

February 18, 2015

Dear Governor Haley,

I am not sure what changes are in store for the DSS agency. I currently lost my employment and I am now on the SNAP program. I have had to call the DSS agency for information, and I am not able to get through on the number provided on my award letter. It advises you to leave your name and case number and someone will get back to you. That does not happen. It also states that the voice mail is full. I have been calling for **over 3 weeks** and have not had any success. The line at the agency is long and with only one person assisting customers, you would think that more than one person could assist. This is absurd and your office needs to do so much more. DSS is getting worst now that you are in office. That is so disappointing. If more staff is needed, more staff should be hired.

Sincerely,

DSS client (unfortunately)