



1 HOUSE RESOLUTION

2 WHEREAS, The Senior HelpLine helps senior citizens locate
3 services in their communities; provides referral to local
4 programs for seniors and caregivers, including case
5 management, choices for care, senior companion, elder abuse,
6 and intergenerational programs; addresses seniors' needs and
7 answers their questions; and provides information, assistance
8 and literature; and

9 WHEREAS, The Senior HelpLine is an outstanding service that
10 is supported by the Illinois General Assembly; and

11 WHEREAS, Currently, there are three different phone
12 numbers people must call to access the Senior HelpLine,
13 depending on the time of day and where they are calling from;
14 one number is to be used when calling from 8:30 a.m. to 5 p.m.,
15 Monday through Friday; a second number is to be used when
16 calling after hours, on weekends or on holidays; and a third
17 number is to be used by callers from outside Illinois;
18 therefore, be it

19 RESOLVED, BY THE HOUSE OF REPRESENTATIVES OF THE
20 NINETY-THIRD GENERAL ASSEMBLY OF THE STATE OF ILLINOIS, that we
21 urge the Department on Aging to create one all-purpose number
22 that callers can use and to allow current technology to
23 transfer calls made from this one all-purpose number to
24 wherever needed in an effort to make the Senior HelpLine more
25 user-friendly and make obtaining information from the Senior
26 HelpLine easier; and be it further

27 RESOLVED, That a copy of this resolution be sent to the
28 Director of the Department on Aging.