



General Assembly

January Session, 2019

Proposed Bill No. 5513

LCO No. 1177



Referred to Committee on HUMAN SERVICES

Introduced by:
REP. HUGHES, 135th Dist.

**AN ACT CONCERNING TELEPHONE WAIT TIMES FOR PERSONS
CONTACTING THE DEPARTMENT OF SOCIAL SERVICES.**

Be it enacted by the Senate and House of Representatives in General Assembly convened:

- 1 That title 17b of the general statutes be amended to require the
- 2 Commissioner of Social Services to immediately improve long waiting
- 3 periods for applicants for and recipients of assistance programs to
- 4 speak to a staff member by telephone.

Statement of Purpose:

To remove primary barriers to accessing state services, especially for elderly persons and persons with disabilities.