



Legislation Details (With Text)

**File #:** Int 0883-2018 **Version:** \* **Name:** Requiring the dept of homeless services to provide customer service training.  
**Type:** Introduction **Status:** Laid Over in Committee  
**In control:** Committee on General Welfare  
**On agenda:** 5/9/2018  
**Enactment date:** **Enactment #:**  
**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:** Karen Koslowitz, Vanessa L. Gibson  
**Indexes:** Oversight  
**Attachments:** 1. Summary of Int. No. 883, 2. Int. No. 883, 3. May 9, 2018 - Stated Meeting Agenda with Links to Files, 4. Committee Report 12/17/18, 5. Hearing Testimony 12/17/18, 6. Hearing Transcript 12/17/18

| Date       | Ver. | Action By                    | Action                      | Result |
|------------|------|------------------------------|-----------------------------|--------|
| 5/9/2018   | *    | City Council                 | Introduced by Council       |        |
| 5/9/2018   | *    | City Council                 | Referred to Comm by Council |        |
| 12/17/2018 | *    | Committee on General Welfare | Hearing Held by Committee   |        |
| 12/17/2018 | *    | Committee on General Welfare | Laid Over by Committee      |        |

Int. No. 883

By Council Members Koslowitz and Gibson

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 21-322 to read as follows:

§ 21-322 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/ACK  
LS #11323/Int 1748/2017  
11/29/2017