

**From:** [Karen Latta](#)  
**To:** [Cecelia Hartley](#)  
**Subject:** FW: my statement cconcerning DARRS  
**Date:** Tuesday, June 24, 2014 8:53:17 AM  
**Attachments:**

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-----Original Message-----

Sent: Monday, June 23, 2014 9:39 PM  
To: Karen Latta  
Subject: my statement cconcerning DARRS

As a response to the review concerning DARRS, I must truthfully say that my experience with DARRS has been at the least unpleasant and at the most very frustrating. I had been out of the work force for 18 years, raising my daughter. Since I was having trouble getting back into the work force because of being out so long and lacking work experience, and having some medical issues that I knew would limit me on the job sight, I decided to turn to DARRS for help. I first signed up for services in September of 2012. I was told I needed to become eligible for services, which would include getting my medical records. I signed all the releases and waited for a response. After being told several times they were waiting for medical records, I learned from my physicians that they had received no requests for medical records. I took matters in my own hands and delivered copies of all my medical records to DARRS.

Having received no determination of my eligibility in March of 2013, I requested a meeting with my counselor who told me that having loose ligaments in my feet would not make me eligible for services. Because of this, I cannot stand for long periods of time. After contesting her opinion and determination, another counselor finally said I would be eligible for services.

I then learned I could receive additional support from a job placement specialist who would help me find a job. I was denied this support from DARRS for several months, receiving no help whatsoever. Finally, after several repeated attempts, I was finally told I would receive the additional support I requested.

I am happy to say that DARRS provided me with an eye exam and some new glasses. After changing counselors in the spring of this year, I was provided with some medical assistance for an appointment with an orthopedic specialist to see about a knee injection. Approval for this medical assistance took one day. Unfortunately, this counselor, whom I was very happy with, left DARRS soon after this time.

Fortunately, the job placement specialist helped me find a job at the Howard County Appraisal District. I began working there on June 02 of this year. I noticed that the computer monitor was small, and the information on the computer was difficult to read. I made an appointment with the eye doctor again. When I asked my current counselor with DARRS if they could help pay for the appointment and some new glasses, she suggested I buy some reading glasses from Wal-Mart and get a magnifying glass. I must say if this counselor needed new glasses, she would not use reading glasses or a magnifying glass. My husband is totally blind and is gainfully employed. The Division for Blind Services has helped him not only with equipment that helps him do his job more efficiently but has recently upgraded his equipment to keep him gainfully employed. I don't understand why DARRS, which is a program closely related to Division for Blind Services cannot do the same for me. Eye glasses would cost much less than the equipment or the upgrades that were provided for my husband.

This is why I am totally frustrated with the DARRS performance concerning me. I feel like many times, I was ignored and swept under the rug. Nobody who has a desire to go to work and bring in an honest income deserves this kind of treatment.

Sincerely:  
Liz Sitton