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HOUSE FLOOR AMENDMENTS

2022 Regular Session

Amendments proposed by Representative Horton to Reengrossed Senate Bill No. 259 by Senator Hewitt

1 AMENDMENT NO. 1

2 On page 2, between lines 13 and 14, insert:

3 "(3) "Procedural reason" means a reason for an action on a program
 4 case related to an agency's nonreceipt of materials or information necessary for
 5 determining benefit eligibility."

6 AMENDMENT NO. 2

7 On page 3, between lines 20 and 21, insert:

8 "(13) For the preceding calendar year, measures of access in the
 9 program, including:

10 (a) For each month, the number of applications received, the percentage
 11 of applications denied, and the percentage of applications denied for procedural
 12 reasons.

13 (b) Monthly call center performance metrics for call centers serving
 14 clients and applicants, including the average number of calls and the average
 15 and maximum call wait times.

16 (c) The average caseload per caseworker.

17 (14) A detailed description of the program's administrative appeals
 18 process for clients, including but not limited to the number of hearings
 19 requested by clients and the number of hearings waived by clients."