

INSTRUCTIONS IN FILING A COMPLAINT

CATHOLIC CHARITIES CHEMUNG/SCHUYLER GATEWAYS COMMUNITY LIVING PROGRAM:

(607) 734-9784 - Ask reception to put your call through to one of the following: Supervisor or Senior Residential Counselor; Associate Director; Quality Management & Compliance Officer; Executive Director

EXTERNAL HOUSING COMPLAINTS² : HUD handles complaints about housing discrimination, bad landlords in federal housing and many other issues. For additional local resources, you can also contact a housing counseling agency. Federal law prohibits housing discrimination based on your race, color, national origin, religion, sex, family status, or disability³. If you have been trying to buy or rent a home or apartment and you believe your rights have been violated, you can file a fair housing complaint. See below. Your housing discrimination complaint will be reviewed by a fair housing specialist to determine if it alleges acts that might violate the Fair Housing Act. The specialist will contact you for any additional information needed to complete this review. If your complaint involves a possible violation of the Fair Housing Act, the specialist will assist you in filing an official housing discrimination complaint

FRAUD, WASTE, AND ABUSE: If you are aware of fraud, waste and abuse in any Catholic Charities programs or operations, please report it to Catholic Charities Integrity Hotline: 844-440-0093. For callers requiring a language other than English, call 844-301-0005 or

HUD's Inspector General Hotline # 1-800-347-3735.

NYS OFFICE OF MENTAL HEALTH: 44 Holland Ave. Albany, NY 12229

NYS OMH Customer Relations 1-800-597-8481; NYS Office of Mental Health # 1-800-597-8481; NYS OMH Western Field Office # 607-737-4974

HUD: U.S. DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT; On-line at

http://portal.hud.gov/hudportal/HUD?src=/topics/housing_discrimination; NY Consumers # (800) 496-4294; The Multifamily Housing Complaint Line 1-800-MULTI-70 (1-800-685-8470).

If you are alleging a violation of HUD program regulations that prohibit discrimination on the basis of actual or perceived sexual orientation, gender identity and marital status, please visit hud.gov/lgbthousingdiscrimination; HUD Housing Counseling Service Locator: # 1-800-569-4287; Local HUD Field Office – <http://www.hud.gov/local/index.cfm>; World Wide Web – <http://www.hud.gov>

NYS Attorney General: Whistler Blower: Illegal Acts

If you see or have evidence of fraud or illegal or corrupt practices, we encourage you to contact us. You should also know that whistleblowers have rights. Under state law, you might be protected from being fired or retaliated against by your employer for reporting fraud and abuse to authorities. You should contact a private attorney to learn more about these rights⁴.

² HUD: Tenant Rights, Laws and Protections: New York

³ Fair Housing Act

⁴ NYS Attorney General

⁵ Encompass Health Home

⁶ Health Homes of Upstate NY Complaint Reporting policy

To contact office by phone, please call one of the hotlines:

General Helpline: 1-800-771-7755

TDD/TTY Toll Free Line: 1-800-788-9898

Immigration Fraud Hotline: 1(866) 390-2992

Healthcare Hotline: 1-800-428-9071

Medicaid Fraud Control Unit: 212-417-5397

To contact the office by mail, please write to:

Office of the Attorney General

The Capitol

Albany, NY 12224-0341

NYS Justice Center: for NYS Oversight Agencies Programs (example: Office of Mental Health (OMH) Licensed Programs or NYS Office of Children & Family Services (OCFS) programs:

General phone (518) 549-0200: Relay users, Dial 7-1-1 and give the operator (518) 549-0200.

161 Delaware Avenue Delmar, New York 12054-1310

You may contact also any of the following for assistance⁵:

Disability Rights NY, Inc.

725 Broadway Suite 450

Albany, NY 12207

1-(800) 993-8982; TTY 1-(518) 512-3448

E-Mail: DisabilityRightsNY.org

National Alliance for the Mentally Ill (NAMI)

260 Washington Ave.

Albany, NY 12210

1-(518) 462-2000

NYS Department of Health

Corning Tower

Empire State Plaza Albany, NY 12237

1-(866) 881-2809

Medicaid Consumer Helpline

1-(800) 541-2831

New York Medicaid Choice

1-(800) 505-5678

Families Together in NYS

1-(888) 326-8644

2 HUD: Tenant Rights, Laws and Protections: New York

3 Fair Housing Act

4 NYS Attorney General

5 Encompass Health Home

6 Health Homes of Upstate NY Complaint Reporting policy

NYS Health Homes^{5,6}:

NYS Department of Health
Bureau of Managed Care Certification and Surveillance
Complaint Unit Room 2019
Corning Tower ESP Albany, NY 12237
1-(800) 206-8125
Or Email: managedcarecomplaint@health.state.ny.us

Child Care Coordination/ Encompass Health Home⁵

Children/Families may request a State Fair Hearing with the New York State Office of Temporary and Disability Assistance, Office of Administrative Hearings by:

- Calling the state-wide toll-free number 1- (800) 342-3334 TTY 1-(877) 502-6155; OR
- Fax Number 1-(518) 473-6735; OR
- Complete the on-line application request form at <http://otda.ny.gov/hearings/request/#online> ; OR
- Write or mail a completed application to:
 - o Office of Temporary and Disability Assistance Office of Administrative Hearings
PO Box 1930
Albany, NY 12201-1930
- If your request involves an issue about health benefits or services provided under your Managed Care Plan or Managed Long-Term Care you can write to:
NYS Office of Temporary and Disability Assistance Office of Administrative Hearings
Managed Care Hearing Unit
P.O. Box 22023
Albany, New York 12201-2023
- Children/Families that require assistance will receive support in filing their complaint, incident or request for a Fair Hearing from the Care Manager, Catholic Charities and/or Encompass Health Home staff.

2 HUD: Tenant Rights, Laws and Protections: New York

3 Fair Housing Act

4 NYS Attorney General

5 Encompass Health Home

6 Health Homes of Upstate NY Complaint Reporting policy