Legislation Details (With Text)

File #:	Int 0431-2022 **Version:** A	**Name:**	Customer service training for shelter personnel of the department of homeless services and its contractors.
Type:	Introduction	**Status:**	Enacted
		In control:	Committee on General Welfare
On agenda:	5/19/2022		
Enactment date:	4/16/2023	**Enactment #:**	2023/049

Title: A Local Law to amend the administrative code of the city of New York, in relation to customer service training for shelter personnel of the department of homeless services and its contractors

Sponsors: Rafael Salamanca, Jr., Shahana K. Hanif, Farah N. Louis, Shekar Krishnan, Diana I. Ayala, Linda Lee, Pierina Ana Sanchez, Marjorie Velázquez, James F. Gennaro, Carlina Rivera

Indexes: Oversight

Attachments: 1. Summary of Int. No. 431-A, 2. Summary of Int. No. 431, 3. Int. No. 431, 4. May 19, 2022 - Stated Meeting Agenda, 5. Hearing Transcript - Stated Meeting 5-19-22, 6. Minutes of the Stated Meeting - May 19, 2022, 7. Committee Report 9/13/22, 8. Hearing Testimony 9/13/22, 9. Hearing Transcript 9/13/22, 10. Proposed Int. No. 431-A - 3/10/23, 11. Committee Report 3/16/23, 12. Hearing Transcript 3/16/23, 13. Committee Report - Stated Meeting, 14. March 16, 2023 - Stated Meeting Agenda, 15. Hearing Transcript - Stated Meeting 3-16-23, 16. Minutes of the Stated Meeting - March 16, 2023, 17. Int. No. 431-A (FINAL), 18. Fiscal Impact Statement, 19. Legislative Documents - Letter to the Mayor, 20. Local Law 49

Date	Ver.	Action By	Action	Result
5/19/2022	*	City Council	Introduced by Council	
5/19/2022	*	City Council	Referred to Comm by Council	
9/13/2022	*	Committee on General Welfare	Hearing Held by Committee	
9/13/2022	*	Committee on General Welfare	Laid Over by Committee	
3/16/2023	*	Committee on General Welfare	Hearing Held by Committee	
3/16/2023	*	Committee on General Welfare	Amendment Proposed by Comm	
3/16/2023	*	Committee on General Welfare	Amended by Committee	
3/16/2023	A	Committee on General Welfare	Approved by Committee	Pass
3/16/2023	A	City Council	Approved by Council	Pass
3/16/2023	A	City Council	Sent to Mayor by Council	
4/16/2023	A	Administration	City Charter Rule Adopted	
4/18/2023	A	City Council	Returned Unsigned by Mayor	

Int. No. 431-A

By Council Members Salamanca, Hanif, Louis, Krishnan, Ayala, Lee, Sanchez, Velázquez, Gennaro and Rivera

A Local Law to amend the administrative code of the city of New York, in relation to customer service training for shelter personnel of the department of homeless services and its contractors

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 21-331 to read as follows:

§ 21-331 Customer service training. a. Definitions. For the purposes of this section, the following terms have the following meanings:

Provider. The term "provider" means a person under contract or similar agreement with the department to provide shelter.

Shelter. The term "shelter" means temporary emergency housing provided by the department or a provider to homeless adults, adult families, and families with children.

Shelter personnel. The term "shelter personnel" means employees of the department or a provider who have direct contact with shelter residents.

b. Unless provided otherwise by contract, the department shall develop and provide biannual training to shelter personnel on best practices for improving interactions between shelter personnel and shelter residents. Such training shall include techniques to improve professionalism, increase cultural sensitivity, implement a trauma-informed approach to interactions with shelter residents, and de-escalate conflict.

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

Session 12
RCC/DR
Int. # 883
3/8/2023 7:24pm

Session 11
SW/AV/ACK
LS #11323
Int 1748/2017
11/29/2017