

Amanda Nadel
9580 Old Glory Lane APT 102
Summerville, SC 29485
June 16, 2016

Honorable Nikki R. Haley
Governor
Office of the Governor
1205 Pendleton Street
Columbia, SC 29201

Dear Governor Haley:

I first wrote your office almost exactly 6 months ago. I have attached my first letter to you and the subsequent emails with DCSE. It has now been 20 months since I've requested my case to be open in South Carolina and still there is nothing to be shown. The case has not even been registered in Delaware, to my knowledge. I do understand that interstate cases take more time and are more complicated, but I feel like 20 months is enough time to get a case registered in each state.

I have no idea if the family court in Summerville still has the incorrect arrearage balance listed. They have not returned my call. South Carolina has not included a single penny that was due from when I had my case open in the state of Virginia. I sent South Carolina a copy of the arrears and Virginia is telling me that they, too, sent the balance. SC DCSE keeps telling me that they are not receiving paperwork from the other states, but when I called to ask VA to send me a copy of the balance on my case, I received paperwork in 3 days. Just to give you an idea, the arrears balance from Virginia was \$16,215.12. Since my case has actually been registered here in April 2015 (case no. 0906057), the arrears should be over \$10,000.00. Combined, the total arrears I'm owed in child support should be over \$26,000.00. There is an additional court order from Virginia in March 2014 stating that he be jailed should he continue to neglect his financial responsibility. That has not been enforced. I've sent all of this documentation to South Carolina in October of 2014. The case STILL isn't registered in Delaware yet.

On April 6, 2016, Sara Cosmann informed me that she had received another notarized copy of arrears that I hand delivered to her office. She informed me, "I've prepared the registration packet and am placing it in the mail for Delaware today. Thank you again for your patience. The next step will be confirmation of receipt from Delaware, and then confirmation that they have the case registered for enforcement in their state. Don't hesitate to contact me with any questions or concerns." I've asked for updates on my case since and there is not a single update to give me. In fact, when I inquired about it most recently to Jennifer Brown-Salley (Sara Cosmann's replacement), she told me, "Several calls have been made to the other state only to be disconnected after 15-20 minute hold. Will update you once response has been received." I don't even know what to say that. I truly feel at this point that I must be on a reality TV show and just don't know it, because this is bizarre. I have also attached a copy of this conversation in my letter.

Like I said in my letter from January, all I ask is that the information that I'm providing is put where it needs to go and my case is worked on and that the information is accurate. I just want to be treated like the respectable hard working human being I am. Any advice or assistance that you can provide to me would be much appreciated.

Sincerely,

 (803) 201-4010

Amanda Nadel

Amanda Nadel
9580 Old Glory Lane APT 102
Summerville, SC 29485
January 15, 2016

Honorable Nikki R. Haley
Governor
Office of the Governor
1205 Pendleton Street
Columbia, SC 29201

Dear Governor Haley:

I moved with my daughter and boyfriend to lovely state of South Carolina in the summer of 2014 from Norfolk, Virginia looking for a fresh start. We have overcome some tough life experiences, and heard nothing but amazing things about the Charleston area. We have settled into a very nice part of the Summerville area. We love the area. We love our neighborhood. We love the people. We LOVE our daughter's school. I love my job. We aren't so crazy about the traffic and infrastructure problems. But my only true complaint that I have regarding South Carolina is with the process of the Department of Child Support Enforcement. It is frustrating and is an embarrassment to this state. I thought that Virginia handled many public matters with much disregard of their citizens, but I'm finding that their Department of Child Support Enforcement had it together WAY better than South Carolina.

My daughter, Kira, is 9 ½. She's an amazing little girl with a bright future ahead. She's been accepted in the gifted program here and makes honor roll every quarter. I'm constantly complimented on what treasure she is to everyone who knows her. When she was around 6 months old, I found out her biological father had involved himself in the current heroin epidemic sweeping through Delaware. I tried to help him at first, but I quickly learned that it was only sacrificing our safety, health, financial security and happiness. So I've spent the last few years distancing us from him, dealing with courts, lawyers and state agencies to make sure my daughter is safe, happy and cared for and that my decisions, as the parent she has ever known, are protected. I have established full legal and physical custody, and he is not allowed any visitation until he can prove to a judge that he drug free. In the meantime, there is a court order still in place for him to pay monthly child support.

