

November 21, 2024  
Carmela Soprano  
14 Aspen Drive  
Caldwell, New Jersey 07006

Dear ~~Ms. Soprano~~Carmela:

~~Our office is writing to let you know that we are closing your case. I am closing your case. I helped you get your~~Our office assisted you with preserving your childcare assistance benefits. childcare assistance benefits back.

~~DHS~~ Ramsey County closed your childcare ~~assistance~~ case on August 1, 2024. ~~The county closed your case because~~ because you did not ~~complete~~ fill out a renewal. You ~~told us that you never received a~~ notice to complete a renewal ~~notice of renewal~~ or that your case was closing. ~~You also~~ You did not find out that your case closed until ~~over a month later when~~ your childcare provider told you ~~they received a notice that the county closed your case in~~ early September.

~~You called the county and they told you to reapply. You submitted a new application~~ reapplied for benefits on September ~~10~~26, 2024. ~~You called me after you but had not heard~~ did not hear anything from the county ~~for over a month. about your childcare for over a month.~~

~~The county messed up. Your case should not have closed. Our office~~ I contacted Ramsey County ~~on your behalf, and also submitted~~ filed an appeal ~~regarding your case closure on October 1, 2024. Ramsey County approved your new application for benefits effective starting~~ October 26, 2024. They, and also agreed to provide ~~are providing~~ retroactive back benefits from August 1, ~~2024~~2024, through October 26, 2024. Your new co-payment amount is \$29. Since your childcare issue ~~is~~ resolved, ~~our office~~ I withdrew your appeal.

~~The county also informed our office that you~~ You still owe ~~some~~ co-payments from August and September. ~~You must contact your~~ Call your childcare provider and ~~make an arrangement to~~ pay these ~~co-payments~~ amounts by **December 21, 2024**. ~~If you don't, or~~ your case may close.

~~As we have exhausted the advice and assistance we can provide on this matter, we will be closing your case. Enclosed~~ There is a survey with this letter ~~please find a client satisfaction card, which we send to all our clients to assist us in evaluating our services. P~~ Please complete the card ~~fill out the survey and return it to our office~~ me. ~~Postage has already been paid. There is already a stamp on the card. Drop the filled-out survey in a mailbox. I appreciate the time it takes to complete. Thank you.~~

~~I wish you the best of luck~~ Good luck in the future. ~~I am happy we got to work together and get your childcare benefits back! It was a pleasure working with you.~~

If you need help with another ~~legal issue~~issue, in the future, please call ~~our intake line~~us at 651-222-4731.

Sincerely,

*/s/Attorney Name*

Attorney Name

~~Attorney at Law~~

~~Encl.~~