Policy for Documents Left at Enrollment Center

Policy and Procedure

The purpose of this policy is to establish clear guidelines for situations in which applicants accidentally leave their documents at, or improperly mail their applications and/or documents to, an IDNYC Enrollment Center.

As soon as you discover documents left behind at an Enrollment Center, turn them over to your onsite Intake Supervisor. The Intake Supervisor should log the documents in the "Found Document Log," and place the documents in the secure, designated area at the Enrollment Center. A secure area is any enclosed space that can be locked, like a drawer or lockbox.

If there is no Supervisor on site, then notify the Intake Supervisor via phone or email in accordance with IDNYC program policy (see the policy on "Email and Applicant Records"). You should then log the documents in the "Found Document Log" and place the documents in the secure area.

If there is no way in which to store the documents safely and securely at the Enrollment Center, the Intake Supervisor must hand-deliver the documents to the Customer Service Manager as soon as practicable.

Identity documents: Staff must safely and securely store the documents at the Enrollment Center for 30 days from the date the document was discovered. During those 30 days, IDNYC staff will make three (3) attempts to contact the applicant by phone to arrange for pickup of his or her documents.

Residency documents: If the residency document is a copy, it should be logged and destroyed (shredded) after 24 hours. If the residency document appears to be an original, it should be treated like an identity document (see below).

Procedure

The Intake Supervisor (or his or her designee) will:

1. Log the following information in the "Left Document Log" and indicate: the date the document was found; name of applicant; type of document; date or dates of attempted contact with the applicant; and outcome.

2. Research Image Retrieval to obtain the applicant's contact phone number and contact the applicant to arrange for pickup, or designate a staff member to do so.

3. Inform the applicant via phone or voicemail that the applicant left documents at the Enrollment Center and try to arrange for pickup. Make sure to tell the applicants: when they can pick up their documents, as well as the requirement that they bring a valid photo ID or the IDNYC receipt, for security purposes.

4. When the applicant arrives at the Enrollment Center, s/he will need to present the IDNYC receipt or a valid photo ID in order to pick up the document from the onsite Intake Supervisor. If the applicant only presents the IDNYC receipt, the Intake Supervisor should check Image Retrieval to verify the applicant's identity. The applicant should then sign the "Found Document Log" to confirm pick up of the document(s).

5. If the applicant arrives at the Enrollment Center and the Intake Supervisor is not there, staff may give the applicant his or her identity documents only if he or she presents a valid photo ID. If the applicant does not have a photo ID, staff should arrange a time for the applicant to return when the Intake Supervisor is on site and can check Image Retrieval. Staff should notify the Supervisor to make sure s/he is there at the scheduled time.

Once 30 days have passed, the Intake Supervisor shall personally hand-deliver the documents to the Customer Service Manager at 1 MetroTech North. The Customer Service Manager at 1 MetroTech North will secure the documents in a locked cabinet. All unclaimed documents that are brought to 1 MetroTech shall remain there for 90 days, after which they will be destroyed. For more information, see the IDNYC policy titled "Documents Mailed or Brought to IDNYC MetroTech Office."