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# Heights Family to Family Collaborative

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**Linking** families to community resources  
and **empowering** them to shape their future

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## Community Resource Guide



**THE CENTERS**  
FOR FAMILIES AND CHILDREN

*Go Further.*

**The Centers for Families and Children**

**RapArt at Taylor Commons  
1941 South Taylor Road  
Cleveland Heights, Ohio 44118  
216.320.9520 PHONE  
216.320.9533 FAX**

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## **Family to Family Neighborhood Collaborative**

Welcome to our Community Resource Guide. Please browse the pages below for information on our Neighborhood Collaborative. Is something missing? Need to update a listing? Please send your comments to Arlene Castañeda at [Arlene.castaneda@thecentersohio.org](mailto:Arlene.castaneda@thecentersohio.org) or call **216.320.9520 ext 2**.

## **Contact Information**

### **THE CENTERS FOR FAMILIES AND CHILDREN**

**1941 South Taylor Road  
Cleveland Heights, Ohio 44118  
216.320.9520 PHONE  
216.320.9533 FAX**

### **STAFF**

#### **Pamela A. Peek**

System of Care Supervisor  
Extension 5  
[Pamela.peek@thecentersohio.org](mailto:Pamela.peek@thecentersohio.org)

#### **Terri L. Thompson**

Lead Wraparound Specialist  
Extension 3  
[Terri.thompson@thecentersohio.org](mailto:Terri.thompson@thecentersohio.org)

#### **Jeanette Logan-Lane**

Wraparound Specialist  
Extension 4  
[Jeannette.logan-lane@thecentersohio.org](mailto:Jeannette.logan-lane@thecentersohio.org)

#### **Arlene D. Castañeda**

Family Information Resource Specialist  
Extension 2  
[acastaneda@c4fc.org](mailto:acastaneda@c4fc.org)

### **TAPESTRY SYSTEM OF CARE**

#### **Mr. Kenneth Lyles**

#### **Catholic Charities**

Parent Advocate  
Extension 1200

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## What is Family to Family?

Family to Family is a partnership between Cuyahoga County, The Centers for Families and Children and local agencies, organizations and community members who want to support families in our service area and beyond. The Centers for Families and Children is proud to serve as the lead agency to the Heights Family to Family.

A partnership of



## Assisting Families in Need

Any families that live in our collaborative service area facing challenges that might threaten the safety and development of their children can look to Family to Family for assistance. We use a “wrap-around” approach to help families through a crisis and beyond. Wrap around encourages families to discover and use their own strengths and assets to solve problems, support their children, set and reach goals and define their futures.

## Our Service Area

We assist families that reside in the following communities; Beachwood, Cleveland Heights, Orange Village, Pepper Pike, Shaker Heights, University Circle area, University Heights, Village of Hunting Valley, Village of Moreland Hills, and the Village of Woodmere.

## Service Areas Zip Codes

44022

44106

44118

44120

44121

44122

44124

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and empowering them to shape their future**

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**CUYAHOGA COUNTY DEPARTMENT OF CHILDREN AND FAMILY SERVICES  
NEIGHBORHOOD COLLABORATIVES**

**BROADWAY**

University Settlement  
4800 Broadway Avenue  
Cleveland, Ohio 44127  
(216) 441-1066

**CENTRAL**

Cuyahoga County Metropolitan  
Housing Authority  
Carl B. Stokes – Social Service Mall (D-506)  
Cleveland, Ohio 44104  
(216) 361-2367

**CENTRAL**

Friendly Inn Settlement, Inc.  
2386 Unwin Road  
Cleveland, Ohio 44104  
(216) 431-7657

**CLEVELAND HEIGHTS – UNIVERSITY HEIGHTS**

Center for Families and Children  
RapArt  
1941 South Taylor Road  
Cleveland Heights, Ohio 44118  
(216) 320-9520

**EAST CLEVELAND**

Murtis Taylor  
16005 Terrace Road  
East Cleveland, Ohio 44112  
(216) 283-4400 x2273

**EUCLID**

YMCA of Greater Cleveland (Euclid Family Branch)  
631 Babbit Road  
Euclid, Ohio 44123  
(216) 289-8449

**GARFIELD HEIGHTS**

Word of Righteousness Family Life Center, Inc.  
13455 Dressler Road  
Garfield Heights, Ohio 44125  
(216) 365-3336

**GLENVILLE**

Catholic Charity Services - St. Martin De Porres  
1264 East 123<sup>rd</sup> Street  
Cleveland, Ohio 44108  
(216) 268-3909

**HARVARD/UNION MILES**

Harvard Community Services  
18420 Harvard Avenue  
Cleveland, Ohio 44128  
(216) 991-8585

**HOUGH**

Cleveland Urban Minority Drug Abuse Outreach  
(UMADAOP)  
6809 Quimby Avenue  
Cleveland, Ohio 44103  
(216) 361-1244

**LAKEWOOD**

City of Lakewood  
Department of Human Services/Youth  
13616 Madison Avenue  
Cleveland, Ohio 44107  
(216) 529-6042

**MT. PLEASANT**

Murtis H. Taylor Service Center  
13422 Kinsman Road  
Cleveland, Ohio 44120  
(216) 283-4400

**PARMA**

Parma City Schools  
6726 Ridge Road, Suite 205  
Parma, Ohio 44126  
(440) 887-4873

**WEST SIDE (FAR & NEAR)**

West Side Community House  
9300 Lorain Avenue  
Cleveland, Ohio 44113  
(216) 771-7297 x323

**WOODHILL/FAIRFAX**

East End Neighborhood House  
2749 Woodhill Road  
Cleveland, Ohio 44104  
(216) 791-9378

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**EMERGENCY NUMBERS**

Adult Abuse Hotline .....	(216) 420-6700
Child Find .....	(800) 426-5678
Child Abuse Hotline.....	(216) 696-5437
Consumer Protection.....	(216) 881-3434
Domestic Violence .....	(216) 391-4357
First Call for Help (211) .....	(216) 436-2000
Foreclosure .....	(888) 995-4673
HIV and STD Hotline.....	(800) 332-2437
Legal Aid Society .....	(216) 687-1900
National Runaway Switchboard.....	(800) 786-2929
Poison Control Center.....	(216) 231-4455
Rape Crisis Center Hotline .....	(216) 619-6192
Rental Assistance	
Cleveland Mediation .....	(216) 621-1919
Cleveland Tenants Organization .....	(216) 432-0614
Council for Economic Opportunities (CEOGC) .....	(216) 518-4013
Family to Family at RapArt .....	(216) 320-9520
Suicide Prevention and Mental Health .....	(216) 623-6888
Witness/Victim Service Center .....	(216) 443-7345

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**GOVERNMENT**

**Federal**

**Federal Citizen Information Center** ([www.usa.gov](http://www.usa.gov)) ..... (800) 333-4636

**President Barack Obama** (D) ..... (202) 456-1414  
1600 Pennsylvania Avenue  
Washington, D.C. 20500  
[president@whitehouse.gov](mailto:president@whitehouse.gov)

**Senator Sherrod Brown** (D) ..... (216) 522-7272  
Federal Building  
1240 East 9<sup>th</sup> Street, Suite 1710  
Cleveland, Ohio 44114

713 Hart Senate Office Building ..... (202) 224-2315  
Washington, D.C. 20510  
[Brown.senate.gov](http://Brown.senate.gov)

**Senator Rob Portman** (R) ..... (216) 522-7095  
1301 East 9<sup>th</sup> Street, Suite 3061  
Cleveland, Ohio 44114

B4010 Dirksen Senate Office Building ..... (202) 224-3353  
Washington, D.C. 20510  
[portman.senate.gov](http://portman.senate.gov)

**U.S. Congressional District 10**

**Dennis Kucinich** (D) ..... (216) 228-8850  
14400 Detroit Avenue ..... Fax: (216) 228-6465  
Lakewood, Ohio 44107

2445 Rayburn House Office Building ..... (202) 225-5871  
Washington, D.C. 20515 ..... Fax: (202) 522-5745

**U.S. Congressional District 11**

**Marcia L. Fudge** (D) ..... (216) 522-4900  
4834 Richmond Road, Suite 150 ..... Fax: (216) 522-4908  
Warrensville Heights, Ohio 44128

1019 Longworth House Office Building ..... (202) 225-7032  
Washington, D.C. 20515 ..... Fax: (202) 225-1339

**Social Security Administration** ..... (800) 722-1213  
[www.ssa.gov](http://www.ssa.gov)

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**State**

Ohio.gov  
State of Ohio Information ..... (216) 787-3000  
Ohio Legislative Information Center ..... (800) 282-0253

**Governor John Kasich (R)**

Governor's Office ..... (614) 466-3555  
Riffe Center, 30<sup>th</sup> Floor ..... Fax: (614) 466-9354  
77 South High Street  
Columbus, Ohio 43215-6108

**Ohio Senate District 25**

Nina Turner (D) ..... (216) 701-6986  
17111 Kenyon Road  
Shaker Heights, Ohio 44120  
Senate Building  
1 Capital Square..... (614) 466-4583  
Room #226, Second Floor ..... Fax: (614) 466-4120  
Columbus, Ohio 43215  
SD25@maild.sen.state.oh.us

**State of Ohio Websites**

<http://ohio.gov/agencies>  
<http://development.ohio.gov/Community/ocs/heap.htm>

**State Websites for Children**

[www.ohiokids.org](http://www.ohiokids.org)  
<http://www.publicsafety.ohio.gov/kids/html/kidsland.html>  
[http://www.dnr.state.oh.us/Home/ExperienceWildlifeSubHomePage/kidspagesplaceholder/kidsdefault/  
tabid/6024/Default.aspx](http://www.dnr.state.oh.us/Home/ExperienceWildlifeSubHomePage/kidspagesplaceholder/kidsdefault/tabid/6024/Default.aspx)

**County**

Commissioner's Office General Information ..... (216) 443-7178  
[www.cuyahogacounty.us](http://www.cuyahogacounty.us)



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**Local (By Communities Served)**

**CITY OF BEACHWOOD**

25325 Fairmount Boulevard  
Beachwood, Ohio 44122  
(216) 292-1901 Phone  
(216) 202-1984 Fax  
www.beachwoodohio.com

**Municipal Courts**

3355 Lee Road  
Shaker Heights, Ohio 44120

**Shaker Heights Municipal Court serves Beachwood, Pepper Pike, Shaker Heights, and University Heights, Village of Hunting Valley**

**Mayor:** Merle S. Gorden

mayor@beachwoodohio.com

**Council President:** Mark Mintz

**Council Clerk:** Karen M. Navolanic

**City Council Members**

- Justin Berns
- Saul Eisen
- Fredric S. Goodman
- Melvin M. Jacobs
- Brian H. Linick
- Mark I. Wachter

City Council usually meets on the first and third Mondays of each month, at 7:00 p.m., at Beachwood City Hall 25325 Fairmount Boulevard - Council Chambers

**CITY OF CLEVELAND (Ward 9, University Circle Area 44106 Only)**

601 Lakeside Avenue  
Cleveland, Ohio 44114  
(216) 664-3990 Phone  
www.city.cleveland.oh.us/CityofCleveland

**Mayor:** Frank G. Jackson

mayorsactioncenter@city.cleveland.oh.us

**City Council Member Ward 9**

Kevin Conwell  
council9@clevelandcitycouncil.org

Ward Office ..... (216) 791-6642  
City Hall Office ..... (216) 664-4552

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**CITY OF CLEVELAND HEIGHTS**

20 Severance Circle  
Cleveland Height, Ohio 44118  
(216)-291-4444 Phone  
(216) 202-1984 Fax  
www.clevelandheights.com

**Mayor:** Edward J. Kelly ..... (216) 291-4756  
**Vice Mayor:** Phyllis Evans ..... (216) 321-5378  
**City Manager:** Robert C. Downey ..... (216) 291-3737

**Council Members**

Bonita W. Caplan ..... (216) 381-8353  
Kenneth Montlack ..... (216) 320-5800  
Cheryl L. Stephens ..... (216) 650-6002  
Mark A. Tumeo ..... (216) 923-9210  
Dennis R. Wilcox ..... (216) 522-0272

Regular Council meetings, open to the public, are usually held the first and third Mondays of the month, 7:30 pm in Cleveland Heights City Hall Council Chambers, 40 Severance Circle

**Municipal Court**

40 Severance Circle  
Cleveland Heights, Ohio 44118 ..... (216) 291-4901  
Jury Information (General) ..... (216) 291-3385  
Judge A. Deane Buchanan  
Magistrate Georgeann Schmidt

**Arts and Recreation**

Larry Shaw, Commissioner ..... (216) 691-7373

**Department of Building** ..... (216) 291-4900

**Department of Community Service**

Susanna Niermann O’Neil, Director ..... (216) 291-5817  
Cain Park, Erin Cameron ..... (216) 291-5796  
Summer ..... (216) 371-3000  
Community Relations ..... (216) 291-2323  
Government Television, Steve Barker ..... (216) 291-5795  
Office on Aging, Amy Jenkins ..... (216) 291-5817  
Parks and Recreation, Larry Shaw ..... (216) 691-7377  
Public Relations, Noreen Fox ..... (216) 291-5714  
Real Estate Programs, Gretta Ryan ..... (216) 291-5813

**Department of Finance,** Thomas K. Malone, Director ..... (216) 291-3100  
Division of Income Tax ..... (216) 291-3978  
Domestic Partner Registry: ..... (216) 291-2323  
Department of Health Services: ..... (216) 291-3501  
Department of Housing ..... (216) 291-5900  
Department Treasury Department ..... (216) 291-5770

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**CITY OF ORANGE VILLAGE**

4600 Lander Road  
Orange Village, Ohio 44022  
Phone: (440) 498-4400  
www.orangevillage.com

**Municipal Courts**

Bedford Municipal Court  
165 Center Road, Bedford, Ohio 44146  
(440) 232-3420 Phone  
(440) 232-2510 Fax

Bedford Municipal Court serves Bedford, Bedford Heights, Bentleyville, Chagrin Falls, Glenwillow, Highland Hills, **Moreland Hills**, North Randall, Oakwood, **Orange**, Solon, Warrensville Heights and **Woodmere**.

**Mayor:** Kathy U. Mulcahy

**City Council Members**

Mark A. Parks, Jr.-President  
Mary Kamperman, Clerk of Council

Ed Bonk                      Mark Bram      Dan Brown      Herbert Braverman  
Frances Kluter              Lisa Perry

City Council meets at least once a month for regular meetings. The meetings are held at 8:00 p.m. on the second Wednesday of each month. All meetings are open to the public.

