

# fax

TO: Carol FROM: Barbara

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RE: \_\_\_\_\_ CC: \_\_\_\_\_

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Comments:

Hard copy in the mail too.

Thanks again! ♥

Barbara

**Barbara E. Wellman**  
|1113 W. Stella Lane |Phoenix, AZ 85013

Carol Aragon-Montgomery  
Montgomery & Associates, Inc.  
PO Box 458  
Mesa, AZ 85211-0458

Re: Letter of Recommendation

Dear Carol:

I do not know where to begin in expressing my appreciation and accolades for the help, time and advocacy that you demonstrated over the last few months regarding my Arizona Long Term Care Service (ALTCS) application.


As you know, I came to you after two years of trying to work with the ALTCS agency and its rules, laws, policies, etc. I have a difficult case, and a "journey" that no rational person would want. My husband was diagnosed with early onset Alzheimer's disease at age 50. We were blessed with a daughter at mid-life, and thought "we were on our way" to enjoy a great life. His disease progressed, and I could no longer care for him at home due to his incontinence and aggression while still trying to raise a young daughter, work outside the home and of course take care myself. We decided to move from California to Arizona to be closer to my family for help, and because Arizona had a program (ALTCS) for which we felt we could qualify.

My ALTCS case was so "scrambled" from its inception from being sent to a rural office. I had to get it transferred to the Phoenix office where it took two caseworkers to handle it, and was told we had to "start all over AGAIN." (I wished I would have retained you at that time.) So the roller coaster ride continued as I tried to understand ALTCS rules, laws, parameters, etc. especially as they related to a trust account, while raising my daughter, managing our household and working full-time. Meanwhile, my caseworkers made it very apparent they were not there to help me understand the laws, rules, and candidly told me "it's not our job to tell you how to qualify." So I continued to spin my wheels, fax COUNTLESS documents, and pay my husband's care facility partial payments per my caseworker's advice since my application was "pending" only to be continually denied.

My biggest regret is that I didn't hire you sooner! You are not only an expert with ALTCS byzantine and confusing rules and regulations, but your professionalism and compassion that you have shown me while working together will forever be appreciated.

In summary, my best advice to any prospective client(s) who are unsure about doing the ALTCS process themselves, or retain your services is indisputable - YOU MUST HIRE CAROL!! Thank you so much for your hard work, intellect, advocacy and compassion that you showed me while working together.

With gratitude always,

  
Barbara Wellman