

DIRECTORY OF

# Child & Family

PUBLIC SERVICE AGENCIES FOR CUYAHOGA COUNTY

Resources for when  
your family needs  
services or support



## How to use this DIRECTORY

This directory outlines the information needed to access public systems that are members of the Family and Children First Council, including:

The **MISSION** of each entity is defined to assist you in making a quick determination as to whether that organization addresses the need of the child and family.

The **ELIGIBILITY** for each system is briefly listed to help you assess whether the child and family meets what will be the core intake standards for the system.

The **INTAKE** point for each system is identified, which list the address, phone number and the hours. In most cases, the information needed for the intake process is specified.

The **SERVICES** for each system are briefly listed to help you identify the type of services that are offered.

The **LIAISON** for each system is identified with a phone number. This person is a troubleshooter for case issues which cannot be resolved at the worker or supervisor level.



Office of Health & Human Services  
1801 St. Clair Avenue  
Cleveland, Ohio 44114

Phone: 216-698-2875  
Fax: 216-698-2870  
[fcfc.cuyahogacounty.us](http://fcfc.cuyahogacounty.us)

Produced by the Family & Children First Council (FCFC) of Cuyahoga County. FCFC has made every attempt to offer accurate and current information in this directory; any inaccuracy or omission is unintentional.



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If you do not find what you need in this directory, call  
2-1-1 First Call for Help for assistance

## Introduction

Public agencies are frequently called upon to provide assistance and direction to families who are experiencing distress or seeking help in dealing with problems they face. Sometimes the county agency contacted is the appropriate one and can take the family directly through its intake process. Other times, the services of the agencies contacted are not appropriate for the family and a referral to other resources is needed.

The goal is to help the family secure appropriate services, whether it is from a county or community agency.

The process for linking and securing services should focus on being:

- Client friendly
- Quickly responsive
- Seamless to the family
- The least intrusive and appropriate intervention
- A shared responsibility, by the system and family, to secure services

In order to accomplish this, two guiding principles have been identified:

### NO WRONG DOOR and COORDINATING SYSTEM

Systems have agreed to follow common procedures under each principle in responding to families who contact a system for assistance or need service from more than one system.

NOTE: For help in accessing service or information from any county department, please contact the appropriate system liaison. System liaisons have been identified for each public system and are listed throughout this directory.

The Citizens of Cuyahoga County Ombudsman Office is available as an impartial entity to help resolve consumer problems and concerns which arise in the course of accessing county services. Any Ombudsman has the ability to help with concerns regarding county agencies and county government funded services. The office provides information and linkages to appropriate services in the community and other non-county government funded services.

Citizens of Cuyahoga County Ombudsman Office staff:

Charissa Prunty  
Executive Director

Selene Giron  
Associate Ombudsman

Nathaniel Cyrill  
Associate Ombudsman

Mayra DiNunzio  
Administrative Assistant

Citizens of Cuyahoga County Ombudsman Office  
2800 Euclid Avenue, Suite 650  
Cleveland, Ohio 44115  
(216) 696-2710  
Fax: (216) 696-2724  
Monday-Friday  
8:30 a.m. to 5:00 p.m.

## Alcohol, Drug Addiction & Mental Health Services BOARD OF CUYAHOGA COUNTY

### MISSION

The Alcohol, Drug Addiction & Mental Health Services Board of Cuyahoga County (ADAMHSCC) will promote and enhance the quality of life for residents of our community through a commitment to excellence in alcohol, drug addiction, and mental health services. Alcohol, drug addiction, and mental health services will be available and accessible for every county resident in need and the ADAMHS Board will provide a preeminent, seamless and integrated system of care.

### SERVICES

If you or a family member is experiencing a mental health or an alcohol or other drug-related emergency, seek immediate assistance by calling the 24-hour Suicide Prevention, Mental Health Crisis, Information and Referral Hotline, (216) 623-6888, or the United Way's First Call for Help, 211 or (216) 436-2000.

For information about alcohol and other drug and/or mental health service providers within the ADAMHSCC system of care, view the Provider Directory at [www.adamhsc.org/pdf\\_adamhsc/en-US/ProviderDirectory.pdf](http://www.adamhsc.org/pdf_adamhsc/en-US/ProviderDirectory.pdf).

Please note the new location of the ADAMHSCC:

2012 W. 25th Street, 6th Floor  
Cleveland, OH 44113

### LIAISON

Linda Torbert  
Children's Projects Administrator  
[torbert@adamhsc.org](mailto:torbert@adamhsc.org)  
216-241-3400



**MISSION**

To prevent disease and injury, promote positive health outcomes and provide critical health services to improve the health status of the community. Our vision is to optimize the public health status of the community through transformational programming that creates a clear line of sight between what we do every day and how the organization performs.

**ELIGIBILITY**

The Cuyahoga County District Board of Health has been serving the cities, villages and townships of Cuyahoga County since 1919. The Board of Health provides a broad range of quality driven public health programs and services.

Services are divided into 4 areas: Environmental Health, Nursing, Epidemiology Surveillance and Informatics and Community Health. The Board pursues leadership on public health issues at the federal and state levels to insure that future legislative and programmatic changes complement the communities' needs and enhance the Board's efforts to improve the health and quality of life in Cuyahoga County.

**INTAKE**

Cuyahoga County Board of Health  
5550 Venture Dr.  
Parma, Ohio 44130  
216-201-2001



**SERVICES**

*Community Health*

- Breast and Cervical Cancer Project
- CCBH DIET Program
- Cardiovascular Health Program
- Child and Family Health Services
- Child Fatality Review
- Community Nutrition
- Comprehensive Sex Education
- Dental OPTIONS Regional Referral Program
- Aging Programs
- Lead Poisoning Prevention
- School Wellness Policy Program
- Tobacco Use Prevention Program

*Environmental Health*

- Bathing Beaches
- Bed Bugs
- Childcare Program
- Emergency/Disaster Preparedness
- Environmental Health Education
- Food Protection
- Healthy Homes
- Home Injury Prevention Program
- Household Sewage & Small Flows Treatment Systems
- Indoor Air Quality
- Jails & Institutions
- Lead Poisoning Prevention
- Manufactured Home Parks
- Marinas
- Mosquito Control & Ticks Nuisances
- Private Water Supplies
- Rabies Prevention

Recalls  
Rodent Control  
School Environments  
Semipublic Sewage Treatment  
Smoke Free Ohio  
Solid & Infectious Waste Mgmt.  
Stormwater  
Swimming Pools  
Tattoo & Body Piercing  
Temporary Park Camps  
Watershed Protection

*Nursing*

Preventive Health Services:  
Immunization and Clinic Services  
Travel Clinic  
Immunization Action Plan  
Senior Blood Pressure Clinics  
Maximizing Office Based Immunization (MOBI) program  
Perinatal outreach

School Health Services:  
School Nursing Program  
Coordinated School Health

Family Health Services:  
Bureau for Children with Medical Handicaps (BCMh)  
Help Me Grow home visiting  
Child Care Services/Health

Education:  
Child Care Special Health Needs Training  
Childcare Provider Training (Child Abuse, First Aid, CPR, Bloodborne Pathogens)  
Cardiopulmonary Resuscitation  
Lead poisoning prevention program  
Car Seat Checks

Fatherhood & Parenting:  
Fatherhood & Parenting Programs  
Shaken Baby Syndrome

*Epidemiology, Surveillance, & Informatics*

Disease/Outbreak Investigations  
Public Health Surveillance  
Pandemic Flu Planning and Resources

**LIAISON**

Najeebah Shine, Community Health Director  
216-201-2001 x1500

**MISSION**

The mission of the Cuyahoga County Board of Developmental Disabilities (CCBDD) is to assist individuals with mental retardation and developmental disabilities in choosing and achieving a life of increasing capability so that they can live, learn, work and play in the community and to assist and support their families in achieving this objective.

