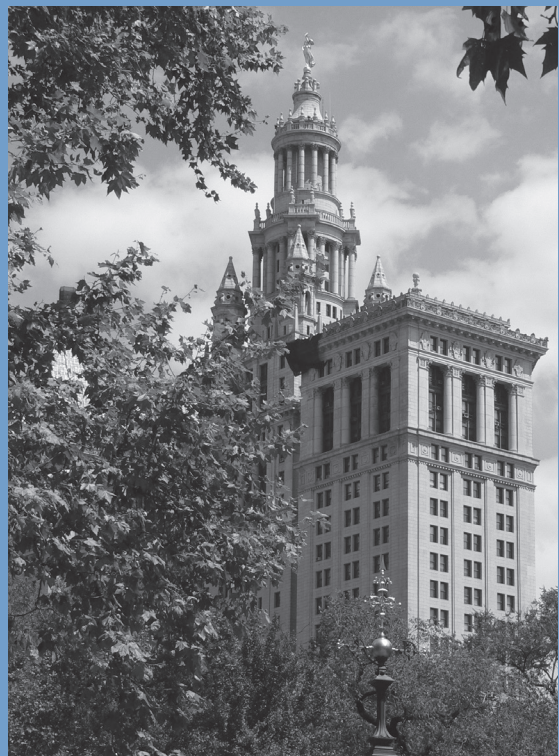




New York City Public Advocate Betsy Gotbaum



*Improving Access to
City Services*
Fiscal Year 2006





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Improving Access to City Services

Access to City Services



New York City Public Advocate Betsy Gotbaum: Improving Access to City Services

My fellow New Yorkers,

Government is a lot like the gas and phone companies. People may not give them much thought, but when they turn on the stove, they expect heat, and when they pick up the phone, they expect to hear a dial tone. In the same way, New Yorkers expect government to do its job. You expect clean communities, safe streets, responsible development, and a sound education for your children. But what happens when the system fails to deliver? That's where I come in. The City Charter mandates that the Public Advocate "shall review complaints of a recurring and multiborough or citywide nature relating to services and programs, and make proposals to improve the city's response to such complaints."

When the Mayor tried to cut preventive services that help families keep their children out of foster care, I spoke out, and he reversed the decision. When a series of young children were killed in city homeless shelters, I introduced a law that improves the reporting of child abuse and educates parents on how to prevent death from co-sleeping.

City STD clinics turning away New Yorkers seeking tests—my office exposed the problem. Low-income seniors waiting months for exemptions from rent increases—I got the administration to overhaul the system to decrease wait times.

Real people, real action, real results.

Public Advocate Betsy Gotbaum


Improving Access to City Services

The Mayor has touted 311 as a cure-all for New Yorkers' problems with city government, but 311 is only a referral service. Callers are transferred to other departments and may or may not be able to reach the right person to solve their problems. In fact, many 311 callers end up being directed to my office.

In Fiscal Year 2006, I helped nearly 12,000 New Yorkers solve their problems with government, nearly 50,000 since I became Public Advocate. And in helping them, I've identified ways to improve access to city services for all New Yorkers. The result: Millions more dollars for special education. Two hundred thousand more New Yorkers getting federal aid to help pay for food. Better living conditions for tenants across the city.

In the pages that follow, you'll meet several families and individuals my office helped in the past year. You'll also learn what I'm doing to improve the way this city provides services for you, for your family, for your neighbors, and for all New Yorkers. That's what being Public Advocate is all about. I expect even greater opportunities and better results in the year to come.

Sincerely,



Betsy Gotbaum
Public Advocate for the City of New York

In Fiscal Year 2006, my office got more than 1,100 calls from New Yorkers who were having trouble applying or re-certifying for food stamps and other public benefits, more than for any other problem. Over the past four years, I have urged the city to adopt tools like the Able-Bodied Adults Without Dependents waiver that would help more New Yorkers put food on their tables and bring more federal dollars into the city economy. The administration says it's dedicated to reducing poverty but has consistently rejected these tools

To help ensure that people get the benefits they need and deserve, I introduced REAACT, the Ready Access to Assistance Act. This bill, which I drafted in collaboration with New York University's Brennan Center for Justice, Make the Road by Walking, and the New York City AIDS Housing Network, will enable New Yorkers to meet with advocates in public benefits offices and obtain information, advice, representation, and translation services. Whether you're applying for public assistance, facing a Department of Housing Preservation and Development eviction proceeding, or trying to navigate the bureaucracy of the Administration for Children's Services, advocates should be available on the premises to help you.

