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**THE COUNCIL OF THE CITY OF NEW YORK**

**COMMITTEEE REPORT OF THE HUMAN SERVICES DIVISION**

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**COMMITTEE ON GENERAL WELFARE**

**Hon. Stephen Levin, Chair**

**September 15, 2021**

**INTRODUCTION NO. 1641:** By Council Members Levin and Ampry-Samuel

**TITLE:** A Local Law to amend the administrative code of the city of New York, in relation to maximizing efficiency at department of social services/human resources administration centers

**ADMINISTRATIVE CODE:** Adds new sections to the Administrative Code

**INTRODUCTION NO. 1642:** By Council Member Levin

**TITLE:** A Local Law to amend the administrative code of the city of New York, in relation to requiring the mayor’s office of operations to report on the exits from city-administered facilities and the financings, starts and completions of permanent housing for those exiting city-administered facilities

**ADMINISTRATIVE CODE:** Amends section 21-113 of the Administrative Code

**INTRODUCTION NO. 1794:** By Council Members Ampry-Samuel, Louis and Kallos

**TITLE:** A Local Law to amend the administrative code of the city of New York, in relation to de-escalation and trauma-informed training for department of homeless services employees

**ADMINISTRATIVE CODE:** Adds new section to the Administrative Code

**INTRODUCTION NO. 149:** By Council Member Levin

**TITLE:** A Local Law to amend the administrative code of the city of New York, in relation to updating the report on utilization of and applications for multi-agency emergency housing assistance

**ADMINISTRATIVE CODE:** Amends section 21-113 of the Administrative Code

**INTRODUCTION NO. 2081:** By Council Members Moya, Kallos, Yeger, Chin and Cornegy

**TITLE:** A Local Law to amend the administrative code of the city of New York, in relation to enhancing the application for and the transparency of the one-shot deal program

**ADMINISTRATIVE CODE:** Adds new section to the Administrative Code

1. **Introduction**

On September 15, 2021, the Committee on General Welfare, chaired by Council Member Stephen Levin, will hold a hearing on Introduction Numbers 1641, 1642 and 149, sponsored by Council Member Levin; Introduction Number 1794, sponsored by Council Member Ampry-Samuel; and Introduction Number 2081, sponsored by Council Member Moya.

Those expected to testify include representatives from the New York City Department of Social Services (DSS), the Mayor’s Office of Operations (MOO), shelter providers, advocacy organizations, community organizations, and members of the public.

1. **Bill Analysis**

**Int. 1641** - A Local Law to amend the administrative code of the city of New York, in relation to maximizing efficiency at department of social services/human resources administration centers.

Int. 1641 would require all job centers and Supplemental Nutrition Assistance Program (SNAP) centers to always have an expediter on site when clients are being served or waiting to be served. Expediters would be tasked with checking-in clients, performing a preliminary review of clients’ documents to ensure clients have all necessary documents, and directing clients to the appropriate line or waiting area. The bill would also require all such centers to be equipped with digital displays and an audio amplifier. The bill would also implement a queue management system at every job center and SNAP center. The system would allow clients to check-in for each requested service. The system would inform clients how many clients are ahead of them in the queue and the approximate time that they may expect to be called to begin an appointment for each service. The bill would take effect 120 days after it becomes law.

**Int. 1642** – A Local Law to amend the administrative code of the city of New York, in relation to requiring the mayor’s office of operations to report on the exits from city-administered facilities and the financings, starts and completions of permanent housing for those exiting city-administered facilities.

Int. 1642 would require the Mayor’s Office of Operations (MOO) to report on the exits from City-administered facilities, defined to include Department of Youth and Community Development, Department of Homeless Services, Department of Housing Preservation and Development and Human Resources Administration facilities. The report would be broken down by type of exit: supportive housing, City-financed homeless set-aside units, other affordable housing (defined as 421-a housing, housing from the City’s affordable housing plan “Housing New York”, City Mandatory Inclusionary Housing, New York City Housing Authority public housing, and other housing), private rental market apartments with and without a rental subsidy, transitional housing, residential drug treatment, made own arrangements, or unknown. It would also require MOO to report on the financings, starts and completions of permanent housing for those exiting City-administered facilities. In addition, this bill would make related technical amendments. The bill would take effect 30 days after it becomes law.

**Int. 1794** – A Local Law to amend the administrative code of the city of New York, in relation to de-escalation and trauma-informed training for department of homeless services employees.

Int. 1794 bill would require the Department of Homeless Services (DHS) to conduct trainings on techniques to improve professionalism, increase cultural sensitivity, de-escalate conflict and use trauma-informed theory for all DHS employees and contractors providing services to the public. DHS would be required to report annually on the number of individuals who have received such training. The first report would be due on January 31, 2021. The bill would take effect 120 days after it becomes law.

**Int. 149** – A Local Law to amend the administrative code of the city of New York, in relation to updating the report on utilization of and applications for multi-agency emergency housing assistance.

Local Law 37 of 2011 requires a monthly report on emergency housing assistance usage. Int. 149 would require that report to be updated to include a cover page that would list the total number of all individuals utilizing emergency housing in the City and the total number of families with children, adult families, single men, and single women utilizing temporary emergency housing. The bill would also require the report to be posted on the homepage of the Mayor’s Office of Operations’ website and the Open Data web portal in a machine-readable format. The bill would take effect immediately.

**Int. 2081** – A Local Law to amend the administrative code of the city of New York, in relation to enhancing the application for and the transparency of the one-shot deal program.

Int. 2081 would require the Commissioner of the Department of Social Services to improve the one-shot deal program. It would obligate the Commissioner to post information on one-shot deal rental arrears grants on the Human Resources Administration’s website and to update one-shot deal applications. It would also require the Commissioner to improve the administration of one-shot deals in response to the COVID-19 pandemic and conduct outreach on the program. The bill would also require the Commissioner to report monthly on the administration and utilization of one-shot deals. The bill would take effect immediately.

