

## IDNYC POLICIES AND PROCEDURES

### ACTIVE AND PASSIVE ENROLLMENT CENTER SITES

#### **Policy**

IDNYC operates both “Active” and “Passive Enrollment Center Sites.

#### **Active Enrollment Center Sites**

These are Enrollment Centers that are open to the general public. Any eligible New Yorker can apply for the IDNYC card at an Active Enrollment Center. Active Centers are promoted publicly on 311, in outreach materials, and on the IDNYC website: <http://www1.nyc.gov/site/idnyc/card/locations.page>

#### **Passive Sites**

These are Enrollment Centers that are not open to the public and are not publicly promoted. Instead, they are solely for a particular group of people.

At Passive Sites, any applicant who is not permitted to enroll there should be directed to the closest Active Enrollment Center Site. Employees should be courteous and helpful to anyone inquiring at these Sites, and be diligent in helping them find a nearby Enrollment Center.

**Note on Pop-Up Enrollment Centers:** Pop-Up Enrollment Centers may be Active or Passive, depending on the agreement reached between IDNYC and the host organization.