



Legislation Details (With Text)

File #: Int 1461-2017 **Version:** A **Name:** Requiring the dept of social services to provide client service training to certain employees.

Type: Introduction **Status:** Enacted
In control: Committee on General Welfare

On agenda: 2/1/2017

Enactment date: 12/31/2017 **Enactment #:** 2018/015

Title: 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

Sponsors: Stephen T. Levin, Carlos Menchaca, Rafael Salamanca, Jr., Donovan J. Richards, Ben Kallos

Indexes: Oversight

Attachments: 1. Summary of Int. No. 1461-A, 2. Summary of Int. No. 1461, 3. Int. No. 1461 - 2/1/17, 4. February 1, 2017 - Stated Meeting Agenda with Links to Files, 5. Committee Report 6/27/17, 6. Hearing Testimony 6/27/17, 7. Hearing Transcript 6/27/17, 8. Proposed Int. No. 1461-A - 11/28/17, 9. Committee Report 11/29/17, 10. Hearing Transcript 11/29/17, 11. November 30, 2017 - Stated Meeting Agenda with Links to Files, 12. Hearing Transcript - Stated Meeting 11-30-17, 13. Minutes of the Stated Meeting - November 30, 2017, 14. Fiscal Impact Statement, 15. Int. No. 1461-A (FINAL), 16. Legislative Documents - Letter to the Mayor, 17. Local Law 15

Date	Ver.	Action By	Action	Result
2/1/2017	*	City Council	Introduced by Council	
2/1/2017	*	City Council	Referred to Comm by Council	
6/27/2017	*	Committee on General Welfare	Hearing Held by Committee	
6/27/2017	*	Committee on General Welfare	Laid Over by Committee	
11/29/2017	*	Committee on General Welfare	Hearing Held by Committee	
11/29/2017	*	Committee on General Welfare	Amendment Proposed by Comm	
11/29/2017	*	Committee on General Welfare	Amended by Committee	
11/29/2017	A	Committee on General Welfare	Approved by Committee	Pass
11/30/2017	A	City Council	Approved by Council	Pass
11/30/2017	A	City Council	Sent to Mayor by Council	
12/18/2017	A	Mayor	Hearing Scheduled by Mayor	
12/31/2017	A	Administration	City Charter Rule Adopted	

Int. No. 1461-A

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.

SSY/AV
LS #8021
11/21/2017, 3:55pm