



**DEPARTMENT OF
HUMAN SERVICES**

Community Support Plan (CSP)

ABOUT ME

CRYSTAL M RONNING

Assessment Date: 09/16/2020

Plan Dates: 11/01/2020 to 10/31/2021

Developed by: Kristian Hughes (651) 266-4742

Address: 483 Terrace Dr
Roseville, MN 55113

County: Ramsey

Home: (651) 330-0780

Work:

Other: (651) 310-9412

General Plan Notes:

Case Manager Information:

Kao Song Yang

Waiver Case Manager

Handy Help LLC

2365 McKnight Rd N

St. Paul, MN 55109

Office: 651-760-3236

Fax: 651-222-6025

ka0.yang@handyhelpllc.com

PERSON INFORMATION

Date of Birth: 06/25/1983 **Age:** 37 yrs

Emergency Contacts

Name	Relationship	Phone
Amanda Wiggins - Lutheran Social Service	Guardian/Legal Representative	(651) 310-9456

Document ID: 728983

Print Date: 10/21/2020

Page 1 of 12

MnCHOICES Support Plan for: CRYSTAL M RONNING

PMI: 00385938

Notes/Comments

Decision Making Representatives

Name	Type of Authority	Address	Phone
Amanda Wiggins - Lutheran Social Service	Private Guardian	1605 Eustis Street, Suite 310, St. Paul, MN 55108	(651) 310-9456

Notes/Comments

Health Insurance & Payers

Is the person certified disabled by Social Security or through the State Medical Review Team (SMRT) process? Yes

Medical Assistance	Type	Describe	Policy Number	Effective Date
		15 1619A	00385938	06/01/2018

Notes/Comments

Providers

Health Care Providers	Phone	Comments
Dentist	(651) 774-2959	Community Dental Care. 828 Hawthorne Ave E, St Paul, MN 55106
Other	(651) 788-9107	Merrick Inc. 2497 7th Avenue E, N. St. Paul, MN
VOCATIONAL/DAY PROGRAM		
Psychiatrist	(651) 628-9566	Nystrom and Associates / Dr. Kelsey Walzack. 1900 Silver Lake Road NW, #110, New Brighton, MN 55112

MnCHOICES Support Plan for: CRYSTAL M RONNING

PMI: 00385938

Health Care Providers	Phone	Comments
Primary Physician	(651) 241-9200	ALLINA HEALTH CLINIC. 1155 E County Rd E Vadnais Heights, MN 55110
Pharmacy	(952) 854-1190	Geritom. 10501 Florida Avenue S, Minneapolis, MN 55438
Other	(651) 232-7000	St Johns. 1575 Beam Avenue, Maplewood, MN
Psychologist	Hospital (651) 291-1979	Patty Lauer- Roberts / Radas Health. 166 4th Street E, Unit 200, St. Paul, MN 55101

Notes/Comments

WHAT'S IMPORTANT TO THE INDIVIDUAL

Goals related to how you want to live your life:

- Quality of Life:** It is important to Crystal to spend time with her family, friends and fiancé.
- Activities of Daily Living:** It is important to Crystal to make healthy food choices and appropriate portion sizes.
- Instrumental Activities of Daily Living:** It is important to Crystal to improve her money management skills.
- Health:** It is important to Crystal to remain healthy.
- Psychosocial:** It is important to Crystal to improve her coping skills.
- Memory & Cognition:** It is important to Crystal to access appropriate services.
- Safety & Self-Preservation:** It is important to Crystal to remain safe.
- Sensory & Communication:** It is important to Crystal to be able to get her wants and needs across.
- Employment, Volunteering & Training:** It is important to Crystal to remain working.
- Housing & Environment:** It is important to Crystal to continue living in her current housing.

MnCHOICES Support Plan for: CRYSTAL M RONNING

PMI: 00385938

Self-Direction: It is important to Crystal to continue with her current services.

