

**LOCAL LAWS
OF
THE CITY OF NEW YORK
FOR THE YEAR 2018**

No. 15

Introduced by Council Members Levin, Menchaca, Salamanca, Richards and Kallos.

A LOCAL LAW

To amend the administrative code of the city of New York, in relation to requiring the department of social services to provide client service training to certain employees

Be it enacted by the Council as follows:

Section 1. Chapter 1 of title 21 of the administrative code of the city of New York is amended by adding a new section 21-140 to read as follows:

§ 21-140 Client service training. a. Pursuant to subdivision c of this section, the department shall conduct two trainings per year on best practices for improving interactions between department employees and clients of the department.

b. Such training shall include techniques to improve professionalism, increase cultural sensitivity and de-escalate conflict.

c. The department shall provide such training to all appropriate employees identified by the department whose primary responsibilities include interacting with members of the public in a client service role at any location designated by the department either as a job center where individuals can complete an application for cash assistance in person or as a supplemental nutrition assistance program center.

d. Nothing in this section shall preclude the department from providing such training to employees other than those identified by the department pursuant to subdivision c of this section.

§ 2. This local law takes effect 120 days after it becomes law.

THE CITY OF NEW YORK, OFFICE OF THE CITY CLERK, s.s.:

I hereby certify that the foregoing is a true copy of a local law of The City of New York, passed by the Council on November 30, 2017 and returned unsigned by the Mayor on January 5, 2018.

MICHAEL M. McSWEENEY, City Clerk, Clerk of the Council.

CERTIFICATION OF CORPORATION COUNSEL

I hereby certify that the form of the enclosed local law (Local Law No. 15 of 2018, Council Int. No. 1461-A of 2017) to be filed with the Secretary of State contains the correct text of the local law passed by the New York City Council, presented to the Mayor and neither approved nor disapproved within thirty days thereafter.

STEVEN LOUIS, Acting Corporation Counsel.