**CITY OF PEPPER PIKE**

2800 Shaker Boulevard  
Pepper Pike, Ohio 44124  
(440) 831-8500 Phone  
www.pepperpike.org

**Municipal Courts**

3355 Lee Road  
Shaker Heights, Ohio 44120

Shaker Heights Municipal Court serves Beachwood, Hunting Valley, **Pepper Pike**, Shaker Heights, and University Heights

**Mayor:** Bruce H. Akers - (216) 831-9604

brucehakers@pepperpike.org

**City Council Members**

Allan C. Krulak..... (440) 461-4278  
Gail B. Maryland ..... (216) 591-0877  
Paulette E. Morganstern ..... (216) 292-7244  
Scott Newell..... (216) 378-0550  
Clevis T. Svetlik ..... (440) 442-1006  
Frederick I. Taft..... (216) 595-9011  
Jill Miller Zimon ..... (216) 831-4495

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**CITY OF SHAKER HEIGHTS**

3400 Lee Road  
Shaker Heights, Ohio 44120  
(216) 491-1410 Phone  
(216) 491-1407 Fax  
www.shakeronline.com

**Mayor:** Earl M. Leiken

mayor@shakeronline.com

**City Council Members**

**Vice Mayor, Vice Chair**

Earl Williams, Jr. .... (216) 337-8954  
James Brady..... (216) 305-5255  
Al Foster..... (216) 921-8863  
Brian Gleisser..... (216) 496-3312  
Nancy Moore ..... (216) 751-8812  
Lynn Ruffner ..... (216) 283-6377  
Robert Zimmerman ..... (216) 346-7038

**Municipal Courts**

3355 Lee Road  
Shaker Heights, Ohio 44120

Department of Building ..... (216) 491-1460  
Housing Inspection Department..... (216) 491-1470  
Neighborhood Revitalization Department..... (216) 491-1370  
Planning Department..... (216) 491-1430  
Community Life (Thornton Park) ..... (216) 491-1295  
Community Life (Stephanie Tubbs Jones Community Building) ..... (216) 491-1360  
Health Department ..... (216) 491-1480  
Police Department ..... (216) 491-1220  
Public Works Department..... (216) 491-1490  
Communications/Outreach ..... (216) 491-1340  
Human Resources Department..... (216) 491-1427  
Finance Department ..... (216) 491-1420  
Law Department ..... (216) 491-1440

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**CITY OF UNIVERSITY HEIGHTS**

2300 Warrensville Center Road  
University Heights, Ohio 44118  
(216) 932-7800 Phone  
(216) 932-8351 Fax  
www.universityheights.com

**Municipal Courts**

3355 Lee Road

Shaker Heights, Ohio 44120

Shaker Heights Municipal Court serves Beachwood, Hunting Valley, Pepper Pike, Shaker Heights, and **University Heights**

**Mayor:** Susan K. Infeld

**City Council Members**

Frankie B. Goldberg, Vice Mayor..... fgoldberg@universityheights.com  
Nancy E. English, Clerk of Council..... nenglish@universityheights.com  
Steven D. Bullock..... sbullock@universityheights.com  
Frank Colsolo ..... fconsolo@universityheights.com  
Phillip Ertel..... pertel@universityheights.com  
Kevin Patrick Murphy ..... kpmurphy@universityheights.com  
Susan Pardee ..... spardee@universityheights.com  
Steven Sims ..... ssims@universityheights.com

Recreation (Purvis Park Pool) ..... (216) 381-4720  
Senior Adult Office ..... (216) 491-1350  
Service Department ..... (216) 932-7800 x215  
Vital Statistics..... (216) 932-7800 x219

**VILLAGE OF HUNTING VALLEY**

38251 Fairmount Boulevard  
Hunting Valley, Ohio 44022  
Phone: (440) 247-6106  
Fax: (440) 247-2110  
www.huntingvalley.net

**Municipal Courts**

3355 Lee Road

Shaker Heights, Ohio 44120

Shaker Heights Municipal Court serves Beachwood, Pepper Pike, Shaker Heights, and University Heights, **Village of Hunting Valley**

**Mayor:** John D. Wheeler ..... mayor@huntingvalley.net

**City Council Members**

Nancy Heinen	Bruce V. Mavec	Gerald Medinger
William J. O’Neill, Jr.	Larry Sears	Mary A. Weber
Thomas Flynn, Clerk		

City Council meets at least once a month for regular meetings. The meetings are held at 5:00 p.m. on the second Tuesday of each month. All meetings are open to the public.

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**VILLAGE OF MORELAND HILLS**  
4350 SOM Center Road  
Moreland Hills, Ohio 44022  
(440) 248-1188 Phone  
(440) 498-9581 Fax  
villagehall@morelandhills.com

**Mayor:** Susan Renda .....srenda@morelandhills.com

**City Council Members**

Steve Richman, Council President .....srichman@morelandhills.com  
Julie Miller, Clerk of Council ..... villagehall@morelandhills.com  
Ted Buczek..... tbuczek@morelandhills.com  
Monica Sturgis .....msturgis@morelandhills.com  
Robin Cooper .....rcooper@morelandhills.com  
Paul Stanard ..... pstanard@morelandhills.com  
William Wortzman..... wwortzman@morelandhills.com

**Municipal Courts**

Bedford Municipal Court  
165 Center Road, Bedford, Ohio 44146  
(440) 232-3420 Phone  
(440) 232-2510 Fax

Bedford Municipal Court serves Bedford, Bedford Heights, Bentleyville, Chagrin Falls, Glenwillow, Highland Hills, **Moreland Hills**, North Randall, Oakwood, Orange, Solon, Warrensville Heights and Woodmere.

**VILLAGE OF WOODMERE**  
27899 Chagrin Boulevard  
Woodmere, Ohio 44122  
(216) 831-9511 Phone  
(216) 292-7023 Fax  
www.woodmerevillage.com

**Mayor:** Charles E. Smith .....csmith@woodmerevillage.com

**City Council Members**

Sheryl C. Blakemore, Clerk of Council..... (216) 360-0550  
Lisa Brockwell ..... (216) 464-7536  
Jennifer Mitchell Earley..... (216) 896-9275  
Gerald Carrier ..... (216) 831-1431  
Benjamin G. Clark ..... (216) 765-1811  
Glenda Todd-Miller..... (216) 831-7363  
Shelley Ross ..... (216) 292-9170  
Carolyn L. Patrick..... (216) 292-0445

**Municipal Courts**

Bedford Municipal Court  
165 Center Road, Bedford, Ohio 44146  
(440) 232-3420 Phone  
(440) 232-2510 Fax

Bedford Municipal Court serves Bedford, Bedford Heights, Bentleyville, Chagrin Falls, Glenwillow, Highland Hills, Moreland Hills, North Randall, Oakwood, Orange, Solon, Warrensville Heights and **Woodmere**.

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## **SCHOOL DISTRICTS**

### **Beachwood City School District**

**Richard A. Markwardt, Ph.D.**, Superintendent  
24601 Fairmount Boulevard  
Beachwood, Ohio 44122  
(216) 464-2600  
feedback@beachwoodschoools.org

### **Cleveland Heights/University Heights School District**

**Douglas G. Heuer**, Superintendent  
2155 Miramar Boulevard  
University Heights, Ohio 44118  
(216) 371-7171  
info@chuh.org

### **Cleveland Metropolitan School District (Ward 9, University Circle Area 44106 Only)**

**Peter R. Raskind**, Interim Chief Executive Officer  
1380 East 6<sup>th</sup> Street  
Cleveland, Ohio 44114  
(216) 574-8000  
www.cmsdnet.net

### **Chagrin Falls Exempted Village Schools (Serving parts of the Village of Moreland Hills)**

Stephen L. Thompson, Superintendent  
Chagrin Falls Exempted Village Schools  
400 East Washington Street  
Chagrin Falls, Ohio 44022  
440-247-5500 Phone

**The Chagrin Falls Exempted Village Schools District serves some parts of the Village of Moreland Hills)**

### **Orange School District**

**Nancy Wingenbach, Ph.D.**, Superintendent  
32000 Chagrin Boulevard  
Pepper Pike, Ohio 44124  
(216) 831-8600 Phone

**The Orange School District students living in eight municipalities, including **Hunting Valley, Orange Village, Pepper Pike, Woodmere and Moreland Hills**, as well as portions of Bedford Heights, Solon and Warrensville Heights.**

### **Shaker Heights City School District**

**Dr. Mark Freeman**, Superintendent  
15600 Parkland Drive  
Shaker Heights, Ohio 44120  
(216) 295-4000 Phone

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## **ADDICTIONS**

### **Alateen (Alanon)**

#### **AIA-non/Adult Children of Alcoholics**

75 Public Square, Suite#701

Cleveland, Ohio 44113

Tel: (216) 621-1381

[www.afgcleveland.org](http://www.afgcleveland.org)

**Service:** Provides support groups for friends and relatives of people with alcohol dependency. Support groups for friends and relatives of people with alcohol dependency. Provides speakers and publishes a newsletter.

### **Alcoholics Anonymous**

Cleveland Office

3950 Chester Avenue

Cleveland, Ohio 44114

Tel: (216) 431-4131 must call first to set up assessment

Hours: Monday-Thursday 8:00 am - 5:00 pm; Friday 8:00 am - 4: 30pm

2900 Detroit Road

Cleveland, Ohio 44102

(216) 781-9222

Hours: Monday-Thursday 9:00 am-5:30pm; Friday 9:00 am -12: 30pm

### **Bellefaire Parents and Children Together (PACT)**

Jill Sadowsky, Director of Intake

22001 Fairmount Boulevard

Shaker Heights, Ohio 44118

(216) 932-2800

**Service:** Offers an intensive in home family preservation service to prevent out of home placement of children from families for up to 10 hours per week for 90 days. Also offers therapy and case management for families in the program. Family's can self refer.

### **The Center for Substance Abuse Treatments**

1 800 662-HELP (4357)

**Service:** Substance abuse resource center for adolescents and adults.

### **Cleveland Treatment Center**

1127 Carnegie Avenue

Cleveland, Ohio 44115

(216) 861-4246

Hours: Monday-Friday 9:00 am- 5:00pm

**Service:** Offers counseling, methadone maintenance, outpatient detoxification, individual and group counseling, criminal justice system liaison, vocational guidance, social services, and medical evaluation and services to adults with chemical dependencies. Sponsors educational prevention programs for seniors and children.

Offers treatment for pregnant, addicted females, and AIDS education and outreach.

Intake fee: 883.00 (but, accepts Medicaid).

### **Community Action against Addiction**

5209 Euclid Avenue

Cleveland, Ohio 44103

(216) 881-0765

Hours: vary according to program

**Service:** Provides drug treatment services for adult addicted to opium, cocaine, and other narcotics. Services include methadone maintenance, outpatient detoxification, cocaine treatment, outpatient counseling, and drug and AIDS education and training.



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### Community Assessment and Treatment Services

8415 Broadway Avenue  
Cleveland, Ohio 44105  
(216) 441-0200

5000 Euclid Avenue  
Cleveland, Ohio 44113  
Outpatient: 431-3800 (5000 Euclid Ave., Cleveland, Ohio 44103)

Hours: vary according to program

**Service:** Offers a residential treatment program for men and women who are court referred. Provides drug and alcohol assessments, weekend alternatives program, and an 8-week intensive outpatient drug and/or alcohol program, with a 12-week aftercare program. Specialized programs run a longer duration, and clients will be placed after an assessment.

Cost: Varies with program. Will accept Medicaid

### The Covenant Inc.

1515 West 29th  
Cleveland, Ohio 44113  
(216) 574-9000 x100

Hours: Monday-Friday 9:00am-5:00pm

**Service:** Provides chemical dependency treatment to indigent adolescents age 12-18. Offers day treatment and assessment for chemical dependency and dual-diagnosis youth. Treatments length varies, average treatment last 12 weeks, and there are 2 separate stages of aftercare that vary in length according to assessment. The average teen takes approximately 5-6 months to complete the program. Sponsors substance abuse prevention services for preschoolers in the community.

Cost: sliding scale, accepts Medicaid

### East Side Catholic Center and Shelter

P.O. Box 20177  
Cleveland, Ohio 44120  
(216) 231-5556

Hours: Monday-Friday 8:00 am- 5:00pm

24 hours emergency shelter

**Service:** Offers a six-month residential treatment program for women and their children. Program accepts male children up to the age of 12. Provides aftercare for 18 months.

### Free Clinic of Greater Cleveland

12201 Euclid Avenue  
Cleveland, Ohio 44106  
(216) 721-4010

Hours: Monday-Friday 5:30pm-7: 30pm

**Service:** Offers a substance abuse outpatient treatment program (six to ten weeks).

### Hitchcock Center for Women

1227 Ansel Road  
Cleveland, Ohio 44108  
(216) 421-0662

Hours: Monday-Friday 9:00am-5:00pm

**Service:** Offers an inpatient and outpatient drug and alcohol treatment program for women. Short-term inpatient lasts for 30-45 days and long term lasts for 90-120. Moms can bring children in up to the age of three. Outpatient treatment lasts for 4-6 weeks and offers aftercare for 6 months upon the completion of treatment. Also offers a 2-year transitional housing program for moms that have completed the treatment program.

Eligibility: Chemically dependent and recovery focused.

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### **Manna House Referral and Resource Center**

8019 Cedar Avenue  
Cleveland, Ohio 44103  
(216) 432-2598

**Mission:** To provide a holistic services and support to the recovering addict, their children, other family members and friends.

**Hours:** 8:00am-12:00pm Monday –Friday Drop In Center on Saturday

**Service:** Support groups, fellowship, Referral to Community Agencies, Spiritual 12-step, Clothing assistance, spiritual counseling, and sober housing information.

### **Marymount Behavioral Health Services (MBHS)**

12300 McCracken Road  
Garfield Heights, Ohio 44125  
581-0500 Ext. 2454

**Service:** Alcohol/Drug assessments, Inpatient, mental health, chemical dependency. Partial Hospitalization.

### **McIntyre Center**

6285 Pearl Road, Suite 26  
Parma Heights, Ohio 44130  
Tel: (440) 887-1100  
Fax: (440) 887-1103

Web: [www.mcintyrecenter.com](http://www.mcintyrecenter.com)

**Service:** Outpatient Treatment, Alcohol and Drug Treatment, Counseling, Assessments, and D.I.P. (Driver Intervention Program) 72 Hour Weekend.

### **Metro Health/Miracle Village**

Outhwaite Homes Estate  
4500 Kennard Court  
Cleveland, Ohio 44104  
(216) 431-2327 x129 Coordinator  
Hours: Monday-Friday 8:30am-5:00pm

**Service:** Highly structured 30-day or less residential treatment program for chemically dependent mothers and their children, up to the age of 13. Services also include primary housing, aftercare, parenting education, and counseling, case management and prevention education for up to 21 months.

Special Programs/Groups: Pregnant/postpartum.

