

2020 Seattle City Council Budget Action

Agenda

Tab	Action	Option	Version
HSD	20	A	1

Budget Action Title: Impose a proviso on HSD's Utility Discount Program Funds

Ongoing: No Has Budget Proviso: Yes

Has CIP Amendment: No

Primary Sponsor: Teresa Mosqueda

Council Members:

Staff Analyst: Amy Gore

Council Bill or Resolution:

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

Budget Action Description:

This action imposes a proviso on the two new FTE's for the Utility Discount Program (UDP) in the 2020 Proposed Budget, to be lifted after the development of a dedicated service provider line and warm hand-off process for incoming calls. 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. The proviso would be imposed on FTE funding beginning in July of 2020, with the expectation that the two new staff will enable the development of the dedicated service provider line and warm hand-off process during the first half of 2020.

In particular, this Council Budget Action imposes the following proviso:

“Of the \$169,037 increase in appropriation in the 2020 Budget for the Human Services Department's Utility Discount Program, only \$84,519 may be spent prior to submitting a report to Council demonstrating the establishment of a dedicated service provider line and warm hand-off process for incoming calls.”