

DEPARTMENT OF HEALTH AND HUMAN SERVICES  
OFFICE OF DIRECTOR

ACTION REFERRAL

TO <i>Singleton</i>	DATE <i>5-7-07</i>
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DIRECTOR'S USE ONLY		ACTION REQUESTED	
1. LOC NUMBER <i>000702</i>	<input type="checkbox"/> Prepare reply for the Director's signature DATE DUE _____	<input checked="" type="checkbox"/> Prepare reply for appropriate signature DATE DUE <i>5-17-07</i>	<input type="checkbox"/> Necessary Action DATE DUE _____
2. DATE SIGNED BY DIRECTOR <i>cc: Bowling, Stensland Closed on 5/11/07, see attached letters.</i>		<input type="checkbox"/> FOIA	

APPROVALS (Only when prepared for director's signature)	APPROVE	* DISAPPROVE (Note reason for disapproval and return to preparer.)	COMMENT
1.			
2.			
3.			
4.			

*Do s- Singleton  
Approp. Sign.  
cc: Bowling  
Stenaland*

GLEN K. LACONEY

9401 WILSON BOULEVARD #68 COLUMBIA, SC 29203 (803) 714-0817

May 7, 2007

**RECEIVED**

MAY 07 2007

Department of Health & Human Services  
OFFICE OF THE DIRECTOR

Mr. Robert M. Kerr  
Director  
South Carolina Department of Health & Human Services  
PO Box 8206  
Columbia, SC 29202-8206

Dear Mr. Kerr:

LogistiCare Solutions, LLC was assigned as a transportation "broker" to my mother, Juanita A. Butler, on May 1, 2007. Ms. Butler is assigned to Region 3.

Ms. Butler was scheduled for a medical appointment on May 4, 2007 at 9:15 a.m. at the Family Practice Center located at Palmetto Richland Memorial Hospital. Though Ms. Butler requested and was confirmed for transportation to her appointment, it was not dispatched to her residence at 9401 Wilson Boulevard, Lot 68 in Columbia. Hence, Ms. Butler's appointment was canceled and rescheduled.

Please be advised that if Ms. Butler incurs irreparable injury due to the negligence of LogistiCare, she will seek legal counsel for further action. We trust that this matter will be resolved with no further disruptions of service.

Please direct any responses to my attention.

Sincerely,

Glen K. LaConey

cc: Director,  
LogistiCare, LLC

Department of Health & Human Services  
OFFICE OF THE DIRECTOR

MAY 14 2007

RECEIVED

Singletan  
Date 5/17/07

Ref Log # 702

# DEPARTMENT OF THE ARMY

THIS IS TO CERTIFY THAT THE SECRETARY OF THE ARMY HAS AWARDED

## THE ARMY COMMENDATION MEDAL

TO  
SPECIALIST FOUR GLEN K. LACONEY, UNITED STATES ARMY

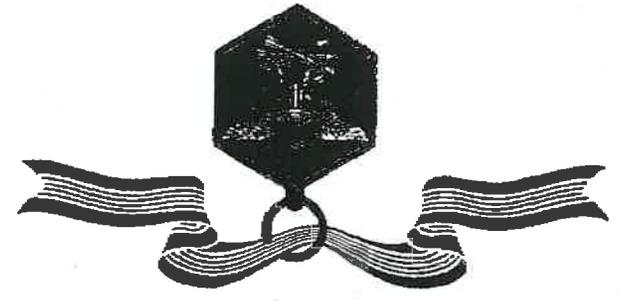
FOR EXCEPTIONALLY MERITORIOUS SERVICE AS A PATROLMAN AND MILITARY POLICE INVESTIGATOR, FROM 11 MAY 1987 TO 10 MAY 1988. THROUGHOUT HIS ASSIGNMENT, HE CONSISTENTLY DISPLAYED OUTSTANDING PROFESSIONALISM AND THE HIGHEST STANDARDS OF DILIGENCE AND EFFICIENCY, ALWAYS VOLUNTEERING FOR THE MOST CHALLENGING ASSIGNMENTS. AS AN INVESTIGATOR, SPECIALIST LACONEY'S ALERTNESS AND PERSISTENCE AIDED IN THE APPREHENSION OF NUMEROUS CRIMINALS. DUE TO HIS SUPERIOR PERFORMANCE OF DUTY HE WAS SELECTED FOR THE 2D DIVISION SPECIAL REACTION TEAM. SPECIALIST LACONEY'S SUPERIOR PERFORMANCE OF DUTY IS IN KEEPING WITH THE FINEST TRADITIONS OF THE MILITARY SERVICE AND REFLECTS GREAT CREDIT UPON HIM, THE 2D INFANTRY DIVISION AND THE UNITED STATES ARMY.

