

DEPARTMENT OF SOCIAL SERVICES

40 NORTH PEARL STREET, ALBANY, NEW YORK 12243-0001

MARY JO BANE  
Commissioner



(518) 474-9475

LOCAL COMMISSIONERS MEMORANDUM

DSS-4037EL (Rev. 9/89)

Transmittal No: 92 LCM-173

Date: November 6, 1992

Division: Commissioner's  
Office

TO: Local District Commissioners

SUBJECT: Increased Security in Local Departments of Social Services

ATTACHMENTS: I. New York State Crime Prevention  
Units (Available On-Line)  
II. Available Training Courses (Available On-Line)

In response to requests from numerous local districts, we have evaluated various means to help local districts improve security and deal more effectively with difficult clients. We believe that there are a number of actions which local districts can take to provide local staff with a greater sense of security and control over their difficult working environment. Our specific suggestions are listed below.

Security and Crime Prevention

We have received a generous offer of assistance from the New York State Police to help local districts on a variety of security-related matters. Their Crime Prevention Units in each of the nine Troops stationed across New York State have available a number of services which they can provide to you upon request. Their staff can evaluate existing arrangements for security in your facility and provide suggestions for whatever improvements are feasible and consistent with our mission of providing service to clients. They can also provide some training on worker safety and crime prevention arranged in accordance with the needs of your local district. They have assured me that they will be able to handle such requests promptly and welcome the opportunity to be of service in this regard. Attached to this LCM is a list of the local Troops, with the counties served by each, and the contact person in each Troop who handles crime prevention. Please feel free to contact that individual directly to request assistance. As a courtesy, we request that you let your current regional liaison know when you make such a request.

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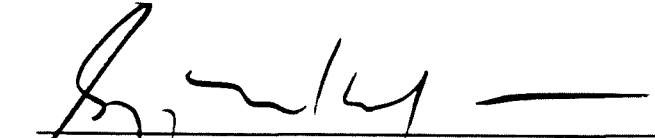
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Training Support

We currently have available a number of courses designed to help staff deal effectively with difficult clients and to improve worker safety and interactions with clients troubled by mental illness, drug abuse or emotional instability. The specific courses are listed in an attachment to this memorandum.

The Office of Human Resource Development has made arrangements to expand the availability of these courses so that any local district which needs one or more of these programs can have them presented directly on-site. Our experience with the programs indicates that the "Caseworker Safety Issues" is particularly useful for any staff who deal directly with clients. We recommend it highly. "Dealing with Difficult Client Behavior" is well-suited to helping Income Maintenance workers but is somewhat less comprehensive than the other course. The third program provides in-depth information for shelter workers and is particularly effective in dealing with clients in that difficult environment. In order to make arrangements for any programs, please call Peter Miraglia in the Office of Human Resource Development at 518-474-5956.

If you have any questions or concerns about this memorandum, please contact Robert Donahue, Office of Field Operations, at (518) 474-9059.

  
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Gregory M. Kaladjian  
Executive Deputy Commissioner

NEW YORK STATE POLICE CRIME PREVENTION UNITS**Troop A**

Tpr. Charlene Mahony  
 (716) 343-2200  
 Allegany  
 Cattaraugus  
 Chautauqua  
 Erie  
 Genesee  
 Niagara  
 Orleans  
 Wyoming

**Troop B**

Tpr. Dick Garcia  
 (518) 897-2000  
 Clinton  
 Essex  
 Franklin  
 Hamilton  
 St. Lawrence

**Troop C**

Tpr. Mike O'Connell  
 (607) 563-9011  
 Broome  
 Chenango  
 Cortland  
 Delaware  
 Otsego  
 Tioga  
 Tompkins

**Troop D**

Tpr. Jim Simpson  
 (315) 363-4400  
 Herkimer  
 Jefferson  
 Lewis  
 Madison  
 Oneida  
 Onondaga  
 Oswego

**Troop E**

Tpr. Gene Chisholm  
 (716) 398-3200  
 Cayuga  
 Chemung  
 Livingston  
 Monroe  
 Ontario  
 Schuyler  
 Seneca  
 Steuben  
 Wayne  
 Yates

**Troop F**

Tpr. Bob Gillespie  
 (914) 344-5383  
 Greene  
 Orange  
 Rockland  
 Sullivan  
 Ulster

**Troop G**

Tpr. Peter Rodriguez  
 (518) 783-3284  
 Albany  
 Fulton  
 Hamilton  
 Montgomery  
 Rensselaer  
 Saratoga  
 Schenectady  
 Schoharie  
 Warren  
 Washington

**Troop K**

Tpr. Ed. Omuleski  
 (914) 677-6321  
 Columbia  
 Dutchess  
 Putnam  
 Westchester

**Troop L**

Tpr. Tom Collins  
 (516) 756-1170  
 Nassau  
 Suffolk

**Troop N**

(Being established - currently covered  
 by Troops K and L)  
 Bronx  
 Kings  
 New York  
 Queens  
 Richmond

AVAILABLE TRAINING COURSES

The following training programs are available statewide:

Safe and Sound: Caseworker Safety Issues in the Delivery of Social Services

Provided by: The Institute for Families and Children

In the course of providing services to children and their families, caseworkers often encounter unknown situations and persons. Workers may interact with clients troubled by mental illness, substance abuse or emotional instability. This one-day training provides caseworkers with effective methods of dealing with potentially dangerous situations. Topics include: assessing environmental and human factors, understanding anger, effective communication and diffusing techniques, and developing safety plans for caseworkers.

Dealing with Difficult Client Behavior

Provided by: SUNY - Albany

This half-day training assists Income Maintenance staff develop strategies to deal with difficult, aggressive, and violent clients while maintaining a professional relationship. Trainees learn strategies for managing clients' behavior and their own response to inappropriate behavior. This course explains origins of behavior, highlights danger signals and discusses techniques for diffusing various situations. It outlines an action plan and trainees are encouraged to implement the plan in their work area.

The following course is available statewide for shelter workers and can be modified on request.

Conflict Resolution

Provided by: CUNY Hunter/Brookdale

This two-day course teaches workers to prevent or intervene in conflicts among shelter residents. Participants learn skills for assertive rather than aggressive responses to conflict and for handling violent or potentially violent situations. The trainee group includes adult shelter staff: institutional aides, caseworkers, supervisors and security staff.