

Flynn, Eileen

From: Christina Morra-Tiu <cmorra-tiu@WLOCKS.com>
Sent: Wednesday, January 28, 2015 3:38 PM
To: HSTestimony
Subject: issues with DSS

The issues I see are the loss of paperwork and long waiting times on the DSS Help line. I have had residents send their paperwork in certified mail and DSS or the Scanning center still lose it. Residents have to sit on the phone for at least an hour or more and that has not changed in over a year. Some people can't wait that long because they have a state phone and can't use up all their minutes.

Thank you,

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