



Legislation Text

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File #: Int 1461-2017, Version: A

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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