

March 25, 02016

Harleen Ruthen, Director - Human Services
Office of Mental Health, Chemical Dependency & Developmental Disabilities Services
Nassau County Department of Human Services
60 Charles Lindbergh Blvd., suite 200
Uniondale, NY 11553-3687
tel: (516) 227-7444

filecopy

Dear Ms Ruthen,

According to the agency conducting my care-management, your office processed their recent request for "service dollars" on my behalf, and you or your staff made a proposal for apportioning payment of the requested amount among four sources (three agencies and myself). This letter is to a) request written confirmation of that proposal from you; b) ensure that you are aware of the circumstances behind the request, and why the current proposal is unfair, unsound, and inadequate; and c) make a counter-proposal that may succeed.

I am physically disabled and indigent; I receive SSI. Management of my medical and mental-health care is provided by Central Nassau Guidance & Counseling Services (CNG). PSCH is the agency that manages my congregate living facility... which is an apartment building owned by STEL.

Circumstances of the "Service Dollars" Request. Seven months ago, there was a construction accident in my apartment when contractors of PSCH/STEL were working there. PSCH promised to pay for remediation, including dry-cleaning. The dry-cleaner requires payment in advance. PSCH wanted to know the exact dollar-amount in order to pre-pay the dry-cleaner. I am physically unable to myself bring the clothes to the dry-cleaner for tallying, and PSCH refused to help me do it.

Last month I met with CNG staff (my care-coordinator and his supervisor) to ask for help to bring my clothes to the dry-cleaner for tallying. CNG agreed to do that. Then CNG offered to pay for the dry-cleaning outright, rather than wait for PSCH to pay. When I cautioned that the cost would likely be very high, the supervisor assured me of her long experience with getting approval for funds, and that no CNG client had ever failed to get their needs met. There was no cap (I asked). The offer was for full payment; there was no mention of CNG only paying a partial amount. And there was no mention of me paying anything. I agreed to CNG's offer, and we made an appointment for the care-coordinator to pick up my clothes and take them to the dry-cleaner for tallying.

The tallying was done on February 18. The cost: \$2,185.85 for the dry-cleaning service, or \$300 for only the tallying service (several hours of work). Standard terms include a 25% storage fee if the order is left there longer than a month; for this order, the storage fee of \$549.46 would be assessed as of March 19.

At the present time, my clothes are being held by the dry-cleaner until he is paid. And unless the dry-cleaner is paid soon, he may dispose of my clothing, as per New York State regulations.

Gist of the Current Proposal. Last week (March 14 and 18) CNG told me of a proposal by "the county" (your office) for payment to the dry-cleaner:

- Distributed payments (\$500 from CNG, \$500 from Nassau County, \$500 from PSCH, \$685.85 from me).
- No time-schedule for payments. Indeed, CNG's payment could not be expected before the storage fee was assessed; PSCH had neither participated in formulating the proposal nor committed to pay its allotted portion.
- Any fee(s) would be my responsibility.

* The history of this travesty is documented in more than a dozen certified letters to PSCH and CNG.

I would appreciate your letter confirming that this proposal, and the absence of a time-schedule for payment, did come from your office, and that it relied solely on information from, and discussion with, CNG.

Three Critiques of the Current Proposal. First of all, the proposal is unfair. It levies me with a bill incurred by CNG (not by me) for damages that are PSCH's liability (not mine) and for which PSCH has promised to pay. It expects me to pay for storage -- essentially a 'late fee' -- although the delay was from CNG (and possibly your office), not me. It condones CNG's breach of its promise and PSCH's avoidance of its responsibility. It was formulated without my participation. It was presented to me at the '11th hour', as I faced the looming deadline for assessment of the storage fee. And, adding insult to injury, the proposal would have each agency pay only 18% of the cost, while saddling me with 45%.

Secondly, the underlying assumptions of the proposal are unsound. The proposal assumes that I have the resources to afford the amounts assigned to me. It assumes that PSCH will pay this (or any) amount. It assumes that all of the assigned payors will make timely payment, before my clothing is disposed of. Not even one of these assumptions is warranted.

