



Legislation Text

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

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 21-328 to read as follows:

§ 21-328 Client service trainings. a. The department shall ensure all employees whose primary responsibilities include interacting with members of the public in a client service role receive an annual training on best practices for improving interactions between department employees and clients of the department. Such trainings shall include techniques to improve professionalism, increase cultural sensitivity, de-escalate conflict and use trauma-informed theory.

b. The department shall ensure any individual employed by a contractor providing services under a contract with the department having regular contact with the public in a client service role receives the training described in subdivision a of this section annually. All new or renewed contracts for such services shall contain a provision requiring employees of any contractor having regular contact with the public to be provided with the training described in subdivision a of this section.

c. On or before January 31, 2024, and annually thereafter, the department shall report to the mayor and the speaker of the council the number of individuals who have received the trainings pursuant to subdivisions a and b of this section, disaggregated by the positions held by such individuals.

d. Nothing in this section shall preclude the department from providing such training to employees other than those identified by the department pursuant to subdivision a of this section.

§ 2. This local law takes effect 120 days after it becomes law.

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