### **Narcotics Anonymous**

(888) 438-4673

**Service:** Assists persons in their efforts to overcome their addiction through mutual support at weekly meetings.

### **Orca House, Inc.**

1909 East 89<sup>th</sup>.Street  
Cleveland, Ohio 44106  
(216) 231-3772

Hours: 8:30-5:00pm Monday-Friday

**Service:** Provides 30 to 90 day residential, primary treatment to adult males and females identified as chemically dependent, Intensive outpatient services, and aftercare services.

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**New Directions, Inc.**

30800 Chagrin Boulevard  
Pepper Pike, Ohio 44124  
(216) 591-0324

Contact: ext. 244 Intake counselor or ext. 230 assessment counselor  
Hours: Monday-Friday 9:00am-5:00pm

**Service:** Residential and outpatient treatment center for adolescents recovering from harmful involvement with alcohol and drugs. Dual diagnosis is a specialty. Provides individual counseling, peer-group therapy, school classes, recreational activities, sexual abuse counseling, a family program, and aftercare programs. Serves pregnant adolescents.

**Cost:** Varies depending on the program, accepts Medicaid

**Northern Ohio Recovery Association**

Main Office  
3746 Prospect Avenue  
Cleveland, Ohio 44115  
(216) 391-6672

**Service:** Offers an intensive 35-day outpatient chemical dependency treatment program, an 8-week treatment program, and an outpatient program for youth age 12-18, at risk for chemical dependency. Provides individual, group, and family counseling, education, mentoring services, tutorial services, activity therapy, and cultural awareness education and prevention.

**Cost:** accepts Medicaid and most insurances

Office Locations:

Cleveland Office  
(216) 721-1700  
Lorain County Office  
(440) 282-1800

Cleveland Heights Office  
(216) 371-6672  
Summit County Office  
(330) 208-1825

**Center for Families and Children at Taylor Commons**

**Rap Art Center**

1941 South Taylor Road  
Cleveland Heights, Ohio 44118  
Central Intake: (216) 432-7230

Hours: Monday-Friday 9:00 am-5:00 pm

**Service:** Outpatient treatment, assessment, counseling, aftercare and outreach for youth ages 7 to 21 years and their families. Programs blend clinical services with the arts. Specialists in art therapy, music therapy, psychosocial drama, and other disciplines work with professional counselors to address problems with youth and their families, Individual adolescent assessments for dependency.

**Cost:** Medicaid

**Recovery Resources**

3950 Chester Ave.  
Cleveland, Ohio 44114  
(216) 431-4131

Contact: Intake Office (216) 431-4131 x1107 or x1206

**Service:** Recovery Resources has 19 different programs serving men, women, adolescents and children, homeless persons, the elderly, persons with mental/developmental disability, persons involved with the criminal justice system, persons living with HIV/Aids and dually diagnosed persons.

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### **Rosary Hall/St. Vincent Charity Hospital**

2351 East 22<sup>nd</sup> Street  
Cleveland, Ohio 44115  
(216) 363-2580

**Service:** Offers a 3 to 5 day detoxification program, 5-week outpatient program, and 12-week aftercare program. Programs are for men and women.

### **S.A.D.D. Students Against Destructive Decisions**

5700 Brecksville Road  
Independence, Ohio 44131  
(216) 606-6023

Hours: Monday-Friday 8:30am-5:00pm

**Service:** Peer leadership program to reduce the number of alcohol-related traffic fatalities/injuries by enhancing communication between parents and teens, mobilizing peer pressure and facilitating substance abuse education in schools.

### **S.T.A.R.T. Sobriety Treatment and Recovery Teams**

Cuyahoga County Department of Children & Family Services Requirement:  
696-KIDS referral

**Service:** Works with families who are referred to CCDFS who have given birth to a child who has been exposed to drugs in utero. Program provides family with a caseworker and family advocate to link families into treatment, as well as community programs in order to strengthen the family and prevent the removal of the children.

### **St. Vincent Charity Hospital**

(216) 254-0137

**Service:** Drug/Alcohol Assessments

### **Stella Maris**

1320 Washington Avenue  
Cleveland, Ohio 44113  
(216) 781-0550

**Service:** Provides chemical dependency treatment for adults. This service includes a medical detoxification unit, 5-7 days for alcohol and 7-10 days for opiates, and a 90-day residential halfway house for indigent males. They also provide job referral services, food, clothing, and lodging for destitute alcoholics. Program does not offer outpatient or aftercare.

### **Urban Minority Alcoholism and Drug Abuse Outreach Program (UMADAOP)**

1215 East 79<sup>th</sup> Street  
Cleveland, Ohio 44103  
Tel: (216) 361-2040  
Fax: (216) 361-1856

Hours: 9:00am-6:00pm Monday-Friday

**Service:** Serving residents of the community and beyond, provides programs including abuse, alcoholism, and resources for better living and foster care.

### **UMADAOP/Hispanic**

3305 West 25<sup>th</sup> Street  
Cleveland 44109  
(216) 459-1222

Evaluation and prevention of substance abuse in Cleveland schools.  
M-F, 9-5; K-8 grades

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### **Westhaven Youth Center**

3020 West 104<sup>th</sup> Street  
Cleveland, Ohio 44111  
(216) 941-0062

**Service:** Life skills, drug prevention education

Target Population: 12-17 years old, teens at risk, coed.

Eligibility: Runaways, homeless and throwaway teens who are residents.

### **ADOPTION AGENCIES AND RESOURCES**

#### **Adoption Network Cleveland**

4614 Prospect Avenue, Suite 550  
Cleveland, Ohio 44103  
Tel: (216) 325-1000  
Fax: (216) 881-7510  
Web: [www.adoptionnetwork.org](http://www.adoptionnetwork.org)  
Hours: Monday-Friday 8:00

#### **Applewood Centers, Inc.**

3518 West 25<sup>th</sup> Street  
Cleveland, Ohio 44109  
(216) 741-2241 ext. 1285  
Hours: Monday-Friday 8:30am-5:00pm

**Service:** Traditional adoption services and works with other agencies and families in the following areas: foreign adoptions, foster care to adoption situations and agency-assisted independent adoptions.

#### **Beech Brook Weizer Adoption**

11801 Buckeye Rd.  
Cleveland, Ohio 44120  
(216) 831-2255

**Service:** Provides youth-focused services, treatment foster care, day treatment, individual/family counseling, play therapy, family health services, residential treatment, Gund School for children in residential treatment, school based CSP, family preservation

#### **Beech Brook Spaulding Adoption**

3737 Lander Road  
Pepper Pike, Ohio 44124  
Tel: (216) 831-2255

**Service:** Provides special needs adoption, adoption and foster care services. Also, provides services for families with adopted children, specializing in attachment and bonding issues. Consultations, family and child therapy, and support group services.

#### **Bellefaire JCB**

22001 Fairmount Boulevard  
Shaker Heights, Ohio 44118  
(216) 932-2800

Jill Sadowsky, Director of Intake

**Service:** Behavioral health and child welfare serving children and families. The agency offers over 25 programs ranging from adoption, foster care, in-home and outpatient counseling, adolescent substance abuse treatment, foster care, autism services, two child care centers, after school programs for youth ages 12-18 and many more services.

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### **Berea Children's Home and Family Services**

202 East Bagley Road  
Berea, Ohio 44017  
Tel: (440) 234-2006  
Web: [www.bchfs.org](http://www.bchfs.org)

**Service:** Collaborates with custodial agencies to develop adoptive homes for their waiting children. Services include pre-service training, home studies, assistance with the matching process, placement supervision, finalization and post-finalization services.

### **Council for Economic Opportunities in Greater Cleveland**

#### **Grandparent/Relative Caregiver Support**

1228 Euclid Avenue, Suite 700  
Cleveland, Ohio 44115  
(216) 696-9077

**Service:** A weekly meeting designed to assist grandparents or other relatives raising children. Includes workshops, various presenters, field trips, referral to resources and follow-up of these services. Also includes special events in which the children are included.

Who qualifies: Open to any relative caring for a child under age 18. There is no geographic or income restriction.

Hours of service: Tu: 9:00am-12:30pm

Fees: Free

Required documents: None

### **Cuyahoga County Department of Children and Family Services**

3955 Euclid Avenue  
Cleveland, Ohio 44115  
Tel: (216) 431-4500  
Web: [cfs.cuyahogacounty.us](http://cfs.cuyahogacounty.us)

### **Help Me Grow & Healthy Ohioan's Help Line**

Tel: 1-800-755-4769

**Service:** Distributes Ohio Adoption Guides and assists in locating adoption agencies in specific areas. Other services include a family tip line.

### **Lutheran Family Services**

4100 Franklin Boulevard  
Cleveland, Ohio 44113  
Phone: 216.281.2500  
Fax: 216.281.2506  
<http://www.lfsohio.org>

Outposts

By Appointment—Flexible Hours

Valley Lutheran Church, Chagrin Falls

Royal Redeemer Lutheran Church, North Royalton

Redeemer Lutheran, Cuyahoga Falls

The Lutheran Church of the Good Shepherd, Brooklyn

Messiah Lutheran Church, Fairview Park

**Services:** Provides community based programs for referring agencies to serve children, adults and families as well as those interested in adoption. Programs include youth, adolescent, adult, family, pregnancy, and marriage counseling, domestic and international adoptions, school and community outreach, and specialized support groups.

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### **Northeast Ohio Adoption Services**

539 Washington St # 14

Chagrin Falls, Ohio 44022-4400

(440) 247-3558 Hours: Monday-Friday 10:00am-4: 30pm

**Services:** Specializes in finding homes for school-age children and/or children with special needs by recruiting, preparing, and supporting specialized families.

### **Adoption Support Group-Adoption Support Cluster**

Michele Melnick

(216) 321-0079

**Services:** The Adoption Support group's mission is to preserve educated, support and honor all families that have been created through adoption. The group has created a safe, nurturing, compassionate place within our community to support their efforts, obtain professional trainings on pertinent issues, establish relationships with other adoptive families and have the opportunity to participate in recreational activities where their children are always welcomed and embraced.

### **ADVOCATE AGENCIES/COMMUNITY ORGANIZING**

#### **Advocates for Budget Legislation Equality (ABLE)**

Randy Wilson, Community Organizer

c/o Merrick House

10505 Starkweather Avenue

Cleveland, Ohio 44113

(216) 771-5077 x137

**Services:** Community members to engage on the state budget by sharing their stories and protecting vital services.

#### **Cedar Fairmount Special Improvement District**

Kaye Lowe, Executive Director

2460 Fairmount Boulevard, #311

(216) 791-3172

**Services:** Works with the neighborhood, the business district and the City of Cleveland of Cleveland Heights to promote the economic vitality, unique character, safe environment, and historic significance of the Cedar Fairmount district.

#### **Cedar Lee Special Improvement District**

Kaye Lowe, Executive Director

2140 Lee Road, Suite 201

(216) 561-3530

**Services:** Works with the City of Cleveland Heights to maintain, improve, promote, and expand the district as a viable business, cultural, residential, and recreational community and to encourage its aesthetic and historic character.

#### **Cleveland Heights/University Heights Community Web**

Anne McFarland

12699 Cedar Road

(216) 321-6397

**Services:** The CH-UH Community Web provides a platform for discussion of community issues through SpeakEasy, information about community events on DoEasy, and a place for nonprofits to create their own web pages called ConnectEasy.

#### **Coventry Village Special Improvement District**

[www.coventryvillage.org](http://www.coventryvillage.org)

**Services:** The Coventry Village Special Improvement District unites the property and business owners to enhance maintenance and security, and market the unique and eclectic neighborhood of Coventry Village.

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### **Empowerment Center of Greater Cleveland**

3030 Euclid Avenue, Suite 100  
Cleveland, Ohio 44115  
(216) 432-4770

**Service:** Advocates for fair treatment of low-income people. Assistance is given to individuals in overcoming problems that affect their ability to access community services. Helps provide access to public dollars for people needing financial assistance. Family Advocates work with clients to obtain benefits, accompany them to hearings on their cases, and can represent them with the Cuyahoga County Dept. of Employment and Family Services. Related services include referrals for food, shelter, housing, and legal assistance.

How service is provided: On-site

Who qualifies: Open to anyone in Cuyahoga County who has difficulty dealing with the welfare system.

Hours of service: M-F: 9:00am-5:00pm.

Fees: Free

Supports for persons with special requirements: Spanish speaking staff person available.

### **Heights Community Congress**

Kasey Greer, Executive Director  
2163 Lee Road  
www.heightscongress.org  
(216) 321-6775

**Services:** Committed to the principle that all members or prospective members of Cleveland Heights/University Heights will experience social justice and equality. Offers fair housing services including educational training and discrimination complaint intake. Offers diversity training and community building/organizing services.

## **AFTER SCHOOL PROGRAMMING**

### **Open Doors, Inc.**

Annemarie M. Grassi  
Chief Executive Officer  
2460 Fairmount Boulevard  
(216) 229-1900  
(216) 229-1902 (Fax)  
agrassi@opendoorsafterschool.org  
<http://www.opendoorsafterschool.org>

Hours: 3:00pm to 6:00 pm Monday through Friday

**Services:** After School Enrichment programming for Middle School Aged Youth (11 to 14 years) in Cleveland Heights/ University Heights. Open Doors, Inc. "Open Doors" is a developmental after-school enrichment program that is designed to provide a safe, nurturing environment promoting academic, emotional, and social enrichment for middle-school students in unity with family, school, and community. Open Doors works to nurture, protect, inspire and challenge adolescents to reach their full potential through the provision of meaningful out-of-school enrichment activities and to improve our neighborhoods by collaborating with families and the community.

Costs: Sliding Fee Scale (\$100 to \$800 per year)

## **AGING**

### **Connect Me Ohio (Connecting You to Ohio's Aging and Disability Resources)**

[www.connectmeohio.org](http://www.connectmeohio.org)

**Services:** Your first stop for information about home and community based services, supports and opportunities for older adults, persons with disabilities and caregivers in Ohio. Options for independent living, long term care alternatives, support to stay in your home or ways to stay healthy.



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**APPLIANCES (New and Used)**

**West 25<sup>th</sup> Furnishings and Appliances**

(216) 241-3604  
2104 West 25<sup>th</sup> Street

**Services:** Stoves, refrigerators, washers, dryers, portable washers and dryers, beds, mattresses, cribs, toddler beds, sofa, loveseats, futons tables, chairs, dressers and chests.

