

Report Pursuant to Local Law No. 163 (2019) on Client Service Trainings  
 Department of Social Services 1/1/2021 - 12/31/2021 De -Escalation

Title	Total Trained
ADMIN COMMUNITY RELATIONS SPECIALIST (NON-MGR) FORMER M1-3 -- Level 00	1
ADMIN JOB OPPORTUNITY SPEC NM -- Level 01	16
ADMIN JOB OPPORTUNITY SPEC NM -- Level 02	11
ADMINISTRATIVE CONTRACT SPECIALIST (NON MGRL) -- Level 00	1
ADMINISTRATIVE DIRECTOR OF SOCIAL SERVICES (NON MGRL) -- Level 00	5
ADMINISTRATIVE STAFF ANALYST (NON-MANAGERIAL) FORMER M2 -- Level 00	1
ADMINISTRATIVE STAFF ANALYST (NON-MANAGERIAL) FORMER M3 -- Level 00	1
APS TEMP	1
ASSOCIATE JOB OPPORTUNITY SPECIALIST -- Level 01	168
ASSOCIATE JOB OPPORTUNITY SPECIALIST -- Level 02	75
ASSOCIATE JOB OPPORTUNITY SPECIALIST -- Level 03	10
ASSOCIATE STAFF ANALYST -- Level 00	3
CASEWORKER -- Level 00	2
CITY RESEARCH SCIENTIST -- Level 02	1
CLERICAL ASSOCIATE MOST MAYORAL AG -- Level 02	5
CLERICAL ASSOCIATE MOST MAYORAL AG -- Level 03	44
COMMUNITY ASSOCIATE -- Level 00	70
COMMUNITY COORDINATOR -- Level 00	26
ELIGIBILITY SPECIALIST -- Level 02	10
ELIGIBILITY SPECIALIST -- Level 03	10
FRAUD INVESTIGATOR (NOT PYRL 069,071) ABC 148 -- Level 02	1
JOB OPPORTUNITY SPECIALIST -- Level 00	473
PRINCIPAL ADMINISTRATIVE ASSOCIATE - LEV 1 & 2 NON SUPVR -- Level 01	10
SECRETARY (LEVELS 1A,2A,3A&04 ONLY) -- Level 3A	1
SOCIAL WORKER (PYRL 816,072,130) ABC 148 -- Level 00	4
STAFF ANALYST -- Level 02	5
SUPERVISOR I (SOCIAL SERVICES) -- Level 00	2
SUPERVISOR II (SOCIAL SERVICES) -- Level 00	1
Title: N/A -- N/A	4
<b>Grand Total</b>	<b>962</b>

**COURSE DESCRIPTION:**

The De-Escalation Techniques for Enhanced Customer Service course focuses on two key concepts—the Agency’s commitment to excellent customer service and techniques to de-escalate difficult situations.

This course version combines information on:

- the skills Agency staff need to continue to interact with Agency clients using excellent customer service practices, and
- how to appropriately handle difficult situations, as well as challenging behaviors, that staff may encounter in the workplace.

It presents communication, conflict resolution and de-escalation strategies and techniques to address potentially unsafe situations. Participants will engage in learning activities that highlight scenarios they are likely to encounter at DSS-HRA-DHS. Additionally, participants will promote adherence to Agency policies, procedures,