Short and Long-Term Goals

Goal Statement	Target Date	Provider & NPI (if applicable)	Frequency of Reporting
Crystal would like to be able to budget for herself rather than going to her staff, learning to plan ahead better, over the upcoming year.	10/31/2021		Annually

Action Steps for Goals:

What will the person do?

Crystal will continue to work with formal and informal supports to build and maintain the skills necessary for her to reach her goal of being able to budget for herself rather than going to her staff, learning to plan ahead better, over the upcoming year.

What will the case manager do?

The case manager will facilitate the new Community Service Plan and Support Plan for continued County Funded Services with Crystal's needs and input at the center of the plan. The Case Manager will also monitor, evaluate and modify as needed, her goal of being able to budget for herself rather than going to her staff, learning to plan ahead better, over the upcoming year.

MnCHOICES Support Plan for: CRYSTAL M RONNING

PMI: 00385938

What will others do?

Crystal's FAMILY will provide informal supports to ensure her health and safety needs are met, as well as help her build and maintain all skills for her goal of being able to budget for herself rather than going to her staff, learning to plan ahead better, over the upcoming year.

Amanda Wiggins, from Lutheran Social Services, is her guardian, and will continue to exercise her powers and responsibilities, unless stated differently in the guardianship order, of: establishing place of abode (residential); care, comfort and maintenance needs; personal property; medical care; contracts; exercise supervisory authority; and assure eligibility for government benefits; She will complete her annual filing responsibilities as mandated by the court. She will work with Crystal to build and maintain all skills to meet her goal of being able to budget for herself rather than going to her staff, learning to plan ahead better, over the upcoming year.

REM Ramsey, Inc., is her REPRESENTATIVE PAYEE, will continue to assist with money management; assist with completion of all documents to maintain eligibility for state and federal benefit programs.

What will the provider do?

Staff at her home and vocational (Merrick) will provide appropriate support to Crystal. Staff will assist Crystal with accomplishing her goal of being able to budget for herself rather than going to her staff, learning to plan ahead better, over the upcoming year. The provider is responsible for health and safety needs are being met 24/7/365. They are mandated reporters and will follow all mandated reporting guidelines.

SUMMARY OF NEEDS

Quality of Life: Crystal Ronning is a 37-year old female who currently lives in a SLS group home in Roseville managed by REM Ramsey, Inc. She currently receives services through the Developmental Disabilities waiver from Ramsey County. Crystal has a court appointed guardian, Amanda Wiggins, from Lutheran Social Services. Her diagnoses include mild intellectual disabilities (F70), bipolar II disorder (F31.81), dysthymic disorder (F34.1) and other reactions to severe stress (F43.8). A 'bad day' for Crystal is when she doesn't get her way and when her anxiety increases. She will get upset and isolate away from people. A 'good day' for

MnCHOICES Support Plan for: CRYSTAL M RONNING

PMI: 00385938

Crystal is when she is doing what she is supposed to do and seeing her family. She will also be hanging out with her fiancé and playing with her cat. Crystal enjoys watching television, using social media, spending time with her fiancé, making phone calls, coloring and playing on the iPad. She also enjoys playing with her cat. She likes to go to the movies, to nail shops, to tattoo shops, shopping and going out to eat. She likes to spend time with her family, friends and fiancé.

Personal Assistance: EATING: Crystal is able to eat independently but she requires verbal reminders to ensure she makes healthy choices and eats appropriate portion sizes. BATHING: None reported. DRESSING: None reported. She is able to choose weather and event appropriate outfits. HYGIENE: It was reported that Crystal generally does a good job with her personal grooming / hygiene tasks but she may need some verbal reminders to ensure the tasks are completed. TOILETING: None reported. MOBILITY: None reported. POSITIONING: None reported. TRANSFERS: None reported. ASSESSOR CONCLUSIONS: Crystal Ronning is a 37-year old female who currently lives in a SLS group home in Roseville managed by REM Ramsey, Inc. She currently receives services through the Developmental Disabilities waiver from Ramsey County. She needs support to complete the tasks thoroughly, to help integrate these daily self-care skills appropriately into her daily routine, and to build her independence. She requires 24hrs staffing to ensure her health & safety needs are being met. There were no reported bathing, toileting, mobility, positioning, transferring and dressing concerns. She is able to choose weather and event appropriate outfits. Crystal is able to eat independently but she requires verbal reminders to ensure she makes healthy choices and eats appropriate portion sizes. It was reported that Crystal generally does a good job with her personal grooming / hygiene tasks but she may need some verbal reminders to ensure the tasks are completed. Crystal has a court appointed guardian, Amanda Wiggins, from Lutheran Social Services.

