

## **Community Engagement Plan**

### **5101:2-9-38**

- Kelly Youth Services community engagement plan includes protocols for the community where we are located to communicate concerns or other pertinent information directly to our facilities which will include at a minimum:
  - Contact phone number for all facilities (513) 761-0700. The community/individual can call this number Monday-Friday 9am-6pm to express any concerns and/or obtain pertinent information about the organization. The administrative assistant will take the call and relay any and all information to the Administrator or Executive Director within 24 hours and we will respond to the concern within 2 business days.
  - Company email: [kysinformation@fuse.net](mailto:kysinformation@fuse.net) is where the community/individual can go to in order to email any concerns or obtain any pertinent information about the organization. The Administrator or Executive director will respond via email within 2 business days.
- Kelly Youth Services will provide all applicable information listed in paragraph (A) (1) of this rule to the following:
  - The Administrator or Executive Director will provide all applicable information upon request to an individual or community leader within 2 business days.
  - Kelly Youth Services company website: [kellyyouthservices.com](http://kellyyouthservices.com) contains all community engagement information. Request for additional information can be made via the website and provided by the Administrator or Executive Director within 2 business days.
  - Kelly Youth Services time frame protocols for responding to communication request are: request made via message through Administrative Assistant will be delivered within 24 hours. KYS Administrator or Executive Director will respond to any concerns within 2 business days.