Heights Family to Family Collaborative

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

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
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 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

Terri L. Thompson
Lead Wraparound Specialist
Extension 3
Terri.thompson@thecentersohio.org

Jeanette Logan-Lane
Wraparound Specialist
Extension 4
Jeannette.logan-lane@thecentersohio.org

Arlene D. Castañeda
Family Information Resource Specialist
Extension 2
acastaneda@c4fc.org

TAPESTRY SYSTEM OF CARE

Mr. Kenneth Lyles
Catholic Charities
Parent Advocate
Extension 1200

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

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

Linking families to community resources and empowering them to shape their future
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 123rd 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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<td>Adult Abuse Hotline ..................................................</td>
<td>(216) 420-6700</td>
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<td>Child Find .....................................................................</td>
<td>(800) 426-5678</td>
</tr>
<tr>
<td>Child Abuse Hotline ..................................................</td>
<td>(216) 696-5437</td>
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<tr>
<td>Consumer Protection ...................................................</td>
<td>(216) 881-3434</td>
</tr>
<tr>
<td>Domestic Violence ......................................................</td>
<td>(216) 391-4357</td>
</tr>
<tr>
<td>First Call for Help (211) ..........................................</td>
<td>(216) 436-2000</td>
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<tr>
<td>Foreclosure ..................................................................</td>
<td>(888) 995-4673</td>
</tr>
<tr>
<td>HIV and STD Hotline ...................................................</td>
<td>(800) 332-2437</td>
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<tr>
<td>Legal Aid Society ......................................................</td>
<td>(216) 687-1900</td>
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<tr>
<td>National Runaway Switchboard .......................................</td>
<td>(800) 786-2929</td>
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<tr>
<td>Poison Control Center ................................................</td>
<td>(216) 231-4455</td>
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<td>Rape Crisis Center Hotline .........................................</td>
<td>(216) 619-6192</td>
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<th><strong>Rental Assistance</strong></th>
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<tr>
<td>Cleveland Mediation ..................................................</td>
<td>(216) 621-1919</td>
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<td>Cleveland Tenants Organization ....................................</td>
<td>(216) 432-0614</td>
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<tr>
<td>Council for Economic Opportunities (CEOGC) .....................</td>
<td>(216) 518-4013</td>
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<td>Family to Family at RapArt .........................................</td>
<td>(216) 320-9520</td>
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<tr>
<th><strong>Suicide Prevention and Mental Health</strong></th>
<th>(216) 623-6888</th>
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<tr>
<td>Witness/Victim Service Center ....................................</td>
<td>(216) 443-7345</td>
</tr>
</tbody>
</table>
GOVERNMENT

Federal

Federal Citizen Information Center (www.usa.gov) ............................................................. (800) 333-4636

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

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

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

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

  B4010 Dirksen Senate Office Building ...........................................(202) 224-3353
  Washington, D.C. 20510
  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
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, 30th 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

County
Commissioner’s Office General Information ........................................................................ (216) 443-7178
www.cuyahogacounty.us
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
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
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


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
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
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.
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


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

Mayor: Charles E. Smith ................................................................. csmith@woodmervillage.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

SCHOOL DISTRICTS

Beachwood City School District
Richard A. Markwardt, Ph.D, Superintendent
24601 Fairmount Boulevard
Beachwood, Ohio 44122
(216) 464-2600
feedback@beachwoodschools.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 6th 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
**ADDITIONS**

**Alateen (Alanon)**
**AlA-non/Adult Children of Alcoholics**
75 Public Square, Suite#701
Cleveland, Ohio 44113
Tel: (216) 621-1381
www.afgcleveand.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.
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.
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

McIntyre Center
6285 Pearl Road, Suite 26
Parma Heights, Ohio 44130
Tel: (440) 887-1100
Fax: (440) 887-1103
Web: 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 89th 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.
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 insurance

Office Locations:
Cleveland Office
(216) 721-1700
Cleveland Heights Office
(216) 371-6672
Lorain County Office
(440) 282-1800
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.
Rosary Hall/St. Vincent Charity Hospital
2351 East 22nd 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 CCDIFS 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 79th 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 25th Street
Cleveland 44109
(216) 459-1222
Evaluation and prevention of substance abuse in Cleveland schools.
**M-F, 9-5; K-8 grades**
Westhaven Youth Center
3020 West 104th 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
Hours: Monday-Friday 8:00

Applewood Centers, Inc.
3518 West 25th 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.
Berea Children’s Home and Family Services
202 East Bagley Road
Berea, Ohio 44017
Tel: (440) 234-2006
Web: 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

Help Me Grow & Healthy Ohioan’s Help Line
Tel: 1-800-755-4769
**Service:** Distributes Ohio Adoption Guides and assists in location 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.
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 budge 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
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.
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  
**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.
**APPLIANCES (New and Used)**

*West 25th Furnishings and Appliances*
(216) 241-3604
2104 West 25th 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.