Home Management: MEDICATION MONITORING: Crystal requires caregiver assistance with her medication setup, administration and management. She is able to read the medication labels, but may forget to take medications at the prescribed times. Her staff oversee her medication administration and will assist Crystal in reordering her medications as needed. Her staff verbally prompt Crystal on how to administer any new or temporary medications / treatments. MEAL PREP: Crystal requires complete caregiver assistance with her meal preparation. She needs verbal reminders from staff to choose healthy snacks or meal options. Crystal can prepare some simple meals and use the microwave. It was reported that her staff cook all meals for her. She reported that she needs assistance as she does not know how to cook. TRANSPORTATION: Crystal uses metro mobility to get to work and the residential staff will assist her to arrange her transportation. Crystal is unable to access public transportation (bus routes) independently. Her staff provide all other transportation for Crystal. HOUSEWORK: Crystal requires caregiver assistance with light / heavy housework and her laundry. It was reported that the housework is separated between residents and on a Rota system. She requires staff assistance, both verbal and physical, to ensure that the jobs are done thoroughly. TELEPHONE USE: None reported. Crystal is able to use the phone to make and receive calls. She has a smartphone, which she can use for phone calls, texting, FaceTime, etc. SHOPPING: Crystal requires caregiver assistance for her shopping needs. She is able to identify needed items and is able to navigate within the store. She sometimes goes for her personal shopping independently and is able to set up her own transportation. It was reported that her staff do majority of the grocery shopping for the house. She assists in completing the shopping list and she has a set amount of money for the each week. FINANCES: Crystal requires caregiver

Document ID: 728983

Print Date: 10/21/2020

Page 6 of 12

MnCHOICES Support Plan for: CRYSTAL M RONNING

PML: 00385938

assistance with finances. She has given her money to others in the past. REM is Crystal's Representative Payee for her social security benefits. Her residence assists her with her bank account. It was reported that she has issues with budgeting and is given a set amount of money each week. She is vulnerable to financial exploitation. ASSESSOR CONCLUSIONS: Crystal Ronning is a 37-year old female who currently lives in a SLS group home in Roseville managed by REM Ramsey, Inc. She currently receives services through the Developmental Disabilities waiver from Ramsey County. She needs support to complete the tasks thoroughly, to help integrate these daily self-care skills appropriately into her daily routine, and to build her independence. She requires 24hrs staffing to ensure her health & safety needs are being met. Crystal requires caregiver assistance with her medication setup, administration and management. She is able to read the medication labels, but may forget to take medications at the prescribed times. Her staff oversee her medication administration and will assist Crystal in reordering her medications as needed. Her staff verbally prompt Crystal on how to administer any new or temporary medications / treatments. Crystal requires complete caregiver assistance with her meal preparation. She needs verbal reminders from staff to choose healthy snacks or meal options. Crystal can prepare some simple meals and use the microwave. It was reported that her staff cook all meals for her. She reported that she needs assistance as she does not know how to cook. Crystal uses metro mobility to get to work and the residential staff will assist her to arrange her transportation. Crystal is unable to access public transportation (bus routes) independently. Her staff provide all other transportation for Crystal. Crystal requires caregiver assistance with light / heavy housework and her laundry. It was reported that the housework is separated between residents and on a Rota system. She requires staff assistance, both verbal and physical, to ensure that the jobs are done thoroughly. Crystal is able to use the phone to make and receive calls. She has a smartphone, which she can use for phone calls, texting, FaceTime, etc. Crystal requires caregiver assistance for her shopping needs. She is able to identify needed items and is able to navigate within the store. She sometimes goes for her personal shopping independently and is able to set up her own transportation. It was reported that her staff do majority of the grocery shopping for the house. She assists in completing the shopping list and she has a set amount of money for the each week. Crystal requires caregiver assistance with finances. She has given her money to others in the past. REM is Crystal's Representative Payee for her social security benefits. Her residence assists her with her bank account. It was reported that she has issues with budgeting and is given a set amount of money each week. She is vulnerable to financial exploitation. Crystal has a court appointed guardian, Amanda Wiggins, from Lutheran Social Services.

