



Legislation Text

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Int. No. 1350

By Council Members Gibson, Rosenthal, Lander, Adams, Richards, Reynoso, Ayala, Salamanca, King, Cornegy, Chin, Perkins, Lancman and Kallos

A Local Law in relation to implementation of a plan based on findings of the audit of department of social services/human resources administration job and SNAP

Be it enacted by the Council as follows:

Section 1. Section 1 of a local law in relation to auditing department of social services/human resources administration job and SNAP centers, as proposed in an introduction for the year 2019, is amended by adding new subdivisions e, f and g to read as follows:

e. As soon as practicable and by no later than January 1, 2020, the commissioner shall implement the recommendations and plan to address complaints, as required under subdivision d.

f. The commissioner of social services shall make every effort to ensure the recommended standards of reasonableness for wait times, staff-to-visitor ratios, and access to technology are met at every center.

g. No later than April 1, 2020, the department shall post on its website and submit to the council a report on the progress of the implementation of the recommendations and plan to address complaints. Such report shall include, at a minimum:

1. What changes to operations, polices, and practices have been implemented to meet the standard of reasonableness for wait times;
2. The current wait times at each job center and SNAP center and how such wait times are calculated;
3. What changes to operations, polices, and practices have been implemented to improve the efficiency and ease of use of the department's hotlines, helplines, infolines, and general phone lines;

4. What changes to operations, polices, and practices have been implemented to improve the efficiency and ease of use of the department's website;

5. What changes to operations, polices, and practices have been implemented to meet the standard of reasonableness for staff-to-visitor ratios;

6. What changes to operations, polices, and practices have been implemented to meet the standard of reasonableness for access to technology; and

7. Whether the number of visitor complaints received has increased or decreased since the implementation of the recommendations and plan to address complaints.

§ 2. This local law takes effect upon the submission of findings and recommendations required under a local law in relation to auditing department of social services/human resources administration job and SNAP centers, as proposed in an introduction for the year 2019, and is deemed repealed on May 1, 2020 or the day after submission of the reports required by sections 1 of this local law, whichever is later.

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