



Legislation Text

File #: Int 1336-2019, **Version:** *

Int. No. 1336

By Council Members Ampry-Samuel, Cumbo, the Public Advocate (Mr. Williams), Rosenthal, Lander, Adams, Richards, Reynoso, Ayala, Salamanca, Gibson and Chin

A Local Law to amend the administrative code of the city of New York, in relation to de-escalation and trauma-informed training

Be it enacted by the Council as follows:

Section 1. Section 21-140 of the administrative code of the city of New York, as added by local law number 15 of the year 2018, is amended 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 and use trauma-informed care.

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], and all employees of a provider under contract or similar agreement with the department, 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]at a supplemental nutrition assistance program center.

d. On or before January 31, 2020, and annually thereafter, the department shall report to the mayor and the speaker of the council the number of employees who have received the training pursuant to subdivision c, disaggregated by the positions held by such employees.

e. 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.

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LS # 9381/9400/9451
1/10/2019 4:46pm