**ELIGIBILITY**

Eligibility for CCBDD services and supports, other than the school program, is based on the following criteria:

- Children, ages birth through 2, must exhibit a delay in one area of development or have a biological/established risk of developmental delay;
- Children, ages 3 through 5, must exhibit two delays or have a biological/established risk for developmental delay;
- Children, ages 6 to 15, must be assessed on the COEDI (Children’s Ohio Eligibility Determination Instrument); and
- Individuals, ages 16 and above, must be assessed on the OEDI (Ohio Eligibility Determination Instrument)

**INTAKE**

Cuyahoga County  
Board of Developmental Disabilities  
1275 Lakeside Avenue East  
Cleveland, Ohio 44114  
www.ccbmrdd.org

Intake 8:30 a.m. – 4:30 p.m. Weekdays  
OR (216) 736-2673  
(216) 241-8230 Main Number

**FOR EMERGENCIES ONLY:**  
After hours and on weekend (216) 694-7077

**SERVICES**

Planning and service coordination: The development and use of individual plans assures that each person will have the opportunity to identify what outcomes are important to them and specify the supports that are necessary to meet those outcomes. A range of help-givers including family and friends, community partners, educators, as well as specialized providers may provide the needed supports.

CCBDD may additionally provide assistance in the following areas:

- Family supports including respite care, equipment and home modifications
- Early childhood supports and services
- Specialized services to students and their families, e.g. behavioral supports, technology supports and employment supports

**LIAISON**

Sue McHugh  
(216) 736-4553  
mchugh@ccbmrdd.org



### MISSION

The mission of the Cuyahoga County Department of Children and Family Services (CCDCFS) is to assure that children at risk of abuse or neglect are protected and nurtured within a family and with the support of the community.

### ELIGIBILITY

The Cuyahoga County Department of Children and Family Services is responsible for accepting reports, conducting investigations and where appropriate, providing services to families of children who are alleged to be abused and neglected.

### INTAKE

Children services may be contacted by phone 24 hours a day, 7 days a week at 696-KIDS (431-8846 TDD for the hearing impaired). Referrals can also be received through the mail or in person at 3955 Euclid Avenue, Cleveland, Ohio 44115.

Cuyahoga County Department of Children and Family Services  
Jane Edna Hunter Building  
3955 Euclid Avenue  
Cleveland, Ohio 44115  
(216) 431-4500  
[www.cfs.cuyahogacounty.us](http://www.cfs.cuyahogacounty.us)  
For information on foster care or adoption,  
please call (216) 881-5775.



Information needed for initial contact:

- Name and address of alleged child victim, and child's current location if different than address
- Age, or approximate age, of all other children in the home
- Description of the alleged abuse or neglect
- Name and address of the person(s) alleged to have inflicted abuse or neglect
- Name and address of the alleged child victim's caretaker

If the person making the report of the suspected abuse or neglect does not have all this information, he or she should give the hotline worker all of the information that he or she does have.

### SERVICES

The Cuyahoga County Department of Children and Family Services will investigate all reports made to us in which there is reason to believe that a child is abused or neglected.

The names of all referents, including those mandated by law, are required to be kept in strict confidence. All referents are provided immunity from civil or criminal liability for all referrals made in good faith. There are numerous situations that occur which do not clearly fall into categories of abuse or neglect.

It is important to note two issues, however:

CCDCFS' general focus is on specific harm being done to the child by a caretaker's action or inaction. A parent's mental status, habits, etc., are an issue only to the extent that harm to the child, or risk of harm, results from the caretaker's action or inactions.

The presence of one situation (e.g. a child is unclean) may not be specific, in and of itself to cause CCDCFS to investigate a family. However, the presence of a number of these factors may indicate that a child is at risk (e.g. if the child is habitually dirty, falls asleep in school frequently and has head lice, etc.); in these cases we will initiate an investigation.

When referrals are not accepted for investigation or when CCDCFS does not offer the most appropriate resources for the family, CCDCFS will provide assistance in locating appropriate resources), in accordance with the Service Coordination Plan.

Definitions of child abuse and neglect:

PHYSICAL ABUSE is defined as any physical injury or death inflicted other than by accidental means; an injury which is at variance with medical evidence and the history given; severe corporal punishment, discipline or restraint which is excessive and creates serious physical and/or emotional harm to the child.

SEXUAL ABUSE is an action against the child as defined in Ohio Revised Code 2907, where such activity would constitute an offense under the chapter, including:

- Rape
- Sexual Battery
- Corruption of a minor
- Gross sexual imposition
- Felonious sexual penetration
- Compelling prostitution
- Pandering obscenity involving a minor
- Importuning
- Other (if the alleged offender is another child in the same age range and force or intimidation is involved)

NEGLECT is defined as the failure of a parent or guardian to provide the necessary subsistence, education or medical needs of a child. This can be due to refusal to provide, faults, habits or abandonment on the part of the parent or guardian.

#### Children and Family Services Neighborhood Sites:

Jane Edna Hunter Building  
Main Office  
3955 Euclid Avenue  
Cleveland, Ohio 441155  
(216) 431-4500  
Prosecutor's Office  
Room 305E  
Fax: (216) 431-4113

Old Brooklyn –CFS  
4261 Fulton Parkway  
Cleveland, Ohio 44144  
Prosecutor's Office  
Room 309  
(216) 635-3866  
Fax: (216) 635-3881

Fairfax Neighborhood Family  
Service Center, Quincy Place  
8111 Quincy Avenue, 4th Floor  
Cleveland, Ohio 44104  
Prosecutor's Office  
Room 440  
(216) 391-6081  
Fax: (216) 391-6134

Mt. Pleasant  
13815 Kinsman  
Cleveland, Ohio 44120  
Prosecutor's Office  
Room 336  
(216) 561-5480

Metzenbaum Center  
Community College Avenue  
Cleveland, Ohio 44115  
Prosecutor's Office  
Corridor – F 3343  
(216) 698-2685  
Fax: (216) 698-2679

Fatima  
6609 Lexington  
Cleveland, Ohio 44103  
Fax: (216) 391-7467

#### LIAISON

Arlyce R. Nichols  
(216) 881-4176  
nichoa01@odjfs.state.oh.us



### **MISSION**

The mission of Cuyahoga County Department of Justice Affairs (CCDJA) is to make Cuyahoga County a safe community providing leadership and integration of services throughout the criminal/juvenile justice, delinquency prevention and emergency service systems.

