



COMMUNITY SUPPORT SERVICE, LLC

Mastering the Art of Residential Services

WHO TO CONTACT FOR QUESTIONS

TOPIC	CONTACT PERSON	PHONE	EMAIL
Hillsborough Licensing Major Issues & Concerns, Fraud, Unresolved Grievances, No Response On-call, Serious Consumer Injuries or Death; Abuse or Neglect	Regina Ferguson, Executive Director	(336) 855-1810 ext. 207	regina@communitysupportservice.com
Payroll Income/Employment Verifications Office Technology HIPAA	Dawn Campbell, Office Manager	(336) 855-1810 ext. 209	dawn@communitysupportservice.com
Licensing & Relicensing Greensboro Area	Emil Goergen	(336) 855-1810 ext. 204	emil@communitysupportservice.com
Relicensing Hillsborough Area	Victoria Mask	(919) 644-1099	victoria@communitysupportservice.com
Trainings CAP Grids Personnel Checklists	Hope Woods, Administrative Assistant	(336) 855-1810 ext. 201	hope@communitysupportservice.com
	Arlene Lovelace, Office Assistant	(919) 644-1099	arlene@communitysupportservice.com
Authorizations Formal Complaints Human Rights	Michelle Maynard, Clinical Director	(336) 855-1810 ext.203	michelle@communitysupportservice.com
Quality Assurance/Improvement Projects, Satisfaction Surveys, Risk Management	Sirlena Pinnix, Operations Manager	(336)855-1810 ext.210	sirlena@communitysupportservice.com

Authorizations Hillsborough	Ursula Dikes, Program Manager	(919) 644-1099	ursula@communitysupportservice.com
Health & Safety Respite Program (non-CAP-MR/DD)	Trudy Winslow, Program Manager	(336)855-1810 ext. 211	trudy@communitysupportservice.com
Questions Regarding Consumer Care, Therapeutic Grids Consumer Goals, Supervision, Crisis Intervention During the Day On-call Phone After Business Hours	Assigned Program Manager / Supervisor Rotating Staff	(336)855-1810 Greensboro (919)644-1099 Hillsborough On Call Phone (336)324-3107	cnewcomb@triad.rr.com (Catherine) cindy@communitysupportservice.com debra@communitysupportservice.com dickeydeb@bellsouth.net (Debbie D.) emil@communitysupportservice.com michelle@communitysupportservice.com sirlena@communitysupportservice.com trudy@communitysupportservice.com ursula@communitysupportservice.com victoria@communitysupportservice.com
Non-Emergency Consumer Health Questions	Connie Jones, Nurse	(336)382-0972	connie@communitysupportservice.com