
THE GENERAL ASSEMBLY OF PENNSYLVANIA

HOUSE RESOLUTION

No. 9

Session of
2001

INTRODUCED BY GEORGE, BELFANTI, MANDERINO, BELARDI, THOMAS,
BUXTON, FRANKEL, SHANER, FEESE, GORDNER, LaGROTTA,
CALTAGIRONE, STABACK, CORRIGAN, FAIRCHILD, KELLER, HALUSKA,
HARHAI, SANTONI, MANN, SOLOBAY, WOJNAROSKI, DeWEESE, SURRA,
TIGUE, LAUGHLIN AND M. COHEN, JANUARY 23, 2001

REFERRED TO COMMITTEE ON RULES, JANUARY 23, 2001

A RESOLUTION

1 Directing the Labor Relations Committee to immediately
2 investigate the inability of Unemployment Compensation
3 Service Centers to provide effective service over the
4 telephone system.

5 WHEREAS, The Department of Labor and Industry operates
6 Unemployment Compensation Service Centers that assist citizens
7 with applications for unemployment compensation benefits; and

8 WHEREAS, Members of the General Assembly have received
9 numerous complaints from constituents about the Unemployment
10 Compensation Service Centers; and

11 WHEREAS, Newly unemployed Pennsylvanians are reporting that
12 calls to Unemployment Compensation Service Centers routinely
13 receive busy signals despite numerous attempts or are answered
14 by voice mail and placed on hold for long periods of time; and

15 WHEREAS, Despite complaints from members of the General
16 Assembly to the Department of Labor and Industry, the department
17 has failed to stop this problem from spreading to several

1 Unemployment Compensation Service Centers; and

2 WHEREAS, This problem is immediately and directly affecting
3 the quality of service that the Commonwealth provides to its
4 citizens; therefore be it

5 RESOLVED, That the House of Representatives direct the Labor
6 Relations Committee to immediately investigate the inability of
7 Unemployment Compensation Service Centers to provide effective
8 service over the telephone system and to take testimony in
9 Harrisburg and in the field from all affected and relevant
10 parties and report back to the General Assembly with recommended
11 solutions to the problem of the Unemployment Compensation
12 Service Centers within 90 days of adoption of this resolution.