### **ELIGIBILITY & INTAKE**

Eligibility for services provided through CCDJA varies by program. Eligibility requirements for services listed, as well as information required for service intake, can be obtained by calling the numbers for each program.

### **SERVICES**

*Office of Mediation* provides the community with expedient and successful alternatives to dispute resolution through highly effective mediation systems including child protection mediation, custody mediation for unmarried parents, grandparents and other caregivers, and other related services. For more information, contact Susan Organiscak at (216) 698-4935.

*Treatment Alternatives to Street Crime (TASC)* provides a bridge between the criminal justice system and the treatment community. Providing alcohol and other drug-abusing offenders referred by the courts with assessment and referral to community-based treatment, resulting in early intervention designed to break the cycle of crime. Provides diagnostic assessments and case management services to substance abusing offenders, in accordance with the standards of the Ohio Department of Drug and Alcohol Addiction Services. For more information, call John Zachariah at (216) 443-3768.

*Witness/Victim Service Center of Cuyahoga County* provides victims of crime with information, support and advocacy. The W/VSC addresses the emotional, psychological and financial hardships caused by crime and strives to ensure that victims will be treated with dignity, and receive quality, comprehensive services addressing critical needs. Assists misdemeanor and felony crime victims. To know more, contact Janet Kronenberg at (216) 443-3082.

*Youth Treatment Services* prevents juvenile delinquency and protects public safety through the development and provision of state-of-the-art clinical treatment services. Services include:

- Youth Violence Program, providing assessment and group therapy for youth identified as high-risk for domestic or community violence;
- Chemical Dependency Outpatient Treatment for youth diagnosed with chemical abuse or dependency;
- Education and Employment Program, providing tutoring for school support as well as career assessments for interest and ability, job search instruction, job retention skill instruction, job placement support and job retention services after placement.
- Multi Systemic Family Therapy to youth and their families who are involved with Children and Family Service and/or juvenile court.
- U.S. Department of Labor Grant, assisting youth offenders to move into jobs and careers in high growth and demand industries. These youth offenders are referred from Juvenile Court and the Ohio Department of Youth Services. They receive comprehensive case management services to support and monitor them in the community.

Youth eligible for these programs must be between 12–18 years and referred by the Department of Children and Family Services. For more information, contact Kristen Blaze at (216) 443-3756.

*Children Who Witness Violence Program* has established a system of service, training, community awareness and evaluation to prevent or minimize the cognitive, social and emotional impairment of children who have witnessed acts of violence. The program provides crisis and long-term services to children and families impacted by violence. Services are initiated at the time of police responding to violence by referral to Mental Health Services, Inc. For more information, contact Janet Kronenberg at (216) 443-3082.

### **LIAISON**

Kristen Blaze  
(216) 443-3756  
kblaze@cuyahogacounty.us

### **MISSION**

The mission of the Department of Senior and Adult Services (DSAS) is to provide quality in-home and community services to seniors, disabled and vulnerable adults based on individual need.

### **ELIGIBILITY & INTAKE**

Eligibility for services provided through DSAS varies by program. Eligibility requirements for services listed, as well as information required for service intake, can be obtained by calling the numbers listed for each program.

### **SERVICES**

#### **ADULT PROTECTIVE SERVICES (APS)**

The Ohio Protective Services for Adults law (ORC 5101.60) encourages citizens to report suspected cases of abuse, neglect, self-neglect, and/or exploitation of impaired adults 60+ to the appropriate department of human services. Cases involving adults 18–59 are accepted on a voluntary basis. In Cuyahoga County, DSAS is entrusted with this mandate. To report a case of suspected abuse, neglect, self-neglect, and/or exploitation, call the Elder Abuse 24-hour Intake Hotline at 216.420.6700. All calls are confidential.

#### **COMMUNITY OFFICE ON AGING**

The Office on Aging plans, advocates, develops, and coordinates programs and services for seniors and at-risk adults in Cuyahoga County. This office monitors and evaluates legislation that impacts seniors at local, state, and federal levels. For more information, call (216) 420-6771.

#### **COMMUNITY RESOURCES**

The Community Resources Unit provides supportive services and interventions to clients not served through Adult Protective Services. Project Assist

serves older adults in crisis as a result of mental illness. The SAVES Program serves older adult victims of domestic violence. For more information, call (216) 420-6700.

#### **GRANDPARENT / KINSHIP CARE PROGRAM**

The Grandparent/Kinship Care Program (GKP) addresses the needs of adults raising the children of relatives through education, short-term service coordination, and linkage to county and community services. Services include monthly educational luncheons, information about cash assistance through Ohio Works First, free legal consultation, counseling, respite, an annual resource fair and holiday party for kinship care families. To learn more, call (216) 420-6772.



## HOME SUPPORT SERVICES

DSAS Home Support Division is one of the largest providers of in-home care in Cuyahoga County. Seven different home support programs are available to residents depending on the resident's age, income, and level of care requirements. Details about each program are available on the DSAS web site: [www.dsas.cuyahogacounty.us](http://www.dsas.cuyahogacounty.us). Programs include Caregiver Respite, Ohio Home Care Waiver, Options for Elders, PASSPORT Provider Services, Personal Pay, Ryan White Part A HIV/AIDS Program, and Skilled Care. DSAS is Medicare/Medicaid certified. DSAS family service aides receive 12 hours of continuing education annually. For more information, call (216) 420-6800.

## INFORMATION OUTREACH

The Information Outreach Unit administers the Benefits Check Up program and the Home Energy Assistance Program (HEAP). Benefits Check Up is a web-based program designed to help older adults discover federal, state, and county benefits for which they may qualify: [www.benefitscheckup.org/link/cuyahoga](http://www.benefitscheckup.org/link/cuyahoga), (216) 420-6840. HEAP assists income-eligible Ohioans with the high cost of winter heating bills; call (216) 420-6830.

## MEDICAID BENEFITS

The Medicaid Benefits Division is responsible for determining financial eligibility for Medicaid benefits, including health insurance, at-home ancillary support services, residence in group homes, nursing homes and assisted living facilities. Call (216) 987-7075.

Log on to the Department of Senior & Adult Services web site at [www.dsas.cuyahogacounty.us](http://www.dsas.cuyahogacounty.us) for information on all DSAS programs and services, or call (216) 420-6750.

Cuyahoga County Department of Senior & Adult Services  
1701 East 12th Street  
Reserve Square, Lower Level  
Cleveland, Ohio 44114  
[www.dsas.cuyahogacounty.us](http://www.dsas.cuyahogacounty.us)

## LIAISON

Natasha Pietrocola  
Grandparent/Kinship Care Program  
(216) 420-6721  
[yovicn@odjfs.state.oh.us](mailto:yovicn@odjfs.state.oh.us)



**MISSION**

To administer justice, rehabilitate juveniles and support and strengthen families and promote public safety.

**ELIGIBILITY**

Must be under age 18 at time of offense.

