



Legislation Details (With Text)

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In control: Committee on General Welfare

On agenda: 5/19/2022

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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 Salamanca, Jr., Shahana K. Hanif, Farah N. Louis, Shekar Krishnan, Diana I. Ayala, Linda Lee

Indexes: Oversight

Attachments: 1. Summary of Int. No. 431, 2. Int. No. 431, 3. May 19, 2022 - Stated Meeting Agenda, 4. Hearing Transcript - Stated Meeting 5-19-22, 5. Minutes of the Stated Meeting - May 19, 2022, 6. Committee Report 9/13/22, 7. Hearing Testimony 9/13/22

Date	Ver.	Action By	Action	Result
5/19/2022	*	City Council	Introduced by Council	
5/19/2022	*	City Council	Referred to Comm by Council	
9/13/2022	*	Committee on General Welfare	Hearing Held by Committee	
9/13/2022	*	Committee on General Welfare	Laid Over by Committee	

Int. No. 431

By Council Members Salamanca, Hanif, Louis, Krishnan, Ayala and Lee

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 21-328 to read as follows:

§ 21-328 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.

Session 12
RCC
Int. # 883
5/02/22

Session 11
SW/AV/ACK
LS #11323
Int 1748/2017
11/29/2017