

**RAMSEY COUNTY AGING & DISABILITY SERVICES GRIEVANCE  
POLICY & INFORMATION FORM**

**LEGAL REFERENCE:**

MN Statute 256B.092 subdiv. 1a (c)

MN Law Chapter 98, Article 4, Section 36

All individuals currently receiving case management services through Ramsey County Aging and Disability Services or via a contracted agency have the right to respectful and responsive services. All recipients of case management must be provided with the contact information that the individual may use to file a grievance with the county agency about the quality of case management services. All individuals receiving case management will be provided with this form.

**It is the goal of Ramsey County Aging & Disability Services to provide excellent customer service to the residents of Ramsey County, including providers.**

If you are experiencing issues with obtaining a service agreement (SA) or anything related to case management, following the chain of communication below is the most expedient way to resolve them.

Always start with the case manager (CM). They have complete knowledge and tools to help find answers. If you do not receive the assistance you need from the CM, contact their supervisor. If there is an after hours **non-medical** emergency or you need to contact a Ramsey County/DHS guardian after hours call: **651-266-4500** (state you are calling from disability services). This number is answered 24 hours per day, 7 days per week.

Your case manager is: CM name

and can be reached at: CM number or email.

Your case manager's supervisor is: Supervisor name

and can be reached at: super number and e-mail.

Your Ramsey County liaisons can be reached at [ssd.vendorliaisons@ramseycounty.us](mailto:ssd.vendorliaisons@ramseycounty.us)

Jill Roddy: 651-266-4326 & Jonathon Vang: 651-266-3651

Their supervisor is Amy Mueller, contact email: [amy.mueller@co.ramsey.mn.us](mailto:amy.mueller@co.ramsey.mn.us)

If you have not received assistance from the liaisons or supervisor, please call Brent Floren, Aging & Disability Services Interim Manager, at 651-266-4262. Or email: [ADS.Grievance@ramseycounty.us](mailto:ADS.Grievance@ramseycounty.us) (monitored by Amy Mueller, ADS Admin & Access Manager)