

6168

Sponsor(s): Senators Fairley, Patterson and Kline

Brief Description: Requiring the department of social and health services to have a phone system that facilitates access to a departmental employee rather than voice mail.

SB 6168 - DIGEST

Provides that the department shall not be allowed to use an automated telephone system for answering telephone calls placed to the department's primary public service phone numbers, during regular hours of operation, unless the automated telephone system provides, as the first menu option, an option that permits a caller to speak directly to an employee of the department, without listening to the entire recorded message.