



How to Ask Questions and Report Your Concerns

We want to make sure that you and your friends and family are treated with respect. **If we have not lived up to this promise, we need you to let us know.** Here is how to report a problem or ask a question:

- 1. Share your questions or concerns with your Case Manager or Housing Specialist.**
- 2. Contact a supervisor** if you feel that your questions or concerns have not been addressed, or if you do not feel comfortable talking with your Case Manager or Housing Specialist.

CASE MANAGEMENT SUPERVISORS:

Karen Dengler, LISW-S (513) 619-1481
Allison Hayes, LISW-S (513) 619-1455;
Wendi Craddock, LISW-S (513) 619-1466;
John Guagenti, LSW (513) 948-2719

HOUSING SUPERVISORS:

Shannon Smith (513) 619-1478 (Scattered site)
Phyllis Hayden (513) 619-1474 (Caracole House)

PREVENTION SUPERVISORS

Adam Reilly (513) 948-2715
Leah Majesky (513) 948-5374

- 3. Contact the Chief Program Officer** by phone or in writing if you are not satisfied after speaking to a supervisor. After hearing from you, she will contact you within three business days to talk about the problem or question.

CHIEF PROGRAM OFFICER: Midge Hines, LISW-S, (513) 619-1473

- 4.** The Chief Program Officer will notify the **Chief Administrative Officer** after talking with you if the problem or question is not resolved. The Chief Administrative Officer will contact you within three business days after that to address your concerns.

CHIEF ADMINISTRATIVE OFFICER: Rina Saperstein, (513) 948-2711

- 5.** You also have the right to ask a question or **make a complaint outside our organization.** If you are not sure who to speak to, the Chief Program Officer or Chief Administrative Officer can help. Here is the contact information:

COUNSELOR, SOCIAL WORKER, AND
MARRIAGE & FAMILY THERAPIST BOARD:
(614) 466-0912 | cswmft.info@cswb.ohio.gov

U.S. DEPT. OF HEALTH AND HUMAN
SERVICES OFFICE OF CIVIL RIGHTS, REGION
V:
(800) 368-1019 | ocrmail@hhs.gov

OHIO DEPARTMENT OF HEALTH,
HIV Prevention Program
(614) 995-5599 HIVPrevent@odh.ohio.gov

OHIO DEPARTMENT OF HEALTH HIV Care
Services Section
(614) 466-6374 HCS@odh.ohio.gov

U.S. DEPT OF HOUSING AND URBAN
DEVELOPMENT: (800) 669-9777
ComplaintsOffice05@hud.gov
Americans with Disabilities Act
U.S. DEPT. OF JUSTICE DISABILITY RIGHTS
SECTION: (202) 307-0663

STRATEGIES TO END HOMELESSNESS:
(513)263-2797 | jlmcevilley@end-homelessness.org

OHIO CIVIL RIGHTS COMMISSION
Cincinnati Regional Office
(513) 351-2541

LEGAL AID SOCIETY OF CINCINNATI
(513) 241-9400