

**DEPARTMENT OF HEALTH AND HUMAN SERVICES  
OFFICE OF DIRECTOR**

**ACTION REFERRAL**

TO <b>Ries</b>	DATE <b>3-9-07</b>
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<b>DIRECTOR'S USE ONLY</b>	<b>ACTION REQUESTED</b>
1. LOG NUMBER <b>000579</b>	<input checked="" type="checkbox"/> Prepare reply for the Director's signature DATE DUE <b>3-16-07</b>
2. DATE SIGNED BY DIRECTOR	<input type="checkbox"/> Prepare reply for appropriate signature DATE DUE _____
<b>* Note: letter to each employee per Linda H.</b>	<input type="checkbox"/> FOIA DATE DUE _____
	<input type="checkbox"/> Necessary Action

APPROVALS (Only when prepared for director's signature)	APPROVE	* DISAPPROVE (Note reason for disapproval and return to preparer.)	COMMENT
1. <i>Cleared 3/15/07, letter attached.</i>			
2.			
3.			
4.			



AGAPÉ SENIOR

RECEIVED

MAR 09 2007

Department of Health & Human Services  
OFFICE OF THE DIRECTOR

March 5, 2007

Robert Kerr, Director  
S. C. Department of HHS  
P. O. Box 8206  
Columbia, S. C. 29202

Dear Mr. Kerr,

I am writing to commend your Lancaster and Rock Hill offices. Our company has a facility in Rock Hill which was experiencing difficulty in processing Medicaid pending applications. Two of our staff visited these two agencies and found both of them to be more than willing to assist us in resolving these claims. We discovered, which is often the case, that we were more than a little at fault in how these claims were managed. The staff in both cases walked us through the process to avoid future problems.

Melanie Leonhardt in Rock Hill and Evelyn Elder in Lancaster welcomed us and devoted considerable time in helping us. They were courteous, friendly, and knowledgeable and made the process enjoyable and meaningful. Jill Bryant and Vivian Douglas are the supervisors for these two areas and obviously have trained their staff well on customer service.

My experience with other offices of your agency is somewhat limited, but if they all have the same attitude about customer service as these two offices, I look forward to working with them.

Again, thank you for taking the time to work with us.

Yours truly,

*Karl A. Eleazer*

Karl A. Eleazer  
Vice President  
Agape Skilled

*Log-Ries  
"Robbie's Sign"  
Letter to each  
emp. Thanks!*

#579 ✓



# State of South Carolina

## Department of Health and Human Services

Mark Sanford  
Governor

Robert M. Kerr  
Director

March 15, 2007

Ms. Evelyn Elder  
Lancaster County Department of Health and Human Services  
200 E. Dunlap Street  
Lancaster, South Carolina 29720

Dear Ms. ~~Elder~~ *Evelyn*:

Please see the attached letter I received from Agape Senior in Rock Hill. As you know, the organization recently needed our assistance with billing issues. I wanted you to see first-hand the positive impression you made.

I frequently receive letters only when problems arise and, with an agency our size, some complaints are inevitable. I don't often hear about the countless occasions when our staff serves its customers in the highly professional manner we encourage at DHHS. I take great pride in receiving that positive feedback, and so should you.

Each one of our employees is a reflection of DHHS as a whole. So on behalf of the entire agency, I want to personally thank you for your important service to the people of South Carolina. Keep up the good work!

Sincerely

A handwritten signature in dark ink, appearing to read "R. Kerr", written over a horizontal line.

Robert M. Kerr  
Director

RMK/jp

Attachment

c: Vivian Douglas  
Cindy Carron



*State of South Carolina*  
*Department of Health and Human Services*

Mark Sanford  
Governor

Robert M. Kerr  
Director

March 15, 2007

Ms. Melanie Leonhardt  
York County Department of Health and Human Services  
1890 Neely's Creek Road  
Rock Hill, South Carolina 29730

Dear *Melanie* ~~Ms. Leonhardt~~:

Please see the attached letter I received from Agape Senior in Rock Hill. As you know, the organization recently needed our assistance with billing issues. I wanted you to see first-hand the positive impression you made.

I frequently receive letters only when problems arise and, with an agency our size, some complaints are inevitable. I don't often hear about the countless occasions when our staff serves its customers in the highly professional manner we encourage at DHHS. I take great pride in receiving that positive feedback, and so should you.

Each one of our employees is a reflection of DHHS as a whole. So on behalf of the entire agency, I want to personally thank you for your important service to the people of South Carolina. Keep up the good work!

Sincerely

A handwritten signature in dark ink, appearing to read "Rob Kerr", written over the printed name.

Robert M. Kerr  
Director

RMK/jp

Attachment

c: Jill Bryant  
Cindy Carron



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Yours truly,

Karl A. Eleazer  
Vice President  
Agape Skilled

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APPROVALS (Only when prepared for director's signature)	APPROVE
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*Barry - please  
you may want  
to draft these...  
OK! you :)*



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Log-Ries  
"Robbie's Sign"  
Letter to each  
emp. Thanks!

Isn't this nice  
to hear!!  
WJD, ☺ Jan