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LEGISLATIVE ACTION

Senate

House

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Floor: 2/F/2R

02/23/2012 06:08 PM

Senator Gibson moved the following:

Senate Amendment

Between lines 389 and 390

insert:

8. Providing appropriate infrastructure, equipment, and staffing levels to adequately support and provide meaningful customer service, including, but not limited to, toll-free telephone lines.

9. Developing guidelines and standards for, and requirements for each circuit to submit, a detailed county-by-county plan, which sets out county-specific procedures for identifying and assisting, during the application process, persons who have disabilities, who are illiterate or have limited proficiency in English, who are homeless, who are



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14 homebound, who live in remote areas, who are without free access
15 to technology, or who are frail or elderly. The plans must be
16 approved by department headquarters and updated annually. The
17 plans shall be publicized on the Internet and through flyers,
18 posters, and other media in low-income communities.