Int. No. 1641

By Council Members Levin and Ampry-Samuel

A Local Law to amend the administrative code of the city of New York, in relation to maximizing efficiency at department of social services/human resources administration centers

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 new sections 21-142, 21-143, and 21-144 to read as follows:

21-142 Expediters at job centers and SNAP centers. a. Definitions. As used in this section, the following terms have the following meanings:

Client. The term “client” means a visitor who has made initial contact with the department at a job center or SNAP center.

Expediter. The term “expediter” means an employee of the department tasked with checking-in clients, performing a preliminary review of clients’ paperwork to determine if clients have all necessary documents, and directing clients to the appropriate line or waiting area.

Job center. The term “job center” means any location designated by the department as a job center where individuals can complete an application for cash assistance in person.

SNAP center. The term “SNAP center” means any location designated by the department as a SNAP center where individuals can complete an application for the supplemental nutrition assistance program in person.

b. Every job center and SNAP center shall have an expediter on site during all times in which clients are being served or are waiting to be served.

21-143 Digital displays and audio amplifiers at job centers and SNAP centers. a. Definitions. As used in this section, the following terms have the following meanings:

Audio amplifier. The term “audio amplifier” means an electronic device that is used to increase the volume of a sound.

Digital display. The term “digital display” means an electronic device that is capable of representing information in visual form.

Job center. The term “job center” means any location designated by the department as a job center where individuals can complete an application for cash assistance in person.

SNAP center. The term “SNAP center” means any location designated by the department as a SNAP center where individuals can complete an application for the supplemental nutrition assistance program in person.

b. Every job center and SNAP center shall be equipped with a functioning audio amplifier that ensures that announcements being made can be heard throughout the entire job center or SNAP center. Such audio amplifiers shall be used to make all announcements during all times in which clients are being served or are waiting to be served.

c. Every job center and SNAP center shall be equipped with enough functioning digital displays such that a digital display is visible in all waiting areas. Such digital displays shall be used during all times in which clients are being served or are waiting to be served.

§ 21-144 Queue management system at job centers and SNAP centers. a. Definitions. For the purposes of this section, the following terms have the following meanings:

Client. The term “client” means a visitor who has made initial contact with the department at a job center or SNAP center, either through a self-service kiosk or with a staff member responsible for keeping track of visitors.

Job center. The term “job center” means any location designated by the department as a job center where individuals can complete an application for cash assistance in person.

SNAP center. The term “SNAP center” means any location designated by the department as a SNAP center where individuals can complete an application for the supplemental nutrition assistance program in person.

b. The department shall implement a queue management system at every job center and SNAP center. Such system shall allow clients to check-in for each requested service upon arrival. Such system shall notify clients how many other clients are ahead in the queue for each requested service and the approximate time that their appointment for each requested service will begin.

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

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Int. No. 1642

By Council Member Levin

A Local Law to amend the administrative code of the city of New York, in relation to requiring the mayor’s office of operations to report on the exits from city-administered facilities and the financings, starts and completions of permanent housing for those exiting city-administered facilities

Be it enacted by the Council as follows:

Section 1. Section 3-113 of the administrative code of the city of New York, as added by local law number 40 for the year 2011, is renumbered section 3-113.1.

§ 2. Section 3-113 of the administrative code of the city of New York, as added by local law number 37 for the year 2011, is renumbered and amended to read as follows:

§ [3-113] 3-113.2 Reporting on the utilization of city-administered facilities, exits from city-administered facilities to permanent housing and financings, starts and completions of permanent housing for those exiting city-administered facilities.

a. Definitions. For the purposes of this section, the following terms [shall] have the following meanings:

421-a affordable housing. The term “421-a affordable housing” means housing in a building subject to the 421-a tax exemption program pursuant to section 421-a of the real property tax law.

[(1) “Adult” shall mean] Adult. The term “adult” means an individual 18 years of age or older[;].

[(2) “Adult families” shall mean] Adult families. The term “adult families” means families comprised of adults and no children under the age of 18[;].

[(3) “Children” shall mean] Children. The term “children” means individuals under the age of 18[;].

[(4) “City-administered facilities” shall mean] City-administered facilities. The term “city-administered facilities” means hotels, shelters and other accommodations or associated services, managed by or provided under contract or similar agreement with any city agency, provided to individuals or families who need temporary emergency housing or assistance finding or maintaining stable housing[;].

City-financed homeless set-aside housing units. The term “city-financed homeless set-aside housing units” means affordable housing set-aside for formerly homeless households that are financed with city funds.

[(5) “DHS” shall mean] DHS. The term “DHS” means the department of homeless services[;].

[(6) “DHS-administered facilities” shall mean] DHS-administered facilities. The term “DHS-administered facilities” means city-administered facilities managed directly by DHS or by a provider under contract or similar agreement with DHS[;].

DHS CJ shelters. The term “DHS CJ shelters” means city-administered facilities that provide short-term housing for people with prior criminal justice involvement.

[(7) “DHS drop-in centers” shall mean] DHS drop-in centers. The term “DHS drop-in centers” means city-administered facilities that provide single adults with hot meals, showers, laundry facilities, clothing, medical care, recreational space, employment referrals and/or housing placement services, but not overnight housing[;].

[(8) “DHS faith-based beds” shall mean] DHS faith-based beds. The term DHS faith-based beds” means city-administered facilities that provide overnight housing to individuals, are affiliated with one or more religious groups and receive client referrals through organizations under contract with DHS[;].

