

From: Change Lives Ministries Inc <clm@homesc.com>
To: Lt. Governor's OfficeLtGov@scstatehouse.gov
Date: 9/25/2017 4:29:02 PM
Subject: Trouble getting through to the DSS SCCAP program

Dear Kevin:

I hope you remember me as a customer from Anderson. I will always remember you fondly and thank you for your many kindnesses shown me over the years I lived in Anderson.

I came through the Changed Lives Ministry program for alcohol and drug abuse earlier this year. I have remained as the Ministry Assistant to the Director and I am now living in Moncks Corner. It is a non-paying job, but it keeps my mind occupied, and thus far, out of trouble!

I applied for SNAP benefit (formerly known as food stamps) about the middle of August. I had been receiving these benefits in the past and simply needed to submit a current application, and to do so in Berkeley County. I had the telephone interview about five weeks ago, and usually I receive a letter shortly thereafter stating that I will be receiving benefits, the amount, and when I will receive the benefits. Thus far, I have heard nothing.

Last Monday I called the SNAP customer service number to inquire as to the status of my claim. The lady told me that my case had been forwarded to the SCCAP program, which administers SNAP benefits to SSI recipients, of which I am one. They gave me the number 888-898-0055 which I began calling on last Tuesday the 19th. **Each and every time I have called, and gone through all the options to hopefully get to speak to someone,** I am told that due to an extremely large number of calls, that I must call back later. Then I'm cut off. The last attempt was about 15 minutes ago, and with the same result. Just simply being told to call back later is absolutely an unacceptable answer, wouldn't you agree? Especially after attempting to reach them several times each day for a week. Would you see what you can do about this? My file number is [REDACTED]. Legal name: Thomas Howard Padgett, SSN [REDACTED], DOB [REDACTED]. Or they may simply call me anytime at [REDACTED]. I hate to bother an important man like you for something so trivial, but it is frustrating to not be able to talk to a real person and ascertain my case status.

You have always been a very kind man, and I know you are serving the State of South Carolina in an exemplary manner! I wish you much continued success in all your endeavors! If little old me can ever be of any assistance to you, please get in touch and I will surely be caught trying to do anything you request.

On a final note, I seem to be having difficulty getting my voter registration changed to down here from Anderson County. So much for the efficiency of doing business online!

Thanks for your help, Kevin. Take care!

Howard Padgett

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