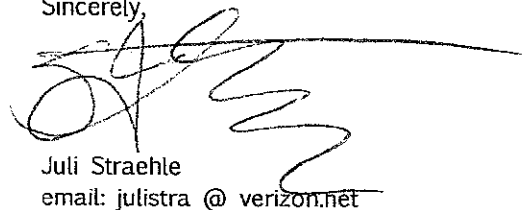
Third, the current proposal does not address the fact that CNG's actions put me in jeopardy of forfeiting almost every item of clothing that I own. Nor does it address PSCH's non-actions that precipitated this situation.

An Alternate Proposal. The following proposal addresses the deficits noted above.

- If Nassau County is determined to 'split the baby', then split it three ways, among CNG, Nassau County, and PSCH. Had this been done before March 18, each agency would have paid around \$730. But the entire bill must to be paid in order for me to get my clothing back, and now that bill is \$2,735.31. So the amount payable from each agency should now be \$911.77.
- The agencies must make payment to the dry-cleaner before April 19 (the date when the dry-cleaner can dispose of my clothing).
- Nassau County's backing of the offer by a promise-to-pay, in the event that either (or both) of the other agencies reneges.

Ms Ruthen, now that you have the additional information I've provided, would you be so kind as to return my calls? I can be reached on my cell-phone at any time: (516) 551-4290. Let's discuss how best to move forward and solve this problem!

Sincerely,



Juli Straehle
email: julistra @ verizon.net

cc: Frederick K Brewington, Esq

→ Ruthen

VALLEY STREAM
111 S FRANKLIN AVE
VALLEY STREAM
NY
115806136
3587100580
03/26/2016 (800)275-8777 12:30 PM

| Product Description | Sale Qty | Final Price |
|--|----------|--------------------|
| First-Class Mail Letter (Domestic) (UNIONDALE, NY 11553) (Weight: 0 Lb 0.70 Oz) (Expected Delivery Day) (Monday 03/28/2016) | 1 | \$0.49 |
| Certified (USPS Certified Mail #) (70150640000345410536) | 1 | \$3.45 |
| Return Receipt (USPS Return Receipt #) (9590940211965246541561) | 1 | \$2.80 |
| Total | | \$6.74 |
| Cash Change | | \$7.00 (\$0.26) |

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UNIONDALE, NY 11553

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| Certified Mail Fee | \$3.45 |
| Extra Services & Fees (check box, add fee to postage) | \$2.80 |
| <input type="checkbox"/> Return Receipt (hardcopy) | \$0.00 |
| <input type="checkbox"/> Return Receipt (electronic) | \$0.00 |
| <input type="checkbox"/> Certified Mail Restricted Delivery | \$0.00 |
| <input type="checkbox"/> Adult Signature Required | \$0.00 |
| <input type="checkbox"/> Adult Signature Restricted Delivery | \$0.00 |

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| Postage | \$0.49 |
| Total Postage and Fees | \$6.74 |

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03/26/2016

Sent To: H. RUTHEN, OMH, NC DEPT - H.S.
Street and Apt. No., or PO Box No.: 60 CHAS. LINDBERGH BLVD
City, State, ZIP+4®: UNIONDALE, N.Y. 11553

PS Form 3800, April 2015 PSN 7530-02-000-9047

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- Complete items 1, 2, and 3.
- Print your name and address on the reverse so that we can return the card to you.
- Attach this card to the back of the mailpiece, or on the front if space permits.

1. Article Addressed to:

HARLEEN RUTHEN, DIR.
OFFICE of MENTAL HLTH
NC DEPT of HUMAN SVCS
60 CHARLES LINDBERGH BVD
UNIONDALE, NY 11553



9590 9402 1196 5246 5415 61

2. Article Number (Transfer from service label)

7015 0640 0003 4541 0536

PS Form 3811, July 2015 PSN 7530-02-000-9053

COMPLETE THIS SECTION ON DELIVERY

A. Signature

X

☐ Agent

☐ Addressee

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C. Date of Delivery

D. Is delivery address different from item 1? ☐ Yes
If YES, enter delivery address below: ☐ No

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