

From: Kester, Tony
To: 'Shelia Welch' <Shelia.Welch@caresouth-carolina.com>
Date: 6/16/2014 1:42:56 PM
Subject: RE: Follow up on Centenary Complaint

Sheila,

Thanks for the follow-up.

Tony

Tony Kester
Aging Director
South Carolina Lieutenant Governor's Office on Aging
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Columbia, SC 29201
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From: Shelia Welch [mailto:Shelia.Welch@caresouth-carolina.com]
Sent: Monday, June 16, 2014 10:49 AM
To: Kester, Tony
Cc: Ann Lewis
Subject: Follow up on Centenary Complaint
Importance: High

Tony the client that called was Ms. Pamela Reed. I pulled Wendy's log sheets from Thursday and Friday . The zip code given was 29579. When you key it into SC Access, it comes up as Myrtle Beach , which is Horry County. Wendy did tell her that we do not serve that area and referred her to Waccamaw AAA for services. The zip code for Marion is 29571 or Centenary is 29519. I called the client home just now and spoke with Mr. Reed, he once again gave me the zip code 29579. I ask him to please have Ms. Reed call back and speak to our Family Caregiver Advocate. She would be happy to assist with the wheelchair ramp. It is very unfortunate that this happened and we will make a conscious effort in the future to verify the city when we ask for the zip (SC Assess populates the city when you key in the zip). I appreciate you following up with me. This matter should be resolved as soon as Ms. Reed return my call.

Shelia Capps Welch, Director
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