Health Related/Medical: ASSESSOR CONCLUSIONS: Crystal Ronning is a 37-year old female who currently lives in a SLS group home in Roseville managed by REM Ramsey, Inc. She currently receives services through the Developmental Disabilities waiver from Ramsey County. She needs support to complete the tasks thoroughly, to help integrate these daily self-care skills appropriately into her daily routine, and to build her independence. She requires 24hrs staffing to ensure her health & safety needs are being met. It is reported that Crystal is in good health with the immediate health concern of her Anxiety, they are changing her medication. There were no known allergies. She is 5'5" tall and weighs 238 lbs. She saw her primary care physician for her annual checkup and routine scheduled appointments. She was admitted to hospital for 3 nights due to mental health issues / concerns. No other ER visits. Her diagnoses include mild intellectual disabilities (F70), bipolar II disorder (F31.81), dysthymic disorder (F34.1) and other reactions to severe stress (F43.8). Crystal wears upper and lower dentures after having all her teeth removed, but she often

Document ID: 728983

Print Date: 10/21/2020

Page 7 of 12

MnCHOICES Support Plan for: CRYSTAL M RONNING

PMI: 00385938

chooses not to wear them. Crystal had a court-approved tubal ligation on 9/12/05. Crystal had a breast reduction in 2009. Crystal suffers from polycystic ovarian syndrome. She has had her gallbladder removed. There were no reported treatments. Crystal sees a Psychiatrist as needed. Crystal states that her feet hurts when she stands for a long time. She had bunion surgery previously. She had surgery on both of her feet to remove bone spurs. Crystal suffers from insomnia and takes medication to help. Her anxiety increases at night which can keep her awake. There were no reported pain concerns. Crystal has a court appointed guardian, Amanda Wiggins, from Lutheran Social Services.

Cognitive and Behavior Supports: ASSESSOR CONCLUSIONS: Crystal Ronning is a 37-year old female who currently lives in a SLS group home in Roseville managed by REM Ramsey, Inc. She currently receives services through the Developmental Disabilities waiver from Ramsey County. She needs support to complete the tasks thoroughly, to help integrate these daily self-care skills appropriately into her daily routine, and to build her independence. She requires 24hrs staffing to ensure her health & safety needs are being met. Crystal's behavior's include Socially Unacceptable Behaviors (inappropriate sexual behaviors), Difficulties Regulating Emotions (isolation), Susceptibility to Victimization (caregiver neglect, financial / sexual / physical exploitation, easily manipulated, physically threatened, puts self in harm's way) and Impulsivity (easily influenced by others), Anxiety (avoidance of people / situations). Crystal has had sex with males who talk to her on the bus in the past. She will isolate herself when anxious. Crystal has high anxiety and will often times call providers, guardian or case manager many times if they do not answer. Crystal has a court appointed guardian, Amanda Wiggins, from Lutheran Social Services.; ASSESSOR CONCLUSIONS: Crystal Ronning is a 37-year old female who currently lives in a SLS group home in Roseville managed by REM Ramsey, Inc. She currently receives services through the Developmental Disabilities waiver from Ramsey County. She needs support to complete the tasks thoroughly, to help integrate these daily self-care skills appropriately into her daily routine, and to build her independence. She requires 24hrs staffing to ensure her health & safety needs are being met. Her diagnoses include mild intellectual disabilities (F70), bipolar II disorder (F31.81), dysthymic disorder (F34.1) and other reactions to severe stress (F43.8). It was reported that Crystal has mild cognitive impairments. Crystal has a court appointed guardian, Amanda Wiggins, from Lutheran Social Services. Crystal has been diagnosed with mild mental retardation, bi-polar disorder, dysthymic disorder, mixed anxiety disorder with obsessive, generalized and posttraumatic features, borderline personality disorder and avoidant personality disorder by Stephen Antonello, Ph.D. on 12/17/10. Her full-scale IQ was estimated at 62. Based on the information available, Crystal qualifies for DD case management according to Rule 185.