[(9) “DHS safe havens” shall mean] DHS safe havens. The term “DHS safe havens” means city-administered facilities that provide low-threshold, harm-reduction housing to chronic street homeless individuals, who are referred to such facilities through a DHS outreach program, without the obligation of entering into other supportive and rehabilitative services in order to reduce barriers to temporary housing[;].

[(10) “DHS stabilization beds” shall mean] DHS stabilization beds. The term “DHS stabilization beds” means city-administered facilities that provide a short-term housing option for a chronic street homeless individual while such individual works with his/her outreach team to locate a more permanent housing option[;].

[(11) “DHS veterans shelters” shall mean] DHS veterans shelters. The term “DHS veterans shelters” means city-administered facilities that provide short-term housing for people who actively served in the United States military[;].

[(12) “DYCD” shall mean] DYCD. The term “DYCD” means the department of youth and community development[;].

[(13) “DYCD-administered crisis shelters” shall mean] DYCD-administered crisis shelters. The term “DYCD-administered crisis shelters” means city-administered facilities that provide short-term emergency housing for runaway and homeless youth and are managed by a provider under contract or similar agreement with DYCD[;].

[(14) “DYCD-administered drop-in centers” shall mean] DYCD-administered drop-in centers. The term “DYCD-administered drop-in centers” means city-administered facilities that provide runaway and homeless youth and their families with services, counseling and referrals from trained youth workers[;].

[(15) “DYCD-administered facilities” shall mean] DYCD-administered facilities. The term “DYCD administered facilities” means city-administered facilities managed by a provider under contract or similar agreement with DYCD[;].

[(16) “DYCD-administered transitional independent living facilities” shall mean] DYCD-administered transitional independent living facilities. The term “DYCD-administered transitional independent living facilities” means city-administered facilities that provide long-term residential services to runaway and homeless youth for up to 18 months and are managed by a provider under contract or similar agreement with DYCD[;].

Empire state supportive housing initiative. The term “empire state supportive housing initiative” means the state supportive housing services and operating program.

[(17) “Families with children” shall mean] Families with children. The term “families with children” means families with children under the age of 18, couples including at least one pregnant woman, single pregnant women, or parents or grandparents with a pregnant individual[;].

HASA. The term “HASA” means the HIV/AIDS services administration within HRA.

HDC. The term “HDC” means the housing development corporation.

Housing New York. The term “housing New York” means the city’s affordable housing plan set forth in the publication entitled “2014 Housing New York: A Five-Borough, Ten-Year Plan” and any subsequent iterations of such plan.

[(18) “HPD” shall mean] HPD. The term “HPD” means the department of housing preservation and development[;].

[(19) “HPD-administered facilities” shall mean] HPD-administered facilities. The term “HPD-administered facilities” means city-administered facilities managed by a provider under contract or similar agreement with HPD[;].

[(20) “HPD emergency facilities” shall mean] HPD emergency facilities. The term “HPD emergency facilities” means shelters providing emergency shelter managed by a provider under contract or similar agreement with HPD[;].

[(21) “HPD emergency hotels” shall mean] HPD emergency hotels. The term “HPD emergency hotels” means hotels providing emergency shelter to individuals or families displaced from their homes managed by a provider under contract or similar agreement with HPD[;].

[(22) “HRA” shall mean] HRA. The term “HRA” means the human resources administration[;].

[(23) “HRA-administered facilities” shall mean] HRA-administered facilities. The term “HRA-administered facilities” means city-administered facilities managed directly by HRA or by a provider under contract or similar agreement with HRA, excluding non-emergency supportive housing[;].

[(24) “HRA domestic violence shelters” shall mean] HRA domestic violence shelters. The terms “HRA domestic violence shelters” means shelters for victims of domestic violence managed directly by HRA or by a provider under contract or similar agreement with HRA[;].

[(25) “HRA HASA emergency housing” shall mean] HRA HASA emergency housing. The term “HRA HASA emergency housing” means single room occupancy hotels managed by a provider under contract or similar agreement with HRA to provide emergency shelter for recipients of services from [the HIV/AIDS Services Administration;] HASA.

[(26) “HRA HASA transitional housing” shall mean] HRA HASA transitional housing. The term “HRA HASA transitional housing” means congregate facilities managed by a provider under contract or similar agreement with HRA to provide emergency shelter for recipients of services from [the HIV/AIDS Services Administration; and; and] HASA.

JISH. The term “JISH” means the city justice-involved supportive housing program.

Made own arrangements. The term “made own arrangements” means a household informed DHS, DYCD, HPD or HRA of a planned exit from a city-administered facility.

Mandatory inclusionary zoning. The term “mandatory inclusionary housing” means the city program requiring permanent affordable housing when developers build in an area zoned for mandatory inclusionary housing, whether rezoned as part of a city neighborhood plan or a private rezoning application.

New York city 15/15. The term “New York city 15/15” means the New York city 15/15 supportive housing program that is financed with city funds and administered by the city.

New York/New York. The term “New York/New York” means the New York/New York supportive housing programs that are jointly financed and administered by the city and state.

NYCHA. The term “NYCHA” means the New York city housing authority.

Other affordable housing. The term “other affordable housing” means affordable housing consisting of 421-a affordable housing, Housing New York housing, mandatory inclusionary housing and NYCHA public housing.

Other city-financed homeless set-aside units. The term “other city-financed homeless set-aside units” means city-financed homeless set-aside units not administered by HDC or HPD.

