



Christine Pfeiffer [REDACTED]@gmail.com>
Wednesday, February 17, 2016 5:48 PM
AppTestimony

Five years ago, my son Kurt, became a TBI survivor. Since that time, I have had to advocate for every service he has received. It took well over 2 1/2 years for him to receive any services under the ABI waiver. For the last 6 months, we have been dealing with a case manager who does not return phone calls, does not follow through on plan changes, and ignores requests for in office meetings. She has been out sick or on vacation for most of December, January and February. Yesterday, I spent over an hour explaining to my son's worker and her supervisor how the states new CFC program works. Both of these women stated that their bosses have not returned phone calls or emails regarding this program. Apparently, DSS expects family members to do all the leg work for these programs. Maybe the salaries of these state workers should be cut, rather than cutting benefits to those that need it most. Without legislative oversight, I fear these issues will only get worse, and DSS will have complete control to do what they want. This will only hurt our loved ones further.