

Children's Community Services and Supports (CCSS) Grievance Procedures

Liberty Resources will make every effort to resolve any concerns that may arise while your child is receiving services from the CCSS program.

Any individual who feels their rights, or their child's rights, have been violated; confidentiality breached; or had services provided in an ineffective or inappropriate manner are encouraged to file a grievance. The following guidelines should be followed for resolution:

- Communicate all concerns with your child's service provider. If your concern is about a provider, please request to speak with the Children's Community Support Services Program Director.
- If your concern is not resolved to your satisfaction, please contact the Family Services Division Director or Vice President.

Liberty Resources is committed to working with you for resolution of all issues. You should expect a reasonable and appropriate agency response to grievances and should feel assured that any complaint made will not result in discrimination or reprisal, nor interfere with the continuation of CFTSS services.

- **CCSS Program Director**, Jennifer Bittel, can be reached by calling: 315-425-1004 X1555
- **Division Director**, Tim VanBeveran, can be reached by calling: 315-415-4443
- **Vice President**, Kortney Dale can be reached by calling: 315-425-1004 or at kdale@liberty-resources.org

If your concerns are not resolved to your satisfaction, you maintain the right to also file a complaint with the NY State Office of Mental Health by calling: 1-800-597-8481.

Any concerns about abuse or neglect by CFTSS providers, can be reported to the NY State Vulnerable Persons Central Register hotline at 1-855-373-2122.

Please keep this information for your records