

How to 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:

- 1. Share your concerns with your Case Manager or Housing Specialist.**
- 2. Contact a supervisor** if you feel that your 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 Cremering, LISW-S (513) 619-1455;
Wendi Craddock, LISW-S (513) 619-1466;
Claire Scott, LSW (513) 948-2713
DIRECTOR OF HOUSING Carolyn Yorio, (513) 619-1476
DIRECTOR OF PREVENTION: Suzanne Bachmeyer, (513) 619-1472
- 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.
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 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 **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