Rental subsidy. The term “rental subsidy” means financial assistance provided by the department of social services for the purpose of paying a recipient’s rent on an ongoing basis and includes but is not limited to the public assistance shelter allowance provided by such department as established by section 131-a of the social services law, section 159 of the social services law, section 349 of the social services law, or any codes, rules and regulations, as well as subsidies provided through the administration for children’s services housing subsidy, the city fighting homelessness and eviction prevention supplement, the special one-time assistance program, the fair market rent pilot program subsidy, the family homelessness and eviction prevention supplement, the home tenant-based rental  assistance  program, and any successor program to the foregoing programs. The term “rental subsidy” also includes federal rental assistance pursuant to the section 8 project based rental assistance program, or any successor program, or any programs under the United States Housing Act of 1937, as amended, providing rental assistance for the purpose of paying a recipient’s rent.

Supportive housing. The term “supportive housing” means the empire state supportive housing initiative, federal department of housing and urban development and veterans administration supportive housing, HRA HASA supportive housing, JISH, New York city 15/15 supportive housing and New York/New York supportive housing.

[(27) “Unduplicated” shall mean] Unduplicated. The term “unduplicated” means counted only once within the reporting period and the reporting category.

b. Reports of citywide utilization data. [The mayor’s office of operations shall create a portal on the NYCStat page of the city’s website, or any successor pages of such website that are substantially similar in form and function, in order to publish citywide data regarding the utilization of city-administered facilities.] Commencing on November 1, 2011, and no later than the first day of each month thereafter, the [mayor’s] office of operations shall for each month, calendar year and fiscal year [publish via such portal the] report to the speaker of the council and post on the office of operations website the following:

[(1) average daily overnight census for each of the following categories:

A. DHS drop-in centers, disaggregated by single men, single women and total single adults; and

B. DHS faith-based facilities, disaggregated by single men, single women and total single adults.

(2) average daily overnight census; and

(3) number of unduplicated persons or families utilizing city-administered facilities for each of the following categories:

C. all DHS-administered facilities, disaggregated by families with children, adult families, total families, total adults in families, total children, single men, single women and total single adults;

D. DHS safe havens, disaggregated by single men, single women and total single adults;

E. DHS stabilization beds, disaggregated by single men, single women and total single adults;

F. DHS veterans shelters, disaggregated by single men, single women and total single adults;

G. HPD-administered facilities, disaggregated by families with children, adult families, total families, total adults in families, total children, single men, single women and total single adults;

H. HPD emergency facilities, disaggregated by families with children, adult families, total families, total adults in families, total children, single men, single women and total single adults;

I. HPD emergency hotels, disaggregated by families with children, adult families, total families, total adults in families, total children, single men, single women and total single adults;

J. HRA-administered facilities, disaggregated by families with children, adult families, total families, total adults in families, total children, single men, single women and total single adults;

K. HRA domestic violence shelters, disaggregated by families with children, adult families, total families, total adults in families, total children, single men, single women and total single adults;

L. HRA HASA emergency housing, disaggregated by families with children, adult families, total families, total adults in families, total children, single men, single women and total single adults;

M. HRA HASA transitional housing, disaggregated by families with children, adult families, total families, total adults in families, total children, single men, single women and total single adults; and

N. all city-administered facilities, excluding DYCD-administered facilities, disaggregated by families with children, adult families, total families, total adults in families, total children, single men, single women and total single adults.

(4) average monthly utilization rates; and (5) number of unduplicated persons or families utilizing city-administered facilities:

A. DYCD-administered facilities, disaggregated by families with children, adult families, total families, total adults in families, total children, single men, single women, and total single adults;

B. DYCD-administered crisis shelters, disaggregated by families with children, adult families, total families, total adults in families, total children, single men, single women and total single adults;

C. DYCD-administered drop-in centers, disaggregated by families with children, adult families, total families, total adults in families, total children, single men, single women and total single adults; and

D. DYCD-administered transitional independent living facilities, disaggregated by families with children, adult families, total families, total adults in families, total children, single men, single women and total single adults.

(6) the number of individuals who are on wait-lists for DYCD-administered facilities, to the extent such wait-lists exist, disaggregated by:

A. type of DYCD-administered facility; and

B. families with children, adult families, total families, single men, single women, and total single adults youth.

(7) the average length of stay disaggregated by:

A. families with children, adult families, total families, single men, single women, and total single adults;

B. type of DHS-administered facility, excluding DHS drop-in centers and DHS faith-based beds;

C. type of DYCD-administered facility, excluding DYCD-administered drop-in centers;

D. type of HPD-administered facility; and

E. type of HRA-administered facility.

(8) the total number of facilities, disaggregated by DHS-administered facilities and facilities not administered by DHS.]

1. The average daily overnight census and the number of unduplicated persons, disaggregated by total single adults, single men and single women, for (i) DHS drop-in centers, (ii) DHS faith-based facilities, (iii) DHS safe havens, (iv) DHS stabilization beds, (v) DHS veterans shelters and (vi) DHS CJ shelters;

2. The average daily overnight census and the number of unduplicated persons or families, disaggregated by total families, families with children, adult families, total adults in families, total children, total single adults, single men and single women, for (i) all city-administered facilities - excluding DYCD-administered facilities, (ii) DHS-administered facilities, (iii) HPD-administered facilities, (iv) HPD emergency facilities, (v) HPD emergency hotels, (vi) HRA-administered facilities, (vii) HRA domestic violence shelters, (viii) HRA HASA emergency housing and (ix) HRA HASA transitional housing;

3. The average monthly utilization rates and the number of unduplicated runaway and homeless youth utilizing (i) DYCD-administered facilities, (ii) DYCD-administered crisis shelters, (iii) DYCD-administered drop-in centers and (iv) DYCD-administered transitional independent living facilities;

4. The average length of stay, disaggregated by families with children, adult families, total families, total single adults, single men and single women, for each (i) DHS-administered facility, excluding DHS faith-based facilities, (ii) HPD-administered facility and (iii) HRA-administered facility;

5. The average length of stay for runaway and homeless youth in (i) DYCD-administered crisis shelters, (ii) DYCD-administered drop-in centers and (iii) DYCD-administered transitional independent living facilities; and

