



How to Report Your Concerns

We want to make sure that you and your 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 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:

Sheri Carota, LISW (513) 948-2714
Wendi Craddock, LISW-S (513) 619-1466 (Benefits Navigation)
John Guagenti, LSW (513) 948-2719
Allison Hayes, LISW-S (513) 619-1455

HOUSING SUPERVISORS:

Shannon Smith (513) 619-1478 (Scattered site)
Phyllis Hayden, LSW (513) 619-1474 (Scattered site)

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.

CHIEF PROGRAM OFFICER: Carolyn Yorio, LISW-S, MPH, (513) 619-1473

4. The Chief Program Officer will notify the **Chief Executive Officer** after talking with you if the problem is not resolved. The Chief Executive Officer or her delegate will contact you within three business days after that to address your concern.

CHIEF EXECUTIVE OFFICER: Jeniece Jones (513) 619-1486

5. You also have the right to **make a complaint outside our organization**. If you are not sure who to speak to, the Chief Executive Officer or Chief Program 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
American 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