



## Legislation Text

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Preconsidered Int. No. 1403

By Council Members Deutsch, Ayala 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/human resources administration to report annually on complaints by clients

Be it enacted by the Council as follows:

Section 1. Chapter 3 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 Annual report on client complaints. a. Definitions. For purposes of this section, the term “social service area” means one of the following social services that the department provides to clients: (i) career services; (ii) health insurance; (iii) energy assistance; (iv) HIV/AIDS services; (v) adult protective services; (vi) homelessness prevention; (vii) child support enforcement; (viii) temporary cash assistance; (ix) domestic violence services; (x) home care and long term care; and (xi) the supplemental nutrition assistance program and food program.

b. Not later than March 1, 2019 and on or before March 1 annually thereafter, the commissioner shall submit an annual report to the speaker of the council that provides the following information for the prior calendar year on complaints by clients, disaggregated by social service area:

1. the total number of complaints to the department;
2. the number and percentage of complaints resolved by the department; and
3. the number and percentage of complaints unresolved by the department.

c. In the report, the commissioner shall also include the following: (i) the definition of a resolved complaint; (ii) the definition of an unresolved complaint; (iii) the methods that the department will undertake to improve the resolution of complaints; and (iv) the progress of the department in improving the resolution of complaints.

d. The commissioner shall post such report on the department website within 30 days after submission to the speaker of the council.

e. No report required by this section shall contain personally identifiable information.

§ 2. This local law takes effect immediately.

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