



2021-03-16

To: Human Resources Administration (HRA)

From: Municipal Library Staff

The New York City Charter, Chapter 49, Section 1133, requires that agencies submit to the Department of Records and Information Services (DORIS) all reports, documents, studies and publications required by local law, executive order, or mayoral directive to be published, issued, or transmitted to the City Council or Mayor, within 10 business days of their publication. For any report that is not received within 10 business days of the publication date, DORIS is required to email the agency to request the report, and to provide the text of that email in place of the report in the Government Publications Portal.

Consistent with these requirements, DORIS hereby requests the transmission of the report shown below, which DORIS has not received as of 2021-03-16. Please submit this report to the Government Publications Portal. If you have questions, please contact staff at the Municipal Library at munilib@records.nyc.gov.

Required Report Type: Report on Progress of Plan to Improve Client Experience at Job Centers and Supplemental Nutrition Assistance Program (SNAP) Centers

Report Description: Report including 1. What changes to operations, policies and procedures have been implemented to improve wait times; 2. The current wait times at each job center and SNAP center and how such wait times are calculated; 3. What changes to operations, policies and procedures have been implemented to improve the efficiency and ease of use of the department's phone lines or any similar successor technology; 4. What changes to operations, policies and procedures have been implemented to address staff-to-visitor ratios; 5. What changes to operations, policies and procedures have been implemented to improve access to technology in job centers and SNAP centers; and 6. Whether the number of visitor complaints received has increased or decreased since the implementation of the plan to improve the client experience

Reporting Frequency: Every 2 Years

Report Due Date: 2021-03-01

Authorizing Resource (Charter and Code):

Authorizing Resource (Local Law): LL 167/2019