**INTAKE**

Complaints may be filed during business hours (8:30 a.m. - 4:30 p.m., weekdays). Present complaints to:

Receiving Office—Intake  
Metzenbaum Children and Family Center  
3343 Community College  
Cleveland, Ohio 44115  
(216) 443-3451

Or to the satellite office in your area:

Lakewood Office  
12650 Detroit Avenue  
Lakewood, Ohio 44107  
(216) 521-0334

Nearwest Office  
4115 Bridge Avenue  
Cleveland, Ohio 44113  
(216) 281-1630

Southwest Office  
5361 Pearl Road  
Parma, Ohio 44129  
(216) 749-1200

Southeast Office  
2100 Southgate Park Blvd  
Maple Heights, Ohio 44137  
(216) 663-6583

University Circle Office  
10605 Chester Avenue  
Cleveland, Ohio 44106  
(216) 795-3497

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

Berea Office  
11 Berea Commons  
Berea, Ohio 44017  
(440) 891-5965

Garfield Heights Office  
5555 Turney Road  
Garfield Heights, Ohio  
(216) 518-3332

After Court hours, present complaints to:

Detention Center Office  
2209 Central Avenue  
Cleveland, Ohio 44115  
(216) 443-3300

Information needed for initial contact:

- Child’s complete name, address, and date of birth
- Full name and address of the child’s parents and legal guardian
- Full name and address of all witnesses. If any witnesses are under the age of 16, ages are required
- Date of offense, and address where offense occurred
- Name of police department involved, date of police report, police report number

If an intake interview cannot be arranged immediately, an appointment for such an interview will be set for you within ten days at the appropriate branch office.



## **SERVICES**

The Juvenile Court provides a wide variety of services to the community, including:

*Judicial Services:* Cuyahoga County Juvenile court has six judges who are elected to six-year terms in county-wide elections. The judges conduct hearings, rule on motions, and determine the disposition of cases based on the best interests of the child involved. The judges elect an Administrative Judge annually who is responsible for the management of the court.

*Court Services:* Court services professionals keep current on changes in juvenile law and ensure that the Court responds to these changes. The Court Services Department employs Magistrates who assist the Judges in hearing cases. The Clerk's Office stores court documents and issues notices for court hearings. The Court Services Department evaluates case processing to ensure the court complies with the law and hears cases in a timely manner. The Community Diversion Program is a delinquency prevention/early intervention program which uses Volunteer Magistrates to hear first-time misdemeanor and unruly cases in the community where the offense occurred.

*Detention Services:* The Detention Center is a 24 hour, 7 day a week facility which temporarily houses juveniles awaiting their next Court hearing. The Detention Center utilizes a Unit Management system of supervising to provide more individualized and efficient services. Each of the seven units have a Unit Manager, Social Worker, Activities Assistant, and Detention Officers. This structure allows for individual management and control by the staff. Juveniles are divided into units by age, sex, offense, and previous experience at the Detention Center.

*Probation Services:* The Probation Department is responsible for executing case investigations and providing the Court with Pre-dispositional Reports, and keeping informed about the behavior and circumstances of each person under probation supervision as well as providing the necessary corrective counseling and referral services with the aid of a case classification system.

Investigative Probation services professionals provide information to assist judges and magistrates in evaluating cases.

Supervisory Probation Officers monitor and supervise youth in the community by assisting children in avoiding future delinquent behavior, promoting positive behavior, and making reparation to the community through the use of community sanctions. Various community-based programs are used to deter delinquent and unruly behavior. Programs run by the Court are available to Court involved youth only. Probation also operates a Day Report Center, Multisystemic Therapy Group and Diagnostic Clinic.

*Juvenile Drug Court:* The Juvenile Drug Court is a community-based diversion program by Juvenile Court. The goals of the drug court program are to reduce recidivism of juveniles with AOD dependency problems by coordinating treatment with AOD treatment providers whose purpose is to assist those juveniles achieve sobriety. By breaking the AOD dependency-delinquency connection, the quality of life and public safety in the community will be improved.

## **LIAISON**

Tim McDevitt  
(216) 443-3107  
cjtxm@cuyahogacounty.us

# Cuyahoga Metropolitan HOUSING AUTHORITY

## MISSION

The mission of the Cuyahoga Metropolitan Housing Authority (CMHA) is to be the leader in providing safe quality affordable housing for individuals and families of Cuyahoga County.

CMHA is a political subdivision of the State of Ohio, created under sections 3735.27 to 3735.50 of the Ohio Revised Code. It serves Cuyahoga County, excluding Chagrin Falls Township, through two federally assisted housing programs: Low-Income Public Housing and Housing Choice Voucher Program.

Vision: Working with the Progressive Action Council (PAC) and community partners, CMHA is a leading housing provider dedicated to increasing the supply of quality affordable housing in Cuyahoga County. Our goal is to create strong communities that residents are proud to call home, communities that are not isolated from surrounding neighborhoods but are linked to the social, educational, economic and religious institutions of the community-at-large. Our purpose is also to support individuals and families (residents and employees) to be strong contributing members to our community. Core Values set of basic core beliefs guides our organization and operations.



Work Ethic: We believe in a strong work ethic whereby every task is undertaken with an attitude of 100% commitment to achieve excellent results;

Integrity: We believe integrity, both personal and corporate, is fundamental to building strong relationships;

Teamwork: We believe in teamwork and acknowledge that by working together—staff, residents and community partners—CMHA's mission, vision and goals are achievable, and more importantly, sustainable;

Respect: We believe respect (and most especially mutual respect) must be afforded to all persons and rooted in all interaction amongst staff, and between employees and residents;

Customer Service: We believe in providing excellent customer service to residents, Housing Choice Voucher Program participants and landlords, and staff;

Community: We believe CMHA is a vital member of the community and must participate (as well as include community stakeholders) in significant planning initiatives.

## FAST FACTS

First Housing Authority in the United States

Chartered in 1933 by the State of Ohio

CMHA is one of the ten largest Housing Authorities in the country

Public Housing Numbers: 60 Developments: 10,400 units

Number of Housing Choice Vouchers: 14,000

Number of People Served: 53,000

Average Annual Income of Public Housing Residents: \$13,028

Voucher Program participants: \$13,000

## **ELIGIBILITY**

Public Housing is available for anyone whose income level falls within federally-established limits (at or below 80% of the median household income). In addition, applicants for one of the senior-designated properties should be 50 years old and older, but priority is given to those who are 62 and older. In order to maintain a pleasant environment for all, CMHA residents and applicants must pass a background check demonstrating:

- Satisfactory police record
- Satisfactory landlord references
- No outstanding rent balances owed to CMHA or other landlords

Section 8 voucher subsidies are available for anyone whose income level falls within federally-established limits (at or below 50% of the median household income). Applicants must pass a criminal background check, and former or current public housing residents must pay any outstanding rent balance.

## **INTAKE**

Public Housing: Applications are accepted Monday-Friday, 8:00 a.m. – 5:00 p.m. at the Applications Office: 2711 Church Street, Cleveland, Ohio 44113, (216) 348-5100.

