

P.L.1995, CHAPTER 85, approved April 13, 1995
1994 Senate No. 417

1 **AN ACT** establishing a complaint and information telephone
2 hotline in the Department of Human Services for recipients of
3 certain services and amending P.L.1991, c.524.

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5 **BE IT ENACTED** by the Senate and General Assembly of the
6 State of New Jersey:

7 1. Section 1 of P.L.1991, c.524 (C.30:1-1.1) is amended to read
8 as follows:

9 1. a. The Commissioner of Human Services, in consultation
10 with the Commissioners of Community Affairs, Health and Labor,
11 shall establish and maintain on a 24-hour daily basis a
12 comprehensive social services information toll-free telephone
13 hotline service, operating through one of the existing telephone
14 hotline services of the department. The hotline service shall use
15 a computerized Statewide social services data bank to be
16 developed by the Department of Human Services and shall include
17 among its staff persons who speak English and Spanish. The
18 hotline service shall receive and respond to calls from persons
19 seeking information and referrals concerning agencies and
20 programs which provide various social services, including but not
21 limited to: child care, child abuse emergency response, job skills
22 training, services for victims of domestic violence, alcohol and
23 drug abuse, home health care, senior citizen programs, rental
24 assistance, services for persons with developmental disabilities,
25 mental health programs, emergency shelter assistance, family
26 planning, legal services, assistance for runaways and services for
27 the deaf and hearing impaired, as well as information about
28 public assistance, Medicaid, Pharmaceutical Assistance to the
29 Aged and Disabled, Lifeline, Hearing Aid Assistance for the Aged
30 and Disabled, food stamps and home energy assistance.

31 b. The Commissioner of Human Services, in conjunction with
32 the Commissioners of Community Affairs, Health and Labor,
33 shall take such actions as are necessary to consolidate existing
34 State telephone hotline services into the comprehensive social
35 services information toll-free telephone hotline service, and
36 thereby eliminate duplicative telephone hotline services.

37 c. Notwithstanding the provisions of subsection b. of this
38 section to the contrary, the Commissioner of Human Services
39 shall also establish and maintain a toll-free telephone hotline
40 service for persons who are receiving institutional or
41 community-based services from, or through an agency
42 contracting with, the Division of Mental Health and Hospitals or

EXPLANATION—Matter enclosed in bold-faced brackets [thus] in the
above bill is not enacted and is intended to be omitted in the law.

Matter underlined thus is new matter.

1 the Division of Developmental Disabilities, or their parents,
2 guardians or other responsible persons, to register complaints,
3 request information or assistance, or discuss issues and problems,
4 regarding those services in a confidential manner.

5 (cf: P.L.1991, c.524, s.1)

6 2. This act shall take effect immediately.

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11 Establishes toll-free telephone complaint and information service
12 for persons receiving institutional or community-based services
13 for mentally ill or developmentally disabled.

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2 regarding those services in a confidential manner.

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STATEMENT

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9 This bill establishes a toll-free telephone hotline service in the
10 Department of Human Services for persons who are receiving
11 institutional or community-based services from, or through an
12 agency contracting with, the Division of Mental Health and
13 Hospitals or the Division of Developmental Disabilities, or their
14 parents, guardians or other responsible persons, to register
15 complaints, request information or assistance, or discuss issues
16 and problems, regarding those services in a confidential manner.

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21 Establishes toll-free telephone complaint and information service
22 for persons receiving institutional or community-based services
23 for mentally ill or developmentally disabled.

ASSEMBLY HEALTH AND HUMAN SERVICES COMMITTEE

STATEMENT TO

SENATE, No. 417

STATE OF NEW JERSEY

DATED: DECEMBER 12, 1994

The Assembly Health and Human Services Committee favorably reports Senate Bill No. 417.

This bill establishes a toll-free telephone hotline service in the Department of Human Services for persons who are receiving institutional or community-based services from, or through an agency contracting with, the Division of Mental Health and Hospitals or the Division of Developmental Disabilities, or their parents, guardians or other responsible persons, to register complaints, request information or assistance, or discuss issues and problems, regarding those services in a confidential manner.

SENATE HUMAN SERVICES COMMITTEE

STATEMENT TO

SENATE, No. 417

STATE OF NEW JERSEY

DATED: MARCH 10, 1994

The Senate Human Services Committee favorably reports Senate Bill No. 417.

This bill establishes a toll-free telephone hotline service in the Department of Human Services for persons who are receiving institutional or community-based services from, or through an agency contracting with, the Division of Mental Health and Hospitals or the Division of Developmental Disabilities, or their parents, guardians or other responsible persons, to register complaints, request information or assistance, or discuss issues and problems, regarding those services in a confidential manner.

This bill was prefiled for introduction in the 1994-95 session pending technical review. As reported, the bill includes the changes required by technical review which has been performed.

LEGISLATIVE FISCAL ESTIMATE TO

SENATE, No. 417

STATE OF NEW JERSEY

DATED: June 13, 1994

Senate Bill No. 417 of 1994 directs the Department of Human Services (DHS) to establish a toll-free telephone complaint and information service for persons receiving institutional or community-based services for mentally ill or developmentally disabled persons.

DHS and the Office of Management and Budget have not provided any fiscal information on the legislation.

DHS already maintains various toll-free telephone complaint and information services hotlines. Establishing a toll-free telephone complaint and information service for mentally ill or developmentally disabled persons receiving institutional or community-based services should not entail any additional cost, as existing toll-free numbers can be expanded or reassigned to handle this activity.

This legislative fiscal estimate has been produced by the Office of Legislative Services due to the failure of the Executive Branch to respond to our request for a fiscal note.

This fiscal estimate has been prepared pursuant to P.L.1980, c.67.