I sent in my application to the South Carolina Department of Child Support Services with ALL required documentation and a check for \$25 in October of 2014 soon after we established a place to live in South Carolina. I notified the state of Virginia (case no. 0004589369) that I had moved and to please transfer my case to South Carolina as I was instructed to do by VA. I didn't hear a single peep from South Carolina until I called a few months later. My check cleared, though. Much to my dismay there is no way to check the status of a case online and there is no way to talk to your actual case manager in South Carolina. So I dealt with the call center 1-800-768-6779. That call center is a nightmare and creates unneeded frustration in already really discouraging situation. Every time I call, I'm told a completely different story. I've even been told completely farce updates, like the non-custodial parent is living in the state of Michigan, which he is not. I'm spoken to with complete condescendence and usually there a tone of annoyance from the call agents, almost like I've done something wrong. Only once or twice has an actual case manager has returned my call in 15 months. Hardly anything has been done to get my case established. I do understand that interstate cases take more time and are more complicated, but I feel like 15 months is enough time to get a case registered in each state.

To add insult to injury, I only recently found out that the family court in Summerville has the incorrect arrearage balance listed. South Carolina has not included a single penny that was due from when I had my case open in the state of Virginia. I sent South Carolina a copy of the arrears and Virginia is telling me that they, too, sent the balance. SC DCSE keeps telling me that they are not receiving paperwork from the other states, but when I called to ask VA to send me a copy of the balance on my case, I received paperwork in 3

January 15, 2016

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days. Just to give you an idea, the arrears balance from Virginia was \$16,215.12. Since my case has actually been registered here in April 2015 (case no. 0906057), the arrears is over \$6000.00. Combined, the total arrears I'm owed in child support is over \$22,000.00. There is an additional court order from Virginia in March 2014 stating that he be jailed should he continue to neglect his financial responsibility. That has not been enforced. I've sent all of this documentation to South Carolina in October of 2014. The case isn't even registered in Delaware yet. He has a driver's license. He is on food stamps, receives free health care and visits a methadone clinic every day.

This is not about the money, although my humble employment with a wonderful nonprofit agency does not make me worry free about finances. I would like to get his rights terminated for obvious reasons. This isn't about wanting people to feel bad for me or my daughter. We are doing fantastic and I have a wonderful support system. But this is a cloud that hangs over us and all that we are working so hard to accomplish. I'm tired of paying for court fees, I'm tired of paying for lawyers and I'm tired of wasting my time to follow up with SC DCSE to make sure they are doing their jobs. I'm tired of chasing after my daughters biological father and the feeling that no one is trying to help me. All I ask is that the information that I'm providing is put where it needs to go and my case is worked on and that the information is accurate. I just want to be treated like the respectable hard working human being I am. I'm trying to give my child the best life possible and I would like to do that in South Carolina. I understand that you cannot squeeze milk from a lemon, but I feel like it's not too much to ask that my case be correct and updated from time to time. My ultimate goal is to get his rights terminated and get our last name changed, not to chase after money from someone who cannot even take care of themselves. I cannot start that process until my child support case accurately reflects our story.

Any advice or assistance that you can provide to me would be much appreciated.

Sincerely,

Amanda Nadel

Amanda Nadel

From: Brown-Salley, Jennifer <Jennifer.Brown@dss.sc.gov>
Sent: Monday, June 13, 2016 10:07 AM
To: Amanda Nadel
Subject: RE: Child Support Affidavit - Will be dropping it off today Case #906057

Good morning!

Several calls have been made to the other state only to be disconnected after 15-20 minute hold. Will update you once response has been received.

From: Amanda Nadel [mailto:amanda.nadel@uwasc.onmicrosoft.com]
Sent: Thursday, June 9, 2016 8:17 AM
To: Brown-Salley, Jennifer <Jennifer.Brown@dss.sc.gov>
Subject: RE: Child Support Affidavit - Will be dropping it off today Case #906057

Hi Jennifer,

Can you please provide me an update on my case?