**Fees:** Special pricing for Cuyahoga County Social Services and reasonable priced new goods.

**Cleveland Furniture Bank**

(216) 459-2265  
6700 Biddulph Road  
**Services:** Refrigerators, stoves and dryers. No washers.  
Prices range from \$100.00 - \$200.00  
No guarantees

**Loraine Furniture**

(216) 939-8718  
4617 Lorain Avenue  
**Services:** Refrigerators, stoves, washers and dryers.  
Prices range from \$100.00 – and up  
6 month guarantee

**D&D Furniture and Appliance**

(216) 281-1594  
4744 Loraine Avenue  
**Services:** Refrigerators, stoves, washers and dryers.  
Prices range from \$100.00 - \$250.00  
30 day guarantee

**K and R Appliances**

(216) 688-1088  
13004 Lorain Avenue  
**Services:** Refrigerators, stoves, washers and dryers.  
Prices range from \$100.00 – and up  
60 day guarantee

**Jaclin's Furniture and Appliance**

(216) 441-3838  
7636 Broadway Avenue  
**Services:** Refrigerators, stoves, washers and dryers.  
Prices range from \$100.00 - \$175.00  
90 day guarantee

**CHILDCARE SERVICES**

**Starting Point**

4600 Euclid Avenue, Suite 500  
Cleveland, Ohio 44115  
(216) 575-0061

**Services:** Offers free phone referral to child-care services, information about evaluating and choosing child-care providers, and scholarships for low income families needing assistance with child care costs. Starting Point provides training and consultation for early childhood professionals, public and private leaders, organizations, and businesses on child-care issues.

**CHILDREN AND YOUTH SERVICES**

**Bellefaire JCB**

22001 Fairmount Boulevard  
Shaker Heights, Ohio 44118  
Tel: (216) 320-8203

Hours: Out patient Monday – Friday 9:00 – 5:00 and Residential 24 hours

**Service:** Behavioral health and child welfare serving children and families. The agency offers over 25 programs ranging fro adoption, foster care, in-home and outpatient counseling. adolescent substance abuse treatment, foster care, autism services, two child care centers, after school programs for youth ages 12-18 and many more services.

Eligibility: Medicaid

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### **Positive Education Program**

3100 Euclid Avenue  
Cleveland, Ohio 44115  
(216) 361-8600

Hours: Monday – Friday 8:00 a.m. – 4:30 p.m. and on call 24 hours

**Services: Early Childhood Services** - offers a continuum of early childhood programs and support services to young children and their families. In its early childhood programming, PEP builds upon the strengths of both the child and the family to create opportunities for growth and success. Through all early childhood programming, PEP is able to serve young children with a diagnosis along the autism spectrum. **Integrated Special Education and Mental Health Services** - provides individualized care to children and youth experiencing emotional disturbances and demonstrating severe and challenging behaviors. **Community Support Services** - collaboration between PEP and the child serving systems of Cuyahoga County. PEP coordinates services for children and youth who are experiencing serious emotional difficulties and are determined to be at-risk for deeper system involvement and/or returning home or to the community from out of home placement.

### **COOKING AND FOOD PREPARATION FACILITIES**

#### **Cooking with C.A.R.E. Unlimited**

1-866-544-2433

[cookingwithcareonline.com](http://cookingwithcareonline.com)

Hours: By Appointment Only

**Services:** Cooking Classes, personal chef services, meal planning, and cooking demonstrations.

#### **Cleveland Food Bank**

15500 S Waterloo Rd.  
Cleveland, Ohio 44110  
(216) 738-2265

**Services:** Prepares and distributes bulk hot meals and offers a food service facility that non-profits may use to prepare their hot meals. Individuals cannot get food from this agency directly.

How service is provided: Pick-up on-site; prepared food may be delivered; food service facility is on-site.

Who qualifies: Non-profit agencies located in Cuyahoga, Ashland, Ashtabula, Geauga, Lake, and Richland counties.

Must be in operation for at least 6 months. Must become member of the food bank, have a 501 (c) (3), and distribute food free of charge. If requesting bulk hot meals, agency must also pass necessary government health inspections.

Hours of service: M-F: 7:30am-2:00pm for distribution; M-F: 10:00am-12:30pm for orders.

Fees: Fixed Fee; Agencies share the handling fee for donated food received.

Required documents: Proof of 501(c)(3) on IRS letterhead.

How to access: Phone for information M-F: 7:30am-4:00pm. Will be asked to write a letter describing agency's purpose

Other services at this location

Benefits Screening/Tax Preparation/Benefit Bank

### **COUNSELING**

#### **Able Counseling Associates, Inc.**

Abel Oriri, President/CEO

(216) 291-8817 or (216) 337-5842

[www.able-counseling.com](http://www.able-counseling.com)

**Services:** Counseling, psychology for individuals, couples and family

Office Locations:

14100 Cedar Road, Suite 300

University Heights Ohio 44121

3530 Warrensville Center Road

Shaker Heights Ohio 44122

5311 Northfield Road, Suite 415

Bedford Heights Ohio 44146

1901 North Ridge Road

Lorain Ohio 44055

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**Shirley Berner, LISW**

2707 Lancashire Road #10  
(216) 228-3500

**Services:** Counseling services for adults with depression, marriage issues, illness, homosexual/heterosexual orientations

**Bright Life Counseling**

2996 Berkshire Road  
(216) 371-8698

**Services:** Mental health and substance abuse counseling; individuals, couples and adolescents

**Fairmount Professional Services**

2490 Lee Boulevard, #314  
(216) 321-6624

**Services:** Psychological counseling to individuals and organizations

**Lutheran Family Services**

4100 Franklin Boulevard  
Cleveland, Ohio 44113  
Phone: 216.281.2500

Fax: 216.281.2506

<http://www.lfsohio.org>

Ohio City Location

Monday – Friday 8:30 AM to 5:00 PM & by appointment

Other Locations Available

By Appointment—Flexible Hours

**Services:** Provides community based programs for referring agencies to serve children, adults and families as well as those interested in adoption. Programs include youth, adolescent, adult, family, pregnancy, and marriage counseling, domestic and international adoptions, school and community outreach, and specialized support groups.

**Northcoast Areocentric Counseling Services**

2490 Lee Boulevard, #102  
(216) 371-1991

**Services:** Individual, family and group counseling, specializing in African-American clients.

**CLOTHING****CLEVELAND UMADAOP**

1215 E 79th Street  
Cleveland, Ohio 44103

Resale Shop

Mate Masie Re-Entry Store

(216) 361-2040 ext. 25

Hour's administrative office is open at this site: M-F: 9:00am-6:00pm

**Services:** Provides two outfits and a personal hygiene kit. Individuals may browse for their clothing.

Who qualifies: Formerly incarcerated ex-offenders; will help those coming out of prison as well as those who have been in the community. This is intended to be a one-time service; however, clients may receive repeat service on a case-by-case basis.

Hours of service: Tu, Th: 11:00 am-3:00pm; other times may be arranged as needed.

Fees: Free

Required documents: Agency referral form.

How to access: Prefers referral from a parole, probation office, transitional shelter, or other social service agency that works with the ex-offender population. However, individuals may phone on their own behalf to inquire about this service. Phone for information M-F: 10:00 am - 4:00pm.

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### **Fairhill Partners (Kinship Kids Clothes Closet)**

12200 Fairhill Road  
Cleveland, Ohio 44120  
(216) 421-1350 x113

Hours: Monday – Friday  
9:00am – 5:00pm

**Services:** Provides a variety of donated, gently used clothing for children who are being cared for by a relative.  
**Who qualifies:** Serves children through age 12 who are being cared for by a relative.  
**Required documents:** None  
**How to access:** Call to make an appointment for service any time. Phone is answered M-F: 10:00am-5:00pm.  
**Service contact person:** Coordinator, Successful Aging Programs

### **The Salvation Army Thrift Store**

5005 Euclid Avenue  
Cleveland, Ohio 44103  
(216) 881-2625 Voice

**Service:** Provides for sale a wide variety of mainly used items such as clothing, small appliances, mattresses, furniture, and toys.  
**How service is provided:** On-site  
**Who qualifies:** No restrictions  
**Hours of service:** Northfield store M-F: 9:00am-7:00pm, Sa: 9:00am-6:00pm. Adult Rehab/Thrift store M-Sa: 9:00am-5:00pm. Brooklyn, Mayfield, Mentor, and Strongsville stores M-Sa: 9:00am-9:00pm. Garfield Heights store: M-Sa: 9:00am-8:00pm  
**Fees:** There is a minimal fixed fee for all items.  
**Required documents:** None

## **CUYAHOGA COUNTY DEPARTMENTS**

### **Cuyahoga County Department of Children and Family Services**

3955 Euclid Avenue  
Cleveland, Ohio 44115  
Tel: (216) 431-4500

Tel: (216) 696-KIDS (5437) 24 hr. abuse/neglect report hotline

**Service:** Investigates allegations of child abuse and neglect. Provides case management services to eligible families and individuals. Focuses on preserving, strengthening, and improving each family's ability to protect its children.

### **Department of Children and Family Services Customer Service Unit**

Tel: (216) 432-CARE (2273)

**Service:** Responds to customer concerns. Educates the public on the Cuyahoga County Department of Children and Family Services agency.

### **Cuyahoga County Health and Human Services - Cuyahoga County Division of Environment**

1925 St. Clair Avenue  
Cleveland, Ohio 44114  
Tel: (216) 664-2300

Hours: Monday-Friday 8:00am-4:00pm

**Service:** Aids support services, air pollution control, lead poison control, support and information regarding communicable diseases, environmental health, health centers, health promotion, Healthy Start, Healthy Family Health Start, nursing services, and substance abuse and mental health treatment.

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### **Cuyahoga County Department of Public Health**

1375 Euclid Avenue  
Cleveland, Ohio 44115  
Tel: (216) 664-2324

Hours: Monday-Friday 8:15am-4: 30pm

**Service:** Concentrates on the general public health, environmental health conditions, and communicable disease monitoring in the Cuyahoga County general health district (35 contracting cities, excluding Cleveland, Lakewood, and Shaker Heights). Services include well-child clinics, child and adult immunizations, occupational health services, and school health services.

### **Cuyahoga County Board of Mental Retardation and Developmental Disabilities (MR/DD)**

1275 Lakeside Avenue  
Cleveland, Ohio 44114  
Tel: (216) 241-8230

Hours: Monday-Friday 8:00am-4: 30pm

**Service:** Offers comprehensive educational, vocational, and supportive services to individuals with moderate, severe, and profound mental retardation or developmental disabilities and to their families. Services include information, referral, home training schools and preschool, training for employment and job placement, parent education, and special therapies. Offers community residential options and provides information and referral for other types of residential services.

### **Cuyahoga County Community Mental Health Board**

1400 W. 25<sup>th</sup> Street  
Cleveland, Ohio 44113  
Tel: (216) 241-3400

TDD/TTY: (216) 241-3938

24 hour Mental Health Information/ Emergency/ Crisis Service for Adults and Children: Tel: (216) 623-6888

24 hour Consumer Warm Line: (216) 886-5950

Hours: Monday-Friday 9:00am-5:00pm

**Service:** Works to improve the coordination of mental health services throughout Cuyahoga County. Allocates public mental health funds to over 30 agencies providing mental health services to the community. Identifies significant gaps in existing mental health services delivery and initiates action to fill these gaps. Fosters cost effective advancement in treatment and identifies innovative prevention programming.

### **Cuyahoga County Juvenile Court**

2163 E. 22<sup>nd</sup> Street  
Cleveland, Ohio 44115  
Tel: (216) 443-8400

Hours: Monday-Friday 8:15am- 4:30pm

**Service:** Assumes responsibility for arraignments, adjudication, and disposition of cases of unruly, delinquent, neglected, dependent, or abused children, and adult cases involving the well being of children, such as paternity, child support, and contributing cases. Handles juvenile traffic cases.

### **DENTAL**

#### **Case Western Dental Clinic**

Tel: (216) 368-3200

**Service:** Reduced Fees, Medicaid, Most Services.

#### **Case Western (Geriatric Center)**

Tel: (216) 368-0498

**Service:** Geriatric only, Reduced Fees, Most Services.

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**Cuyahoga Community College**

Tel: (216) 987-4413

**Service:** Reduced Fees, Dental Hygiene Only, Hours vary by school semesters

**Free Medical Clinic**

Tel: (216) 721-4010

Times: Evening Mondays-Thursdays

**Service:** Free Care, Simple Extractions Only, 18 years and older.

**Metro Health Broadway Center**

Tel: (216) 957-1850

**Service:** Sliding Scale, Most Services, must get financially rated first.

**Metro Health Lee-Harvard Center**

Tel: (216) 767-1300

**Service:** Sliding Scale, Most Services, must get financially rated first.

**Metro Health Medical Center**

Tel: (216) 778-4725

**Service:** Sliding Scale, Most Services, must get financially rated first.

**NEON- Collinwood Center**

Tel: (216) 851-1500

**Service:** Sliding Scale, Medicaid, Most Services

**NEON- Hough Center**

Tel: (216) 231-7700

**Service:** Sliding Scale, Medicaid, Most Services

**NEON- Southeast Center**

Tel: (216) 751-3100

**Service:** Sliding Scale, Medicaid, Most Services

**NEON- Superior Center**

Tel: (216) 851-2600

**Service:** Sliding Scale, Medicaid, Most Services

**St. Vincent Charity**

Tel: (216) 363-2525

**Service:** May apply for Care Assurance, Sliding Scale, Oral Surgery Services Only

**DOMESTIC VIOLENCE/SEXUAL ASSUALT****Cleveland Rape Crisis Center**

1370 Ontario Street, Suite #420

Cleveland, Ohio 44113

(216) 619-6194

Fax: (216) 619-6195

24-Hour hotline (216) 619-6192

<http://www.clevelandrapecrisis.org>

Hours: Monday – Friday

9:00am – 5:00pm

**Services:** Provides short term, one on one counseling for victims of sexual abuse and non-offending family members for adults and children. Provides Hospital Advocacy and Justice System Advocacy. Services are provided for free.

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### **Domestic Violence Center**

Post Office Box 5466  
Cleveland, Ohio 44101  
Tel: (216) 651-8484  
Fax: (216) 881-7510  
Web: [www.domesticviolencecenter.org](http://www.domesticviolencecenter.org)  
Hours: Monday-Friday 9:00-5:00

**Service:** Shelter for women and children, Justice System Advocacy, Supervised Visitation Center, Support Groups, Domestic Violence Education Classes, Latina Project-culturally sensitive services to victims, Ujima Project-supports healthy relationships within African American Communities, Teen Dating Violence Program-offers education in the school, Speakers Bureau-provides presentations and professional trainings in the community, Children's Therapy program

### **MetroHealth Medical Center - Alpha Clinic**

2500 MetroHealth Drive  
Cleveland, Ohio 44109  
(216) 778-7800

**Services:** The clinic specializes in rape kits and physical investigations for children who are suspected victims of sexual assault.