Personal Security: ASSESSOR CONCLUSIONS: Crystal Ronning is a 37-year old female who currently lives in a SLS group home in Roseville managed by REM Ramsey, Inc. She currently receives services through the Developmental Disabilities waiver from Ramsey County. She needs support to complete the tasks thoroughly, to help integrate these daily self-care skills appropriately into her daily routine, and to build her independence. She requires 24hrs staffing to ensure her health & safety needs are being met. Crystal know what to do regarding most emergency situations. She stated that she would call 911 if it was an emergency and tell her staff as soon as she could. It was previously reported that someone was stealing her money, over 12 months ago. She told her staff about it. Her money is now locked up. If she were yelled at or mistreated she stated that she would talk to staff about it. Depending on who it was, she may yell back. She would let her staff know when she got home. She is at risk of

Document ID: 728983

Print Date: 10/21/2020

Page 8 of 12

MnCHOICES Support Plan for: CRYSTAL M RONNING

PMI: 00385938

self-neglect in the above checked areas. Crystal has a court appointed guardian, Amanda Wiggins, from Lutheran Social Services.

Communications: VISION: Crystal wears glasses for Astigmatism. She is able to look after them herself. If she needs help she will ask her staff. HEARING: None reported. COMMUNICATION: Crystal is able to communicate verbally but sometimes has a hard time getting her ideas and feelings across to others. She often becomes frustrated when others do not understand her viewpoint. SENSORY INTERGRATION: It was reported that crowds send her anxiety soaring but she will still go places with

crowds. SUPPORTS NEEDED: Crystal know what to do regarding most emergency situations. She stated that she would call 911 if it was an emergency and tell her staff as soon as she could. ASSESSOR CONCLUSIONS: Crystal Ronning is a 37-year old female who currently lives in a SLS group home in Roseville managed by REM Ramsey, Inc. She currently receives services through the Developmental Disabilities waiver from Ramsey County. She needs support to complete the tasks thoroughly, to help integrate these daily self-care skills appropriately into her daily routine, and to build her independence. She requires 24hrs staffing to ensure her health & safety needs are being met. Crystal wears glasses for Astigmatism. She is able to look after them herself. If she needs help she will ask her staff. There were no reported hearing concerns. Crystal is able to communicate verbally but sometimes has a hard time getting her ideas and feelings across to others. She often becomes frustrated when others do not understand her viewpoint. It was reported that crowds send her anxiety soaring but she will still go places with crowds. Crystal know what to do regarding most emergency situations. She stated that she would call 911 if it was an emergency and tell her staff as soon as she could. Crystal has a court appointed guardian, Amanda Wiggins, from Lutheran Social Services.

Employment/Training/Skill Building: ASSESSOR CONCLUSIONS: Crystal Ronning is a 37-year old female who currently lives in a SLS group home in Roseville managed by REM Ramsey, Inc. She currently receives services through the Developmental Disabilities waiver from Ramsey County. She needs support to complete the tasks thoroughly, to help integrate these daily self-care skills appropriately into her daily routine, and to build her independence. She requires 24hrs staffing to ensure her health & safety needs are being met. Crystal works at Merrick. She assists with putting sterforms in boxes. She is working on staying focused and asking for help as needed. She values her coworkers. She works Monday - Friday and works about 3 hours a day. Her hours have changed due to the current pandemic. Crystal has a tendency to change jobs and leave her tasks undone or unfinished. Crystal states she wants to work at her current job but down the line she wants to work at a day care because she likes working with kids or to work at Walmart. She is not interested in volunteering currently. Crystal has a court appointed guardian, Amanda Wiggins, from Lutheran Social Services.

