

THE GENERAL ASSEMBLY OF PENNSYLVANIA

HOUSE RESOLUTION

No. 507 Session of 2019

INTRODUCED BY HAHN, PICKETT, TOPPER, HEFFLEY, MILLARD, BROWN, CALTAGIRONE, KAUFER, FRANKEL, SCHWEYER, RADER, JOHNSON-HARRELL, BERNSTINE, SCHLEGEL CULVER AND T. DAVIS, SEPTEMBER 19, 2019

AS AMENDED, HOUSE OF REPRESENTATIVES, NOVEMBER 19, 2019

A RESOLUTION

1 Directing the Legislative Budget and Finance Committee to
2 conduct a study and issue a report analyzing the current
3 Pennsylvania health and human services hotlines and their
4 cost to the Commonwealth.

5 WHEREAS, The Commonwealth provides valuable services and
6 information to Pennsylvania residents for their health and human
7 services needs; and

8 WHEREAS, Multiple State agencies operate numerous hotlines to
9 provide Pennsylvanians with this information and service
10 support; and

11 WHEREAS, The information each hotline was created to provide
12 residents is vital to providing timely services for some of
13 Pennsylvania's at-risk populations; and

14 WHEREAS, To maintain accurate, timely and effective
15 communication methods, an analysis of the current operations for
16 each hotline is a necessary evaluation process to ensure
17 continued improvements to delivery methods and fiscal
18 implications for the Commonwealth; therefore be it

1 RESOLVED, That the House of Representatives direct the  
2 Legislative Budget and Finance Committee to conduct a study on  
3 the effectiveness and cost of health and human services hotlines  
4 provided by the Commonwealth in the Department of Aging,  
5 Department of Drug and Alcohol Programs, Department of Health  
6 and the Department of Human Services as well as the Pennsylvania  
7 Public Utility Commission and the Pennsylvania Housing Finance  
8 Agency; and be it further

9 RESOLVED, That, within 30 days of the ~~implementation~~ ADOPTION <--  
10 of this resolution, the Department of Health, Department of  
11 Human Services, Department of Aging, Department of Drug and  
12 Alcohol Programs, Pennsylvania Housing Finance Agency and  
13 Pennsylvania Public Utility Commission provide to the  
14 Legislative Budget and Finance Committee the list of hotlines <--  
15 ~~that are in full or in~~ FINANCE COMMITTEE ALL OF THE FOLLOWING: <--

16 (1) THE LIST OF HOTLINES THAT ARE IN FULL OR IN part  
17 staffed by employees of the Commonwealth who provide health  
18 and human services information to the residents of this  
19 Commonwealth; and be it further COMMONWEALTH. <--

20 (2) THE HOTLINES CONTRACTED WITH OTHER BUSINESSES OR  
21 ORGANIZATIONS WITHIN THIS COMMONWEALTH THAT PROVIDE HEALTH  
22 AND HUMAN SERVICES INFORMATION TO RESIDENTS OF THIS  
23 COMMONWEALTH.

24 (3) THE SERVICES PROVIDED BY THE HOTLINES;  
25 AND BE IT FURTHER

26 RESOLVED, That the study include an analysis of the number of  
27 the hotlines currently staffed by Commonwealth employees or  
28 contracted with other businesses and organizations within this  
29 Commonwealth or otherwise; and be it further

30 RESOLVED, That the study identify the operating hours of each

1 hotline maintained by the departments; and be it further  
2 RESOLVED, THAT THE STUDY INCLUDE AN ANALYSIS OF THE VALUE OF <--  
3 INFORMATION PROVIDED BY EACH HOTLINE AS MAINTAINED BY THE  
4 DEPARTMENT OF HEALTH, DEPARTMENT OF HUMAN SERVICES, DEPARTMENT  
5 OF AGING, DEPARTMENT OF DRUG AND ALCOHOL PROGRAMS, PENNSYLVANIA  
6 HOUSING FINANCE AGENCY AND PENNSYLVANIA PUBLIC UTILITY  
7 COMMISSION, INCLUDING, BUT NOT LIMITED TO, ALL OF THE FOLLOWING:

8 (1) THE DISPOSITION OF CALLS.

9 (2) THE SUBJECT MATTER OF CALLS.

10 (3) THE WAIT TIMES OF CALLS.

11 (4) THE VOLUME OF CALLS.

12 (5) WHERE THE CALLS ORIGINATED.

13 (6) WHETHER EACH HOTLINE PROVIDES AN OPPORTUNITY FOR  
14 CUSTOMER FEEDBACK IN THE FORM OF A SURVEY OR CALL-BACK;

15 AND BE IT FURTHER

16 RESOLVED, That the study include individual contact options  
17 for each hotline, including translation services, services for  
18 deaf and hard-of-hearing, texting, website search, applications  
19 for mobile devices or other forms of technology, in addition to  
20 other capabilities significant to the study; and be it further

21 RESOLVED, That the study determine the cost to the  
22 Commonwealth to maintain each hotline, maintained by the  
23 departments and identify the appropriations from which the costs  
24 are paid; and be it further

25 RESOLVED, That the study identify other resources and  
26 contributions by private or charitable entities to support each  
27 hotline maintained by the departments; and be it further

28 RESOLVED, THAT A HOTLINE UNDER THIS RESOLUTION INCLUDE A CALL <--  
29 THAT IS LIVE ANSWERED OR A CALL THAT USES AN INTERACTIVE VOICE  
30 RESPONSE TO DIRECT THE CALLER TO A STAFF PERSON WHO ANSWERS THE

1 CALL WITHIN THE OPERATING HOURS OF THE HOTLINE WITH THE GOAL OF  
2 IDENTIFYING APPROPRIATE SERVICES TO ADDRESS THE CALLER'S NEEDS;  
3 AND BE IT FURTHER

4       RESOLVED, That the Legislative Budget and Finance Committee  
5 report its findings to the General Assembly within 210 days of  
6 the adoption of this resolution.