Requirements: Cuyahoga County Department of Children and Family Services must refer children

### **EDUCATIONAL RESOURCES**

#### **Cleveland Scholarship Program, Inc.**

200 Public Square, Suite 3820  
Cleveland, Ohio 44114  
(216) 241-5587  
<http://www.cspohio.org>  
Hours: Monday – Friday  
9:00am – 6:00pm, Saturday 9:00am- 1:00pm

**Services:** Provides free counseling and information about scholarships, careers, technical schools, colleges, universities, admission and financial aid procedures, admission tests deadline dates. Assists in completing and checking all financial aid forms and applications including needs analysis, federal, state, and private scholarship applications.

### **GED PREPARATION**

#### **Cleveland Heights/University Heights Adult Basic and Literacy Education (ABLE)**

Paula Kertes, Supervisor  
(216) 371-7138  
Taylor Academy (Daytime Registration)  
14780 Superior Road (corner of Superior and South Taylor)  
Cleveland Heights, Ohio 44118  
[www.chuhable.com](http://www.chuhable.com)

Hours of service: M-TH 9:00 am - 3:00 pm and FRI 10:00 am -1:45 pm

Who qualifies: Ages 16 and up. 16 and 17 year olds must have a job with a work permit and proof of withdrawal from school. Age 18 only a proof of withdrawal from

**Service:** Free GED and ESOL classes. Also brush-up classes in math, reading and writing, if you have a high school diploma.

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### **Cleveland Heights High School (Evening Registration)**

13263 Cedar Road, Room 109  
Cleveland Heights, Ohio 44118  
(216) 371-7138

**Service:** Provides GED Instruction for Ex-Offenders, and practice in the morning and evening to prepare for and pass the GED test. Will not help pay for the official GED test.

**Who qualifies:** Adults Only (No Children Allowed) If you are 16 or 17 years of age, you will need a work permit and proof of withdrawal to receive classes. If you are 18, you will just need proof of withdrawal.

**Hours of service:** By appointment M-F: 8:00am-5:00pm

**Fees:** Free

**Required documents:** State ID or Driver's License

**How to access:** Phone for information M-F: 8:00am-5:00pm

### **CLEVELAND EASTSIDE EX-OFFENDER COALITION - GED PREPARATION**

3030 Euclid Avenue, Ste. 300  
Cleveland, Ohio 44115  
(216) 426-9012

(877) 426-3030 Toll Free

Hours administrative office is open at this site: M-F: 8:00am-5:00pm; Sa: 8:00pm-4:00pm; Su: by appointment.

**Service:** Provides GED Instruction for Ex-Offenders, and practice tests to help clients prepare for and pass the GED test. Will not help pay for the official GED test.

**Who qualifies:** Serves ex-offenders.

**Hours of service:** By appointment M-F: 8:00am-5:00pm

**Fees:** Free

**Required documents:** State ID or Driver's License

### **Cuyahoga Community College**

Women in Transition/Displaced Homemakers Program  
2900 Community College Avenue  
Cleveland, Ohio 44115  
(216) 987-4187 or (216) 987-4188

**Hours:** Monday – Friday

8:00am – 5:00pm

**Services:** Program helps prepare women for the job market through education and training. Services are provided for people who have been homemakers and single parents but who must now become job ready and self-supporting due to divorce, separation, death or disability of a spouse.

### **Empowerment Center of Greater Cleveland – Computer Resource Center**

3030 Euclid Avenue, Suite 100  
Cleveland, Ohio 44115  
(216) 432-4770 x16

**Services:** Provides a self-directed learning program to upgrade participants' computer skills in basic office programs (Word, Excel, etc.). Those who complete the course receive a national certification. Participants also attend business skills development classes one day a week.

**How service is provided:** On-site. Bus tickets will be provided.

**Who qualifies:** Open to ages 16 or older in Cuyahoga County, with family income up to 200% of poverty level.

There is no minimum computer skill required to start.

**Hours of service:** Hours for computer work are M-Th: 8:30am-8:30pm; students may choose their own times on a space-available basis. Special sessions are held M-F: 1:00pm-3:00pm. Students are expected to spend at least 10 hours per week for 4 weeks, to complete the curriculum, which includes life skill training. Computer time must be scheduled in advance. A participant with more than 2 unexcused absences may lose his or her space in the class.

**Fees:** Free

**Required documents:** Proof of Income; Proof of Residence; other documents as requested.



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### Reaching Heights the CH-UH Public Schools Foundation

Patrick Mullen, Executive Director  
1991 Lee Road, #106  
(216) 932-5110

**Services:** Reaching Heights mobilizes community resources to foster highly valued public schools that provide Cleveland Heights/University Heights students a successful education. Reaching Heights initiatives support excellence in the classroom and connect the community with the public schools. Also operates a summer instrumental music camp and provides music lesson scholarships for students in grades 5-8 who are enrolled in the Cleveland Heights-University Heights School District instrumental music program.

### NewBridge Cleveland – Center for Arts and Technology

3634 Euclid Avenue  
Cleveland, Ohio 44115  
Phone: 216-867-9775

Email: info@newbridgecleveland.org

**Service:** Adult Training Program provides year-round job training programs based on the needs of local employers. Prepares graduates for careers as pharmacy technicians or phlebotomists Youth Programs offer after-schools art classes for teens in a high-tech facility filled with the latest digital recording equipment, cameras, computers and art supplies.

Who qualifies: Adults and Youth

Hours of service: By appointment M-F: 8:00am-5:00pm

Fees: Training is free, with no hidden costs or materials to buy

Required documents: State ID or Driver's License

### EMPLOYMENT/ EDUCATION/TRAINING

#### The Career Center

5225 Library Lane (Off Libby Road between Broadway & Lee)  
Maple Heights, Ohio 44137-1291  
(216) 475-2225

**Services:** Formerly known as InfoPLACE, is a nationally recognized Adult Career Planning Resource Center. The Career Counselors are available to meet with job seekers at the Maple Heights Branch and a few of our other branches. Our Career Counselors facilitate several job clubs in branches of the Cuyahoga County Public Library. Join them for support and networking opportunities with job search tips. They are open to all who are out of work or changing careers.

### Career Development and Transition Services at Cuyahoga Community College

**Services:** The Career Development and Transition Services at Tri-C provide FREE assistance to any Northeast Ohio resident who is in career transition. Whether you are unemployed, want to find a new job, or are thinking about a career change, gaining higher academic credentials can be an important factor in helping you qualify for current career opportunities. FREE educational support system for dislocated workers who want to pursue college degrees or other retraining programs. Academic and financial advising also available.

Office Locations:

#### Eastern Campus

4250 Richmond Road  
Highland Hills, Ohio 44122  
1-800-954-8742

#### Western Campus

11000 Pleasant Valley Road  
Parma, Ohio 44130  
1-800-954-8742

#### Metropolitan Campus

2900 Community College Avenue  
Cleveland, Ohio 44115  
1-800-954-8742

#### Corporate College East

4400 Richmond Road  
Warrensville Heights, Ohio 44128  
216-987-2800

#### Corporate College West

25425 Center Ridge Road  
Westlake, Ohio 44145  
216-987-5900

#### Unified Technologies Center

2415 Woodland Ave.  
Cleveland, Ohio 44115  
216-987-3075

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### Cleveland Job Corps Center

13421 Coit Road  
Cleveland, Ohio 44110  
(216) 541-2500

Hours: Monday – Friday 9:00 am – 5:00 pm

**Services:** Free job training program for men and women aged 16-24 with low income. Must be a U.S. citizen. Provides housing, health care, meals, and clothing. Students are paid during training. Applications taken Monday – Friday 9:00am to 4:30pm. Call for an appointment. Walk-ins are accepted. Educational programs such as GED, reading, driver’s education, world of work, health education, math, college courses, training programs such as dispensing opticians, nurse assistant, clerical, painting, building and apartment maintenance, clerk, typist, computer studies, GED preparation, TCU (Transportation Communication Union), advanced career training, and work processing.

### Cleveland Scholarship Program, INC.

200 Public Square, Suite 3820  
(216) 241-5587  
<http://www.cspohio.org>

**Services:** Provides free counseling and information about scholarships, careers, technical schools, colleges, universities, admission and financial aid procedures, admission tests deadline dates. The program assists in completing and checking all financial aid forms and applications including needs analysis, federal, state, and private scholarship applications.

### Employment Connections

Employment Connection offers a variety of workshops to help you enhance job seeking skills. Primary focus is getting displaced workers back on their feet.

#### Brookpark

11699 Brookpark Road  
Parma, Ohio 44130

**898-1366**

Mon. thru Fri.: 8:00am-5:00pm

#### Southgate

5398 ½ Northfield Road  
Maple Heights, Ohio 44137

**518-4954**

Mon. thru Fri.: 8:00am-4:30pm

#### Westshore

9830 Lorain Avenue  
Cleveland, Ohio 44102

**939-2599**

Mon. thru Fri.: 8:30am-4:30pm

#### Downtown

1020 Bolivar Road  
Cleveland, Ohio 44115

**664-4673**

Mon. thru Fri.: 8:00am-5:00pm

#### Mt. Pleasant

13815 Kinsman Road  
Cleveland, Ohio 44120

**561-5649**

Mon. thru Fri.: 8:30am-4:30pm

### Goodwill Industries of Greater Cleveland

2295 East 55<sup>th</sup> Street  
Cleveland, Ohio 44103  
(216) 431-8300

<http://www.goodwill.org>

**Services:** Assists people with physical, mental, and social disabilities through job development and job placement/rehabilitation services, which include job evaluation, work adjustment training, sheltered workshop, employment, on the job training, and follow-up services.

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### Hope Alive Job Development and Training Center

21877 Euclid Avenue, Suite 212 & 213  
Euclid, Ohio 44117  
(216) 481-4747

**Services:** Offers job readiness and a family resource center for people 18years to senior citizens. We provide residents with both services and resources to have both the tools and opportunity to make the transition from dependency to self-sufficiency. Access to employment and training is provided. Assistance is given to individuals as well as families to aid with housing, life skills, mentoring and time management. We offer home buying seminars, parenting classes.

### Key Career Place

**East:** 216-987-2567  
4250 Richmond Road, Room ESS 1103  
Highland Hills, Ohio 44122  
**West:** 216-987-5575  
11000 W. Pleasant Valley, Room WSS 101  
Parma, Ohio 44130

**Metro:** 216-987-4913  
2900 Community College, Room MSS 207  
Cleveland, Ohio 44115  
**UTC:** 216-987-3029  
2415 Woodland Avenue, Room 239  
Cleveland, Ohio 44115

**Career Transition Services**  
866-933-5180

**Services:** Linking Tri-C students and alumni, and community job seekers with businesses who seek their talent. Offering job search assistance and training.

Fees: Free and open to the public

### Towards Employment

1255 Euclid Avenue, Suite 300  
Cleveland, Ohio 44115  
(216) 696-5750  
<http://www.towardsemployment.org>

Hours: Monday – Friday 8:00am – 5:00pm

**Services:** Offers full time job training Monday-Friday, 8:30am-4:00pm. In the job readiness workshop, clients will learn essential pre-employment skills, life management skills, and job retention skills.

Requirement: For people on Public Assistance, or who have a criminal background, or are low-income families.

### Vocational Guidance Services

2239 East 55<sup>th</sup> Street  
Cleveland, Ohio 44103  
(216) 431-7800  
<http://www.vgsjob.org>

Hours: Monday – Friday  
8:00am – 4:30pm

**Services:** Persons who are either physically, mentally, or emotionally disabled, as well as those who are not disabled. Services are provided for unemployed and underemployed, 17 years of age and older. Provides work evaluation, career counseling, physical capacities evaluation, work adjustment, job coaching, personal and social adjustment, job seeking skills training, vocational development for the blind and hearing impaired, and job placement.

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### Youth Opportunities Unlimited (Y.O.U.)

1361 Euclid Avenue  
Cleveland, Ohio 44115  
(216) 566-5445

<http://www.youthopportunities.org>

Hours: Monday – Friday 8:00am – 4:30pm

**Services:** Offers services for middle school, high school, and out of school youth ages 14-24, with a special focus on urban youth. Topics addressed are personal evaluation and resources, career research, employment skills, work survival skills, and personal/life skills.

### EMERGENCY ASSISTANCE

#### First Call for Help (United Way)

1331 Euclid Avenue  
Cleveland, Ohio 44115  
(216) 436-2000 or 211

Hours: 8:30am – 12:00am, 7 days a week

**Services:** Provides an information and referral line for health and human services. Specialized services include information for persons with disabilities including TTY service, a substance abuse program, and Senior Information Service.

### HARRY RATNER/SAMUEL D. AND MAY WISE HUMAN SERVICE FUNDS

Confidential Address  
Cleveland, Ohio 44110  
(216) 896-0597 FAX

**Services:** Offers one-time grants for individuals with critical needs. May only cover a portion of the cost of the item or bill. Will cover a variety of needs including, but not limited to, baby clothing, cribs, school uniforms, work clothing, furniture, linens, utility bills, medical bills, dental bills, medical equipment and appliances which include air conditioners for medical purposes,. Grants awarded are for a maximum of \$125 for all needs except abortion, which is limited to \$80. Funds for abortions may not always be available. Will not pay for mobile or cell phone bills. For bills that exceed \$125, client will have to demonstrate his/her ability to pay off the balance of the bill (being on a payment plan, have income to make payments, funds etc.). Provides up to \$125 towards rent in order to avoid eviction and for security deposits, but client must have funds to pay off any remaining balance.

How service is provided: By mail; by fax.

Who qualifies: Cuyahoga County residents who have a critical need and for whom the grant will make an impact on their situation. Client may only receive assistance once in a lifetime.

Hours of service: Application process takes approximately 2-4 weeks

Fees: Free

Required documents: Completed Application form; Social security number of applicant; Proof of non-profit status is required for new agencies who have never worked with the fund before. For utility or rent assistance: must have a copy of the client's bill. For appliances/furniture: copy of an estimate from the store from which the item will be purchased. For rent/security deposit: must have statement from landlord with full amount of rent due or security deposit. Doctor's written recommendation needed to obtain an air conditioner.

How to access: An application form must be completed by a licensed social worker or medical professional on behalf of the client. The application should be faxed or mailed to the fund administrator. If the person working on behalf of the client has not worked with this fund before or does not have an application form, he or she should mail, fax, or leave a voice mail message indicating interest (the best way to contact is by fax). An application and instructions will be faxed to them. Grant checks are mailed to the social worker or medical professional on behalf of the client (made out to the vendor, not the individual). Allow approximately 3-5 weeks for processing of the grant check. If the request has been denied, a letter will be sent.

