



## Legislation Text

---

**File #:** Int 1332-2019, **Version:** \*

---

Int. No. 1332

By The Speaker (Council Member Johnson) and Council Members Rosenthal, Adams, Richards, the Public Advocate (Mr. Williams), Reynoso, Ayala, Salamanca, Gibson and Chin

A Local Law to amend the administrative code of the city of New York, in relation to creating an office of the special handler

Be it enacted by the Council as follows:

Section 1. Chapter 9 of title 21 of the administrative code of the city of New York is amended by adding a new section 21-142 to read as follows:

§ 21-142 Office of the special handler. a. There shall be in the department an office of the special handler whose duties shall include, but not be limited to:

1. Establishing a system to receive comments, questions and complaints with respect to the termination of public benefits, including but not limited to, establishing and publicizing the availability of a telephone number to receive such comments, questions and complaints;

2. Conducting a review of all cases where any public benefits have been or will be terminated including, but not limited to, the reason for such termination, whether such termination is justifiable, and whether an individual has been notified that such public benefits have been or will be terminated, and taking appropriate action to prevent termination of any case where public benefits have been received;

3. Coordinating with the department to ensure that policies are in place to communicate with clients in a timely manner regarding the termination of any public benefits;

4. Developing strategies and recommendations for the commissioner with respect to the client communication regarding the termination of public benefits; and

5. Performing such other duties and functions as may be appropriate.

b. The office of the special handler shall submit monthly reports to the commissioner indicating: the number and nature of any comments, questions and complaints received; actions undertaken to address such comments, questions and complaints; and recommendations made pursuant to paragraph 3 of subdivision a of this section.

c. No later than January 31, 2020 and annually thereafter, the department shall submit a report to the mayor and the speaker of the council which shall include a compilation of the monthly reports submitted pursuant to subdivision b of this section during the reporting year and indicate any action taken by the department as a result of any comment, question, complaint or recommendation from or forwarded by the public benefits special handler.

d. The department shall post on its website the phone number of the office of the special handler and a statement indicating that any person may conduct such office if such person has a comment, question or complaint regarding the application or termination of any public benefit or public benefits.

§ 2. This local law takes effect 120 days after it becomes law, except that the commissioner may take such actions as are necessary for its implementation, including the promulgation of rules, prior to such date.

ACK  
LS #9653  
1/9/2019 1:41pm