Access to Benefits

My grandmother, Levater, is an 83-year-old widow. She applied for food stamps but never received a response from the city. She lives on a fixed income and needs public assistance to get by, but her dementia made it difficult for her to navigate the bureaucracy of the Human Resources Administration. Even after repeated phone calls, I couldn't convince HRA that my grandmother's income qualified her for the program. That's when I turned to the Office of the Public Advocate. A representative of the office quickly determined that HRA had based its evaluation on out-dated records. Now my grandmother is getting the help she needs. I call Betsy Gotbaum for all my grandmother's problems with city services. She always comes through.

-- Eryn De Fontes, Brooklyn



Ms. Levater Rice is now getting the food aid she needs thanks to the Office of the Public Advocate.

*W*e need to give parents and educators a stronger voice in what goes on in city schools. When school psychologists told me they were being pressured to keep down the number of students they referred for special education services, I exposed the problem and got the city to set aside millions of dollars to get special ed back on track. Now parents are calling my office justifiably upset by a school cell phone policy that prohibits a vital line of communication with their children. I'm going to keep advocating on their behalf until the Department of Education sits down with parents and comes up with a cell phone policy that makes sense.

In visits to schools across this city, I've seen how the administration's failure to address the overcrowding crisis is putting our children in danger. Discipline problems and violence still plague our schools. Over the past five years, the DOE repeatedly revised its suspension policy, yet our schools, our students, and our teachers didn't get any safer.

I am calling on the DOE to make it easier for parents to obtain a safety transfer for their children—especially girls in abusive relationships. And I am advocating for a new suspension policy so troublemakers are no longer allowed to continually disrupt their classrooms. We need to provide a safe learning environment so teachers can teach and students can achieve their potential.

Access to Education

Our 15-year-old son, James, was assaulted at school. James has emotional problems requiring services that are unavailable at city public schools, so we requested a transfer to a school in another district. The Department of Education denied the request. The Office of the Public Advocate spent a month representing us and eventually convinced the DOE that we had taken all the necessary steps to obtain the transfer. James is now attending a program that meets his special needs. Our caseworker has been a lifesaver. Always polite, concerned, and always returned our calls. We applaud you, Ms. Gotbaum, for having such a wonderful person on your staff

-- Timothy and Marilyn Trotman, Queens



The Office of the Public Advocate helped Timothy and Marilyn Trotman obtain a school transfer for their son, James.

All New Yorkers deserve decent, affordable housing in safe, clean neighborhoods. Working with the Newman Institute at Baruch University, my office released a study which demonstrates that one of the keys to reducing rents is preservation. Many landlords refuse to provide basic maintenance, and as a result, many affordable apartments across this city are deteriorating badly: leaky ceilings, broken doors, rats scurrying across the floor. And the city's housing agency isn't doing enough to enforce codes and correct violations.

Meanwhile, in neighborhoods across this city, reckless developers, in a rush to beat new zoning regulations, break laws and disrupt neighborhoods. The Department of Buildings isn't meeting its responsibility to protect our quality of life.

By getting the city to better enforce its codes, I'm improving unsanitary and dangerous living conditions for tenants and helping to preserve our affordable housing stock. By backing legislation to raise penalties for developers who violate stop work orders or work without a permit, I'm helping residents of developing neighborhoods get their quality of life back. My office also regularly advocates on behalf of New Yorkers who are having difficulty getting the services they need from the daunting bureaucracy of the city's biggest landlord, the New York City Housing Authority.

Access to Housing

Last fall I was living in a shelter with my four children. Both of my boys have muscular dystrophy, and one needed major spinal fusion surgery. The doctors told me that they couldn't operate until I had a home with a hospital bed where my son could recuperate. I'd been approved for the Housing Stability Plus program, but I couldn't find a handicapped-accessible apartment. The Public Advocate's Office called the New York City Housing Authority on my behalf and made sure the people there knew my child's life was at stake. They stayed in constant contact with the city and with me while my application was expedited. Now I've got a home of my own right across the street from the hospital, and my son is on the road to recovery. People throw around the word "hero." To my family, that's just what the Public Advocate is.