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## **FAMILY PLANNING/PARENTING**

### **Alternaterm Pregnancy Services**

2026 Lee Road

Cleveland Heights, Ohio 44118

(216) 371-4848

<http://www.pregnancyresource.org>

Hours: Tuesday, Wednesday 9:00am – 3:00pm; Thursday 9:00am – 8:00pm; Friday 9:00am – 12:00pm; second and fourth Saturday of each month 9:00am – 12:00pm

**Services:** Provides free pregnancy test; education on abortion and alternatives; referrals for prenatal care, maternity housing and adoption. Provides maternity and infant clothing. All services are free and confidential.

### **Healthy Family/Healthy Start**

Hotline for Healthy Start: (216) 987-7346

Hours: Monday – Friday 8:00am – 5:00pm

**Services:** Provides assistance with finding a doctor, help arrange transportation to doctor appointments, connect with medical and social services, provide support during pregnancy and until your baby's fifth birthday, and provide family and parenting support.

Requirements: Families must live in the Greater Cleveland area. Services are not offered in all locations, so call for verification.

### **Help Me Grow**

2421 Community College Avenue

Cleveland, Ohio 44127

Main Number: (216) 736-4300

<http://www.helpmegrow.org>

Hours: Monday – Friday 9:00am – 5:00pm

**Services:** Provides services to women who are pregnant, or have a child under the age of three years

### **Planned Parenthood of Greater Cleveland**

3135 Euclid Avenue

Cleveland, Ohio 44115

(216) 881-7742

<http://www.plannedparenthood.org>

Facts of Life Line (24-hours): (216) 881-2348

Hours: Monday – Friday 9:00am – 5:00pm

**Services:** Offers sexuality education, including contraception, pregnancy, community outreach, family planning and advocacy. Health care services offered include birth control methods, pregnancy testing, HIV counseling and testing, testing for sexually transmitted diseases (men and women), cancer screening including pap test and breast exams, blood tests, weigh checks, cholesterol screening, colposcopy and menopausal services, and first trimester abortions.

### **Womankind Maternal and Prenatal Care Center**

5400 Transportation Boulevard, Suite #10

Garfield Heights, Ohio 44125

(216) 662-5700

Hours: Monday – Friday 9:00am – 4:30pm

**Services:** Offers a full range of medical and support services to pregnant women and their families. Services include free pregnancy testing, prenatal care, pregnancy counseling, adoption referral, short and long term counseling, maternity and baby clothing, post-abortion counseling, educational classes (fertility awareness, childbirth, natural family planning, Lamaze classes, and parenting).

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## **FINANCIAL ASSISTANCE**

### **Cuyahoga County Department of Employment and Family Services**

1641 Payne Avenue

Cleveland, Ohio 44114

Main Number: (216) 987-7000

Heather Adelstein, Community Initiatives

Hours: Monday-Friday, 8:30 am- 4:30 pm

Service: Healthy Start Program (987-7346): Provides medical benefits for children up to 18 years of age.

Application process can be accomplished by mail or phone. Career Counseling, food assistance, Ohio Works First, PRC, Childcare, Employment.

### **Hebrew Free Loan Association of Cleveland**

23300 Chagrin Boulevard, Suite 204,

Beachwood, Ohio 44122

(216) 378-9042

By Appointment Only

Monday to Friday, 8:00 am to 2:00 pm

**Services:** Provides interest free loans to worthy individuals who are unable to obtain conventional loans. Funds are available for small business, tuition, medical expenses, funerals, weddings, home improvements and personal loans.

## **FORECLOSURE PREVENTION**

### **Save the Dream Ohio**

(888) 404-4674

[www.savethedream.ohio.gov](http://www.savethedream.ohio.gov)

**Services:** If you are behind on your mortgage or struggling to afford your monthly payments, don't wait—help is free! Call the Save the Dream Ohio hotline.

## **FURNITURE**

### **Bloomin Resale Shop and Art Gallery**

11027 Magnolia Drive

Cleveland, Ohio 44106

(216) 721-3030 x138

[bloomin@magnoliacubhouse.org](mailto:bloomin@magnoliacubhouse.org)

Hours: Tues - Fri 11:00 am - 3:30 pm and 1<sup>st</sup> Saturday of each month from 10:00 a.m. – 2:00 p.m.

**Service:** More upscale resale shop, selling small and large furniture, wall hangings, books, ceramics, glassware, flatware, china, crystal, and assorted home décor items, jewelry, NO clothing.

Who qualifies: No restrictions

Fees: There is a fixed fee for all items.

### **CLEVELAND FURNITURE BANK THRIFT STORE**

6700 Biddulph Road

Brooklyn, Ohio 44144

(216) 459-2265 ext 107

Hours administrative office is open at this site: M-F: 9:00am-2:30pm

**Service:** Provides used clothing, household furniture (usually second hand), mattresses, house wares, and some large and small appliances at very low prices (no washing machines or dishwashers). Proceeds from the sale of goods support agency programs.

Who qualifies: No restrictions

Hours of service: M-F: 9:00am-2:30pm

Fees: Agency Fee \$60/Delivery Fee \$65

Required documents: Client must have current Photo I.D.

How to access: Case Manager must send voucher to Furniture Bank. Case manager must schedule appointment for client and attend appointment with client.

Service contact person: Sales Staff or Store Manager

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### Transition Resource Services

5416 Broadway Avenue  
Cleveland, Ohio 44127  
(216) 431-7930  
(216) 431-4850 FAX

Hours of service: M-F: 9:00 am-1:00pm. Closed December 24th through January 1st of each year.

**Service:** Provides used household goods, small appliances, and furniture to the public. Works with community partners, who are other non-profit organizations to provide discounted furniture to the clients of participating agencies.

Who qualifies: No restrictions

Fees: Fixed fee, also delivery fee if applicable.

Required documents: Photo ID.

How to access: Case Manager must send referral M-F: 9:00am-1:00pm.

Services: Thrift Shops

### West 25<sup>th</sup> Furnishings and Appliances

(216) 241-3604  
2104 West 25<sup>th</sup> Street

**Services:** Stoves, refrigerators, washers, dryers, portable washers and dryers, beds, mattresses, cribs, toddler beds, sofa, loveseats, futons tables, chairs, dressers and chests.

Fees: Special pricing for Cuyahoga County Social Services and reasonable priced new goods.

### GRIEF SUPPORT

#### Bereavement Center of the Hospice of the Western Reserve

19201 Villaview Road  
Cleveland, Ohio 44119  
(216) 486-6838

**Services:** Bereavement groups are offered during the day, evenings and weekends. We have offices in Cleveland (185th street), University Circle, Elyria, Warrensville, Westlake, Mentor, and Ashtabula. We provide comfort and care to anyone who has had a loss due to death. Participants do not have to be involved in hospice to use bereavement services. We offer counseling for children and adults, education and support groups, crisis intervention, and healing arts, as well as adult retreats and family nights. A Spanish-speaking counselor is on staff.

#### Hospice of the Western Reserve

300 East 185<sup>th</sup> Street  
Cleveland, Ohio 44119  
(216) 383-2222

**Services:** To provide palliative care for terminally ill people and their families throughout Northern Ohio. Anyone with a life expectancy measured in months rather than years is considered first. In celebration of the individual worth of each life, we strive to relieve suffering, enhance comfort, promote quality of life, foster choice in end-of-life care and support effective grieving.

#### Gathering Place, The (Support Group Kids Bereavement)

23300 Commerce Park  
Beachwood, Ohio 44122  
(216) 595-9546

**Service:** Provides a support group for children who have lost someone to cancer.

How service is provided: On-site

Who qualifies: Individuals and families dealing with an adult family member's cancer.

Hours of service: The first and third Wednesday of every month from 6:00pm-7:30pm.

Fees: Free

Required documents: None

How to access: Phone for information or to register (required) M-F: 9:00am-5:00pm.

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**Additional Services:**

Art Therapy - People Affected By Cancer  
Counseling - People Affected By Cancer  
Discussions/Community Lectures - Cancer Issues/Special Programs and Lecture Series  
Education Center and Lending Library - Cancer Issues  
Exercise Classes - People Affected Cancer  
Massage/Exercise - People Affected By Cancer  
Spirituality Group - People Affected By Cancer  
Support Group - Breast Cancer in African-American Women/Sister Circle  
Support Group - Cancer in Seniors  
Support Group - Kids - Cancer in the Family - Education  
Support Group - Cancer in Seniors  
Support Group - Kids - Cancer of Parent or Caregiver  
Support Group - Myeloma/Myeloma Networking Group  
Support Group - Teens – Cancer/Teen Talk  
Support Group - Young Adults with Cancer

**HEALTH/MEDICAL****HIV/AIDS**

AIDS Hotline:  
1-800-332-AIDS (2437) TTD: 1-800-332-3889

**AIDS Taskforce of Greater Cleveland**

2728 Euclid Avenue, Suite #400  
Cleveland, Ohio 44115  
Tel: (216) 621-0766

Hours: Monday-Friday 9am-5pm; every other Saturday 9am-1pm

**Service:** Operates as a community based AIDS service organization that provides support, education, and advocacy concerning the HIV epidemic. Offers risk reduction information to lessen fear and discrimination against persons within the HIV spectrum. Provides direct services and referrals to support the dignity, self respect, and quality of life of persons in the HIV spectrum, especially people with AIDS or AIDS related cases and their loved ones.  
Required documents: Proof of HIV diagnosis required, current I.D. and proof of income.

**Empowerment Center of Greater Cleveland – Eye Program**

3030 Euclid Avenue, Suite 100  
Cleveland, Ohio 44115  
(216) 432-4770 x11

**Service:** Provides vouchers that clients may then take to participating businesses to get eyeglasses.

How service is provided: On site to sign up for the voucher; client picks up glasses at participating businesses

Who qualifies: Serves Cuyahoga County residents those who are low income or suffering a temporary financial hardship. Must already have an eyeglass prescription that is less than one year old (will refer clients to places that offer low-cost or free exams). Must not have Medicare, Medicaid, or be on a Medicaid HMO (such as Wellcare).

Hours of service: M-F: 9:00am-5:00pm

Fees: Free

Required documents: Agency will advise, but will need to have an eyeglass prescription that is less than one year old.

**Free Medical Clinic**

12201 Euclid Avenue  
Cleveland, Ohio 44106  
(216) 721-4010

Hours of service: Vary by service – Call at 9:00 a.m. to book an appointment by service.



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**Services:**

Dental Care - Extractions  
Dental Care - Restorative Services  
HIV/AIDS - Testing, Treatment and Education  
Medical Equipment/Supplies - Syringes  
Mental Health - Counseling  
Outpatient Clinic - General Medicine  
Outpatient Clinic - Teens  
Outpatient Clinic - Women  
Teen Clinic  
Seasonal Flu Vaccines  
Substance Abuse Treatment - Outpatient  
Substance Abuse Treatment - Outpatient  
Support Group - Women with HIV  
Syringe Exchange Program  
Women's Health Clinic

**Metro Health Broadway Center**

Tel: (216) 957-1850

**Service:** Sliding Scale, Most Services, must get financially rated first.

**Metro Health Lee-Harvard Center**

Tel: (216) 767-1300

**Service:** Sliding Scale, Most Services, must get financially rated first.

**Metro Health Medical Center**

Tel: (216) 778-4725

**Service:** Sliding Scale, Most Services, must get financially rated first.

**NEON- Collinwood Center**

15322 St. Clair Avenue

Tel: (216) 851-1500

**Service:** Sliding Scale, Medicaid, Most Services

**NEON- Hough Center**

8300 Hough Avenue

Tel: (216) 231-7700

**Service:** Sliding Scale, Medicaid, Most Services

**NEON- Southeast Center**

13301 South Miles Avenue

Tel: (216) 751-3100

**Service:** Sliding Scale, Medicaid, Most Services

**NEON- Superior Center**

12100 Superior Avenue

Tel: (216) 851-2600

**Service:** Sliding Scale, Medicaid, Most Services

**Care Alliance**

1795 West 25<sup>th</sup> Street

Cleveland, Ohio 44113

Tel: (216) 781-6724

**Service:** Case management

Eligibility: HIV+ and homeless or living in public housing

Program Cost: Sliding scale

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### **Cuyahoga County Department of Employment and Family Services**

1641 Payne Avenue  
Cleveland, Ohio 44114

Main Number: (216) 987-7000

Heather Adelstein, Community Initiatives

Hours: Monday-Friday, 8:30am- 4:30pm

**Service:** Healthy Start Program (987-7346): Provides medical benefits for children up to 18 years of age.

Application process can be accomplished by mail or phone. Career Counseling, food assistance, Ohio Works First, PRC, Childcare, Employment.

### **HOMELESS SHELTERS**

#### **Angeline Christian Home**

3201 West 73<sup>rd</sup> Street

Cleveland, Ohio 44102

(216) 631-7518

**Services:** 24-Hour temporary emergency shelter for women and their children. No boys over the age of 12.

#### **Cuyahoga County Office of Homeless Services**

310 West Lakeside Avenue, Suite 595

Cleveland Ohio 44113-1021

(216) 420-6844

#### **City Mission – Crossroads Men’s Crisis Center**

5310 Carnegie Avenue

Cleveland, Ohio 44103

(216) 431-3515

**Services:** Provides short-term emergency shelter and longer-term, transitional housing for in-crisis men. Programs have Christian focus. Service includes meals, shelter, and clothing. Long-term program includes local church involvement, case management based on results, on-site work activities, job readiness, and continuing education. How service is provided: On-site.

Who qualifies: Males only, aged 18 and over. Accepts clients who are mentally ill if stable on medications. Children are not accepted at this shelter. Those leaving prison may be eligible to be released directly to the transitional shelter program if they have been working with this agency while they were incarcerated. Receiving services may include participation in Christian worship.

Hours of service: 24 hrs a day, 7 days a week. Individuals may be accepted into the short-term program for stays of up to 30 days. Long-term program is 180 days Curfew is 4:00pm every day for those in crisis center.

Fees: Free

#### **Continue Life – Continue Inn Shelter Emergency Shelter for Pregnant Women**

17917 Euclid Avenue

Cleveland, Ohio 44112

(216) 383-1984

Serves 5 pregnant women and length of stay in protective shelter program: Up to 4 months

**Services:** Provides for basic needs: meals, bed, bath, laundry, Proof of pregnancy is required and attendance at a parenting program. Provides case management to assist residents to obtain income and housing. Provides on site life skills, drug/alcohol education, and domestic violence classes. Provides referrals for drug/alcohol treatment and mental health services where indicated. Provides shelter letters after a 30-day stay.

#### **Harbor Light**

1710 Prospect Avenue

Cleveland, Ohio 44115

(216) 781-3773

**Services:** Provides emergency shelter beds for homeless men and intact families. Offers a variety of services for homeless men, including employment readiness program, alcohol detoxification, and rehabilitation. This program is operated by the Salvation Army.