6. The total number of facilities, disaggregated by DHS-administered facilities and facilities not administered by DHS.

c. Application and entrance data. Commencing on November 1, 2011, and no later than the first day of each month thereafter, the [mayor’s] office of operations shall for each month, calendar year and fiscal year [publish in the same location on the NYCStat website as the data posted pursuant to subdivision b of this section,] report to the speaker of the council and post on the office of operations website [the following data for those seeking admission and entrance to DHS-administered facilities,] the total number and percentage of the following for DHS-administered facilities, disaggregated by total families, families with children, adult families, total single adults, single men and single women:

[(1) the total number of:

A. applications;

B. unduplicated applicants;

C. applicants found eligible for shelter;

D. entrants to DHS administered facilities; and

E. unduplicated entrants to DHS-administered facilities.

The data required by subparagraphs A, B, C, D and E of this paragraph shall be disaggregated by families with children, adult families, total families, single men, single women, and total single adults;

(2) the number of families with children found eligible for city-administered facilities;

(3) the percentage of eligible families with children who submitted one application;

(4) the percentage of eligible families with children who submitted two applications;

(5) the percentage of eligible families with children who submitted three applications;

(6) the percentage of eligible families with children who submitted four applications;

(7) the percentage of eligible families with children who submitted five applications;

(8) the percentage of eligible families with children who submitted six applications or more;

(9) the number of adult families found eligible for city-administered facilities;

(10) the percentage of eligible adult families who submitted one application.

(11) the percentage of eligible adult families who submitted two applications;

(12) the percentage of eligible adult families who submitted three applications;

(13) the percentage of eligible adult families who submitted four applications;

(14) the percentage of eligible adult families who submitted five applications; and

 (15) the percentage of eligible adult families who submitted six applications or more.]

1. Applications;

2. Unduplicated applicants;

3. Applicants found eligible;

4. Eligible families who submitted (i) one application, (ii) two applications, (iii) three applications, (iv) four applications, (v) five applications and (vi) six applications or more;

5. Entrants; and

6. Unduplicated entrants.

d. Reporting on exits from city-administered facilities. Commencing on September 1, 2019 and no later than the first day of each month thereafter, the office of operations, for each month, calendar year and fiscal year, shall report to the speaker of the council and post on the office of operations website, unduplicated information regarding the exits of (i) families with children, (ii) adult families, (iii) single adults and (iv) runaway and homeless youth from city-administered facilities, disaggregated by (i) DHS-administered facilities, (ii) DYCD-administered facilities, (iii) HPD-administered facilities and (iv) HRA-administered facilities to the following housing:

1. Supportive housing, disaggregated by (i) empire state supportive housing initiative, (ii) federal department of housing and urban development and veterans administration, (iii) HRA HASA, (iv) JISH, (v) New York city 15/15, (vi) New York/New York and (vii) other;

2. City-financed homeless set-aside housing units, disaggregated by (i) HDC set-aside units financed by housing New York, (ii) HDC set-aside units not financed by housing New York, (iii) HPD set-aside units financed by housing New York, (iv) HPD set-aside units not financed by housing New York, (v) other set-aside units financed by housing New York and (vi) other set-aside units not financed by housing New York;

3. Other affordable housing, disaggregated by (i) 421-a affordable housing, (ii) housing New York housing, (iii) mandatory inclusionary housing, (iv) NYCHA public housing and (v) other housing;

4. A private rental market apartment with a rental subsidy, disaggregated by the type of such subsidy;

5. A private rental market apartment with no rental subsidy;

6. Transitional housing operated by or under contract or similar agreement with DHS, DYCD, HPD or HRA;

7. Residential drug treatment and detoxification;

8. Made own arrangements; and

9. Unknown or unable to validate.

e. Reporting on financings, starts and completions of permanent housing for those exiting city-administered facilities. Commencing on September 1, 2019 and no later than the first day of each month thereafter, the office of operations, for each month, calendar year and fiscal year, shall report to the speaker of the council and post on the office of operations website, unduplicated information regarding the financings, starts and completions of the following permanent housing, or subsequent iterations of such housing, for those exiting city-administered facilities:

1. Supportive housing disaggregated by (i) empire state supportive housing initiative, (ii) federal department of housing and urban development and veterans administration, (iii) HRA HASA, (iv) JISH, (v) New York city 15/15, (vi) New York/New York and (vii) other;

2. City-financed homeless set-aside units, disaggregated by (i) HDC set-aside units financed by housing New York, (ii) HDC set-aside units not financed by housing New York, (iii) HPD set-aside units financed by housing New York, (iv) HPD set-aside units not financed by housing New York, (v) other set-aside units financed by housing New York and (vi) other set-aside units not financed by housing New York; and

3. Other affordable housing, disaggregated by (i) 421-a affordable housing, (ii) housing New York housing, (iii) mandatory inclusionary housing, (iv) NYCHA public housing and (v) other housing.

[g. The data required to be published in subdivisions b and c above shall be published electronically on the portal specified in subdivision b in a commonly available non-proprietary database format that is suitable for analysis.]

f. The reports published by the office of operations prior to the enactment of this local law required by subdivisions b and c of this section shall remain the same.

§ 3. This local law takes effect 30 days after it becomes law.