Information needed for initial contact:

1. Verification of income (examples: pay stubs, TANF budgets, SSA/SSI verification letter), including assets and bank account information
2. Birth certificates and social security cards of all household members
3. Photo I.D. (State driver's license or State identification card)
4. Five-year landlord history

Section 8: Applicants are accepted from the Section 8 waiting list. The waiting list is opened by means of a lottery, held every two to three years. Those interested in being included on the Section 8 Waiting List should respond to public notices issued 30 days before the opening of the lottery.

For information on current Section 8 Program participants, please contact (216) 771-1471.

## **SERVICES**

Resident Services: CMHA partners with many community organizations to provide a wide range of support services for residents. These include: primary health care, wellness training, health screenings, adult education, computer training, job training, job readiness skills, recreation, social services and more. For information, call (216) 361-2367.

Supported Living: CMHA now offers a housing option for frail elderly and disabled persons through The Manor at Riverview. The Manor at Riverview is a 69-suite supported living facility, which offers: 24-hour secured access; daily meals and snacks; housekeeping/laundry services; recreational and social activities; 24-hour monitoring and call-cord assistance. In addition, all resident services listed above are available to residents of The Manor. For more information or to apply, call (216) 579-4246.

Safety and Security: The Housing Authority operates its own fully-accredited police department with jurisdiction at all CMHA properties. The Department operates several units, including Patrol, Community Policing, K-9, SWAT/Tactical Response, Narcotics, Juvenile/Gang and Internal Affairs. Call (216) 361-3700 or (216) 621-8085 for emergencies.

Cuyahoga Metropolitan Housing Authority

Central Office

1441 West 25th Street

Cleveland, Ohio 44113

(216) 348-5000

Fax: (216) 348-4925

## **LIAISON**

Cortney Kilbury

(216) 348-5000, ext. 2164

# Cuyahoga Support ENFORCEMENT AGENCY

## MISSION

The Cuyahoga Support Enforcement Agency (CSEA) is committed to serving the families in our community by providing quality child support services through establishing parentage, enforcing support orders, and collecting and disbursing child support. Our goal is to ensure that families receive the financial support to which they are entitled.

## ELIGIBILITY

Must be a Cuyahoga County resident

## INTAKE

Information needed for initial contact:

- Name and address of the parent obligated to pay
- Payor's social security number and date of birth
- Children's birth certificates
- All court orders
- Name and address of payor's current or recent employer
- Name of friends and relatives, and of organizations to which the payor may belong
- Information pertaining to income and other assets, i.e., pay stubs, tax returns, bank accounts, investments, and property holdings
- Any other information about payor's whereabouts and/or income
- Photo identification

Cuyahoga Support Enforcement Agency  
Virgil E. Brown Building  
1640 Superior Avenue  
Cleveland, Ohio 44114  
8:00 a.m. – 4:30 p.m. Monday – Friday  
[www.csea.cuyahogacounty.us](http://www.csea.cuyahogacounty.us)  
P.O. Box 93318  
Cleveland, Ohio 44101-5318

Call Center: (216) 443-5100  
24-Hr. Payment Information Line: 1- 800-860-2555

## SERVICES

- Establish paternitys and orders for support
- Modify existing support orders
- Enforce existing support orders

## LIAISON

Mary Denihan  
(216) 443-5287  
[denihm@odjfs.state.ohio.us](mailto:denihm@odjfs.state.ohio.us)

Diane Elting  
(216) 443-5218



## MISSION

The Cuyahoga Tapestry System of Care (Tapestry) is based on the belief that when you bring together important people in a child's life with resources in their own neighborhood, a young person with even the most complicated social and emotional challenges can thrive.

The Cuyahoga Tapestry System of Care is a partnership of public, private and neighborhood agencies that provide coordinated wraparound care for families with children and/or teens who have complicated emotional needs. Tapestry is focused upon empowering families and helping them sustain their health and wellness for their benefit and the benefit of our community.

## ELIGIBILITY

Is your child:

- Having trouble at home, at school and in your neighborhood?
- At risk of/or has involvement with child welfare, juvenile court, and/or counseling for alcohol and other drugs?
- Under 18 years of age?
- A resident of Cuyahoga County?

## INTAKE

1. If your child meets the criteria above, you may call (216) 361-2441, ext. 410 (Annette James at PEP), for referral information.
2. A referral from a county agency is when caring professionals from the Department of Children and Family Services or the Juvenile Court identify your child as one who would thrive best with the services of our system of care. The Referral/Enrollment Specialist located at those county agencies introduces your family to the system of care.

Juvenile Court Enrollment Specialist

Jacqui Fletcher at (216) 443-6116, or Anita Kules at (216) 443-3475

Children and Family Services Enrollment Specialist

Yulanda Wiley at (216) 443-6138

## SERVICES

### *Wraparound Services/Care Coordination*

Wraparound is a planning process that follows a series of steps to help children and their families realize their hopes and dreams. The wraparound process also helps make sure children and youth grow up in their homes and communities. It is a planning process that brings people together from different parts of the whole family's life. With help from one or more facilitators, people from the family's life work together, coordinate their activities, and blend their perspectives of the family's situation.

Providers: Applewood, Beech Brook, Bellefaire, Berea Children's Home, Cleveland Christian Home, Catholic Charities, The Village Network

## LIAISON

Catherine Lester, Director  
(216) 443-6062

Karen Ols, Operations Manager  
(216) 443-6127  
kols@cuyahogacounty.us

Annette James, Referral Information  
(216) 361-2441, ext. 410

Cuyahoga Tapestry System of Care  
1400 W. 25th Street, 4th Floor  
Cleveland, Ohio 44113  
(216) 443-6062  
[www.cuyahogatapestry.org](http://www.cuyahogatapestry.org)



**MISSION**

To establish education and training systems that prepare adults, dislocated workers and youth for worthwhile and sustainable employment, especially recognizing the workforce needs of area employers and economically disadvantaged individuals.

**ELIGIBILITY**

- U.S. Citizenship
- Income up to 175% of poverty (except in times of limited funding)
- Eligibility requirements can vary across programs and services offered

Required documentation:

- Social Security Card
- Driver’s License or State I.D.
- Birth Certificate or DD214 Form or Baptismal Certificate or Passport
- Selective Service # or letter for non-registered males over age 26
- Residency (recent utility bill/recent mail)
- Verification of household income for the last 6 months

**INTAKE**

Calling for an appointment is preferred, but walk-ins are served. For more information, call (216) 898-1366.

**SERVICES**

**ADULT SERVICES:** Self-assisted or staff assisted job search, staff assisted skill assessment, creation of an individual employment plan, resume writing and distribution, interviewing instruction, possible training and education available.

**DISLOCATED WORKER SERVICES:** Necessary documentation to receive dislocated worker services includes: U.I Book/Lay-off Notice/Plant Closure/Downsizing Notice. All Adult Services apply.

**YOUTH SERVICES:** Eligible youth between the ages of 14-21 can receive in-school and out-of-school services related to high school graduation, GED attainment, career exploration, mentoring and employment and training.