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### **Interfaith Hospitality Network - Emergency Shelter for Families**

Sarah Cruise, Executive Director  
3445 Warrensville Center Rd  
Shaker Heights, Ohio 44122  
(216) 991-6272

Serves 8 families - Length of stay in emergency shelter program: from one night to two months depending on needs of client.

**Services:** Provides for basic needs: meals, bed, shower, laundry. Provides for mental health & drug/alcohol assessment and referral. Provides case management to assist clients in referring to job readiness/training, D/A recovery, emotional stability, housing resources. Provides & facilitates referrals to transitional housing, treatment, return to family.

### **Laura's Home**

18120 Puritas Avenue  
Cleveland, Ohio 44135  
(216) 472-5500

**Services:** Laura's Home serves women and children who are in-crisis, often dealing with multiple issues in their lives and is similar to our Crossroads Men's Crisis Center.

How service is provided: On-site.

Who qualifies: Serves up to 30 women & their children; provides for basic needs: meals, bed, shower, laundry.

Provides for mental health & drug/alcohol assessment and referral

Provides & facilitates referrals to transitional housing, treatment, mental health residential programs, and return to family. Call (216) 472-5500 and press 4 on the day that she needs shelter. Rooms are not reserved.

Accommodations allow only one family per room or suite. Four rooms are ADA equipped. Once admitted to the Short-term Program, she'll be offered the opportunity to explore other available community resources, or apply for our Long-term Program.

Fees: Free

### **Hebrew Shelter Home**

Ginny Galili, Executive Director  
PO Box 22867  
Beachwood, Ohio 44122  
(216) 401-9925

**Services:** The Hebrew Shelter Home provides emergency and temporary housing with on-site client services to Jewish homeless women and children and families. We also welcome Jewish women and children escaping domestic violence. Jewish homeless men are provided temporary housing services off-site.

### **Zelma George Program for Families**

1710 Prospect Avenue  
Cleveland, Ohio 44115  
(216) 619-4682

Serves 31 women & children & 5 individuals; also can accommodate 2-3 husband/wife or father/children families

Length of stay in emergency shelter program: Up to 90 days (3 months)

**Services:** Provides for basic needs: meals, bed, shower, laundry. Provides for mental health & drug/alcohol assessment and referral. Provides case management to assist clients in developing domestic and parenting skills, higher education, job readiness/training, D/A recovery, emotional stability. Provides & facilitates referrals to transitional housing, return to family or to own resident.

### **HOME REPAIR**

#### **Home Repair Resource Center**

Kathryn Lad, Executive Director  
2520 Noble Road  
(216) 381-6100

**Services:** Programs to help residents complete repairs to their homes (both do-self and contracted), advocate for improved housing, and, on a small scale, renovate seriously deteriorated properties and return them to the community in excellent condition.

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## **HUNGER/FOOD PANTRIES**

### **Greater Peace Missionary Baptist Church**

3435 Fairmount Boulevard  
Cleveland Heights, Ohio 44118  
(216) 321-3481

**Service:** Provides emergency canned goods and fresh items when available for those in need. Packages provide three meals for three days and are packed according to family size.

How service is provided: On-site

Who qualifies: Serves residents of Cleveland Heights, East side of Cleveland, and East Cleveland who have incomes no higher than 150% of federal poverty guidelines. Agency follows the guidelines of The Emergency Food Assistance Program (TEFAP). TEFAP guidelines are based on 150% (1.5 times) of the Federal Poverty Guidelines that were in effect on the previous Oct. 1st.

Hours of service: 4th Sa. of the month at 10:00am-12:00(Noon). No service on the 4th Saturday of November or December.

Fees: Free

Required documents: Photo ID: accepts a variety of proofs. Proof of income: accepts a variety of proofs, including pay stubs and assistance letters. Proof of residency: accepts a post-marked piece of mail such as a current (within a few months) utility bill. Proof of family size: Birth Certificates or Medical card for each child in family.

### **Heights Emergency Food Center - Disciples Christian Church**

3663 Mayfield Road  
Cleveland Heights, Ohio 44121  
(216) 619-8155 ext. 17

**Services:** Provides a 3-5 day supply of groceries (canned and dry foods to make up 3 meals a day) packed according to family size. Occasionally, baby formula may be available.

How service is provided: On-site. Clients who are disabled may send a representative in their place.

Who qualifies: Serves residents of Cleveland Heights, Lyndhurst, South Euclid and University Heights. Exact boundaries may be determined by calling 211/First Call For Help. Generally, income should be 200% of the Federal Poverty Limit or less. Households that do not meet the income guidelines but have extenuating circumstances (such as loss of income or some other financial hardship) may be served on a case by case basis.

Hours of service: M: 4:00pm-6:00pm; Tu, F: 9:00am-11:30am; Th: 9:00am-2:30pm; Also, the last 2 Thursdays of each month: 5:30pm-7:30pm. Generally, closed on Thanksgiving, Christmas Eve/Day, New Years Eve/Day, and all major holidays.

Fees: Free

Required documents: Proof of Address/Residency: Current postmarked utility bill, Ohio Works First (OWF) statement, or other official document (such as that received from Social Security). Proof of Income: Public assistance benefit letter, Social Security benefit letter, Medicaid Card or paycheck stub. Proof of Family Size: Birth certificates, Medicaid/Medical cards, or school enrollment forms (for each member of the household). Photo I.D. (For client AND his or her representative, if disabled.) However, individuals can be served once without documents. If income is over the guidelines, may be asked to bring proof of extraordinary extra monthly expenses. Individuals who were recently released from prison and are having trouble getting a photo ID should contact Hunger Network for assistance (use extension 17).

### **Kosher Food Bank**

2004 South Green Road  
South Euclid, Ohio 44121  
(216) 382-7202

**Services:** Provides kosher canned and fresh food for Homebound and Jewish Community

How service is provided: On site, in client's home

Who qualifies: Serves Cleveland Heights, South Euclid, University Heights, and Beachwood. Service is targeted but not restricted to those who observe kosher dietary laws and whose income should be 200% of the Federal Poverty Limit or less. Households that do not meet the income guidelines but have extenuating circumstances (such as loss of income or some other financial hardship) may be served on a case by case basis.

Hours of service: Weekly, pick up by appointment and delivery to homebound individuals.

Fees: Free

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Required documents: Proof of Address/Residency: Current postmarked utility bill, Ohio Works First (OWF) statement, or other official document (such as that received from Social Security). Proof of Income: Public assistance benefit letter, Social Security benefit letter, Medicaid Card or paycheck stub. Proof of Family Size: Birth certificates, Medicaid/Medical cards, or school enrollment forms (for each member of the household). If income is over the guidelines, may be asked to bring proof of extraordinary extra monthly expenses.  
How to access: Call Th: 12:00-1:00pm to arrange pick up of food or to request an in-home evaluation for home delivery.

### **Drost Family Center Kosher Food Pantry**

24075 Commerce Park Road  
Beachwood, Ohio 44122  
(216) 292-3999

**Service:** Provides non-perishable, kosher food to people in the Jewish Community.

How service is provided: On-site

Who qualifies: Targeted to those who keep a kosher diet.

Hours of service: M-F: 9:00am-4:00pm (generally) Call M-F: 9:00am-4:00pm, and make an appointment to walk in to receive food. Staff is sometimes not available, but every effort is made to serve those who call during this time.

Fees: Free

Required documents: None

### **Shaker Heights Community Church**

20120 Lomond Boulevard  
Shaker Heights, Ohio 44122  
(216) 436-2000

**Service:** Provides a 3-5 day supply of groceries (canned and dry foods to make up 3 meals a day) packed according to family size. Occasionally, baby formula may be available.

How service is provided: On-site. Clients who are disabled may send a representative in their place.

Who qualifies: Serves residents of Beachwood, Chagrin Falls (Township and Village), Gates Mills, Highland Heights, Hunting Valley, Mayfield Heights, Mayfield Village, Moreland Hills, Orange, Pepper Pike, Richmond Heights and Shaker Heights. Exact boundaries may be determined by calling 211/First Call For Help. Service may be received once per month. Generally, income should be 200% of the Federal Poverty Limit or less. Households that do not meet the income guidelines but have extenuating circumstances (such as loss of income or some other financial hardship) may be served on a case by case basis.

Hours of service: Open during the last two weeks of the month on Mondays and Wednesdays: 10:00am-2:00pm (where Monday and Wednesday appear in the same week). Clients should be sure to ring the bell for service.

Generally, closed on Thanksgiving, Christmas Eve/Day, New Years Eve/Day, and all major holidays.

Fees: Free

Required documents: Proof of Address/Residency: Current postmarked utility bill, Ohio Works First (OWF) statement, or other official document (such as that received from Social Security). Proof of Income: Public assistance benefit letter, Social Security benefit letter, Medicaid Card or paycheck stub. If income is over the guidelines, must bring proof of extraordinary medical expenses. Proof of Family Size: Birth certificates, Medicaid/Medical cards, or school enrollment forms (for each member of the household). Photo I.D. (For client AND his or her representative, if disabled.) However, individuals can be served once without documents. If income is over the guidelines, may be asked to bring proof of extraordinary extra monthly expenses. Individuals who were recently released from prison and are having trouble getting a photo ID should contact Hunger Network for assistance (use extension 17).

### **LEGAL ASSISTANCE/SERVICES**

#### **Milton A. Kramer Law Clinic Center Case Western Reserve University**

11075 East Boulevard  
Cleveland, Ohio 44106  
(216) 368-2766  
(216) 619-6195 Fax  
<http://law.case.edu/clinic/>

Hours: Monday – Friday 8:30am – 5:00pm

**Services:** An in-house, real-client clinic which provides legal services to members of the community unable to afford legal counsel.

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### **Cleveland Metropolitan Bar Association Lawyer Referral Service**

1301 East 9<sup>th</sup> Street  
Cleveland, Ohio 44114  
(216) 696-3525  
[www.clemetrobar.org/](http://www.clemetrobar.org/)

**Services:** Connects you with a qualified attorney that fits your needs. Phone and online referrals only, no walk-ins.

### **Cuyahoga County Child Support Enforcement Agency**

Virgil E. Brown Building  
1640 Superior Avenue  
Cleveland Ohio 44114  
(216) 443-5100  
800-860-2555 (24 Hour Payment Information Line)  
Hours: Monday – Friday 8:00am – 4:30pm

**Services:** Collects child support payments from parents who are legally obligated to pay. Can assist either parent to legally establish the father-child relationship when children are born outside of marriage. Attempts to establish paternity and the support obligation administratively without the need to go to court.

### **Cuyahoga County Juvenile Court**

2163 East 22<sup>nd</sup> Street  
Cleveland, Ohio 44115  
(216) 443-8400  
Hours: Monday – Friday 8:15am – 4:30pm

**Services:** Assumes responsibility for the arraignment, adjudication, and disposition of cases of unruly, delinquent, neglected, dependent, or abused children, and adult cases involving the well being of children, such as paternity, child support, and contributing cases. Handles juvenile traffic cases. Dispositions may result in probation, placement, and commitment to public correctional institutions, or referral to diversion programs.

### **Cuyahoga County Probate Court**

1 Lakeside Avenue  
Cleveland, Ohio 44113  
(216) 443-8764  
Adoption Department: (216) 443-8988  
Guardian Department: (216) 443-8995  
Application Guardianship: (216) 443-8786  
Marriage Department: (216) 443-8921  
Release of Assets: (216) 443-8780  
Tax Department: (216) 443-8925

**Services:** Probate wills, appoints administrators, executors, guardians, and other fiduciaries, and supervises the administration of estates and guardianships. Issues marriage licenses, grants adoptions and appropriations, orders commitments for people who are mentally ill and in need of hospitalization.

### **Guardian Ad Litem Project**

2163 East 22<sup>nd</sup> Street  
Cleveland, Ohio 44115  
(216) 443-3377  
Hours: Monday – Friday 9:00am – 5:00pm

**Services:** Provides guardian ad litem attorneys for children who are neglected or abused. Helps research and monitor cases, and advocates for children. Represents the best interest of the children.

### **Juvenile Court of Cuyahoga County**

2163 E 22<sup>nd</sup> Street  
Cleveland, Ohio 44115  
(216) 443-8400  
Hours: Monday and Wednesday 8:15am – 7:45pm; Tuesday, Thursday, Friday 8:15am – 4:30pm  
Contact: Mrs. Ethel Keith

**Services:** Juvenile intake office for all of Euclid and East Cleveland. This is a satellite office of the Juvenile Court, dealing with delinquency, unruly and criminal juvenile complaints.

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### **Legal Aid Society of Cleveland**

1223 West 6<sup>th</sup> Street  
Cleveland, Ohio 44113  
(216) 687-1900  
3408 Lorain Avenue  
Cleveland, Ohio 44113  
(216) 961-6630

Hours: Monday – Friday 9:00am – 5:00pm

Walk-ins: Monday – Friday 1:00pm – 4:30pm

**Services:** Provides legal services to persons who cannot afford to employ counsel. Accepts civil cases that do not generate fees and criminal cases that are referred by the court. Provides a law reform unit, a divorce unit, and a referral list of volunteer lawyers. Operates a unit for the elderly and for persons with disabilities.

### **Public Defender's Office**

310 Lakeside Avenue, Suite 400  
Cleveland Ohio 44113-1021  
(216) 443-7773

**Services:** Provides legal services to indigent adults and juveniles charged with violations of criminal codes. Also represents parents of children who have children that have been removed by the Department of Children and Family Services.

### **Witness/Victim Service Center**

1275 Ontario Avenue, 2<sup>nd</sup> Floor  
Cleveland, Ohio 44113  
(216) 443-7345

**Services:** Provides information, counseling, support, and advocacy to victims of crimes.

## **MENTAL HEALTH**

### **CHILD ABUSE COUNSELING**

#### **Applewood Centers, INC.**

2525 East 22 Street  
Cleveland, Ohio 44115  
(216) 696-5800  
<http://www.applewoodcenters.org>

**Services:** Offers a variety of behavioral health programs to improve the quality of life for children, adolescents, and families. Programs include outpatient counseling, independent living program for boys & girls (ages 16-21), alternative high school, diagnostic assessment, in-home intensive services, foster care and adoption, services for deaf and hearing impaired, services for sexually abused children, child and adolescent psychiatry, temporary shelter care for adolescents, and in-home services for children with chronic behavioral issues.

#### **Beech Brook**

3737 Lander Road  
Pepper Pike, Ohio 44124  
(216) 831-2255  
<http://www.beechbrook.org>

**Services:** Operates as a center for the prevention of emotional disturbances in children and families. This organization offers family health programs, family preservation services, foster care, outpatient mental health services, Spaulding Adoption Program, and residential and day treatment services.