-- Lisa Smith, Manhattan



Office of the Public Advocate ombudswoman Jessica Burgos helped Lisa Smith and her four children move out of the shelter system and into a home of their own.

*A*s the only female citywide elected official in New York—and only the third in the history of New York City—I’ve made it a priority to see that the women of this city get the services they need to raise their families, succeed in their careers, and take care of their health. I’m determined to help survivors of domestic violence who’ve been demoralized by government agencies that are not responsive to their needs. My office released a comprehensive report that outlines a plan for eliminating obstacles and delays in securing orders of protection and housing assistance. In the wake of my report, the Mayor unveiled a citywide bilingual domestic violence public awareness campaign and the New York City Housing Authority expanded its documentation options so survivors of domestic violence will have an easier time obtaining priority status for NYCHA housing.

I’ve also called for legislation granting city child welfare officials access to the state’s Domestic Violence Registry so they can screen prospective foster and adoptive homes for incidents of violence. This and other reforms I’ve proposed would protect survivors and save young lives.

A report by my office found that city hospitals were putting women’s health at risk by failing to provide the maternity information required by state law. I’m working to change that. I’m also monitoring the allocation of city contracts to ensure that women-run businesses are getting their fair share.

Equal Access for Women

I am a survivor of domestic violence. I applied for public housing so I could permanently escape my batterer and bring stability back to my life. When I left the domestic violence shelter where I was staying and moved in with my parents, the city downgraded my application’s priority status, even though my batterer lived nearby. The Office of the Public Advocate helped me gather the documentation I needed to get my priority status back and made sure the city expedited its review. In less than a week, my application had been upgraded. Had it not been for the efforts of the Public Advocate’s Office, I would have been waiting years to be called for another interview. Now, thanks to Betsy Gotbaum, I have faith that I’ll be getting my own apartment soon.

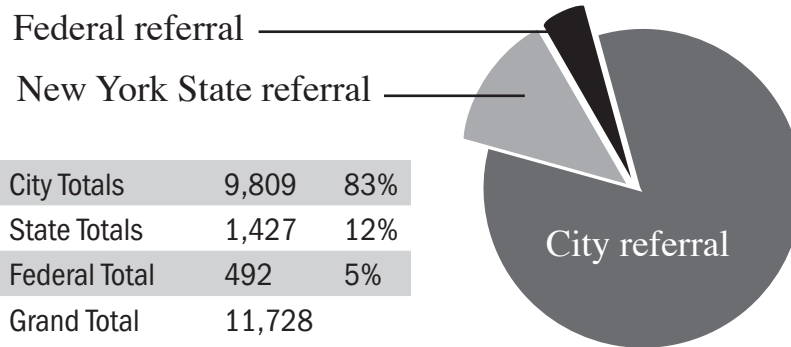
– Anonymous.



The Public Advocate's ombuds unit regularly assists survivors of domestic violence, helping them live and raise their children in safety.

Record of Complaints

Complaints by Government Entity



Complaints by Type

| | |
|---------------------------------|-------|
| Written complaints | 2331 |
| Verbal complaints | 8922 |
| In Person complaints (Walk-ins) | 475 |
| Total | 11728 |

Senior Action Line Calls: 264

City Agencies

| Agency | Advocates | Referred | Agency's Unit Totals | Total | Percent |
|---|-----------|----------|----------------------|-------|---------|
| | | | | | 0% |
| Dept for the Aging | | | | 153 | 2% |
| *HEAP | 22 | 0 | 22 | | |
| *SCRIE | 37 | 0 | 37 | | |
| *Other | 89 | 5 | 94 | | |
| Borough Presidents | 2 | 0 | | 2 | |
| Buildings Dept | 240 | 2 | | 242 | 3% |
| Business Services Dept. | 6 | 1 | | 7 | |
| Campaign Finance Board | 3 | 0 | | 3 | |
| Center for Animal Care & Control | 12 | 1 | | 13 | |
| Children Services Administration for | | | | 354 | 4% |
| *Agency for Child Development | 26 | 0 | 26 | | |
| *Foster Care | 323 | 2 | 325 | | |
| *Other | 3 | 0 | 3 | | |
| City Council | 19 | 1 | | 20 | |
| City Planning Commission | 21 | 3 | | 24 | |
| City Clerk | 31 | 0 | | 31 | |
| City Registry | 3 | 0 | | 3 | |
| City University of New York | 30 | 0 | | 30 | |
| Citywide Administrative Services, Dept. | | | | 49 | |
| *Dept of Personnel | 34 | 2 | 36 | | |
| *Other | 10 | 3 | 13 | | |
| Civilian Complaint Review Board (CCRB) | 14 | 2 | | 16 | |
| Civil Service Commission | 6 | 0 | | 6 | |
| Cultural Affairs | | | | | |
| Community Boards | 38 | 2 | | 40 | |
| Comptroller's Office | 71 | 3 | | 74 | 1% |
| Conflict of Interest Board | | | | | |
| County Clerk | 3 | 1 | | 4 | |
| Dept of Corrections | | | | 40 | |
| * Juvenile Justice Division | 2 | 0 | 2 | | |
| * Other | 37 | 1 | 38 | | |
| Dept of Consumer Affairs | 255 | 54 | | 309 | 3% |
| Dept of Cultural Affairs | 3 | 0 | | 3 | |
| Design and Construction, Dept. | 15 | 1 | | 16 | |

