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THE GENERAL ASSEMBLY OF PENNSYLVANIA

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HOUSE RESOLUTION

No. 507 Session of  
2019

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INTRODUCED BY HAHN, PICKETT, TOPPER, HEFFLEY, MILLARD, BROWN,  
CALTAGIRONE, KAUFER AND FRANKEL, SEPTEMBER 19, 2019

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REFERRED TO COMMITTEE ON HEALTH, SEPTEMBER 19, 2019

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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

19 RESOLVED, That the House of Representatives direct the

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

8       RESOLVED, That the study include an analysis of the number of  
9 the hotlines currently staffed by Commonwealth employees or  
10 contracted with other businesses and organizations within this  
11 Commonwealth or otherwise; and be it further

12       RESOLVED, That the study identify the operating hours of each  
13 hotline maintained by the departments; and be it further

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

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

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

26       RESOLVED, That the Legislative Budget and Finance Committee  
27 report its findings to the the General Assembly within 180 days  
28 of the adoption of this resolution.