



Legislation Details (With Text)

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Title: A Local Law to amend the administrative code of the city of New York, in relation to requiring the department of homeless services to provide customer service training

Sponsors: Rafael L. Espinal, Jr.

Indexes: Oversight

Attachments: 1. Summary of Int. No. 1748, 2. Int. No. 1748, 3. October 31, 2017 - Stated Meeting Agenda with Links to Files

Date	Ver.	Action By	Action	Result
10/31/2017	*	City Council	Introduced by Council	
10/31/2017	*	City Council	Referred to Comm by Council	
12/31/2017	*	City Council	Filed (End of Session)	

Int. No. 1748

By Council Member Espinal

A Local Law to amend the administrative code of the city of New York, in relation to requiring the department of homeless services to provide customer service training

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 21-318 to read as follows:

§ 21-318 Customer service training. a. Definitions. For the purposes of this section, the term “shelter” means a building, or individual units within a building, being utilized by the department or a provider under contract or similar agreement with the department to provide temporary emergency housing.

b. The department shall conduct two trainings per year on best practices for improving interactions between department personnel and shelter residents.

c. Such training shall include techniques to improve professionalism, increase cultural sensitivity,

implement a trauma-informed approach to interactions with shelter residents, and de-escalate conflict.

d. The department shall provide this training to all department employees, and all employees of a provider under contract or similar agreement with the department, who have direct contact with shelter residents.

§ 2. This local law takes effect 120 days after its enactment, except that the commissioner shall take all actions necessary for its implementation, including the promulgation of rules, prior to such effective date.

SW/AV
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8/15/17