



Legislation Text

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Int. No. 1347

By Council Members Cumbo, Levin, Rosenthal, Lander, Adams, Richards, Gibson, Holden, Reynoso, Ayala, Salamanca, Chin and Ampy-Samuel

A Local Law to amend the administrative code of the city of New York, in relation to requiring the department of social services/human resources administration to create a system in which clients may schedule appointments online and over the phone

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 21-142 to read as follows:

§ 21-142 Agency office appointments. a. As used in this section, the term "agency office" means a job center, food stamp office, medical assistance program office or other part, subdivision, field office or satellite facility of the department or an office that the department contracts with for the administration of benefits or services offered or provided by the department.

b. The department shall establish a system in which in-person appointments for services at agency offices can be scheduled online and over the phone. Such system shall notify clients if the requested service(s) can be completed without an in-person visit to an agency office.

§ 2. This local law takes effect 120 days after it becomes law, except that the commissioner of social services shall take such actions as are necessary, including the promulgation of rules, before such date.

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