Supportive Services: ASSESSOR CONCLUSIONS: Crystal Ronning is a 37-year old female who currently lives in a SLS group home in Roseville managed by REM Ramsey, Inc. She currently receives services through the Developmental Disabilities waiver from Ramsey County. She needs support to complete the tasks thoroughly, to help integrate these daily self-care skills appropriately into her daily routine, and to build her independence. She requires 24hrs staffing to ensure her health & safety needs are being met. Crystal wants to continue to live where she is at but in the near future she is interested in a more independent setting. Crystal reported that she likes the staff and some of her housemates. Crystal has a court appointed guardian, Amanda Wiggins, from Lutheran Social Services.

Self-Direction: ASSESSOR CONCLUSIONS: Crystal Ronning is a 37-year old female who currently lives in a SLS group home

Document ID: 728983

Print Date: 10/21/2020

Page 9 of 12

MnCHOICES Support Plan for: CRYSTAL M RONNING

PMI: 00385938

in Roseville managed by REM Ramsey, Inc. She currently receives services through the Developmental Disabilities waiver from Ramsey County. She needs support to complete the tasks thoroughly, to help integrate these daily self-care skills appropriately into her daily routine, and to build her independence. She requires 24hrs staffing to ensure her health & safety needs are being met. Crystal has a court appointed guardian, Amanda Wiggins, from Lutheran Social Services. They are happy with the current services.
Caregiver/Parent Support: No informal caregiver present.

RECOMMENDED REFERRALS

No Data Found

INFORMAL CAREGIVERS

Name	Caregiver Relationship	Lives with Person	Caregiver Role	Type of Care
		<input type="checkbox"/>		<input type="checkbox"/> ADLs <input type="checkbox"/> IADLs <input type="checkbox"/> Habilitation <input type="checkbox"/> Community Access <input type="checkbox"/> Supervision <input type="checkbox"/> Social Interaction <input type="checkbox"/> Health & Medical

Notes/Comments

RISKS

How will Health and Safety Issues be Addressed?

She requires 24hrs staffing to ensure her health & safety needs are being met. Crystal know what to do regarding most emergency situations. She stated that she would call 911 if it was an emergency and tell her staff as soon as she could. It was previously reported that someone was stealing her money, over 12 months ago. She told her staff about it. Her money is now locked up. If she were yelled at or mistreated she stated that she would talk to staff about it. Depending on who it was, she may yell back. She would let her staff know when she got home. She is at risk of self-neglect in the above checked areas. Crystal has a court appointed guardian, Amanda Wiggins, from Lutheran Social Services.

NEXT STEPS:

Document ID: 728983

Print Date: 10/21/2020

Page 10 of 12

MnCHOICES Support Plan for: CRYSTAL M RONNING

PMI: 00385938

- You will work with an assessor or case manager to develop a Coordinated Services and Supports Plan for the public program you have chosen.**
- We are waiting for:**
- For help locating services and supports options in this Community Support Plan, these are resources you can contact:**
 - www.Minnesotahelp.info
 - Disability Linkage Line® (Hub) 866-333-2466
 - Senior LinkAge Line® (SLL) 800-333-2433
 - Veterans Linkage Line™ (VLL) 888-546-5838

Comments:

Throughout all domains this assessor discussed assisted technology that may benefit Crystal. This assessor discussed all housing options with Crystal and her guardian, and at this time they have chosen for Crystal to remain living at her current home. This assessor discussed all employment options with Crystal and her guardian; and at this time, they are happy with her current vocational options. Assessor has discussed with Crystal and her guardian how any conflicts are to be resolved with her case manager's help. This assessor discussed with Crystal and her guardian how they would request changes or additions be made to MNCA & CSP by working with her case manager.

