

## MENTAL HEALTH ASSOCIATION OF ESSEX AND MORRIS, INC.

### GRIEVANCE PROCEDURE

If you are unhappy with the services that you have received at the Mental Health Association of Essex and Morris, Inc., you are entitled to a fair hearing with a staff member so that your grievance can be resolved to your satisfaction. If you have spoken with the staff person and feel that you cannot resolve the problem, you can speak to the Program Director. If your problem is still not resolved, then you can begin more formal complaint proceedings. To begin this process, you need to:

1. Notify the staff person that you wish to file a grievance.
2. Staff will immediately notify the Program Director.
3. The Program Director will notify the Agency Ombudsperson.
4. The Agency Ombudsperson will receive the grievance and act as your advocate. This person will attempt to negotiate a resolution of the issues within five (5) working days of receipt of the complaint.
5. If you feel that your grievance still has not been resolved, your complaint will be forwarded to the Chief Executive Director of the Mental Health Association of Essex and Morris, Inc. for review and resolution. The Chief Executive Director will make the final resolution for the agency within seven (7) working days of receiving the grievance.
6. If you continue to be dissatisfied you can request a review from the County Mental Health Board. The Executive Director will notify the Mental Health Board Administrator within five (5) working days.
7. If you are still not satisfied, you will be reminded that they may request review by any appropriate external agencies. A listing of external advocacy services will be redistributed to you and the listing will also be posted in prominent locations at each site.
8. These actions will not result in retaliation or barriers to services in anyway.

At any time during this process you may contact an outside agency.

I have read and understand the Grievance Procedures. I have received a Grievance Procedure List for the appropriate county (Essex or Morris).

**MENTAL HEALTH ASSOCIATION OF ESSEX AND MORRIS, INC.  
CONSUMER ADVOCACY RESOURCES - ESSEX COUNTY**

<b>Resources</b>	<b>Phone Number</b>
Agency Ombudsperson Suzanne Switlyk <a href="mailto:sswitlyk@mhaessexmorris.org">sswitlyk@mhaessexmorris.org</a>	93-509-9777 33 South Fullerton Avenue Montclair, NJ 07042
Community Mental Health Law Project <a href="mailto:Bloomfield@chlp.org">Bloomfield@chlp.org</a>	973-680-5599 or 973-275-1175 650 Bloomfield Avenue, Suite 210 Bloomfield, New Jersey 07003
Community Mental Health Administrator <a href="mailto:Jscarpelli@health.essexcountynj.org">Jscarpelli@health.essexcountynj.org</a>	973- 571-2821 or fax 973 -571- 2820 Joseph Scarpelli, Administrator Essex County Department of Health 204 Grove Avenue, Cedar Grove, NJ 07009
Disability Rights New Jersey 210 South Broad St. 3 <sup>rd</sup> Floor Trenton, NJ 08608 <a href="http://www.dmj.org">www.dmj.org</a>	800-922-7233
Division of Mental Health and Addiction Services Northern Regional Office 100 Hamilton Plaza, Box 4 Paterson, NJ 07505 973-977-4397 or 1-800-382-6717	DMHAS Ombudsperson P.O. Box 700 Trenton, NJ 08625 (609) 438-4321 <a href="mailto:dmhas.ombudsman@dhs.nj.gov">dmhas.ombudsman@dhs.nj.gov</a>
Division of Mental Health Advocacy <a href="mailto:MHA@opd.state.nj.us">MHA@opd.state.nj.us</a>	609-292 -1780 (class action) 609-292- 1750 (Mercer County) PO Box 850, Trenton, NJ 08625
Division of Child Protection and Permanency (formerly Division of Youth and Family Services) (Essex County Office - DYFS) 153 Halsey Street, Newark, NJ 07101 DCPP- Bloomfield District Office 650 Bloomfield Ave., 3 <sup>rd</sup> floor, Bloomfield, NJ 07003 973-680-3587 or 1-800-392-9536	973- 648-4200 1-800-392-9532
Protection & Advocacy of New Jersey (formerly Public Advocate's Office) <a href="mailto:advocate@njpanda.org">advocate@njpanda.org</a> 800-922-7233 (statewide)	609 -292 -9742 NJ Protection and Advocacy, Inc. 210 So. Broad Street, 3rd fl., Trenton, NJ 08608
Legal Services of New Jersey 5 Commerce St. Newark, NJ 07102	973-824-3000
NAMI-New Jersey 1562 Route 130 North Brunswick, NJ 08902 <a href="http://www.naminj.org">www.naminj.org</a>	732-940-0091 Email- <a href="mailto:info@nami.org">info@nami.org</a>
New Jersey Self-Help Group Clearinghouse 375 East McFarlan Street Dover, NJ 07801	800-367-6274
Adult Protective Services Focus, Hispanic Center for Human Development Inc. 441-443 Broad Street Newark, New Jersey 07102	973- 624-2528 ext. 135 After hours: 911 or local police
Child Abuse/Neglect Hotline	1- 877-652-2873
<a href="#">Essex County Welfare Agency</a> Essex County Dept. of Citizen Services Division of Welfare (18 Rector Street, 9th fl., Newark, NJ 07102)	973- 733- 3000

