**Silver Linings Agency Inc.**

2032 Bluehill Dr., Cincinnati, OH 45240 House Phone: (513)-432-2899

**Community Engagement Plan**

Silver Linings Inc. prides itself in increasing community involvement and communication regarding our services for our youth and their families. We understand that there may be times that situations occur in the community that may require personal communications. We believe that personal communication is the best means to handle a concern/ question/ matter. Therefore, Silver Linings encourages community members to communicate concerns or other pertinent information directly with the agency by contacting:

-The Agency administrative staff in their community via phone or email:

Program Director

Chandra Davis, MSW, LISW-S, LICDC, CTP

Cell: 513-344-1929

Email: Chandra@silverliningsagency.org

Compliance Officer

Chantia Gaines, MSN, APRN, FNP-C

Cell: 513-432-2899

Email: Chantia@silverliningsagency.org

House Manager

Brittany Thomas, CNA

Cell: 513-884-2262

Email: Brittany@silverliningsagency.org

Upon receipt of the concern or relevant information, the information will be forward to the appropriate director. The concern or relevant information will then be addressed within 5 business days after the appropriate director has been notified. Documentation reflecting that the communication was attended to will be maintained by the Compliance Officer of Silver Linings.

Upon approval of the plan, Silver Linings Agency will post the community engagement plan on the website at www.silverliningsagency.org . A copy of the protocols for the community engagement plan will be available to any individual upon request and a copy will be sent to all required parties per OAC 5101:2-9-38(A)(2)(a).