



Title: Community Engagement	Framework: Family and Youth Services
Regulatory: OAC: 5101:2-9-38 CARF: N/A	Creation Date: 6/17/15
	Reviewed Dates: 2/17/16, 5/16/18, 11/14/18, 11/13/19, 11/11/20, 11/10/21, 11/9/22, 11/8/23.
Forms: N/A	Revised Dates: 9/7/21; 11/09/2021.

Purpose: Genacross is dedicated and takes pride in maintaining strong relationships with our surrounding communities. Genacross desires to work together with community members to address any concerns related to our residential facilities.

Policy:

1. Genacross operates the following residential group homes:

Maumee Youth Center
419-875-6965

Anthony Wayne Group Home
419-877-0107

Oregon Group Home
419-691-9191

East Toledo Group Home
419-690-0294

Wynn Group Home
419-691-8687

Adrian Group Home
517-662-4977

2. If a concern arises from a community member, the House Coordinators may be contacted at each location listed above. Or, by contacting the Main Office during normal business hours at 419-693-1520. Our after-hours number is 419-705-9742. You can also contact Genacross at concerns@genacross.org
3. This policy is available upon request to any individual as is available on our website Genacrossluthेरanservices.org
4. Following the report of a concern, acknowledgement to the individual filing the concern will be made within 72 hours.
5. 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 regarding the concern during this meeting.
6. Within five business days of the initial meeting, an investigation will be initiated regarding the concern.
7. A final resolution meeting will be held within ten business days of the completion of the investigation.
8. The concern will be resolved within 30 business days from the time of the filing of the concern. A written record of this resolution will be mailed to the individual and a copy of the record will be maintained at the main office.