

Genacross Family & Youth Services
2411 Seaman St.
Toledo, OH 43605

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Policy: Community Engagement

Genacross Family & Youth Services is a social service agency founded in 1860, specializing in the care and treatment of multi-need, difficult to manage children and youth in the least restrictive setting possible. Genacross Family & Youth Services works with children and youth ages 6-21 and is a member of the Ohio Association of Child Caring Agencies. Facilities are licensed by the Ohio Department of Job and Family Services. The agency is certified by the Ohio Board of Developmental Disabilities and in six different activity areas by the Ohio Department of Mental Health.

Genacross Family & Youth Services operates several groups homes and a children's residential center (CRC) as well as serving adult clients with Homemaker Personal Care services and clinical services to clients in the community. We are a part of the Genacross Lutheran Services and together operate throughout Northwest Ohio. Our group homes and CRC are located as follows:

Anthony Wayne Group Home
(419) 877-0107

East Toledo Group Home
(419) 690-0294

Oregon Group Home
(419) 691-9191

Wynn Group Home
(419) 691-8687

Concerns can be handled by the house managers or house coordinators at these homes.

Maumee Youth Center
(419) 875-6965

Concerns can be handled by the Director of Operations.

Concerns for any program may also be directed to the Executive Director by calling the main office at (419) 693-1520 or by emailing concerns@genacross.org.

Any concerns relayed to Genacross Family & Youth Services will be acknowledged within 72 hours.

The Executive Director may delegate responsibility for the concern to a Clients Rights Officer, the Safety and Security Officer, a house manager, a house coordinator, another director or any other designee.

A meeting will be scheduled with the person filing the concern within five business days of acknowledgment of receipt. Genacross will review and gather all pertinent information during this meeting.

Within five business days of the initial meeting, all other parties involved will be interviewed unless restricted by their guardians.

A final resolution meeting will be held within ten business days of the completion of interviews.

The concern/complaint will be resolved within 30 business days from the time of the filing of the complaint. A written record of this resolution will be mailed to the individual and will be kept at the Genacross Family & Youth Services main office.

The Community Engagement policy including the steps of resolution for concerns will be posted on the Genacross Family & Youth Services website. The hard copy of the policy is also available upon request.