NLB

LS #8070, 8753, 9428

7/17/19

Int. No. 1794

By Council Members Ampry-Samuel, Louis and Kallos

A Local Law to amend the administrative code of the city of New York, in relation to de-escalation and trauma-informed training for department of homeless services employees

Be it enacted by the Council as follows:

Section 1. Chapter 3 of title 21 of the administrative code of the city of New York is amended by adding a new section 21-324 to read as follows:

§ 21-324 Client service trainings. a. The department shall ensure all employees whose primary responsibilities include interacting with members of the public in a client service role receive an annual training on best practices for improving interactions between department employees and clients of the department. Such trainings shall include techniques to improve professionalism, increase cultural sensitivity, de-escalate conflict and use trauma-informed theory.

b. The department shall ensure any individual employed by a contractor providing services under a contract with the department having regular contact with the public in a client service role receives the training described in subdivision a of this section annually. All new or renewed contracts for such services shall contain a provision requiring employees of any contractor having regular contact with the public to be provided with the training described in subdivision a of this section.

c. On or before January 31, 2021, and annually thereafter, the department shall report to the mayor and the speaker of the council the number of individuals who have received the trainings pursuant to subdivisions a and b of this section, disaggregated by the positions held by such individuals.

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 a of this section.

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

AM

LS #12296

9/20/19

Int. No. 149

By Council Member Levin

A Local Law to amend the administrative code of the city of New York, in relation to updating the report on utilization of and applications for multi-agency emergency housing assistance

Be it enacted by the Council as follows:

Section 1. Section 3-113 of the administrative code of the city of New York, as added by local law 37 of the year 2011, is renumbered section 3-120 and amended to read as follows:

[§ 3-113] § 3-120 Multi-agency emergency housing assistance. a. Definitions. For the purposes of this section, the following terms shall have the following meanings:

[(1) "Adult" shall mean] Adult. The term “adult” means an individual 18 years of age or older;

[(2) "Adult families" shall mean] Adult families. The term “adult families” means families comprised of adults and no children under the age of 18;

[(3) "Children" shall mean] Children. The term “children” means individuals under the age of 18;

[(4) "City-administered facilities" shall mean] City-administered facilities. The term “city-administered facilities” means hotels, shelters and other accommodations or associated services, managed by or provided under contract or similar agreement with any city agency, provided to individuals or families who need temporary emergency housing or assistance finding or maintaining stable housing;

[(5) "DHS" shall mean] DHS. The term “DHS” means the department of homeless services;

[(6) "DHS-administered facilities" shall mean] DHS-administered facilities. The term DHS-administered facilities” means city-administered facilities managed directly by DHS or by a provider under contract or similar agreement with DHS;

[(7) "DHS drop-in centers" shall mean] DHS drop-in centers. The term “DHS drop-in centers” means city-administered facilities that provide single adults with hot meals, showers, laundry facilities, clothing, medical care, recreational space, employment referrals and/or housing placement services, but not overnight housing;

[(8) "DHS faith-based beds" shall mean] DHS faith-based beds. The term “DHS faith-based beds” means city-administered facilities that provide overnight housing to individuals, are affiliated with one or more religious groups and receive client referrals through organizations under contract with DHS;

[(9) "DHS safe havens" shall mean] DHS safe havens. The term “DHS safe havens” means city-administered facilities that provide low-threshold, harm-reduction housing to chronic street homeless individuals, who are referred to such facilities through a DHS outreach program, without the obligation of entering into other supportive and rehabilitative services in order to reduce barriers to temporary housing;

[(10) "DHS stabilization beds" shall mean] DHS stabilization beds. The term “DHS stabilization beds” means city-administered facilities that provide a short-term housing option for a chronic street homeless individual while such individual works with his/her outreach team to locate a more permanent housing option;

[(11) "DHS veterans shelters" shall mean] DHS veterans shelters. The term “DHS veterans shelters” means city-administered facilities that provide short-term housing for people who actively served in the United States military;

[(12) "DYCD" shall mean] DYCD. The term “DYCD” means the department of youth and community development;

[(13) "DYCD-administered crisis shelters" shall mean] DYCD-administered crisis shelters. The term “DYCD-administered crisis shelters” means city-administered facilities that provide short-term emergency housing for runaway and homeless youth and are managed by a provider under contract or similar agreement with DYCD;

[(14) "DYCD-administered drop-in centers" shall mean] DYCD-administered drop-in centers. The term “DYCD-administered drop-in centers” means city-administered facilities that provide runaway and homeless youth and their families with services, counseling and referrals from trained youth workers;

[(15) "DYCD-administered facilities" shall mean] DYCD-administered facilities. The term “DYCD-administered facilities” means city-administered facilities managed by a provider under contract or similar agreement with DYCD;

 [(16) "DYCD-administered transitional independent living facilities" shall mean] DYCD-administered transitional independent living facilities. DYCD-administered transitional independent living facilities. The term “DYCD-administered transitional independent living facilities” means city-administered facilities that provide long-term residential services to runaway and homeless youth for up to 18 months and are managed by a provider under contract or similar agreement with DYCD;

[(17) "Families with children" shall mean] Families with children. The term “families with children” means families with children under the age of 18, couples including at least one pregnant woman, single pregnant women, or parents or grandparents with a pregnant individual;

[(18) "HPD" shall mean] HPD. The term “HPD” means the department of housing preservation and development;

[(19) "HPD-administered facilities" shall mean] HPD-administered facilities. The term “HPD-administered facilities” means city-administered facilities managed by a provider under contract or similar agreement with HPD;

[(20) "HPD emergency facilities" shall mean] HPD emergency facilities. The term “HPD emergency facilities” means shelters providing emergency shelter managed by a provider under contract or similar agreement with HPD;

[(21) "HPD emergency hotels" shall mean] HPD emergency hotels. The term “HPD emergency hotels” means hotels providing emergency shelter to individuals or families displaced from their homes managed by a provider under contract or similar agreement with HPD;

[(22) "HRA" shall mean] HRA. The term “HRA” means the human resources administration;

[(23) "HRA-administered facilities" shall mean] HRA-administered facilities. The term “HRA-administered facilities” means city-administered facilities managed directly by HRA or by a provider under contract or similar agreement with HRA, excluding non-emergency supportive housing;

