

Texas Department of Human Services

John H. Winters Human Services Center • 701 West 51st Street
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November 20, 1987

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The Honorable E. (Kika) de la Garza
Congress of the United States
House of Representatives
1401 Longworth House Office Bldg.
Washington, D.C. 20515

RE: Dr. Hector Garcia

Dear Kika:

This is in response to your letter dated November 3, 1987, asking for a follow-up on our contact with Dr. Garcia.

The Regional Director for Income Assistance for the Valley area, Mr. Raul Silguero, had scheduled a time to visit with Dr. Garcia in his office in Corpus Christi. Dr. Garcia cancelled that meeting so the two of them had a telephone conversation on November 19.

During that telephone conversation they discussed Dr. Garcia's concern about the difficulty in reaching the Income Assistance office by telephone. Mr. Silguero explained that indeed it is a very busy office because of several factors. Most significant is that at this time that particular office is the only Income Assistance office in Corpus Christi. All telephone inquiries about general information, setting appointments, clients checking on the benefit mailing schedule, verifying that their monthly reporting information was received all go into that one office which does place a heavy load on the telephone system.

Mr. Silguero further explained to Dr. Garcia that another Income Assistance office in Corpus Christi will be opened in January or February, 1988. That should help alleviate the problem of an extra heavy load at either office.

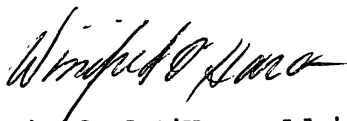
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Dr. Garcia was very cordial and told Mr. Silguero he would like to meet him next time he is in the Valley.

I hope this information is helpful to you. Let me know if I can be of further assistance.

Sincerely,

A handwritten signature in cursive script, appearing to read "Winifred O'Hara".

Winifred O'Hara, Administrator
Division of Special Services 132-W

WO:jhs