MnCHOICES Support Plan for: CRYSTAL M RONNING

PMI: 00385938

APPEAL INFORMATION

If you are dissatisfied with the county agency/tribe or managed care organization's action, or feel they have failed to act on your request for home and community based services, you have the right to appeal within 30 days to your agency*, or write directly to:

Minnesota Department of Human Services Appeals Office
P. O. Box 64941
St. Paul, MN 55164-0941

Call:
Metro: 651-431-3600 (Voice)
Outstate: 651-657-3510
TTY: 800-627-3529
Fax: 651-431-7523

Online filing:
<http://edocs.dhs.state.mn.us/fserver/Public/DHS-0033-ENG-eform>

If you want to have your services continue during an appeal, you must file within 10 days after you receive a notice from your agency about a reduction, denial or termination of your services.

If you show good cause for not appealing within the 30-day limit, the state agency can accept your appeal for up to 90 days from the date you receive the notice.

* If you are enrolled in a managed care organization you also have the option to appeal directly with your managed care organization.

651-431-2400 or 800-747-5484

Attention. If you need free help interpreting this document, call the above number.

ملاحظة: إذا كنت بحاجة إلى مساعدة في فهم هذا المستند، فقم بالتصديق على الرقم أعلاه

താല്പരതയ്ക്ക് മുമ്പ് ഈ രേഖയെ അറിയുന്നതിനായി സഹായം തേങ്ങുന്നതിനുള്ള സൗകര്യം നൽകുന്നതിനായി

Радња: Ако вам треба бесплатна помоћ за тумачење овог документа, позовите горе наведени број.

Thoy ua trah zoo nyeeet. Yag hais has koj xay tau kev pab txhais lus rau tsab nraub nlawv no pub dawb, ces hu rau tus pnyprawb xov looj saum toj no.

Կենտրոնը Կ Կարողանա Բացարձակ Բесплатно Կայուն Կոչում Կազմակերպել Կոչում Կազմակերպել Կոչում Կազմակերպել

Hudachisa. Dokumenitiin kin bilisa akka siif fi ikkanu gargaarsa hoo fetele. Iakkoobsa guddadii kenname bihiili.

Внимание: если вам нужна бесплатная помощь в прочтении документа, позвоните по указанному выше телефону.

Dignitiin. Haddii aad u baahantahay saawirnaad laa'g-la'aan ah ee la'jumaadka qoraalka, lambarka kore wax.

Atención. Si desea recibir asistencia gratuita para interpretar este documento, llame al número indicado arriba.

Chú ý. Nếu quý vị cần được giúp đỡ dịch tài liệu này miễn phí, xin gọi số bên trên.

1B3-0008 (3-13)

What if I feel I have been discriminated against?

Discrimination is against the law. You have the right to file a complaint if you believe you were discriminated against because of race, color, national origin, religion, creed, sex, sexual orientation, public assistance status, age or disability. To file a complaint, contact:

- Minnesota Department of Human Services
Equal Opportunity and Access Division
P. O. Box 64997
St. Paul, MN 55164-0997
Call 651-431-3040 (voice) or Minnesota Relay at 711 or 800-627-3529 (toll-free).
- Minnesota Department of Human Rights
Freeman Building
625 N. Robert St.
St. Paul, MN 55155
Call 651-539-1100 (voice), 651-296-1283 (TTY) or 800-657-3704 (toll-free).

U.S. Department of Health and Human Services' Office for Civil Rights prohibits discrimination in its programs because of race, color, national origin, disability, age, religion or sex. Contact the Federal agency directly at U.S. Department of Health and Human Services Office for Civil Rights, Region V, 233 N. Michigan Ave. Suite 240, Chicago, IL, 60601. Call 312-886-2359 (voice), 800-537-7697 (TTY) or 800-368-1019 (toll-free).

This information is available in accessible formats for individuals with disabilities by calling 651-431-2600, toll-free 800-882-6262, or by using your preferred relay service. For other information on disability rights and protections, contact the agency's ADA coordinator.