

# 2020 Seattle City Council Statement of Legislative Intent

Agenda

Tab	Action	Option	Version
HSD	20	B	1

**Budget Action Title:** Request improvements to Utility Discount Program intake process

Ongoing: Yes Has Attachment: No

Primary Sponsor: Teresa Mosqueda

Council Members:

Staff Analyst: Amy Gore

Date		Total	LH	BH	KS	AP	DJ	MO	SB	TM	LG
	Yes	0									
	No	0									
	Abstain	0									
	Absent	0									

**Statement of Legislative Intent:**

This action request that the Human Services Department (HSD) establish a dedicated service provider line and warm hand-off process for incoming calls to the Utility Discount Program (UDP). HSD depends on service providers to refer applicants to the UDP; currently, providers are reporting long wait times on the existing UDP customer service phone line. A dedicated line and warm hand off would assist in the enrollment of new UDP customers and be a more efficient use of service providers' and clients' time.

**Responsible Council Committee(s):**

**Date Due to Council:**