Legislation Details (With Text)

File #:	Int 1377-2019 **Version:** *	**Name:**	Client satisfaction surveys at department of social services/human resources administration job and SNAP centers.
Type:	Introduction	**Status:**	Filed (End of Session)
		In control:	Committee on General Welfare
On agenda:	1/24/2019		
Enactment date:		**Enactment #:**	
Title:	A Local Law to amend the administrative code of the city of New York, in relation to client satisfaction surveys at department of social services/human resources administration job and SNAP centers		
Sponsors:	Helen K. Rosenthal, Brad S. Lander, Adrienne E. Adams, Diana I. Ayala, Rafael Salamanca, Jr., Vanessa L. Gibson, Margaret S. Chin, (by request of the Queens Borough President)		
Indexes:	Report Required		
Attachments:	1. Summary of Int. No. 1377, 2. Int. No. 1377, 3. January 24, 2019 - Stated Meeting Agenda with Links to Files, 4. Hearing Transcript - Stated Meeting 1-24-19, 5. Minutes of the Stated Meeting - January 24, 2019, 6. Committee Report 2/4/19, 7. Hearing Testimony 2/4/19, 8. Hearing Transcript 2/4/19		

Date	Ver.	Action By	Action	Result
1/24/2019	*	City Council	Introduced by Council	
1/24/2019	*	City Council	Referred to Comm by Council	
2/4/2019	*	Committee on General Welfare	Laid Over by Committee	
2/4/2019	*	Committee on General Welfare	Hearing Held by Committee	
12/31/2021	*	City Council	Filed (End of Session)	

Int. No. 1377

By Council Members Rosenthal, Lander, Adams, Ayala, Salamanca, Gibson and Chin (by request of the Queens Borough President)

A Local Law to amend the administrative code of the city of New York, in relation to client satisfaction surveys at department of social services/human resources administration job and SNAP centers

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 new section 21-142 to read as follows:

§ 21-142 Client satisfaction surveys at job centers and SNAP centers. a. Definitions. For the purposes of this section, the following terms have the following meanings:

Checked-in. The term “checked-in” means that a visitor has made initial contact with the department at

powered by Legistar™

a job center or a SNAP center, either through a self-service kiosk or with a staff member responsible for keeping track of visitors, and has made such contact so that the department has a record, either written or electronic, of such visitor's time of arrival at such job center or SNAP center and the reason for their visit.

Client satisfaction survey. The term "client satisfaction survey" shall mean a survey with questions including, but not limited to, a client's experience with wait times, staff, and physical facilities at a job center or SNAP center.

Job center. The term "job center" means any location designated by the department as a job center where individuals can complete an application for cash assistance in person.

SNAP center. The term "SNAP center" means any location designated by the department as a SNAP center where individuals can complete an application for the supplemental nutrition assistance program in person.

Wait time. The term "wait time" means the amount of time a visitor spends waiting to be called for assistance after such visitor has checked-in to a job center or a SNAP center. Wait time begins at the start of the visitor's checked-in time, and ends when a visitor is called to begin an appointment.

b. The department shall provide every individual who visits a job center or SNAP center with a client satisfaction survey when each individual checks-in at such center. Completion of such surveys shall not be mandatory and shall be anonymous. Not later than January 1, 2020 and annually thereafter, the department shall submit to the speaker of the council and post online all data from client satisfaction surveys completed from July 1 of the prior year to June 30 of the current year which shall be disaggregated by borough and center location.

§ 2. This local law takes effect 90 days after it becomes law.

ACK
LS #9478
1/5/2019 4:24pm