

**MISSOURI SENATE
JEFFERSON CITY**

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For Immediate Release:

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State Senator Maida Coleman: Timely Complaint Process Needed Following St. Louis Shootings

JEFFERSON CITY— State Senator Maida Coleman (D-St. Louis) today called on the Department of Social Services to establish a timely complaint process for people to report errors or discrepancies in the garnishment of their paychecks for child support.

“A few days ago, we learned that a man feeling overwhelmed by a state bureaucracy went on a shooting rampage in St. Louis,” Senator Coleman said. “In the aftermath of this terrible tragedy, we discovered that this man may have been upset about an erroneous garnishment of his paycheck for child support.”

We all agree this was an extremely exaggerated and tragic response, Senator Coleman said while speaking on the floor of the Missouri Senate. Senator Coleman said her office has received several phone calls from other Missourians who feel overwhelmed by the bureaucracy and frustrated by the cumbersome process that may have led to the shootings in St. Louis.

In addition to the implementation of a timely complaint process, the Senator, who also serves as Minority Leader, urged the Governor and General Assembly to provide the resources the Department of Social Services needs to efficiently and correctly meet its mission of ensuring our children are adequately supported by their parents.

“My office has received numerous calls from people who feel overwhelmed by the state bureaucracy, and there have been published reports indicating the same thing,” Senator Coleman said. “Obviously, there is a problem that needs to be fixed. When my office made two calls to Social Services’ toll-free number, the first call was transferred to a busy signal and the second call took 15 minutes to reach a live person.

“My hope is that we can ease their burden with the bureaucracy while continuing to ensure our children receive the support they deserve in an attempt to keep others in this situation from drastic measures.”

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For help with a child support issue, the Department of Social Services has a toll-free number: 1-800-859-7999.