| Agency | Advocates | Referred | Agency's Unit Totals | Total | Percent |
|--|-----------|----------|----------------------|-------|---------|
| District Attorneys | 27 | 2 | | 29 | |
| Economic Development Corp., NYC | 2 | 0 | | 2 | |
| Board of Education | 829 | 7 | | 836 | 9% |
| Board of Election | 26 | 0 | | 26 | |
| Business Improvement Commission | 5 | 0 | | 5 | |
| Dept of Environmental Prot. | | | | 408 | 4% |
| * Environment Control Bd | 88 | 1 | 89 | | |
| * Water Meter | 94 | 1 | 95 | | |
| *Air | 33 | 3 | 36 | | |
| *Basin Cleaning | 33 | 0 | 33 | | |
| *DEP Construction | 3 | 0 | 3 | | |
| *Hydrant | 1 | 0 | 1 | | |
| *Noise | 71 | 1 | 72 | | |
| *Water Leak | 18 | 0 | 18 | | |
| *Other | 58 | 3 | 61 | | |
| Finance, Dept, of | | | | 501 | 5% |
| *Parking Violation Bureau | 244 | 4 | 248 | | |
| *Other | 252 | 0 | 252 | | |
| Fire Department | | | | 56 | 1% |
| * EMS | 5 | 2 | 7 | | |
| *Other | 46 | 3 | 49 | | |
| Dept of Health | | | | 212 | 2% |
| *Vital Records | 68 | 0 | 68 | | |
| *Pest Control | 28 | 1 | 29 | | |
| *Other | 113 | 2 | 115 | | |
| Health & Hospitals Corporation | 69 | 7 | | 76 | 1% |
| Dept of Housing Preservation & Development | | | | 655 | 7% |
| *Code | 175 | 8 | 183 | | |
| *Landlord | 10 | 0 | 10 | | |
| *Legal | 7 | 0 | 7 | | |
| *Alternative Program | 2 | 0 | 2 | | |
| *No heat/Hot Water | 104 | 0 | 104 | | |
| *Housing | 45 | 0 | 45 | | |
| *Rent Housing Maintenance | 56 | 3 | 59 | | |
| *Other | 238 | 7 | 245 | | |
| NYC Housing Authority | | | | 1055 | 11% |

