

## How to Report Your Concerns

Caracole wants 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.

**SUPERVISORS:**

Karen Dengler, LISW-S  
(513) 619-1481

Allison Cremering, LISW-S  
(513) 619-1455

Rochell Kuhlman,  
(513) 619-1466

ASSOCIATE DIRECTOR, HOUSING SERVICES: Carolyn Yorio, LSW, (513) 619-1472

ASSOCIATE DIRECTOR, PREVENTION SERVICES: Suzanne Bachmeyer, (513) 619-1476

- 3. Contact the Director of Client Services** 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.

DIRECTOR OF CLIENT SERVICES: Midge Hines, LISW-S, (513) 619-1473

- 4.** The Director of Client Services will notify the **Director of Operations** after talking with you if the problem is not resolved. The Director of Operations will contact you within three business days after that to address your concerns.

DIRECTOR OF OPERATIONS: Rina Saperstein, (513) 948-2711

- 5.** You also have the right to **make a complaint outside Caracole.** If you are not sure who to speak to, the Director of Client Services or Director of Operations can help. Here is the contact information:

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

U.S. DEPT OF HOUSING AND URBAN  
DEVELOPMENT: (800) 669-9777  
[ComplaintsOffice05@hud.gov](mailto:ComplaintsOffice05@hud.gov)

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

Americans with Disabilities Act  
U.S. DEPT. OF JUSTICE DISABILITY RIGHTS  
SECTION: (202) 307-0663

Michael Sharp, STI, HIV, HCV INTERVENTIONS  
AND TREATMENT\_SECTION, OHIO  
DEPARTMENT OF HEALTH:  
614-466-5073 | [michael.sharp@odh.ohio.gov](mailto:michael.sharp@odh.ohio.gov)

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

Laurie Rickert, LISW-S\_HIV CARE SERVICES  
OHIO DEPARTMENT OF HEALTH: (614)466-1411

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

LEGAL AID SOCIETY OF CINCINNATI  
(513) 241-9400