From: **Stephanie Collazo -DHS- Talbot County** <stephanie.collazo@maryland.gov>
Date: Fri, Jul 11, 2025 at 5:15 PM
Subject: Juana Cielo Gonzalez Case ID: 327288553
To: Latarsa Mackenney -DHS- Baltimore City <latarsa.mackenney@maryland.gov>, Elaine Modlin -DHS- Baltimore City <elaine.modlin@maryland.gov>
Cc: Allayne Burke -DHS- Talbot County <allayne.burke@maryland.gov>

This is Stephanie Collazo from the Department of Social Services, I'm reaching out regarding Juana Cielo Gonzales whose EA interview remains pending. She reported not receiving  a call for her scheduled interview on (07/10/2025) and shared that this has happened multiple times.

Ms. Gonzales expressed that she is currently without gas or electric services,owes seven months of rent, and is at risk of eviction by the end of this month.

A warm hand off is being made to you for any assistance in helping finalize her interview and move the application forward.

Spanish Speaking, interpreter needed.

Thank you.

--

Stephanie Collazo

FIA SPECIALIST I

Talbot County DSS

301 Bay Street Unit #5

Easton Maryland 21601

410-820-8134

FAX 410-820-7717

On Tue, Jul 15, 2025 at 9:57 AM Latarsa Mackenney -DHS- Baltimore City <latarsa.mackenney@maryland.gov> wrote:

Good morning Ms. Collazo,

Do you have a current phone number for Ms. Gonzales?  Ms. Gonzales did not list a phone number on her EA application, therefore we called her on 7/10/25 at the phone number (301-996-2263) she listed on a previous application, however the call attempt was unsuccessful.

We will try to contact her again at the phone number that she previously provided.

Thank you

**LaTarsa MacKenney**

Harborview Family Investment Center

District Manager

18 Reedbird Avenue
Baltimore, MD 21215

latarsa.mackenney@maryland.gov

(443) 423-4704 (office)

(443) 890-8327 (mobile)

(443) 423-4703 (fax)

On Tue, Jul 15, 2025 at 10:26 AM Stephanie Collazo -DHS- Talbot County <stephanie.collazo@maryland.gov> wrote:

The phone number listed on the case is correct: (301) 996-2263. I placed a call to the customer just a few minutes ago and was able to establish contact successfully.

Ms. Gonzales indicated that she is available to be contacted at any time; however, the best window to reach her is between **10:00 AM**and **12:00 PM**. As previously stated, she will require a **Spanish Interpreter** as this is her only accommodation.

Additionally, she also mentioned that while she understands workers are busy, it would be helpful if more than one call attempt could be made, considering that, in her experience, one single call is typically all that's made before contact is marked "unsuccessful".

Please don't hesitate to reach out if further clarification is needed.

Stephanie Collazo

FIA SPECIALIST I

Talbot County DSS

301 Bay Street Unit #5

Easton Maryland 21601

410-820-8134

FAX 410-820-7717

From: **Latarsa Mackenney -DHS- Baltimore City** <latarsa.mackenney@maryland.gov>
Date: Tue, Jul 15, 2025 at 4:14 PM
Subject: Re: Juana Cielo Gonzalez Case ID: 327288553
To: Stephanie Collazo -DHS- Talbot County <stephanie.collazo@maryland.gov>
Cc: Elaine Modlin -DHS- Baltimore City <elaine.modlin@maryland.gov>

Good afternoon Ms. Collazo,

Thank you for reaching out to Ms. Gonzales to confirm that the phone number mentioned in the previous email is a working phone number. Several attempts prior to today were made to contact Ms. Gonzales.  The case managers are only required to make one attempt during the designated interview time.  If the customer is not available, the interview will be marked missed and the customer must reach out to the agency to reschedule.  We service non-English and Spanish speaking customers on a daily basis, therefore we have the tools to service them.

I had an opportunity to read your narrative which stated that the customer was turned away from an in-person interview because she is not disabled.  Do you know which local office she visited? In Baltimore City customers are not turned away when they come to one of our local offices.  It does not matter whether a person is disabled, or not walk-in customers are seen on a daily basis in Baltimore City.

Your narrative also states that you encountered Ms. Gonzales's case as a cold call and a customer inquiry.  A pending application in Baltimore City would not be assigned to Talbot County. Can you tell me how you received Ms. Gonzales' case as applications are not a part of SPM?

**LaTarsa MacKenney**

Harborview Family Investment Center

District Manager

18 Reedbird Avenue
Baltimore, MD 21215

latarsa.mackenney@maryland.gov

(443) 423-4704 (office)

(443) 890-8327 (mobile)

(443) 423-4703 (fax)