

MAINE STATE LEGISLATURE

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119th MAINE LEGISLATURE

FIRST REGULAR SESSION-1999

Legislative Document

No. 1084

H.P. 761

House of Representatives, February 9, 1999

An Act to Create a Monitoring Program in the Department of Human Services.

Reference to the Committee on Health and Human Services suggested and ordered printed.

A handwritten signature in black ink that reads "Joseph W. Mayo".

JOSEPH W. MAYO, Clerk

Presented by Representative PLOWMAN of Hampden.
Cosponsored by Representatives: BRAGDON of Bangor, JABAR of Waterville, JOY of Crystal, KASPRZAK of Newport, MACK of Standish, Senator: BENOIT of Franklin.

Be it enacted by the People of the State of Maine as follows:

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Sec. 1. Monitored telephone calls and personal interviews. The Department of Human Services shall establish a system of monitoring telephone calls and interviews with clients of the department to be used when employees of the department are conducting interviews and obtaining information. The monitoring of telephone calls and personal interviews is specifically authorized in these circumstances. The department shall inform all persons involved in these calls and interviews that periodic unannounced monitoring is performed for quality assurance purposes. These calls may be conducted only on equipment that is compatible with the monitoring program. These interviews may be conducted only in locations that are compatible with the monitoring program.

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SUMMARY

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This bill requires the Department of Human Services to establish a monitoring system for telephone and personal interviews with clients of the department. The bill requires telephone calls subject to the monitoring system to be made on compatible equipment and interviews to be conducted in compatible locations.

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