**MENTAL HEALTH ASSOCIATION OF ESSEX AND MORRIS, INC.  
CONSUMER ADVOCACY RESOURCES – MORRIS COUNTY**

Agency Ombudsperson  
Suzanne Switlyk  
[sswitlyk@mhaessexmorris.org](mailto:sswitlyk@mhaessexmorris.org)  
973-509-9777  
33 South Fullerton Avenue  
Montclair, New Jersey 07042

Amy Archer  
Morris County Mental Health Administrator  
Morris County Mental Health Board  
Dept. of Human Services  
PO Box 900  
Morristown, NJ 07960  
(973) 285-6852

Disability Rights New Jersey  
210 South Broad Street, 3rd Floor  
Trenton, NJ 08608  
1-800-922-7233  
(609) 292-9742  
[advocate@drnj.org](mailto:advocate@drnj.org)

New Jersey Division of Mental Health and Addiction Services (DMHAS)  
50 East State Street  
P.O. Box 727  
Trenton, NJ 08625-0727  
1-800-382-6717

DMHAS - Northern Regional Office  
100 Hamilton Plaza  
Suite 615- Box 4  
Paterson, New Jersey 07505  
973-977-4397- Office  
973-977-6024-Fax

Division of Child Protection and Permanency (DCP&P)  
222 South Warren Street  
P.O. Box 729, 3rd Floor  
Trenton, NJ 08625-0729  
609-984-4500  
To report child abuse or neglect, please call: 1-877-652-2873

DCP&P-Morris County Office  
250 Headquarters Plaza  
East Tower, 3rd Floor  
Morristown, NJ 07960  
(973) 927-0931  
1-800-392-9518

New Jersey Self-Help Group Clearinghouse  
375 East McFarlan Street  
Dover, NJ 07801  
800-367-6274

Morris County Welfare Agency  
340 West Hanover  
Morristown, NJ 07960

NAMI – New Jersey  
1562 Route 130  
North Brunswick, NJ 08902  
[www.naminj.org](http://www.naminj.org)  
732-940-0091  
email – [info@nami.org](mailto:info@nami.org)

Division of Mental Health Advocacy  
Justice Hughes Complex  
28 Market Street  
Trenton, NJ 08625

Community Health Law Project  
185 Valley Street  
South Orange, NJ 07079  
(973) 275-1175  
(973) 680-5599 (Northern New Jersey)

Adult Protective Services  
340 W. Hanover Avenue  
Morris Township, NJ  
(973) 326-7282

DMHAS Ombudsperson  
P.O. Box 700  
Trenton, NJ 08625  
(609) 438-4321  
[dmhas.ombudsman@dhs.nj.gov](mailto:dmhas.ombudsman@dhs.nj.gov)

Legal Aid Society of Morris County  
30 Schuyler Place, 2<sup>nd</sup> Floor  
P.O. Box 900  
Morristown, NJ 07963-0900  
(973) 285-6911

Child Abuse/Neglect Hotline  
1-877-652-2873

**MENTAL HEALTH ASSOCIATION OF ESSEX AND MORRIS, INC.  
CONSUMER ADVOCACY RESOURCES – SUSSEX COUNTY**

Agency Ombudsperson  
Suzanne Switlyk  
[sswitlyk@mhaessexmorris.org](mailto:sswitlyk@mhaessexmorris.org)  
973-509-9777  
33 South Fullerton Avenue  
Montclair, New Jersey 07042

Cindy Armstrong  
Sussex County Mental Health Administrator  
Sussex County Mental Health Board  
Dept. of Human Services  
1 Spring Street Newton, NJ 07860  
973-940-5200, ext 1371  
973-940-5220 fax

Disability Rights New Jersey  
210 South Broad Street, 3rd Floor  
Trenton, NJ 08608  
1-800-922-7233  
(609) 292-9742  
[advocate@drnj.org](mailto:advocate@drnj.org)

New Jersey Division of Mental Health and Addiction Services (DMHAS)  
50 East State Street  
P.O. Box 727  
Trenton, NJ 08625-0727  
1-800-382-6717

DMHAS - Northern Regional Office  
100 Hamilton Plaza  
Suite 615- Box 4  
Paterson, New Jersey 07505  
973-977-4397- Office  
973-977-6024-Fax

