

AMENDMENTS TO HOUSE RESOLUTION NO. 507

Sponsor: REPRESENTATIVE HAHN

Printer's No. 2748

1 Amend Resolution, page 2, line 9, by striking out

2 "IMPLEMENTATION" and inserting

3 adoption

4 Amend Resolution, page 2, line 14, by striking out all of

5 said line and inserting

6 Finance Committee all of the following:

7 (1) The list of hotlines that are in full or in

8 Amend Resolution, page 2, line 17, by striking out

9 "COMMONWEALTH; AND BE IT FURTHER" and inserting

10 Commonwealth.

11 (2) The hotlines contracted with other businesses or
12 organizations within this Commonwealth that provide health
13 and human services information to residents of this
14 Commonwealth.

15 (3) The services provided by the hotlines;
16 and be it further

17 Amend Resolution, page 2, by inserting between lines 23 and

18 24

19 RESOLVED, That the study include an analysis of the value of
20 information provided by each hotline as maintained by the
21 Department of Health, Department of Human Services, Department
22 of Aging, Department of Drug and Alcohol Programs, Pennsylvania
23 Housing Finance Agency and Pennsylvania Public Utility
24 Commission, including, but not limited to, all of the following:

25 (1) The disposition of calls.

26 (2) The subject matter of calls.

27 (3) The wait times of calls.

28 (4) The volume of calls.

29 (5) Where the calls originated.

30 (6) Whether each hotline provides an opportunity for
31 customer feedback in the form of a survey or call-back;

32 and be it further

1 Amend Resolution, page 3, by inserting between lines 5 and 6
2 RESOLVED, That a hotline under this resolution include a call
3 that is live answered or a call that uses an interactive voice
4 response to direct the caller to a staff person who answers the
5 call within the operating hours of the hotline with the goal of
6 identifying appropriate services to address the caller's needs;
7 and be it further