GIVEN UNDER MY HAND IN THE CITY OF WASHINGTON  
THIS 11TH DAY OF MAY 1988

*Henry B. Brown*  
SECRETARY OF THE ARMY



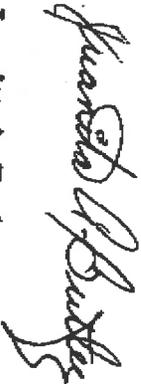
*David A. Measels*  
DAVID A. MEASELS  
Colonel, Ordnance Corps  
Commanding



**Mr. Robert M. Kerr**  
**May 12, 2007**  
**Page 2**

**Please direct any replies to the attention of my son, Glen K. Laconey.**

**Sincerely,**



**Juanita A. Butler**

**Attachment**

**cc: Director, LogistiCare, LLC**

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JUANITA A. BUTLER

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9401 WILSON BOULEVARD #68 COLUMBIA, SC 29203 (803) 714-0817

May 12, 2007

Mr. Robert M. Kerr  
Director  
South Carolina Department of Health & Human Services  
PO Box 8206  
Columbia, SC 29202-8206

Dear Mr. Kerr:

On May 1, 2007, LogistiCare Solutions, LLC (LogistiCare) was assigned as my transportation "broker" for Region 3.

On May 4, 2007 at 9:15 a.m., I was scheduled for a medical appointment at the Family Practice Center located at Palmetto Richland Memorial Hospital. Though I requested and was confirmed for transportation to my appointment, it was not dispatched to my residence at 9401 Wilson Boulevard, Lot 68 in Columbia. Hence, my appointment was canceled and rescheduled for May 11, 2007.

On May 11, 2007, LogistiCare was scheduled and confirmed to arrive at my residence at 10:15 a.m. LogistiCare arrived at approximately 11:10 a.m. My appointment was for 11:30 a.m. at the Family Practice Center. At 12:30 p.m. I called for transportation to return me to my residence. I called "Where's my rider" @ 1-866-445-9961 several times after transportation failed to arrive. Transportation finally arrived @ approximately 4:20 p.m. The driver informed me to call 255-7060 for return rides. Additionally, the driver was provided with 691-0647 as my telephone number. My correct telephone number is 714-0817.

It appears that LogistiCare is attempting to operate and dispatch service from Atlanta, Georgia to the detriment of recipients. It's only a matter of time before they are subjected to a lawsuit! I would be obliged to be the first to do so.

Be advised that I will post excerpts from this and all future complaints against LogistiCare on the world wide web!



State of South Carolina  
Department of Health and Human Services

log # 702

Mark Sanford  
Governor

Susan B. Bowling  
Acting Director

June 1, 2007

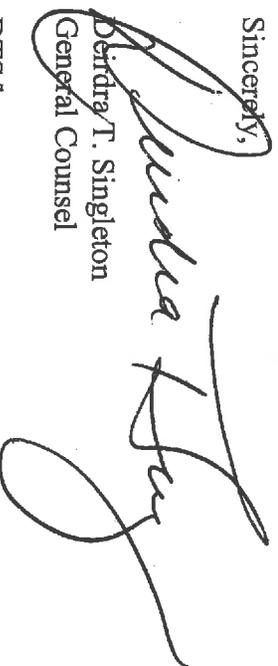
Mr. Glen K. LaConey  
9401 Wilson Boulevard, Lot #68  
Columbia, South Carolina 29023

Dear Mr. LaConey:

This letter is to follow-up with you regarding your mother's missed medical appointment on May 4, 2007, and the excessive wait time she experienced following her medical appointment on May 5<sup>th</sup>. We deeply apologize for this incident and have addressed this matter with Mr. Kirk Gonzales of Logisticare, Inc., the company responsible for arranging Ms. Butler's medical transportation needs. I believe Mr. Gonzales has contacted you personally regarding this matter and provided assurances that Logisticare will do everything within its power to ensure this does not happen to Ms. Butler again. We are working with Logisticare to ensure our beneficiaries' are transported to their medical appointments in a timely and efficient manner.

Again, we apologize for the ordeal Ms. Butler had to endure. If you experience any problems regarding Ms. Butler's medical transportation, you may contact Shirley Carrington, Program Coordinator, Dental and Transportation Services at 803-898-2568 or me at 803-898-2795.

Sincerely,



Dendra T. Singleton  
General Counsel

DTS/b