[(24) "HRA domestic violence shelters" shall mean] HRA domestic violence shelters. The term “HRA domestic violence shelters” means shelters for victims of domestic violence managed directly by HRA or by a provider under contract or similar agreement with HRA;

[(25) "HRA HASA emergency housing" shall mean] HRA HASA emergency housing. The term “HRA HASA emergency housing” means single room occupancy hotels managed by a provider under contract or similar agreement with HRA to provide emergency shelter for recipients of services from the HIV/AIDS Services Administration;

[(26) "HRA HASA transitional housing" shall mean] HRA HASA transitional housing. The term “HRA HASA transitional housing” means congregate facilities managed by a provider under contract or similar agreement with HRA to provide emergency shelter for recipients of services from the HIV/AIDS Services Administration; [and;] and

[(27) "Unduplicated" shall mean] Unduplicated. The term “unduplicated” means counted only once within the reporting period.

b. Reports of citywide utilization data. [The mayor's office of operations shall create a portal on the NYCStat page of the city's website, or any successor pages of such website that are substantially similar in form and function, in order to publish citywide data regarding the utilization of city-administered facilities.]Commencing on November 1, 2011, and no later than the first day of each month thereafter, the mayor's office of operations shall for each month, calendar year and fiscal year [publish via such portal] post on the homepage of its website the single web portal established pursuant to section 23-502 the:

(1) average daily overnight census for each of the following categories:

A. DHS drop-in centers, disaggregated by single men, single women and total single adults; and

B. DHS faith-based facilities, disaggregated by single men, single women and total single adults.

(2) average daily overnight census; and (3) number of unduplicated persons or families utilizing city-administered facilities for each of the following categories:

C. all DHS-administered facilities, disaggregated by families with children, adult families, total families, total adults in families, total children, single men, single women and total single adults;

D. DHS safe havens, disaggregated by single men, single women and total single adults;

E. DHS stabilization beds, disaggregated by single men, single women and total single adults;

F. DHS veterans shelters, disaggregated by single men, single women and total single adults;

G. HPD-administered facilities, disaggregated by families with children, adult families, total families, total adults in families, total children, single men, single women and total single adults;

H. HPD emergency facilities, disaggregated by families with children, adult families, total families, total adults in families, total children, single men, single women and total single adults;

I. HPD emergency hotels, disaggregated by families with children, adult families, total families, total adults in families, total children, single men, single women and total single adults;

J. HRA-administered facilities, disaggregated by families with children, adult families, total families, total adults in families, total children, single men, single women and total single adults;

K. HRA domestic violence shelters, disaggregated by families with children, adult families, total families, total adults in families, total children, single men, single women and total single adults;

L. HRA HASA emergency housing, disaggregated by families with children, adult families, total families, total adults in families, total children, single men, single women and total single adults;

M. HRA HASA transitional housing, disaggregated by families with children, adult families, total families, total adults in families, total children, single men, single women and total single adults; and

N. all city-administered facilities, excluding DYCD-administered facilities, disaggregated by families with children, adult families, total families, total adults in families, total children, single men, single women and total single adults.

(4) average monthly utilization rates; and (5) number of unduplicated persons or families utilizing city-administered facilities for each of the following categories:

A. DYCD-administered facilities, disaggregated by families with children, adult families, total families, total adults in families, total children, single men, single women and total single adults;

B. DYCD-administered crisis shelters, disaggregated by families with children, adult families, total families, total adults in families, total children, single men, single women and total single adults;

C. DYCD-administered drop-in centers, disaggregated by families with children, adult families, total families, total adults in families, total children, single men, single women and total single adults; and

D. DYCD-administered transitional independent living facilities, disaggregated by families with children, adult families, total families, total adults in families, total children, single men, single women and total single adults.

(6) the number of individuals who are on wait-lists for DYCD-administered facilities, to the extent such wait-lists exist, disaggregated by:

A. type of DYCD-administered facility; and

B. families with children, adult families, total families, single men, single women, and total single adults.

(7) the average length of stay disaggregated by:

A. families with children, adult families, total families, single men, single women, and total single adults;

B. type of DHS-administered facility, excluding DHS drop-in centers and DHS faith-based beds;

C. type of DYCD-administered facility, excluding DYCD-administered drop-in centers;

D. type of HPD-administered facility; and

E. type of HRA-administered facility.

(8) the total number of facilities, disaggregated by DHS-administered facilities and facilities not administered by DHS.

c. Application and entrance data. Commencing on November 1, 2011, and no later than the first day of each month thereafter, the mayor's office of operations shall for each month, calendar year and fiscal year [publish in] post on the same location on [the NYCStat] its website as the data posted pursuant to subdivision b of this section, the following data for those seeking admission and entrance to DHS-administered facilities:

(1) the total number of:

A. applications;

B. unduplicated applicants;

C. applicants found eligible for shelter;

D. entrants to DHS administered facilities; and

E. unduplicated entrants to DHS-administered facilities. The data required by subparagraphs A, B, C, D and E of this paragraph shall be disaggregated by families with children, adult families, total families, single men, single women, and total single adults;

(2) the number of families with children found eligible for city-administered facilities;

(3) the percentage of eligible families with children who submitted one application;

(4) the percentage of eligible families with children who submitted two applications;

(5) the percentage of eligible families with children who submitted three applications;

(6) the percentage of eligible families with children who submitted four applications;

(7) the percentage of eligible families with children who submitted five applications;

(8) the percentage of eligible families with children who submitted six applications or more;

(9) the number of adult families found eligible for city-administered facilities;

(10) the percentage of eligible adult families who submitted one application;

(11) the percentage of eligible adult families who submitted two applications;

(12) the percentage of eligible adult families who submitted three applications;

(13) the percentage of eligible adult families who submitted four applications;

(14) the percentage of eligible adult families who submitted five applications; and

(15) the percentage of eligible adult families who submitted six applications or more.

d. The data required [to be published in] pursuant to subdivisions b and c above shall be [published] posted electronically on the portal specified in subdivision b in a [commonly available non-proprietary database format that is suitable for analysis] machine-readable format.

e. For each month, the report required pursuant to this section shall include a cover page that lists the total number of persons utilizing all city-administered facilities listed in subdivision b of this section. The cover page shall additionally include such total number disaggregated by the number of families with children, adult families, single men and single women utilizing all city-administered facilities listed in subdivision b of this section.

