



General Assembly

January Session, 2019

**Raised Bill No. 7123**

LCO No. 4019



Referred to Committee on HUMAN SERVICES

Introduced by:  
(HS)

***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 Section 1. (NEW) (*Effective from passage*) The Commissioner of Social  
2 Services shall deploy staff and resources as necessary to ensure that no  
3 person contacting the Department of Social Services by telephone  
4 waits more than sixty minutes to speak with a department staff  
5 member or receive a call back from a department staff member. The  
6 commissioner shall contract for and utilize advanced  
7 telecommunications technology that allows the department to (1) track  
8 incoming telephone calls by number, date and time; and (2) send an  
9 automated message to a caller every five minutes of time he or she is  
10 waiting on the telephone about the option of receiving a call back from  
11 department staff in an estimated amount of time not to exceed sixty  
12 minutes. No beneficiary of any assistance program administered by  
13 the department shall have benefits reduced or terminated for failure to  
14 provide information confirming eligibility if such telecommunications  
15 technology establishes such beneficiary placed a telephone call to the  
16 department but was unable to speak to a staff person within sixty

17 minutes of placing the call.

This act shall take effect as follows and shall amend the following sections:		
Section 1	<i>from passage</i>	New section

**Statement of Purpose:**

To reduce telephone wait times for persons contacting the Department of Social Services to reach a staff member.

*[Proposed deletions are enclosed in brackets. Proposed additions are indicated by underline, except that when the entire text of a bill or resolution or a section of a bill or resolution is new, it is not underlined.]*