

When you call...

- Be prepared.** Make a list of your problems. Take 5 minutes to practice what you are going to say.
- Be calm.** Even though you're frustrated, call when you are feeling calm.
- Be persistent.** If the person you call isn't there, ask for the name and number of someone who can help you.
- Take notes.** Write down when you called, the numbers you called, who you spoke with, and what they said.
- Follow up.** Call back the people who promised they would help.



Important Phone Numbers

The Community Partnership: 543-5298
Family Services Administration of Department of Human Services (DHS): 541-3915

DHS Director: 671-4200

ADA Coordinator for DHS: 671-4339

Office of Administrative Hearings: 727-8280

Your Councilmember: 724-8000

Tommy Wells, DC Council - Human Services Committee Chair: 724-8191 or 724-8072

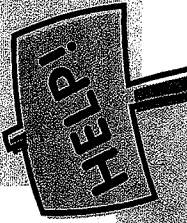
Mayor's Office: 727-2980

Department of Consumer and Regulatory Affairs (DCRA): 442-4477

HAVE QUESTIONS OR NEED HELP?

Call the Washington Legal Clinic for the Homeless at (202) 328-5500.

You may call collect.



WASHINGTON LEGAL CLINIC
FOR THE HOMELESS

HEY!
WHO DO I
CALL?



Information about who to contact if you have a problem in shelter.

Who do I call if I have a problem in shelter?

If my shelter has rodents or other problems or I'm not getting help I need?

- ✓ First, tell your case manager.
- ✓ Next, talk to the Shelter Director.
- ✓ Next, call The Community Partnership's Shelter Monitor: 543-5298
- ✓ Then, call a Shelter Monitor at DHS: 541-3915
- ✓ If your unit is unsafe, call DCRA to inspect: 442-4477
- ✓ If these steps don't help, call your Councilmember or the Mayor: 724-8000 or 727-2980

If staff discriminate against me because of my disability or won't help me with my disability?

- ✓ First, talk to the Shelter Director.
- ✓ Next, call The Community Partnership ADA Coordinator: 543-5298
- ✓ Next, call a Shelter Monitor at the Family Services Administration of DHS: 541-3915
- ✓ Then, call the ADA coordinator at DHS: 671-4339
- ✓ Last, call the Office of Human Rights to file a complaint: 727-4559

To appeal a termination or denial of services or other wrong doing?

- ✓ Ask for a Fair Hearing appeal by calling the Office of Administrative Hearings (OAH): 727-8280
- ✓ If you want advice or a lawyer to represent you, call the Washington Legal Clinic for the Homeless: 328-5500