§ 2. This local law takes effect immediately.

AV

LS 7720/Int.1459-2017

LS 758

12/26/17

Int. No. 2081

By Council Members Moya, Kallos, Yeger, Chin and Cornegy

A Local Law to amend the administrative code of the city of New York, in relation to enhancing the application for and the transparency of the one-shot deal program

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 21-144 to read as follows:

§ 21-144 One-shot deal program. a. Definitions. For the purposes of this section, the following terms have the following meanings:

ACCESS HRA. The term “ACCESS HRA” means the website and mobile app in which individuals obtain information on and apply for HRA benefits, and HRA clients obtain HRA benefits case information.

COVID-19. The term “COVID-19” means the 2019 novel coronavirus or 2019-nCoV.

HRA. The term “HRA’ means the human resources administration.

Job center. The term “job center” has the meaning ascribed to such term in section 21-139.

One-shot deal. The term “one-shot deal” means a one-time grant of financial assistance that HRA provides to households to pay expenses resulting from an emergency in which HRA or the state of New York determines eligibility.

One-shot deal rental arrears grant. The term “one-shot deal rental arrears grant” means the one-shot deal that HRA provides to a household to pay rental arrears.

b. Publication of one-shot deal rental arrears grant information. No more than 30 days after the effective date of the local law that added this section, the commissioner shall post in the rental assistance section of the HRA website, and update, as appropriate, information on the one-shot deal rental arrears grant. Such information shall include, but need not be limited to, eligibility requirements, the application process, required documentation and administration updates.

c. Updated one-shot deal application. No more than 150 days after the effective date of the local law that added this section, the commissioner shall update the one-shot deal application to help applicants provide the necessary information and communicate the need for a one-shot deal, as follows:

1. Amend the HRA W-137A form to instruct the applicant to apply for cash assistance, if the applicant is applying for a one-shot deal rental arrears grant;

2. Require the applicant to complete such amended HRA W-137A form, if the applicant is completing a paper one-shot deal application; and

3. Incorporate such amended HRA W-137A form into the ACCESS HRA application.

d. Administration of one-shot deals during COVID-19. No more than 30 days after the effective date of the local law that added this section, and until HRA reopens the job centers it temporarily closed due to COVID-19, the commissioner shall do the following to facilitate the administration of one-shot deals during COVID-19:

1. Create a phone number for individuals to call to obtain information on one-shot deals, which shall have an appropriate number of HRA staff and translation services and be posted, including, but not limited to, on the section of the HRA website required by subdivision b;

2. Require HRA staff  to conduct two callbacks to an applicant who filed a one-shot deal application, in which staff leave a voicemail message that provides their contact information or the one-shot deal phone number required by this subdivision, if an applicant does not answer the callback;

3. Create designated weekly hours at each open job center for individuals that the United States centers for disease control and prevention identifies to be at increased risk for severe illness from COVID-19; and

4. Enhance the opportunities for seniors, individuals with disabilities, individuals who lack technology and individuals who lack familiarity with technology, to apply for one-shot deals outside of the ACCESS HRA application. Such enhancement shall include, but need not be limited to, creating community locations outside of the open job centers for such individuals to apply, having sufficient HRA staff to help such individuals apply on the telephone or mailing such individuals a paper application with a self-addressed stamped envelope.

e. Outreach on one-shot deals during COVID-19. Beginning no more than 30 days after the effective date of the local law that added this section, and until HRA reopens the job centers it temporarily closed due to COVID-19, the commissioner, in collaboration with relevant agencies, shall conduct culturally appropriate outreach in the designated citywide languages, as defined in section 23-1101, to alert potential and current one-shot deal applicants to changes in administration as a result of COVID-19. Such outreach shall include, but need not be limited to, the following:

1. Posting information on relevant government websites, including, but not limited to, the one-shot deal section on the HRA website required by subdivision b;

2. Posting information in public spaces; and

3. Conducting mailings to individuals receiving HRA benefits, including, but not limited to, electronic or paper mailings.

f. Reporting on one-shot deals. No later than 30 days after the effective date of the local law that added this section, and monthly thereafter, the commissioner shall submit a report to the mayor and the speaker of the council on the administration and utilization of one-shot deals, which the commissioner shall post on the HRA website. The report shall include the following:

1. The number and percentage of applications for one-shot deals, by the location where the application was filed and the type of one-shot deal, which shall include, but need not be limited to, rental arrears and utilities;

2. Data on the callbacks to applicants who apply for one-shot deals, which shall include, but need not be limited to, the number and percentage of applicants who were called back once, the number and percentage of applicants who were called back twice and the number and percentage of applicants who called HRA in response to a callback;

3. The number and percentage of applications for one-shot deals that did and did not result in a one-shot deal, by the location where the application was filed and the type of one-shot deal, which shall include, but need not be limited to, rental arrears and utilities; and

4. The number and percentage of recipients of one-shot deals, by the location where the application was filed and the type of one-shot deal, which shall include, but need not be limited to, rental arrears and utilities.

§ 3. This local law takes effect immediately.

NLB

LS #15915, 16108

9/8/20