



Legislation Text

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By Council Members Levin, Barron, Gentile and Ferreras-Copeland

A Local Law to amend the New York city charter, in relation to establishing an office of case management

Be it enacted by the Council as follows:

Section 1. Chapter 1 of the New York city charter is amended by adding a new section 20-C to read as follows:

§ 20-C Office of case management. a. Definitions. For the purposes of this section the following terms shall have the following meanings:

Case management system. The term “case management system” means any electronic software used to collect, record, and/or manage information about services individuals may apply for or receive.

Director. The term “director” means the director of the office of case management modernization.

b. The mayor shall establish an office of case management. Such office may be established in the executive office of the mayor or may be established as a separate office or within any office of the mayor or department. Such office shall be headed by a director who shall be appointed by the mayor or by the head of such department.

c. Powers and duties. The director shall have the power and duty to:

1. advise and assist the mayor and the heads of departments which provide services to city residents including, but not limited to, the department of social services, the department of homeless services, the administration for children’s services, the department of education, and the department of housing preservation and development on how to update case management systems to enable the integration of such systems in order

to facilitate information sharing among departments and how such agencies can increase the use of digital tools to interact with the individuals served by such agencies including but not limited to applying for services, electronically uploading documents, reminders and updates by text message, and electronic notification regarding available services;

2. develop and submit recommendations to offices and departments of the state of New York on how case management systems required by the state of New York may be upgraded in order to allow for information sharing among city departments and programs to the extent possible, and to encourage shared systems development to achieve policy objectives and improve services;

3. monitor and evaluate any existing case management systems and updates to such systems pursuant to recommendations developed pursuant to this section; and

4. perform other duties as the mayor may assign.

d. Within one year of the effective date of the local law that added this section, and annually thereafter, the director shall prepare and submit a report to the mayor and the council which shall include, but not be limited to, any recommendations developed pursuant to paragraphs 1 and 2 of this section, whether such recommendations were accepted, an evaluation of the effectiveness of such recommendations, the evaluation required pursuant to paragraph 3 and any other duties assigned to the office pursuant to paragraph 4.

§ 2. This local law takes effect immediately.

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