

3660 Corporate Dr.
Columbus, OH 43231
Phone: 614-899-3790
www.cssohio.org



Community Engagement Plan

Consumer Support Services (CSS) strives to be a good neighbor, conscientious of the needs of its fellow community members. CSS has developed a protocol for individuals within the community to utilize when needing to share feedback or voice concerns involving CSS groups home and/or the youth we serve. Community members can communicate with our agency in the following ways:

By directly speaking with staff at the group home:

Firwood

1300 Firwood Dr.

Columbus, Ohio 43229

614-436-2480

Tamarack

5140 Tamarack Blvd.

Columbus, Ohio 43229

614-433-9510

Plum

322 E. Plum St.

Westerville Ohio 43081

614-895-1568

Lakewood

2826 Lakewood Dr.

Columbus, Ohio 43231

614-895-1459

Emslie

4586 Emslie Dr.

Columbus, Ohio 43229

Ph# 614-447-3061

Dechant

4764 Dechant St.

Columbus, Ohio 43229

Ph# 614-430-9141

By directly speaking with the management staff of the group home by phone or email:

George Godfrey - Site Supervisor, cell 614-357-1391 or george.godfrey@cssohio.org

Nakisha Payne-Manley – Site Supervisor, cell 614- 254-0927 or nakisha.payne-manley@cssohio.org

Lucious Harper – Program Director, cell 614-981-9692 or luscious.harper@cssohio.org

Courtney Saum – Program Director, cell 614-230-6645 or courtney.saum@cssohio.org

Janie Withrow – Associate Director, cell 614-357-1001 or janie.withrow@cssohio.org

Michelle Swickard – Director, cell 614-560-4275 or michelle.swickard@cssohio.org

Community members can also leave feedback at our website, www.cssohio.org. Individuals can click on the “How are we doing?” tab. Individuals can make notes and request follow-up within this portion of the website. CSS will respond to a community request within two business days of receipt. The cssohio.org website also includes a “Counties” tab which includes the addresses and phone numbers for each county office along with each CSS licensed group home for youth.

Staff are trained on the agency’s community engagement plan during their orientation period and thereafter annually. Staff are also trained during their orientation period and annually in regards to major unusual incident reporting and behavior supports. Staff are directed to follow the chain of command in reporting any incidents involving law enforcement to their immediate supervisor for further support and direction.

Upon approval of the plan, CSS will post the community engagement plan on the website at cssohio.org. A copy of the community engagement plan will be available to any individual upon request and a copy will be sent to all required parties per OAC 5101:2-9-37.