*Locations:*

Cuyahoga County  
Workforce Development  
1020 Bolivar Road  
Cleveland, Ohio 44115  
www.workforce.cuyahogacounty.us  
www.employmentconnection.us

Employment Connection  
Mt. Pleasant  
13815 Kinsman Road  
Cleveland, Ohio 44120  
(216) 561-5649

Employment Connection  
Old Brooklyn  
4261 Fulton Parkway  
Cleveland, Ohio 44144  
(216) 635-2942

Employment Connection  
Virgil Brown  
1641 Payne Avenue  
Cleveland, Ohio 44114  
(216) 987-7944

Employment Connection  
Fairfax  
8111 Quincy Avenue  
Cleveland, Ohio 44104  
(216) 391-5847

Employment Connection  
Carnegie  
3328 Carnegie Avenue  
Cleveland, Ohio 44115  
(216) 391-0900

Employment Connection  
Glenville  
12212 St. Clair Avenue  
Cleveland, Ohio 44108  
(216) 541-2267

Employment Connection  
Southgate  
5398 ½ Northfield Road  
Maple Heights, Ohio 44137  
(216) 518-4954

Employment Connection  
Westshore  
9830 Lorain Avenue  
Cleveland, Ohio 44102  
(216) 939-2599

Employment Connection  
Euclid  
333 Babbitt Road, 1st Floor  
Euclid, Ohio 44123  
(216) 731-4664

Employment Connection  
Downtown  
1020 Bolivar Avenue  
Cleveland, Ohio 44115  
(216) 664-4673

**LIAISON**

Rosario Dean, EEO/Complaint Officer  
(216) 698-2385, rdean@cuyahogacounty.us, Fax: (216) 443-5950

## MISSION

The mission of Employment & Family Services (EFS) is to improve the quality of life for our customers by: enhancing economic well being; strengthening families; coordinating services; and promoting equity. Our core values are respect, responsibility and professionalism.

## ELIGIBILITY

Each program has specific eligibility factors. Generally these include household size and income. Other factors may include things such as resources and disability or work requirements.

- United States citizen or legally admitted alien who is an Ohio resident
- Income from other source not sufficient to meet ongoing needs, and is below State standards
- Resources (i.e. cash, vehicles, insurance, stocks, bonds etc.) are below State standards

### Required Verification:

- Proof of age, identity, citizenship, social security number, income, and resources for all household members
- Proof of housing and utility costs
- Proof of income sources such as employment, child support, unemployment compensation, and disability payments may be requested to determine eligibility for most programs

## INTAKE

For some benefits, a face-to-face interview must be conducted. Applications for other programs can be made through mail or over the phone.

## SERVICES

EFS provides services for children, working families, older adults and disabled persons.

Programs that require a face-to-face interview include:

- OWF (Ohio Works First): monthly cash assistance benefits for families. Participation in an employment seeking or employment preparation program is a condition for receiving cash assistance for adults.
- Ohio Works First (OWF) for payee situations (e.g. relative caring for children): this type of OWF is not time limited.
- Medicaid for the aged, blind or disabled.
- Food Benefits (Ohio Direction Card).

Applications for the following programs can be made through the mail; and Healthy Start can also be completed online or by phone:

### *Healthy Family/Healthy Start Medicaid*

Medicaid programs for low-income families, children and/or pregnant women. Call (216) 987-7346 for an application. Healthy Start online application at [www.healthystart.cuyahogacounty.us](http://www.healthystart.cuyahogacounty.us).

### *Child Care*

Vouchers for low-income families when the caretaker is employed or in an education/training program. Call (216) 987-7346 for an application.



*Help with Medicare Expenses*

QMB (Qualified Medicare Beneficiary), SLMB (Specified Low Income Medicare Beneficiary), QI (Qualified Individuals). All three programs are explored using the same simplified application. Call your nearest Neighborhood Family Service Center (NFSC), listed below, and ask for a QMB application packet to be mailed.

*Prevention/Retention/Contingency (PRC)*

Short-term assistance for families in order to prevent OWF cash, retain employment or to assist with emergency. Call the nearest NFSC and ask for a PRC application to be mailed or stop in to the nearest NFSC to file an application.

NEIGHBORHOOD FAMILY SERVICE CENTERS (NFSC):

Monday, Wednesday, Thursday and Friday: 8:30 a.m. – 4:30 p.m.  
Tuesday: 8:30 a.m. – 7:00 p.m.

Fairfax NFSC

8111 Quincy Avenue, Cleveland, Ohio 44104  
Center Manager: Angeli Persons, (216) 391-5089  
Team Coordinator: Yolanda Squire, (216) 391-6145

Glenville NFSC

12212 Street Clair Avenue, Cleveland, Ohio 44108  
Center Manager: Brenda Sparks, (216) 541-2025  
Team Coordinator: Linda Gaffney, (216) 541-2214



Virgil E. Brown NFSC

1641 Payne Avenue, Cleveland, Ohio 44114  
Center Manager: Patricia Koran, (216) 987-8406  
Team Coordinator: Adrienne Waugh, (216) 987-6783

Mt. Pleasant NFSC

13815 Kinsman Avenue, Cleveland, Ohio 44120  
Center Manager: Theresa Moore, (216) 561-5487  
Team Coordinator: Leisha Coggins, (216) 561-5490

Old Brooklyn NFSC

4261 Fulton Parkway, Cleveland, Ohio 44144  
Center Manager: Elsie Caraballo, (216) 635-4101  
Team Coordinator: Greg Hawkins, (216) 635-4103

Southgate NFSC

5398 ½ Northfield Rd., Maple Hts., Ohio 44137  
Center Manager: Cynthia Goodrum, (216) 518-4801  
Team Coordinator: Ray Langford, (216) 518-4806

Westshore NFSC

9830 Lorain Avenue, Cleveland, Ohio 44102  
Center Manager: Dina Kozak, (216) 939-2452  
Team Coordinator: Sandy Zaborniak, (216) 939-2456

Health Care Resources

1641 Payne Avenue, Cleveland, Ohio 44114  
HCR Manager: Karen Fuseck, (216) 987-6928



**MISSION**

The Family & Children First Council (FCFC) is the county planning entity for promoting collaboration between the public systems, which serve children and families in Cuyahoga County.

In order to improve the functioning of children and to preserve the integrity of families in the community, the Cuyahoga County Family and Children First Council will develop a collaborative system for multi-need, multi-system children in Cuyahoga County.

Comprehensively addressing the service needs of families, the system will involve all major public and private agencies as needed.



**SERVICE VALUES**

- Services that are family centered; driven by the needs of children, youth and families; and built on strengths.
- Services empower both parents to take personal responsibility for the needs of their families.
- Policies and practices of organizations always support and include both parents to enhance the parent-child relationship rather than undercut or isolate either parent from his/her child.
- Services are comprehensive and a continuum of services is available.
- Services focus on primary prevention, early intervention, and strengthening the ability of children, youth, and families to help themselves.
- Services are accessible immediately to meet a child/family's needs.
- Services are of high quality and developmentally appropriate, with timely evaluations.
- Services are provided by culturally competent providers.
- Services are flexible.
- Services are community based and community delivered, allowing referrals to be made to contiguous communities.
- Needed services are available and accessible to all in a variety of settings, using a combination of public, private, community and personal resources.
- Prevention, rather than intervention, is the underlying principle.
- Families with needs are identified as early as possible, and linked to the necessary services and supports.
- Education and awareness are the key components in all systems of care.
- Relevant data are collected to facilitate on-going comprehensive policy and program evaluation.

