


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

ACTION REFERRAL

TO <i>Myers/Hamilton</i>	DATE <i>2-4-09</i>
-----------------------------	-----------------------

DIRECTOR'S USE ONLY	ACTION REQUESTED
1. LOG NUMBER <i>100419</i>	<input type="checkbox"/> Prepare reply for the Director's signature DATE DUE _____
2. DATE SIGNED BY DIRECTOR 	<input type="checkbox"/> Prepare reply for appropriate signature DATE DUE _____
	<input type="checkbox"/> FOIA DATE DUE _____
	<input checked="" type="checkbox"/> Necessary Action

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

Dear Ma'am :

I am writing you in reference to a company called Senior Solutions. In these days of cut backs Senior Solutions is doing the same thing. The President of Senior Solutions have has given an ultimatum to the Manager of the office in Greenville, South Carolina. She has six months to turn things around. The Greenville office has had four Managers in the past two years and maybe heading for a fifth. One of the last Managers, a female, left the Greenville office in tears. Talk to the President and find out why. He has ordered driver hours to be cut. Yet he is very displeased with the fines the Company has to pay for clients being late to their appointments. Clients are now having to wait a long time in order to be picked up and one lady even threatened to call the police. Employees are on the Company's Merry-Go-Round program. Either they jump off or quit or they get fired and get kicked off. They company has moved the Greenville's dispatchers to Anderson. Greenville is four times as big as Anderson and communication has become a big problem. One good thing the company has done is replace the phones. Now almost each van has been equipped with \$400 Blackberry phones with a navigation system.

A few years ago a meeting was held in Greenville with clients who were dissatisfied with medical transportation. No one knows what will happen if the President's (Doug) goals for the Greenville office is not met.

RECEIVED

FEB 03 2009

Department of Health & Human Services
OFFICE OF THE DIRECTOR