Legislation Details (With Text)

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Date	Ver.	Action By	Action	Result
8/11/2022	*	City Council	Introduced by Council	
8/11/2022	*	City Council	Referred to Comm by Council	
12/15/2022	*	Committee on General Welfare	Hearing Held by Committee	
12/15/2022	*	Committee on General Welfare	Laid Over by Committee	
12/31/2023	*	City Council	Filed (End of Session)	

Int. No. 641

By Council Members Williams, Restler, Hanif, Nurse, Gutiérrez, Yeger, Sanchez and Ayala

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 21-151, 21-152, and 21-153 to read as follows:

21-151 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.

21-152 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.

§ 21-153 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.

Session 12
JTB
LS # 8693
4/8/2022

Session 11
AM
LS #10304/10305/10306
Int 1641