**LIAISON**

Denise Pietrzak  
Family & Children First Council  
1801 St. Clair Avenue  
Cleveland, Ohio 44114  
(216) 698-2875  
[www.fcfc.cuyahogacounty.us](http://www.fcfc.cuyahogacounty.us)

### MISSION

Help Me Grow (HMG) is a statewide child development program and an initiative of the Ohio Department of Health and Ohio Family and Children First. HMG provides services to expectant parents, newborns, infants and toddlers with or at-risk for developmental delays or disabilities until their third birthday. All of these services support the child and the child's family with the goal of enhancing the child's development. HMG is a voluntary program and is designed with the family's goals and concerns in mind.

Help Me Grow of Cuyahoga County is a comprehensive family-centered system of services that promotes and supports the optimum health and development of children prenatal to age three and their families.

### SERVICES *Part C Specialized Services*

The Individuals with Disabilities Education Act (I.D.E.A.), Part C, mandates Early Intervention Specialized Services for children birth to three years of age with disabilities and developmental delays. Early Intervention is a partnership between families and providers to ensure that infants and toddlers develop to their fullest potential in the areas of health and development.

### ELIGIBILITY *Part C Specialized Services*

1. A diagnosed physical or mental condition which has a high probability of resulting in a developmental delay; or
2. A documented developmental delay in one or more of the following areas:
  - a. Physical (including vision, hearing and nutrition)
  - b. Cognitive (thinking) development
  - c. Communication (speech and language)
  - d. Social/Emotional
  - e. Adaptive

Help Me Grow will provide a developmental evaluation, at no cost, to determine eligibility for early intervention specialized services. This evaluation will look at all areas of development. If a child is determined eligible for early intervention services, an Individualized Family Service Plan (IFSP) is written based on the individual needs of the child and family. A Service Coordinator will work with the family to determine what activities and services could best meet the child's need.



### **SERVICES** *Home Visits*

Home Visits are focused on providing the information, support and encouragement that parents need to help their children develop optimally during the critical early years of life. Home Visitors provide information about pregnancy, labor, and giving birth, developmental screenings, screening for maternal depression and safety. An evidenced-based curriculum for parenting education and support is utilized with the goal of enhancing families' abilities to provide a nurturing early environment for their children. Services are voluntary, family driven, respecting family values and priorities, while building on family strengths.

### **ELIGIBILITY** *Home Visits*

1. Expectant, first-time mothers who are at or below 200% of the federal poverty level with two additional risk factors;
2. First-time mothers or fathers who are at or below 200% of the federal poverty level with two additional risk factors whose baby is less than 6 months of age.
3. Children (birth to three) identified through Children's Protective Services from substantiated cases of child abuse or neglect who are not eligible for Part C services. Additional Risk Factors include: adolescent, single, history of child abuse or neglect or domestic violence, lack of stable residence, homelessness, or dangerous living condition,

maternal prenatal substance abuse, parent or primary caregiver with drug or alcohol dependence, parent or primary caregiver with chronic or acute mental illness or developmental disability including mental retardation.

### **INTAKE**

Help Me Grow is the Central Intake and Referral Site for Help Me Grow Services. Referrals/Information for Help Me Grow Services should be directed to:

Help Me Grow of Cuyahoga County  
811 Quincy Avenue, Suite 344  
Cleveland, Ohio 44104  
8:30 a.m.- 5:00 p.m. weekdays  
(216) 698-7500  
Fax: (216) 391-6106  
[www.helpmegrow.org](http://www.helpmegrow.org)

### **LIAISON**

Myrtle Mitchell  
(216) 698-5057  
Fax: (216) 698-2254  
8111 Quincy Ave., Cleveland, Ohio 44104  
[mmitchell@helpmegrow.org](mailto:mmitchell@helpmegrow.org)



### **MISSION**

The mission of the Bureau for Children with Medical Handicaps (BCMh) is to assure, through the development and support of high quality coordinated systems, that children with special health care needs and their families obtain comprehensive care and services which are family centered, community-based and culturally competent.

### **ELIGIBILITY**

BCMh is a tax-supported program of the Ohio Department of Health that assists children with special health care needs and their families. The program provides funds to help diagnose a potential handicapping condition (the Diagnostic Program) and provides payment for ongoing services for children with an eligible medical handicap (The Treatment Program). Public health nurses can assist families in applying for BCMh services, make appropriate referrals to health care providers and other services and supports, and provide health care information.

#### Diagnostic Program:

- Must be under age twenty-one (21)
- Must be an Ohio resident
- Must be under the care of a BCMh approved physician (Provider)
- Must have a possible medical handicap
- There is no financial eligibility for the diagnostic program

#### Treatment Program:

- Eligibility is the same as for the Diagnostic Program.
- The family must be financially eligible. (All children on Medicaid are automatically deemed financially eligible).

#### Service Coordination Program:

- Available to children with Myelodysplasia, Cystic Fibrosis and Hemophilia

### **INTAKE**

Families can apply for BCMh by contacting a BCMh-approved physician directly, or by calling 1-800-755-4769.

### **SERVICES**

Examples of services that may be covered by BCMh are:

- Consults and office visits to Physicians
- Prescription medications
- Hearing aids
- Laboratory tests
- X-rays
- Medical supplies and equipment
- Hospitalization and surgeries
- Dental Care
- Physical, occupational and speech therapies
- Public health nurse services

BCMh pays for services after third party resources have been explored. Families must use Medicaid or health insurance before using BCMh as a source of payment. The bureau supplements insurance when families have inadequate coverage, such as exclusions for pre-existing conditions or large deductibles. The bureau does not supplement Medicaid payments.

### **LIAISON**

Families can be connected to the right person for their neighborhood by calling 1-800-755-4769.



**MISSION**

The mission of the Ohio Department of Youth Services (ODYS) is to encourage positive change in the lives of youthful offenders through collaborative partnerships and culturally relevant therapeutic and academic interventions that support public safety and prepare youth to lead productive lives. Our vision is a safer Ohio through positive change in the lives of those impacted by our agency.

**ELIGIBILITY**

ODYS operates juvenile rehabilitation facilities and parole supervision within the framework of the Balanced Approach to Restorative Justice (BARJ) by staff in the department's six regional offices located throughout the State. This model incorporates three primary components: Community protection, accountability and competency development. Youth 12 to 18 years of age who have been adjudicated delinquent for an offense that would be a felony if he/she were an adult, and have been committed to ODYS by the local Juvenile Court. Parole supervision can continue until the youth reaches the age of 21.