City Agencies

| Agency | Advocates | Referred | Agency's Unit Totals | Total | Percent |
|--|-----------|----------|----------------------|-------|---------|
| * Applications | 246 | 5 | 251 | | |
| *Maintenance | 250 | 2 | 252 | | |
| *Personnel | 2 | 0 | 2 | | |
| *Tenant/Mgmt Relations | 242 | 3 | 245 | | |
| * Community Relations | 2 | 0 | 2 | | |
| * Other | 45 | 2 | 47 | | |
| Section 8 | 254 | 2 | 256 | | |
| Homeless Services | 257 | 2 | | 259 | 3% |
| Housing Development Corp | 1 | 0 | | 1 | |
| Human Resources | | | | 1174 | 12% |
| *Income Support | 570 | 1 | 571 | | |
| *Division of AIDS Services | 14 | 0 | 14 | | |
| *Medicaid | 191 | 0 | 191 | | |
| *Food Stamps | 109 | 0 | 109 | | |
| *CASA | 53 | 0 | 53 | | |
| *Protective Services for Adults | 66 | 2 | 68 | | |
| *Office of Child Support Enforcement | 120 | 3 | 123 | | |
| *Other | 44 | 1 | 45 | | |
| Human Rights.Comm., NYC | 41 | 11 | | 52 | 1% |
| Info,Tech, and Telecomm, Dept | 35 | 1 | | 36 | |
| Investigation, Dept of | 8 | 7 | | 15 | |
| Labor Relations, Office of | 25 | 0 | | 25 | |
| Landmarks Preser vation Comm. | 7 | 0 | | 7 | |
| Law Dept, NYC | 7 | 1 | | 8 | |
| NYC Libraries | 16 | 0 | | 16 | |
| Loft Board | 2 | 0 | | 2 | |
| Marshal | 38 | 1 | | 39 | |
| Mayor's Office | | | | 55 | 1% |
| * Lower Manhattan Development Corp. | 2 | 0 | 2 | | |
| *Other | 50 | 3 | 53 | | |
| Medical Examiner, Office of | 5 | 0 | | 5 | |
| Mental Health Retardation & Alcoholism | 5 | 0 | | 5 | |
| Metropolitan Transportation Authority | | | | 347 | 4% |
| *Transit Authority, New York City | | | | | |

| Agency | Advocates | Referred | Agency's Unit Totals | Total | Percent |
|------------------------------------|-----------|----------|----------------------|-------------|---------|
| *Access - A - Ride | 40 | 0 | 40 | | |
| *Other | 291 | 16 | 307 | | |
| MISCELLANEOUS: | 33 | 1 | | 34 | |
| Off Track Betting | 1 | 0 | | 1 | |
| Parks & Recreation, Dept. of | | | | 356 | 4% |
| *Forestry | 79 | 2 | 81 | | |
| *Parks Maintenance | 7 | 3 | 10 | | |
| *Recreation | 32 | 3 | 35 | | |
| *Other | 221 | 9 | 230 | | |
| Payroll Admin., Office of | 10 | 0 | | 10 | |
| NYC Pension System | | | | 44 | |
| *NYCERS | 41 | 0 | 41 | | |
| *Police | 1 | 0 | 1 | | |
| *Teachers | 2 | 0 | 2 | | |
| Police Department | | | | 619 | 6% |
| *Police(street) | 599 | 19 | 618 | | |
| *Transit Bureau | 1 | 0 | 1 | | |
| Probation, Dept of | 3 | 0 | | 3 | |
| Public Administrator | 19 | 1 | | 20 | |
| Public Advocate = Report/Inquiries | 426 | 6 | | 432 | 4% |
| Records and Infor Svc, Dept. of | 4 | 1 | | 5 | |
| Rent Guidelines Bd. | 2 | 0 | | 2 | |
| School Construction Authority | 6 | 0 | | 6 | |
| Sanitation, Dept. of | 138 | 3 | | 141 | 1% |
| Sheriff's Department | 6 | 0 | | 6 | |
| Standards & Appeals Board | 28 | 0 | | 28 | |
| Taxi & Limousine Comm. | 29 | 1 | | 30 | |
| Department of Transportation | | | | 356 | 4% |
| *Traffic Enforcement | 24 | 0 | 24 | | |
| *Other | 321 | 11 | 332 | | |
| Unions | 53 | 2 | | 55 | 1% |
| Utilities | 300 | 2 | | 302 | 3% |
| Youth & Comm. Development | | | | 13 | |
| *CDA | 12 | 0 | 12 | | |
| *Youth Services | 0 | 1 | 1 | | |
| TOTAL | | | | 9809 | |