Thanks,

Amanda G. Nadel / 2-1-1 Resource Database Specialist -Trident Region / United Way Association of South Carolina
6296 Rivers Ave, North Charleston, SC 29406 / tel: 843.207.4685/ cell: 803.201.4010
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www.liveunitedsc.org

From: Cosmann, Sara [mailto:Sara.Cosmann@dss.sc.gov]
Sent: Friday, April 29, 2016 10:05 AM
To: Amanda Nadel
Cc: Brown-Salley, Jennifer
Subject: RE: Child Support Affidavit - Will be dropping it off today Case #906057

No problem! Least we can do after all your frustrations with the case. I'm copying your caseworker, Jennifer Brown-Salley, for future communication on the case as my last day with child support will be May 6th. Good luck!

Sincerely,

Sara

From: Amanda Nadel [mailto:amanda.nadel@uwasc.onmicrosoft.com]
Sent: Friday, April 29, 2016 9:59 AM
To: Cosmann, Sara <Sara.Cosmann@dss.sc.gov>
Subject: RE: Child Support Affidavit - Will be dropping it off today

I really appreciate that and your communication. I'm playing with idea of getting a lawyer to get my daughter's name changed, so I was just curious.

Take care!

Amanda

From: Cosmann, Sara [<mailto:Sara.Cosmann@dss.sc.gov>]
Sent: Friday, April 29, 2016 9:58 AM
To: Amanda Nadel
Subject: RE: Child Support Affidavit - Will be dropping it off today

Good morning,

No news yet but this is normal. We ask you to allow 30-45 days before receiving an update on any interstate case. A colleague of mine did send a request to a supervisor in Delaware's Central Registry to expedite the case, so that should help. I'll be in touch with an update as soon as I'm able. Have a great weekend.

Sincerely,

Sara

From: Amanda Nadel [<mailto:amanda.nadel@uwasc.onmicrosoft.com>]
Sent: Friday, April 29, 2016 9:44 AM
To: Cosmann, Sara <Sara.Cosmann@dss.sc.gov>
Subject: RE: Child Support Affidavit - Will be dropping it off today

Hi Sara,

It's been a few weeks so I'm just emailing to check up on the status of this?

I hope you have had a wonderful week.

Thanks,

Amanda

From: Cosmann, Sara [<mailto:Sara.Cosmann@dss.sc.gov>]
Sent: Wednesday, April 06, 2016 12:09 PM
To: Amanda Nadel
Subject: RE: Child Support Affidavit - Will be dropping it off today

Good afternoon,

I received your affidavit of arrears. I've prepared the registration packet and am placing it in the mail for Delaware today. Thank you again for your patience. The next step will be confirmation of receipt from Delaware, and then confirmation that they have the case registered for enforcement in their state. Don't hesitate to contact me with any questions or concerns.

Sincerely,

Sara Cosmann
Supervisor
Child Support Services Division
SC Department of Social Services
Office: 3346 Rivers Ave. Suite E
N. Charleston, SC 29405

Mailing: P.O. Box 150012
North Charleston, SC 29415
Sara.Cosmann@dss.sc.gov
(843) 953-9731 (office)
(843) 953-9155 (fax)

Disclaimer: Please do not use this e-mail address to report child or adult abuse and neglect. The abuse/neglect hotline number for your county is located on the SCOSS home web page at www.dss.sc.gov. For emergencies, please contact your local law enforcement office.

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From: Amanda Nadel [<mailto:amanda.nadel@uwasc.onmicrosoft.com>]
Sent: Friday, April 1, 2016 10:02 AM
To: Cosmann, Sara <Sara.Cosmann@dss.sc.gov>
Subject: RE: Child Support Affidavit - Will be dropping it off today

Sara,
The security officer said he put it in a drop box up by him.
Please let me know what else you need from me to keep this moving.
I appreciate your help.

From: Amanda Nadel
Sent: Friday, April 01, 2016 8:53 AM
To: 'sara.cosmann@dss.sc.gov'
Subject: Child Support Affidavit - Will be dropping it off today

Hi Sara,

My neighbor notarized the forms you sent to me last night. I'm going to try to slip away either before or after lunch to drop it off to you.

Thanks,

Amanda G. Nadel / 2-1-1 Resource Database Specialist -Trident Region / United Way Association of South Carolina
6296 Rivers Ave, North Charleston, SC 29406 / tel: 843.207.4685/ cell: 803.201.4010
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