Division of Child Protection and Permanency (DCP&P)  
222 South Warren Street  
P.O. Box 729, 3rd Floor  
Trenton, NJ 08625-0729  
609-984-4500  
To report child abuse or neglect, please call: 1-877-652-2873

DCP&P-Sussex County Office  
20 East Clinton Street  
Newton, NJ 07860  
973-383-8400  
1-800-392-2654

New Jersey Self-Help Group Clearinghouse  
375 East McFarlan Street  
Dover, NJ 07801  
800-367-6274

Sussex County Welfare Agency  
83 Spring Street, Suite 203  
PO Box 218  
Newton, NJ 07860  
973-383-3600

NAMI – New Jersey  
1562 Route 130  
North Brunswick, NJ 08902  
[www.naminj.org](http://www.naminj.org)  
732-940-0091  
email – [info@nami.org](mailto:info@nami.org)

Division of Mental Health Advocacy  
Justice Hughes Complex  
28 Market Street  
Trenton, NJ 08625

Community Health Law Project  
185 Valley Street  
South Orange, NJ 07079  
(973) 275-1175  
(973) 680-5599 (Northern New Jersey)

Adult Protective Services  
83 Spring Street, Suite 203  
PO Box 218  
Newton, NJ 07860  
973-383-3600

DMHAS Ombudsperson  
P.O. Box 700  
Trenton, NJ 08625  
(609) 438-4321  
[dmhas.ombudsman@dhs.nj.gov](mailto:dmhas.ombudsman@dhs.nj.gov)

Legal Services of Northwest Jersey  
8 Church St # 2  
Newton, NJ 07860  
973-383-7400

Child Abuse/Neglect Hotline  
1-877-652-2873

**MENTAL HEALTH ASSOCIATION OF ESSEX AND MORRIS, INC.  
CONSUMER ADVOCACY RESOURCES – PASSAIC COUNTY**

Agency Ombudsperson  
Suzanne Switlyk  
[sswitlyk@mhaessexmorris.org](mailto:sswitlyk@mhaessexmorris.org)  
973-509-9777  
33 South Fullerton Avenue  
Montclair, New Jersey 07042

Francine Vince  
Passaic County Mental Health Administrator  
401 Grand Street – 4th Floor, Rm 417  
Paterson, NJ 07503  
(973) 881-2834

Disability Rights New Jersey  
210 South Broad Street, 3rd Floor  
Trenton, NJ 08608  
1-800-922-7233  
(609) 292-9742  
[advocate@drnj.org](mailto:advocate@drnj.org)

New Jersey Division of Mental Health and Addiction Services (DMHAS)  
50 East State Street  
P.O. Box 727  
Trenton, NJ 08625-0727  
1-800-382-6717

DMHAS - Northern Regional Office  
100 Hamilton Plaza  
Suite 615- Box 4  
Paterson, New Jersey 07505  
973-977-4397- Office  
973-977-6024-Fax

Division of Child Protection and Permanency (DCP&P)  
222 South Warren Street  
P.O. Box 729, 3rd Floor  
Trenton, NJ 08625-0729  
609-984-4500  
To report child abuse or neglect, please call: 1-877-652-2873

DCP&P-Passaic County Office (Central)  
22 Mill Street, 3<sup>rd</sup> Floor  
Paterson, NJ 07501  
973-977-4525  
1800-531-1260  
Fax: 973-684-7255

New Jersey Self-Help Group Clearinghouse  
375 East McFarlan Street  
Dover, NJ 07801  
800-367-6274

Passaic County Welfare Office (Central)  
80 Hamilton St  
Paterson, NJ 07505  
973-881-0100

NAMI – New Jersey  
1562 Route 130  
North Brunswick, NJ 08902  
[www.naminj.org](http://www.naminj.org)  
732-940-0091  
email – [info@nami.org](mailto:info@nami.org)

Division of Mental Health Advocacy  
Justice Hughes Complex  
28 Market Street  
Trenton, NJ 08625

Community Health Law Project  
650 Bloomfield Ave  
Suite 210  
(973) 680-5599

Adult Protective Services  
Passaic County Board of Social Services  
80 Hamilton St  
Paterson, NJ 07505  
973-881-2616  
After Hours: 973-345-2676

DMHAS Ombudsperson  
P.O. Box 700  
Trenton, NJ 08625  
(609) 984-4813  
[dmhas.ombudsman@dhs.nj.gov](mailto:dmhas.ombudsman@dhs.nj.gov)

DCP&P- Passaic County (North)  
100 Hamilton Plaza, 11<sup>th</sup> Floor  
Paterson, NJ 07501  
973-523-6090  
1800-847-1743  
Fax: 973-977-6026/6027

Child Abuse/Neglect Hotline  
1-877-652-2873

Passaic County Welfare Office ( Up County)  
1237 Ringwood Ave  
Haskell, NJ 07420  
973-839-5705