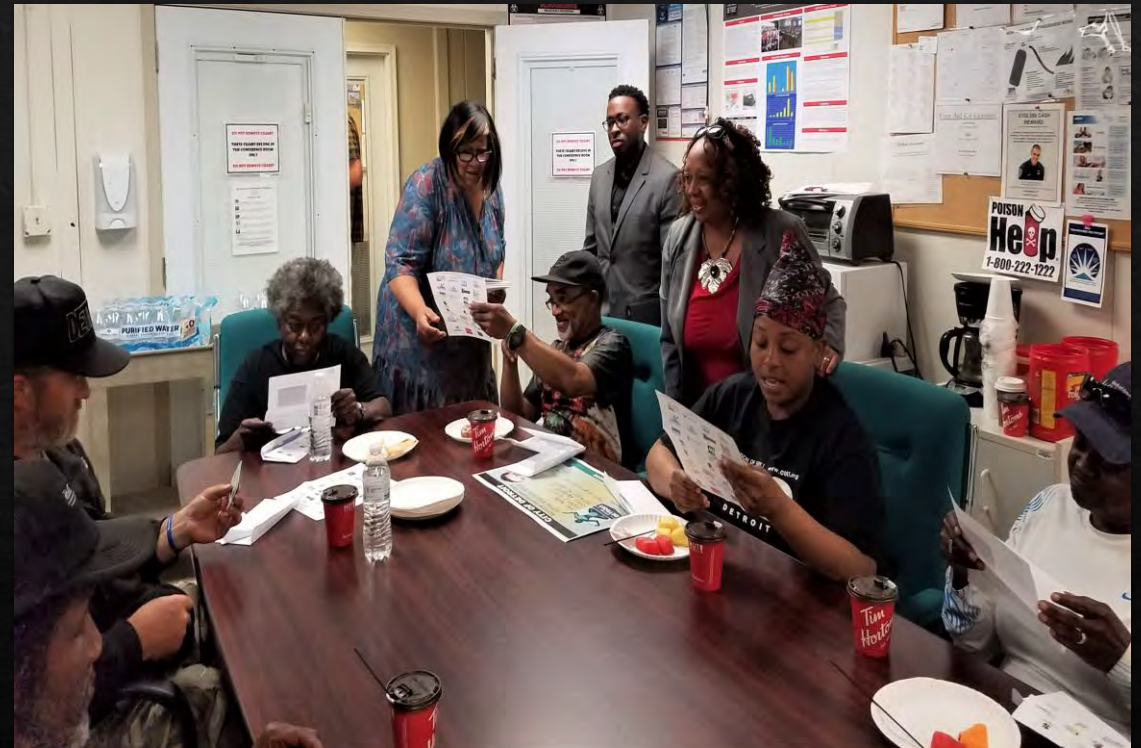


- ◆ Detroit ID discovered only a handful of service providers had ever issued HMIS IDs and most did not upload the client's photograph to the SERVICEpoint® Record.

★ NSO Tumaini Center and D-ID Partnership

- ◇ The Homeless Action Network of Detroit (H.A.N.D) provided Detroit ID initial consultation and contacts for organizations within the Detroit Continuum of Care (CoC) network.
- ◇ The Neighborhood Service Organization (NSO) Tumaini Center was one of two Detroit agencies issuing an HMIS ID card for its clients.
- ◇ Together with the Tumaini HMIS Administrative Coordinator, Detroit ID developed an informed process by which:
 - ◇ homeless clients can be referred to the D-ID intake offices with or without an accompanying case worker and receive the discount fee of \$10; and,
 - ◇ D-ID intake staff and 1-800 Customer Service operators can provide accurate information to homeless applicants and family or friends assisting them.
- ◇ The process and relationship established between the Tumaini Center and Detroit ID resulted in eighty (80) shelter residents receiving the Detroit ID Card.
 - ◇ Enrollments were facilitated by the Detroit ID Mobile Team processing applicants at the shelter
 - ◇ Tumaini staff facilitated enrollments ensuring applicants had an HMIS ID Card, other requisite documents and fee.

★ NSO Tumaini Center Residents Receive D-IDs



★ Requisite Documents for Homeless Detroiters



- ◇ Proof of Residency. Letter or record from a social services agency, domestic violence shelter, or religious organization located within the City of Detroit confirming Detroit residency or services provided in the previous 30 days.



- ◇ Proof of Identity. Homeless Management Information System (HMIS) ServicePoint ID or record of service transaction history with photograph (200 points)



- ◇ Other ID documents to provide the requisite 300 points needed for ID, i.e. Social Security number or card, birth certificate, notarized D-ID “Affidavit of Identifying Witness.”

★ D-ID Homelessness Service Provider Partners

- ◇ The process and mobile enrollment developed in partnership with the Tumaini Center, served as a model for other homelessness service providers.
- ◇ Partnerships have been forged with and mobile enrollments provided for clients of:
 - ◇ The Detroit Rescue Mission Ministries
 - ◇ Salvation Army (Booth Shelter; Recovery Center)
 - ◇ Coalition on Transitional Shelter (COTS)
 - ◇ Alternative for Girls
 - ◇ The Ruth Ellis Center
 - ◇ Covenant House Michigan
 - ◇ OPEN DOOR Fort Street Presbyterian Church
 - ◇ Team Wellness
 - ◇ Neighborhood Service Organization (NSO)
 - ◇ Northeast Guidance Center
 - ◇ Continuum of Care (CoC) and H.A.N.D.



D-ID Cardholders





The D-ID and HAND Partnership



Updates to the City of Detroit Website to assist service providers



Partnership with CoC wide events



The D-ID and HMIS



Getting the word out to front line homeless service providers



Training HMIS End Users on using HMIS to assist with D-ID applications

ServicePoint Client Record Summary with Photo
ServicePoint ID



Establishing Common Goals

- ◆ Including existing HMIS infrastructure to Chapter 27 Article X
 - ◆ Increased accessibility of documents necessary to secure photo ID
 - ◆ Provided an opportunity for service providers to connect with other modules in ServicePoint
- ◆ Partnership with CoC wide events
 - ◆ Assisted with D-ID enrollment goals
 - ◆ Provided much needed on site services for event attendees





Tips for Other Municipalities

Recruit your Stakeholder
Workgroup!

Identify champions and
incorporate their unique causes

Partnership matters!

Provide a feedback loop for all
parties involved



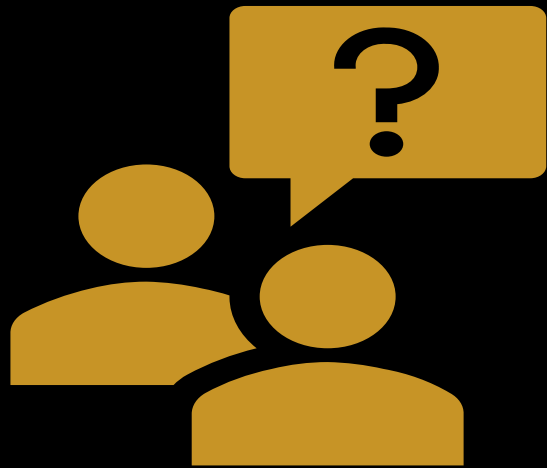
Champions

Detroit Councilwoman Raquel
Castañeda Lopez

Immigration Task Force

Community Leaders

Mayor's Office



Questions?
Recommendations?

Contact Information

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