

DEPARTMENT OF HEALTH AND HUMAN SERVICES
OFFICE OF DIRECTOR

ACTION REFERRAL

TO Ries	DATE 3-15-07
-------------------	------------------------

DIRECTOR'S USE ONLY	ACTION REQUESTED
1. LOG NUMBER 000591	<input checked="" type="checkbox"/> Prepare reply for the Director's signature DATE DUE 3-22-07
2. DATE SIGNED BY DIRECTOR	<input type="checkbox"/> Prepare reply for appropriate signature DATE DUE _____
<p>* Note: Letter to Elizabeth Marder please</p> <p>closed per Jan P. See attached</p> <p>not on blue sheet.</p> <p><input type="checkbox"/> FOIA DATE DUE _____</p> <p><input type="checkbox"/> Necessary Action</p>	

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

RECEIVED

MAR 14 2007

Department of Health & Human Services
OFFICE OF THE DIRECTOR

To: Mr. Robert Kerr
Director of Health & Human Services
P.O. Box 8206
Columbia, S.C. 29202

From: Dennis M. Holden
1104 Bradford Ct.
Greenville, S.C. 29615

Los Rio
"Rudy's Sign."
**Letter to Elizabeth*
Marder please.

Dear Mr. Kerr,

I recently had to admit my brother to a nursing home. He only lived about three weeks. During that time, I was extremely busy getting his power of attorney, medical power of attorney and a will for him.

My brother qualified for Medicaid and that is why I am writing this letter to you. During this time of stress, the paperwork with the hospital, nursing home, Medicaid, Medicare and attorney was almost overwhelming. It seemed I was getting different answers from everyone, that is, until I met with Ms. Elizabeth Marder from your Greenville office. In addition to expressing sympathy for my pending loss, she took the time to explain my brother's rights and benefits under Medicaid. I asked her many questions and she was always patient and helpful.

I am sure you get complaints from people about what they think is poor service, but I am the kind of person that believes if someone does an outstanding job, they should be recognized for their work.

I appreciate everything Ms. Marder did for me and if your other case workers are as helpful, you should be proud of the Greenville office.

Best Regards,

Dennis M. Holden
Dennis M. Holden

March 9, 2007

cc: Carol Goldsmith
Elizabeth Marder

DEPARTMENT OF HEALTH AND HUMAN SERVICES
OFFICE OF DIRECTOR

ACTION REFERRAL

*Not done
for 5/25*

TO <i>Ries</i>	DATE <i>3-15-07</i>
-------------------	------------------------

DIRECTOR'S USE ONLY	ACTION REQUESTED
1. LOG NUMBER <i>000591</i>	<input checked="" type="checkbox"/> Prepare reply for the Director's signature DATE DUE <i>3-22-07</i>
2. DATE SIGNED BY DIRECTOR <i>* Note: Letter to Elizabeth Marder please.</i>	<input type="checkbox"/> Prepare reply for appropriate signature DATE DUE _____ <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>* Note →</i>	<i>No response due to disciplinary action 5/25</i>
2.			
3.			
4.			

RECEIVED

MAR 14 2007

Department of Health & Human Services
OFFICE OF THE DIRECTOR

To: Mr. Robert Kerr
Director of Health & Human Services
P.O. Box 8206
Columbia, S.C. 29202

From: Dennis M. Holden
1104 Bradford Ct.
Greenville, S.C. 29615

*Los Rios
"Robby's Sign."
*Letter to Elizabeth
Marder Please.*

Dear Mr. Kerr,

I recently had to admit my brother to a nursing home. He only lived about three weeks. During that time, I was extremely busy getting his power of attorney, medical power of attorney and a will for him.

My brother qualified for Medicaid and that is why I am writing this letter to you. During this time of stress, the paperwork with the hospital, nursing home, Medicaid, Medicare and attorney was almost overwhelming. It seemed I was getting different answers from everyone, that is, until I met with Ms. Elizabeth Marder from your Greenville office. In addition to expressing sympathy for my pending loss, she took the time to explain my brother's rights and benefits under Medicaid. I asked her many questions and she was always patient and helpful.

I am sure you get complaints from people about what they think is poor service, but I am the kind of person that believes if someone does an outstanding job, they should be recognized for their work.

I appreciate everything Ms. Marder did for me and if your other case workers are as helpful, you should be proud of the Greenville office.

Best Regards,

Dennis M. Holden
Dennis M. Holden

March 9, 2007

cc: Carol Goldsmith
Elizabeth Marder



State of South Carolina
Department of Health and Human Services

Mark Sanford
Governor

Ms. Elizabeth Marder
Greenville County Department of Health and Human Services
301 University Ridge, Suite 6700
Greenville, South Carolina 29603

Dear Ms. Marder:

Please see the attached letter I received from Mr. Dennis M. Holden. As you know, Mr. Holden recently needed our assistance after the loss of his brother. 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

Robert M. Kerr
Director

RMK/jp

Attachment

c: Carol Goldsmith
Stan Brown

vic etc -
Hold until further
notice
3/27