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<tr>
<th>Company</th>
<th>Telephone</th>
<th>Address</th>
<th>Services</th>
<th>Prices</th>
<th>Guarantees</th>
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<tr>
<td>Cleveland Furniture Bank</td>
<td>(216) 459-2265</td>
<td>6700 Biddulph Road</td>
<td>Refrigerators, stoves and dryers.</td>
<td>No washers.</td>
<td>No guarantees</td>
</tr>
<tr>
<td>Loraine Furniture</td>
<td>(216) 939-8718</td>
<td>4617 Lorain Avenue</td>
<td>Refrigerators, stoves, washers and dryers.</td>
<td>Prices range from $100.00 - $200.00</td>
<td>6 month guarantee</td>
</tr>
<tr>
<td>D&amp;D Furniture and Appliance</td>
<td>(216) 281-1594</td>
<td>4744 Lorain Avenue</td>
<td>Refrigerators, stoves, washers and dryers.</td>
<td>Prices range from $100.00 - $250.00</td>
<td>30 day guarantee</td>
</tr>
<tr>
<td>K and R Appliances</td>
<td>(216) 688-1088</td>
<td>13004 Lorain Avenue</td>
<td>Refrigerators, stoves, washers and dryers.</td>
<td>Prices range from $100.00 - $200.00</td>
<td>60 day guarantee</td>
</tr>
<tr>
<td>Jaclin’s Furniture and Appliance</td>
<td>(216) 441-3838</td>
<td>7636 Broadway Avenue</td>
<td>Refrigerators, stoves, washers and dryers.</td>
<td>Prices range from $100.00 - $175.00</td>
<td>90 day guarantee</td>
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**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

**Services:** 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
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
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
Services: Counseling, psychology for individuals, couples and family
Office Locations:
14100 Cedar Road, Suite 300 5311 Northfield Road, Suite 415
University Heights Ohio 44121  Bedford Heights Ohio 44146
3530 Warrensville Center Road 1901 North Ridge Road
Shaker Heights Ohio 44122  Lorain Ohio 44055
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.
**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.
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. 25th 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: 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. 22nd 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.
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 ASSAULT
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.
Domestic Violence Center
Post Office Box 5466
Cleveland, Ohio 44101
Tel: (216) 651-8484
Fax: (216) 881-7510
Web: 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
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.
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.
**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 plebotomists 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
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 55th 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.
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 18 years 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  
Metro: 216-987-4913  
2900 Community College, Room MSS 207  
Cleveland, Ohio 44115  
West: 216-987-5575  
11000 W. Pleasant Valley, Room WSS 101  
Parma, Ohio 44130  
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 55th 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.
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.
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).
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
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@magnoliaclubhouse.org
Hours: Tues - Fri 11:00 am - 3:30 pm and 1st Saturday of each month from 10:00 a.m. – 2:00 p.m.
Services: 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
Services: 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
Transition Resource Services
5416 Broadway Avenue
Cleveland, Ohio 44127
(216) 431-7930
(216) 431-4850 FAX
Hours of service: M-F: 9:00am-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 25th Furnishings and Appliances
(216) 241-3604
2104 West 25th 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, Warrrensville, 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 185th 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.
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 - 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 tempary 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.
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 25th Street
Cleveland, Ohio 44113
Tel: (216) 781-6724
Service: Case management
Eligibility: HIV+ and homeless or living in public housing
Program Cost: Sliding scale
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 73rd 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.
**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.
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
**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

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**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. 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, must bring proof of extraordinary medical expenses. 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).

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**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.
Cleveland Metropolitan Bar Association Lawyer Referral Service
1301 East 9th Street
Cleveland, Ohio 44114
(216) 696-3525
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 22nd 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 22nd 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 22nd 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.
Legal Aid Society of Cleveland
1223 West 6th 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 be removed by the Department of Children and Family Services.

Witness/Victim Service Center
1275 Ontario Avenue, 2nd 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.
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
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 25th 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.
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
**TAX PREPURATION**

**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, those who received a 1099-C, those who received a 1099-A. Cannot 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.

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**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 is 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.
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.
**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 coach, 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.