

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 AND BERNSTINE, SEPTEMBER 19, 2019

AS REPORTED FROM COMMITTEE ON HEALTH, HOUSE OF REPRESENTATIVES, AS AMENDED, OCTOBER 22, 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 OF THIS <--
10 RESOLUTION, THE DEPARTMENT OF HEALTH, DEPARTMENT OF HUMAN
11 SERVICES, DEPARTMENT OF AGING, DEPARTMENT OF DRUG AND ALCOHOL
12 PROGRAMS, PENNSYLVANIA HOUSING FINANCE AGENCY AND PENNSYLVANIA
13 PUBLIC UTILITY COMMISSION PROVIDE TO THE LEGISLATIVE BUDGET AND
14 FINANCE COMMITTEE THE LIST OF HOTLINES THAT ARE IN FULL OR IN
15 PART STAFFED BY EMPLOYEES OF THE COMMONWEALTH WHO PROVIDE HEALTH
16 AND HUMAN SERVICES INFORMATION TO THE RESIDENTS OF THIS
17 COMMONWEALTH; AND BE IT FURTHER

18 RESOLVED, That the study include an analysis of the number of
19 the hotlines currently staffed by Commonwealth employees or
20 contracted with other businesses and organizations within this
21 Commonwealth or otherwise; and be it further

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

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

29 RESOLVED, That the study determine the cost to the
30 Commonwealth to maintain each hotline, maintained by the

1 departments and identify the appropriations from which the costs
2 are paid; and be it further

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

6 RESOLVED, That the Legislative Budget and Finance Committee
7 report its findings to the ~~the~~ General Assembly within ~~180~~ 210 <--
8 days of the adoption of this resolution.