

Grievance Policy and Procedures Addendum: Personal Support Services

It is the policy of Community Involvement Programs (CIP) to ensure that the individuals we support are treated with respect and that the services we provide are responsive to each person's needs. We are committed to providing a simple complaint process for the people we support and their authorized or legal representatives to bring grievances forward and have them resolved in a timely manner. Please see the Grievance Policy and Procedures for detailed instruction regarding how to file a grievance.

1. If the person or person's authorized or legal representative does not believe that their grievance has been resolved they may bring the complaint to the CEO, the highest level of authority in this program.
2. Grievances may be directed to any source listed below, preferably in the order listed.
 - a. CIP staff providing direct service to the person.
 - b. CIP Personal Support Services Coordinators:
 - i. Heather Thao: **612-248-8651**
 - ii. Nicole Winters: **612-248-8652**
 - c. Associate Director of Family Services:
 - i. Casia Donahue:
 1. **cdonahue@cipmn.org**
 2. **612-362-4416**
 - d. Chief Service Officer:
 - i. Jolene Thibedeau Boyd:
 1. **612-362-4402**
 2. **jolenet@cipmn.org**
 3. **1600 Broadway St. NE
Minneapolis, MN 55413**
 - e. CIP CEO:
 - i. Rita Wiersma:
 1. **612-362-4404**
 2. **rwiersma@cipmn.org**
 3. **1600 Broadway St NE
Minneapolis, MN 55413**
 - f. Other agencies that may assist or provide advocacy for people receiving services:
 - i. **Hennepin County "Front Door"** (Hennepin County Government Center, 300 South Sixth Street, Minneapolis, MN 55487-0140): **612.348.4111**
 - ii. **MN Department of Human Services, Licensing Division** (PO Box 64242, St. Paul, MN 55164-0242): **651.431.6500**
 - iii. **MN Department of Human Services, Common Entry Point** (for suspected maltreatment reports) **844-880-1574**.
 - iv. **Office of the Ombudsman for Mental Health and Developmental Disabilities** (121 7th Place East, Suite 420, Metro Square Building, St. Paul, Minnesota 55101-2117): **651.757.1800 or 1.800.657.3506**
 - v. **Mid-Minnesota Legal Aid** (430 1st Avenue N, Suite 300 Minneapolis MN 55401-1780): **612.334.5970** or Disability Law Center: **1.800.292.4150**