

**LOCAL LAWS
OF
THE CITY OF NEW YORK
FOR THE YEAR 2019**

No. 163

Introduced by Council Members Ampry-Samuel, Cumbo, the Public Advocate (Mr. Williams), Rosenthal, Lander, Adams, Richards, Reynoso, Ayala, Salamanca, Gibson, Chin, Kallos, Constantinides, Rose, Rivera and Barron.

A LOCAL LAW

To amend the administrative code of the city of New York, in relation to de-escalation and trauma-informed training

Be it enacted by the Council as follows:

Section 1. Section 21-140 of the administrative code of the city of New York, as added by local law number 15 for the year 2018, is amended to read as follows:

§ 21-140 Client service [training] *trainings*. a. Pursuant to subdivision c of this section, the department shall conduct two trainings per year on best practices for improving interactions between department employees and clients of the department.

b. Such [training] *trainings* shall include techniques to improve professionalism, increase cultural sensitivity, [and] de-escalate conflict *and use trauma-informed theory*.

c. The department shall provide such [training] *trainings* to all appropriate employees identified by the department whose primary responsibilities include interacting with members of the public in a client service role at any location designated by the department either as a job center where individuals can complete an application for cash assistance in person or as a [supplemental nutrition assistance program center] *SNAP center where individuals can complete an application for the supplemental nutrition assistance program in person*.

d. A contractor providing security services under a city contract at any location designated by the department either as a job center where individuals can complete an application for cash assistance in person or as a SNAP center where individuals can complete an application for the supplemental nutrition assistance program in person shall provide the training described in subdivision b of this section to its employees having regular contact with the public at such centers. All new or renewed city contracts for security services at such centers shall contain a provision requiring employees of any security contractor having regular contact with the public at such centers be provided with the training described in subdivision b of this section.

e. On or before January 31, 2020, 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 subdivision c of this section, disaggregated by the positions held by such individuals. The first such report shall be preliminary and limited to the data reasonably available to the department for the preceding calendar year.

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

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

THE CITY OF NEW YORK, OFFICE OF THE CITY CLERK, s.s.:

I hereby certify that the foregoing is a true copy of a local law of The City of New York, passed by the Council on August 14, 2019 and returned unsigned by the Mayor on September 16, 2019.

MICHAEL M. McSWEENEY, City Clerk, Clerk of the Council.

CERTIFICATION OF CORPORATION COUNSEL

I hereby certify that the form of the enclosed local law (Local Law No. 163 of 2019, Council Int. No. 1336-A of 2019) to be filed with the Secretary of State contains the correct text of the local law passed by the New York City Council, presented to the Mayor and neither approved nor disapproved within thirty days thereafter.

STEPHEN LOUIS, Acting Corporation Counsel.