

#368

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, February 18, 2020 8:49:26 PM
Last Modified: Tuesday, February 18, 2020 9:02:33 PM
Time Spent: 00:13:06

Page 2: About Agencies Scheduled for Study

Q1 Please share any comments, suggestions or concerns you may have about these agencies, including any observations about the way the agency shares information online. Please note your responses will be posted online and may be included in a Committee report.

Health & Human Services, Department of

My concerns involving this agency comes from applying for nursing home services for my mother. I was unable to talk to anyone with at the county office where I live as I was told they didn't have a worker in house that knew the program. However, the office called some type of 'call center' where I was able to speak with a worker, though is was apparent that worker didn't really know what she was doing. I received a total of 8 letters requesting information, with 3 of the letters requesting information that was already provided. It took over 8 months to finally have my mother's application approved. My experience with this agency was horrible and very evident that 'human services' is only in the name.

Page 3: There are three questions seeking general information.

Q2 What is your age? **45-54 years old**

Q3 Which best describes your current role? **South Carolina resident and do not fall into any of the categories below**

Q4 In which county do you live? **Bamberg**