#### **Bellflower Center for the Prevention of Child Abuse**

11811 Shaker Boulevard, Suite #220  
Cleveland, Ohio 44120  
(216) 229-2420  
<http://www.bellflowercenter.org>

24-hour Tot-Line for parents of young children: (216) 431-8200

**Services:** Helps parents stop and/or prevent child abuse through weekly self-help meetings. Sponsors support groups for teen parents and adult survivors of child abuse. The Center provides support and education for parents who are at high risk for parenting disorders.

Requirements: Call (216) 229-8800 for individual assessment first.

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### **Mobile Crisis**

(216) 623-6888

**Services:** Call 24 hours per day if you are having an emotional or mental health crisis, or if you want to know where to go for mental health services.

### **PARENTING**

#### **Family Connections at Cleveland Heights-University Heights Public Library**

##### **Early Literacy Skill Development-Parent/Child**

2345 Lee Road

Cleveland Heights, Ohio 44118

(216) 321-0079

(216) 321-7056

**Services:** Provides an interactive play environment with stations, each simulating an every day activity such as a grocery store, post office, doctor, reading center, etc., where parents and children can learn and practice skills of talking, sorting and counting. Designed to teach parents how to play and learn with children during experiences of daily life.

How service is provided: On-site

Who qualifies: Parents with children aged 2-5. No restrictions on residency.

Hours of service: M: 9:00am-12:00pm. Th: 3:30-8:00pm; Sa: 10:00am-1:00pm. Offered year-round.

Fees: Free

Required documents: None

#### **Family Connections at Shaker Heights Public Library**

Play and Learn Station

16500 Van Aken Boulevard

Shaker Heights, Ohio 44120

(216) 921-2023

**Services:** Offers a variety of learning activities for young children and their families to enjoy together. Activities include, but are not limited to, art, science, dramatic play, stories, and toys. Focuses on developing and improving language, communication, and writing skills.

How service is provided: On-site

Who qualifies: Parents or caregiving grandparents and children up to age 6

Hours of service: Tu, Th and Sa: 10:00am-12:00pm (Noon); Th: 1:00pm-3:00pm; Tu: 6:00pm-8:00pm. For home day care providers: W: 10:00am-12:00pm (Noon).

Fees: Free.

Required documents: None.

How to access: Walk-in for service: Families Tu, Th and Sa: 10:00am-12:00pm (Noon); Th: 1:00pm-3:00pm; Tu: 6:00pm-8:00pm; Home day care providers: W: 10:00am-12:00pm (Noon). May also phone for information M-F: 8:30am-5:30pm.

### **RENT ASSISTANCE**

#### **Cleveland Mediation**

2012 West 25<sup>th</sup> Street, Suite 412

Cleveland, Ohio 44113

(216) 621-1919 x100

(216) 621-3202 (Fax)

**Services:** Offers mediation between owners and renters who are facing eviction. The goal of the program is to prevent eviction allowing families and individuals to stay in their homes. Cuyahoga County renters may qualify for Financial Assistance if they are behind in rent and have been assigned a Court Date.

#### **Cleveland Tenants Organization**

3631 Perkins Avenue, Suite 3A-4

Cleveland, Ohio 44114

(216) 432-0617

(216) 432-0620

**Services:** This information is intended for people who have eviction cases pending at either the Cleveland Municipal Court or a Cleveland Suburban Court.



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### **Council for Economic Opportunities - Housing Reunification for Ex-Offenders**

1849 Prospect Avenue  
Cleveland, Ohio 44115

Service Phones:

(216) 263-6266 ext. 254 - To make appt. - can also use x258 or x253

(216) 263-6234 TTY

(216) 263-6281 FAX

**Services:** Provides limited financial assistance to ex-offenders with minor children in the household, to enable them to find or maintain housing after their release from incarceration, thus supporting the reunification process. Funding will be provided for one month's rent, and security deposit if necessary, in an amount such that client will be able to continue to pay that rent on the basis of his/her income. It may also be provided for utility payments, if client is already in a housing unit. Delinquent mortgage payment could be provided, but such a situation would be very rare.

**Who Qualifies:** Open to ex-offenders in Cuyahoga County who have minor children in the household, and are leaving incarceration or have been out less than a year. Must be able to continue to pay the rent in housing unit. Each applicant is considered on a case-by-case basis.

**Hours of Service:** M-F: 8:30am-5:30pm

**FEES:** Free

Support for individuals with special requirements: Spanish language available. TTY available.

- Services Electric Service Payment Assistance for Ex-Offenders
- Gas Service Payment Assistance for Ex-Offenders
- Mortgage Payment Assistance for Ex-Offenders
- Rent Payment Assistance for Ex-Offenders
- Rental Deposit Assistance for Ex-Offenders

### **Ohio Department of Job and Family Services**

Office of Family Stability - Prevention, Retention & Contingency (PRC)

(216) 987-7000

**Services:** Benefits and services are for needy and low-income employed families who need short-term help to support an individual or a family during a crisis or episode of need.

**Requirements:** You must have a child in the household

### **SUPPORT GROUP**

#### **Family Connections of Northeast Ohio**

#### **Parenting Support and Activities – Children with Disabilities**

19824 Sussex Road

Shaker Heights, Ohio 44122

(216) 921-2023

**Service:** Offers facilitated play groups, support groups, parenting education, and Individual Education Plan (IEP) consultation to families raising preschool children with disabilities. Will refer parents to other appropriate services as needed. Child care and dinner provided.

**How service is provided:** On-site and at other locations in the community

**Who qualifies:** Serves families raising preschool children age 3-5 yrs old with special needs.

**Hours of service:** Varies as scheduled days, evenings, and weekends.

**Fees:** Free

**Required documents:** None

**How to access:** Phone for information: M-F: 9:00am-6:00pm

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## **TAX PREPARATION**

### **Empowerment Center of Greater Cleveland**

3030 Euclid Avenue, Suite 100  
Cleveland, Ohio 44115  
(216) 432-4770

**Service:** Offers benefits screening to determine whether clients are eligible for government assistance. Provides a trained facilitator to help with tax preparation (Federal and State) and to guide clients through a Web-based program that searches for various forms of assistance and helps complete appropriate forms. Can also electronically submit applications for food stamps.

**Who Qualifies:** No restrictions for benefit screening. Tax preparation serves residents of Cuyahoga County with an Adjusted Gross Income of approximately \$60,000 or less. Cannot file returns for the following: corporations or partnerships, rental income, those involved in foreclosure action in 2010, who filed bankruptcy in 2010, those who received a 1099-C, those who received a 1099-A. Cannot file for self-employed individuals (no C-EZ). Can file for those under age 18 if parent is present. Those filing jointly must both be present. Can file prior year and amended returns through 2008.

**Hours of Service:** By appointment only; M-F: 9:30am-4:30pm. No tax appointments until 2012 tax season.

**Fees:** Free

**Required Documents:** Clients should bring a photo ID, and documentation of income from all sources. Will be told what other documents to bring when making appointment.

## **UTILITY ASSISTANCE**

### **AT&T Life Low Income Phone Service Program**

800-335-8721

**Service:** Lifeline Ohio plan makes phone service even more affordable for qualified customers, including free line connection and no deposit required for local service.

**Weekdays,** 6 am to 6 pm, **Saturday,** 8 am to 5 pm.

### **HEAP (Home Energy Assistance Program)**

(800) 282-0880

7:00 a.m. to 5:00 p.m. Monday through Friday

**Service:** Federally funded program administered by the Ohio Department of Development's Office of Community Service (OCS). It is designed to help eligible low-income Ohioans meet the high costs of home heating. If you are eligible for assistance, the amount of your one-time HEAP benefit will depend on federal funding levels, how many people live with you, total household income, and the primary fuel you use to heat your home. In most cases, the one-time benefit will be a credit applied to your energy bill by your utility company (or fuel vendor).

### **HEAP (Home Energy Assistance Program)**

**Service:** Schedules appointments to apply for Emergency Home Energy Assistance Program (E-HEAP) benefits. Cuyahoga county residents may call (216) 518-4014 to make appointments. The appointment scheduling system will be open twenty-four hours each day, seven days each week.

### **Empowerment Center of Greater Cleveland – Ohio Fuel Fund Grant Program**

3030 Euclid Avenue, Suite 100  
Cleveland, Ohio 44115  
(216) 432-4770 x25

**Services:** Offers a last resort program for customers of First Energy/The Illuminating Company whose electric services has been or is at risk of being shut off or are in good standing but with past due balances over \$100.00. Generally provides a payment of \$300.00 or slightly more or less depending on the situation. If fee to reconnect is more than \$300, client will have to provide the balance of the payment before assistance will be given. This also applies to the reconnection of services at a new address.

**Who qualifies:** Customers of First Energy in Cuyahoga and Lake Counties with a household gross annual income at or below 200% of poverty. Electric bill must be in the name of an adult resident and the balance must be in arrears at or above \$100 dollars. Must have made a payment within the last 90 days. Must also apply for E-HEAP before applying for this program (if E-HEAP is accepting applications). Client can receive service one time only.

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Hours of service: M-F: 9:00am-5:00pm by appointment

Fees: Free

Required documents: Valid photo ID for head of household; proof of electric bill balance (most recent bill or termination notice); Proof of household income for the past 30 days (most recent W-2 forms or most recent Income Tax Filing with IRS including Schedule C if self employed). HEAP documents (If currently in effect Currently) and proof of acceptance/denial for PRC.

How to access: Phone for an appointment M-F: 9:00am-5:00pm. Before applying for this program, applicants must have made a payment on their utility bill within the last 90 days and have applied for E-HEAP (if available).

Appointments are scheduled on a first come basis therefore it could take up to 6 weeks to be seen.

### **Cleveland Division of Water Affordability Program**

(216) 664-3130

**Services:** Assists income eligible **homeowners** with a 20% discount on their water bill

**Requirements:** In order to qualify you must be the primary homeowner and occupy the home. Total household income cannot exceed 175% poverty income guidelines. You must be serviced by the City of Cleveland Division of Water and under the age of 65 (unless household income exceeds \$30,385)

### **Cleveland Division of Water Homestead Program**

(216) 664-3130

**Services:** Assists elderly or disabled homeowners with a discount on their water bill

**Requirements:** In order to qualify you must be the primary homeowner and occupy the home. Total household income under \$30,385 annually, 65 or older, or disabled with a physician's statement, must be serviced by the City of Cleveland Division of Water.

### **Cleveland Housing Network - Water Repair & Conservation**

**Services:** Water repair and conservation services to help homeowners conserve water and reduce water bills. You must be a homeowner, receive a water bill from the City of Cleveland Division of Water and meet income guidelines. You Must Be At or Below 150% or 200% of Poverty. You may use this program to assist with water repairs once every two years. Eligible homeowners may receive:

- Hot water tank repair or replacement (owner-occupied homes only)
- Emergency service line replacement (owner-occupied homes only)
- Additional major plumbing repairs (owner-occupied homes only)

### **Cleveland Housing Network Home Weatherization**

2999 Payne Avenue

Cleveland, Ohio 44114

CHN's Weatherization Help Line at 1-888-377-3774

**Services:** Weatherization programs to reduce energy consumption and lower utility bills in your home. Offers two distinct programs which provide a comprehensive set of weatherization services to consumers—Dominion's Housewarming Program and the U.S. Department of Energy's Home Weatherization Assistance Program. 200% of Poverty.

**Eligibility:** Program covers the following individuals: all Cleveland residents, all Dominion customers who rent and all Dominion customers who are home owners.

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## **YOUTH SERVICES**

### **Boys and Girls Club of Cleveland Heights Youth Club**

Roscoe Morgan, Club Director

2065 Lee Road

(216) 321-CLUB (2582)

<http://www.clevekids.org>

**Services:** Youth development, education and development, tutoring and homework assistance and computer skills.

Areas of Service: 44118, 44121

Hours: After school Program Monday – Friday 3:30 p.m. until 7:30 p.m. during the school year. Summer Camp begins mid-June with clubs opening Monday through Friday 12:00 p.m. to 5:00 p.m.

Costs: \$10.00 per school year/per child ages 6-18

Intake Process: Call to provide basic contact information, set up interview for parent and child. Summer Camp members pay an additional cost, as well as Early Bird drop off members.

### **Free Clinic – Teen Clinic**

12201 Euclid Avenue

Cleveland, Ohio 44106

(216) 721-4010

**Services:** Provides medical care for teens. Services include birth control, pregnancy tests, gynecology services, family planning counseling, STD testing and treatment including HIV testing, tuberculosis (TB) testing, and school and work physicals. May be able to provide clients with a limited supply of some prescriptions written by Free Clinic physicians. Will also help clients access and complete paperwork for patient assistance programs that provide prescriptions.

Who qualifies: Ages 13 through 21, but may be referred to other departments for service if 19 or older.

Hours of service: By appointment during M, Tu, Th. Walk-in pregnancy testing W: 1:00pm-3:00pm.

Fees: Free; Prescriptions are free.

Required documents: Will be advised if needed; Physicals: form from employer, school or agency to be filled out by physician.

How to access: Phone for an appointment: M-Th: 9:00am-7:00pm; F: 10:00am-6:00pm. There may be a long wait on the phone. Pregnancy tests by appointment or walk-in on W: 1:00pm-3:00pm.

Supports for persons with special requirements: If requested in advance, may arrange for an interpreter

Services: Birth Control for Youth, Community Clinics for Youth, General Physical Examinations for Youth, Gynecology Services for Youth, HIV Testing for Youth, Pap Tests for Youth, Pregnancy Testing for Youth, Sexually Transmitted Disease Screening for Youth, Sexually Transmitted Disease Treatment for Youth, Teen Family Planning Programs, Tuberculosis Screening for Youth

### **MyCom South Shaker**

17300 Van Aken Boulevard

Shaker Heights, Ohio 44120

(216) 752-9292

**Services:** Connects Greater Cleveland's youth in grades K-12 to positive experiences and caring adults they need to reach their full potential.

Qualifications: Resident of Shaker Heights

### **YWCA OF GREATER CLEVELAND - MAIN SITE**

4019 Prospect Avenue

Cleveland, Ohio 44103

(216) 881-6878

(216) 881-9922

**Service:** Provides basic life skills to young women ages 15-18 who are or will be transitioning out of the Cuyahoga County Foster Care System. Offers participants a life couch, budgeting techniques, healthy relationships building and job readiness skills. Also provides GED courses to women ages 18-24 ; transportation and child care are available.

How service is provided: On-site. Transportation provided

Who qualifies: Life skills training is for girls 15-18 who are or will be transitioning from the Cuyahoga County foster care system. The GED program is open to all women ages 18-24.

Hours of service: GED classes are held M-Th: 10:00am-2:00pm; Life Skills classes are T-Th: 4:00pm-6:00pm.

Fees: Free

Required documents: Photo ID needed for GED program.