New York State Agencies

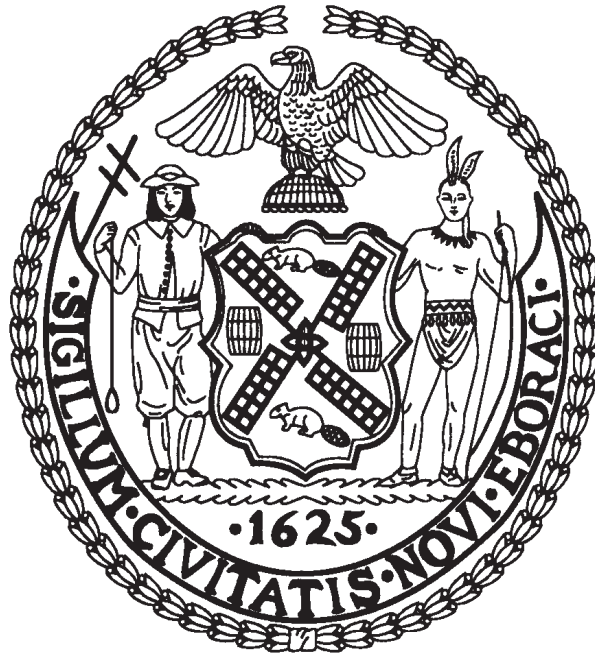
| AGENCY | Advocated | Referred | Agency Unit Total | Agency Total | % of Total |
|--------------------------------------|-----------|----------|-------------------|--------------|------------|
| Alcohol and Substance Abuse | 2 | 0 | | 2 | |
| Agriculture, NYS Dept. of | 4 | 0 | | 4 | |
| Assembly | 4 | 0 | | 4 | |
| Attorney General, NYS | 51 | 17 | | 68 | 5% |
| Banking, NYS Dept. of | 69 | 7 | | 76 | 5% |
| Departmental Disciplinary Committees | 25 | 0 | | 25 | 2% |
| Cemeteries, NYS Division of | 9 | 2 | | 11 | 1% |
| Comptroller, NYS | 4 | 0 | | 4 | |
| Consumer Protection Board | 4 | 1 | | 5 | |
| Convention Center Development Corp | 9 | 2 | | 11 | 1% |
| Corrections, Dept of | 9 | 8 | | 17 | 1% |
| Crime Victims Board, NYS | 4 | 0 | | 4 | |
| Development Corp, Empire State | 1 | 0 | | 1 | |
| Division on Human Rts, NYS | 5 | 1 | | 6 | |
| Education, NYS Dept. of | | | | 34 | 2% |
| *Office of Professional Discipline | 8 | 1 | 9 | | |
| *Proprietary Schools, NYS Bureau of | 5 | 0 | 5 | | |
| *Other | 20 | 0 | 20 | | |
| Environmental Conservation, Dept. of | | | | 6 | |
| *Bottle Bill Law | 0 | 1 | 1 | | |
| *Other | 4 | 1 | 5 | | |
| Health, NYS Dept. of | | | | 124 | 9% |
| *Office of Professional Misconduct | 7 | 2 | 9 | | |
| *Other | 99 | 16 | 115 | | |
| Human Rights, NYS Division | | | | | |
| Higher Ed., Board of | 13 | 0 | | 13 | 1% |
| Housing & Comm Renewal, Div of | | | | 211 | 15% |

| AGENCY | Advocate | Referred | Agency Total | Total | % of Total |
|--|----------|----------|--------------|-------------|------------|
| *Code | 21 | 0 | 21 | | |
| *Discrimination | 3 | 0 | 3 | | |
| *Harrasment | 39 | 1 | 40 | | |
| *Other Code Rent | 69 | 4 | 73 | | |
| *Other | 72 | 2 | 74 | | |
| Housing Court | 18 | 2 | | 20 | 1% |
| Insurance, Dept. of | 73 | 5 | | 78 | 6% |
| Labor, Dept of | | | | 96 | 7% |
| * Division of Labor Standards | 3 | 1 | 4 | | |
| * Other | 86 | 6 | 92 | | |
| Legal Issues | 286 | 43 | | 329 | 23% |
| Licensing, NYS Div. of | 11 | 0 | | 11 | 1% |
| Liquor Authority | 40 | 3 | | 43 | 3% |
| Lottery | 1 | 0 | | 1 | |
| Mental Retardation & Devp. Disabilities, Office of | 9 | 0 | | 9 | 1% |
| Mental Health, NYS | 35 | 0 | | 35 | 3% |
| Motor Vehicles | | | | 85 | 6% |
| *Repair Shops | 2 | 1 | 3 | | |
| *Other | 77 | 5 | 82 | | |
| Parole Department | 4 | 1 | | 5 | |
| Port Authority, NJ & NY | 18 | 1 | | 19 | 1% |
| Public Service Comm. | 19 | 3 | | 22 | 2% |
| State, Department | 2 | 0 | | 2 | |
| State of New York Governor | 1 | 0 | | 1 | |
| State, Secretary | | | | | |
| Social Services, Dept. of | | | | 2 | |
| *EPIC | 2 | 0 | 2 | | |
| Taxation, NYS Dept. of | 15 | 0 | | 15 | 1% |
| Transportation, Dept. of | 2 | 1 | | 3 | |
| Workers Compensation Board | 27 | 0 | | 27 | 2% |
| NY State Totals | | | | 1427 | |