**INTAKE**

Cleveland Regional Office  
615 West Superior Avenue, Suite 860  
Cleveland, Ohio 44113-1886  
(216) 787-3350

**SERVICES**

- Aggression Control Therapy
- Community Service Program
- Crisis Intervention
- Education Programming
- Employment Training
- Female Gender Specific Counseling
- Group Home Placement
- Independent Living Placement
- Intensive Supervision
- Psychological Services
- Sex Offender Services and Surveillance
- Specialized Caseloads
- Substance Abuse Services
- Therapeutic Foster Care
- Vocational Services

**LIAISON**

Carla Brown, Regional Administrator  
(216) 787-3350



# Public SCHOOL SYSTEM

Each of the following people is the appropriate contact to indicate that a child, age birth through 21, may have a disability requiring special education and/or related services.

For services, call the contact for the appropriate school district.

Bay Village  
Marty Patton (440) 617-7324

Beachwood  
Lauren Broderick (216) 464-2600

Bedford  
Richard Dillman (440) 439-4363

Berea  
Jennie Adams (440) 243-6000

Brecksville - Broadview Heights  
Kasey Spirakus (440) 740-4709

Brooklyn  
Lori Bobincheck (216) 485-8136

Chagrin Falls  
Dr. Christine Jackson (440) 247-4564

Cleveland  
Coralise Terwilliger (216) 241-5593

Cleveland Heights - University Heights  
Susan Schraff (216) 371-7435

Cuyahoga Heights  
Sandy Ranallo (216) 429-5770

East Cleveland  
Dennis Bunkley (216) 268-6689

Euclid  
David VanLeer (216) 797-2932

Fairview Park  
Patricia Flynn (440) 331-5500

Garfield Heights  
Joan Chamberlin (216) 475-8100

Independence  
Myles Roche (216) 642-5865

Lakewood  
Dr. Kate A. Foley (216) 529-4201

Maple Heights  
Mary Brown (216) 587-6100

Mayfield  
Dr. Robert Clampitt (440) 995-7241

North Olmsted  
Kimberly R. Dittman (440) 779-3563

North Royalton  
Susan Welch (440) 582-9140

Olmsted Falls  
Dawn Wiant (440) 427-6530

Orange  
Dr. Nancy G. Wingenbach (216) 831-8600, Ext. 6752

Parma  
Michele J. Nolan (440) 885-8308

Richmond Heights  
Denise DiMatteo (216) 692-0086, Ext. 571227

Rocky River  
James Scheer (440) 356-6006

Shaker Heights  
Patricia Ott (216) 295-4311

Solon  
Dale Jakab (440) 349-6258

South Euclid - Lyndhurst  
Kim Monachino (216) 691-2042

Strongsville  
Kate Monchak (440) 572-7045

Warrensville Heights  
Dr. Donna Kolb (216) 752-2736

Westlake  
Stephanie Morgan (440) 250-1264

Cuyahoga Special Education Service Center  
(440) 885-2685

**LIAISON**

Eugenia Cash MSSA, LSW  
Executive Director, Youth and Support Services  
Phone: (216) 361-8138  
Fax: (216) 361-8131  
eugenia.cash@cmsdnet.net

If related services are required in reference to a medical disability,  
please contact:

David Harrison, Director  
Department of Health & Social Services  
(216) 592-7419

Cleveland Metropolitan School District  
Lakeside Administration Building  
1440 Lakeside Avenue  
Cleveland, Ohio 44114



### MISSION

Starting Point links families to programs and services that meet their early care/education and related needs, and strengthens the community's capacity to respond to those needs.

### ELIGIBILITY

Programs and services are available for parents, early care and education providers (current and potential), and other community members and stakeholders seeking information on child care and early education.

### INTAKE

Business hours: 8:30 a.m. to 5:00 p.m., Monday through Friday

Phone: 216-575-0061

Fax: 216-575-0102

4600 Euclid Ave., Suite 500

Cleveland, Ohio 44103

### SERVICES

#### *Child Care Referral – Parent Hotline*

Free phone referral service. Helps families find child care/early education options available in their communities. Specialized referral services are also available for parents seeking special needs child care. Parents can conduct their own online search by visiting our website at [www.starting-point.org](http://www.starting-point.org). The Good Child Care Book offers information on selecting quality child care, centers and homes.

Note: For emergency child care needs after business hours, weekends, or holidays, parents can call the Starting Point number and be connected to United Way's First Call For Help 2-1-1 line for assistance.



#### *Quality Enhancement Program*

Services designed to improve the overall quality of care in centers and homes. Services include:

- Training – community-based Child Development Associate (CDA) Institute, continuing education credits, specialized training, T.E.A.C.H. scholarships
- Accreditation/Quality Initiatives – assists centers and homes to become accredited and/or participate in Ohio's Step Up To Quality Program
- Job Bank – resource for child care professionals seeking employment or centers seeking employees. Career counseling also offered.
- Quarterly Training Calendar
- Resource Library

#### *Family Child Care Home Regional System*

Assists with the development of new certified Type B homes and works to improve the quality of care through the Care For Kids Program.

#### *Special Needs Child Care*

Services are available to assist child care centers and home providers in caring for children with disabilities, health or emotional challenges.

#### *Early Childhood Resource Development*

Provides technical assistance to potential home care and center providers. Offers quarterly workshops on "How To Start A Child Care Center."

#### *Community Planning and Advocacy*

Works with community leaders on child care issues. Maintains comprehensive data bank of early care and education programs.

### LIAISON

Bonita McKay

216-575-0061

**MISSION**

To mobilize resources and energy to ensure the well-being of all young children in Cuyahoga County, provide supportive services to parents and caregivers, and build awareness, momentum, and advocacy in the community around children and family services.

Vision: All children in Cuyahoga County will reach their full potential, nurtured by families sensitive to their needs and supported by a community committed to their success.

Invest in Children, administered by the Board of County Commissioners, is a community-wide, public/private partnership of individuals, organizations and agencies, including government agencies, community-based service providers, medical institutions, and philanthropic and private organizations, all working together to help increase the development, funding, visibility and impact of early childhood services in Cuyahoga County.

**ELIGIBILITY**

Invest in Children promotes effective parenting and the development of safe and healthy children, prepares children for school by promoting collaboration, and facilitates coordination of service providers.

Whether you are pregnant, have an infant or toddler, or a child ready to enter kindergarten, Invest in Children has a variety of services to support you to make sure your child has the best possible future.



**SERVICES**

- Home Visiting Program
- Early Childhood Mental Health
- Healthy Start Outreach-free health insurance for children of low-income and working families
- Medical Home Outreach and Information
- Lead Poisoning Prevention
- Professional Development for Early Childhood Development Providers
- Family Child Care Home Network
- Child Care Quality Improvement
- Special Needs Child Care
- Universal Pre-kindergarten

Lead Agencies of Invest in Children:

- Help Me Grow of Cuyahoga County
- Cuyahoga County Community Mental Health Board
- Cuyahoga County Employment and Family Services
- City of Cleveland Department of Public Health
- Cuyahoga County Board of Health
- Starting Point

Contact Information:

Office of Early Childhood  
Invest in Children  
310 West Lakeside Avenue, Suite 565  
Cleveland, Ohio 44113  
(216) 698-2215  
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[www.investinchildren.cuyahogacounty.us](http://www.investinchildren.cuyahogacounty.us)

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**Family & Children**  
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