Federal Agencies

| AGENCY | Advocate | Referred | Agency Total | Total | % of Total |
|------------------------------|----------|----------|--------------|-------|------------|
| Attorney General | 2 | 0 | 2 | | |
| Commerce Dept | 2 | 0 | 2 | | |
| Compt.of the Currency | 15 | 3 | 18 | | 4% |
| Environ. Prot. Agency, | 1 | 0 | 1 | | |
| EEOC | 2 | 0 | 2 | | |
| Education Department | 1 | 0 | 1 | | |
| FAA | 16 | 8 | 24 | | 5% |
| FBI | 1 | 0 | 1 | | |
| FEMA | 8 | 0 | 8 | | 2% |
| FCC | 24 | 2 | 26 | | 5% |
| FDA | 0 | 2 | 2 | | |
| FTC | 27 | 9 | 36 | | 7% |
| Housing & Urban Devp | 39 | 1 | 40 | | 8% |
| Justice, US Dept | | | | 81 | 17% |
| *Immigration Issues | 72 | 2 | 74 | | |
| *Home Land Security | 1 | 0 | 1 | | |
| * Other | 6 | 0 | 6 | | |
| Labor Department | 4 | 0 | 4 | | 1% |
| Library of Congress | | | | | |
| Occupational Safety & Health | | | | | |
| Postal Service, US | 42 | 4 | 46 | | 9% |

| AGENCY | Advocate | Referred | Agency Total | Total | % of Total |
|------------------------------|----------|----------|--------------|------------|------------|
| Health Care Financing Admin. | | | | | |
| Dept of the Interior | | | | | |
| IRS | 20 | 0 | 20 | | 4% |
| Dept of Labor | 4 | 0 | 4 | | 1% |
| Senate | 0 | 3 | 3 | | 1% |
| Security Exchange Commission | 3 | 0 | 3 | | 1% |
| Senate | 0 | 2 | 2 | | |
| Social Security Admin | 130 | 1 | 131 | | 27% |
| Dept of State | | | | 14 | 3% |
| *Passports | 10 | 1 | 11 | | |
| *Other | 3 | 0 | 3 | | |
| Treasury, Department | | | | 1 | |
| *Custom Services | 1 | 0 | 1 | | |
| Dept of Transportation | | | | 7 | 1% |
| *Consumer Affairs | 2 | 0 | 2 | | |
| * Other | 4 | 1 | 5 | | |
| US Armed Forces | 3 | 0 | 3 | | 1% |
| Veterans Administration | 9 | 0 | 9 | | 2% |
| White House | 1 | 0 | 1 | | |
| TOTAL | | | | 492 | |



*Contact the Office of the
Public Advocate*

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New York, NY 10007

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(212) 669-7200

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Public Advocate
Betsy Gotbaum's weekly email
newsletter, visit
www.pubadvocate.nyc.gov

Fax: (212) 669-4701

TO: THE PUBLIC ADVOCATE FOR THE CITY OF NEW YORK

RE: CASE # 115699

DEAR PUBLIC ADVOCATE:

NOT THE DEPARTMENT OF ENVIRONMENTAL
PROTECTION, NOT THE DEPUTY MAYOR FOR
ADMINISTRATION, NOT MY CITY COVNCILLMAN -- NOBODY
CAME THROUGH FOR ME.

BUT YOU DID. PLEASE ACCEPT
MY HEARTFELT APPRECIATION FOR THE
EXCELLENT HELP YOU PROVIDED.

You really made a difference!



*THANK SO MUCH FOR YOUR HELP IN GETTING
MOM'S MEDICAID PROBLEM RESOLVE. ITS PEOPLE LIKE YOU
AND THE N.Y. PUBLIC ADVOCATE OFFICE THAT MAKE N.Y.*

Thank you is not enough. I wish I could show you how much I know that

Thanks to your office and especially to [unclear] and caring I am able to make the June 15 de