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.
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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.
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.
MISSION
The Alcohol and Drug Addiction Services Board of Cuyahoga County (ADASBCC) plans, monitors and evaluates alcohol and other drug services that encourage wellness, prevention, and recovery for the residents of Cuyahoga County.

ELIGIBILITY
• Must be in need of assessment, treatment, or prevention services for an alcohol or other drug problem
• Must be a resident of Cuyahoga County
• Pregnant women are accepted from anywhere in the State of Ohio

INTAKE
Services can be separated into youth treatment and adult treatment

Youth under the age of 18:
Youth may present themselves to any of the adolescent providers within Cuyahoga County. The providers are:

- Catholic Charities
  2135 Euclid Avenue
  Cleveland, Ohio 44115
  (216) 631-3499

- The Covenant
  1515 W. 29th Street
  Cleveland, Ohio 44113
  (216) 574-9000

- New Directions
  30800 Chagrin Blvd.
  Pepper Pike, Ohio 44124
  (216) 591-0324

- Northern Ohio Recovery Assoc.
  3746 Prospect Ave.
  Cleveland, Ohio 44115
  (216) 391-6672

- Bellefaire Jewish Children’s Bureau
  22001 Fairmount Blvd.
  Shaker Heights, Ohio 44118
  (216) 932-2800

Centralized Intake and Assessment for Adults:

Adults in need of substance abuse services should contact:

- Recovery Resources, Inc.
  Westside Assessment Site
  3950 Chester Avenue
  Cleveland, Ohio 44114
  24-hour phone number: (216) 431-4131

- Hitchcock Center for Women
  Westside Assessment Site
  1227 Ansel Road
  Cleveland, Ohio 44108
  (216) 421-0662

For clients engaged with the Department of Children and Family Services, substance abuse services are available at:

- Hitchcock Center for Women
  Department of Children and Family Services
  Jane Edna Hunter Building
  3955 Euclid Avenue
  Cleveland, Ohio 44115
  (216) 881-5559
SERVICES
The ADASBCC is an administrative body through which federal, state and county dollars are funneled to agencies providing these services. Currently, the Board system consists of approximately 50 professional agencies providing over 100 programs. Together, these agencies represent a continuum of care from prevention and early intervention to aftercare treatment services.

Prevention: Information Dissemination, Alternatives, Education, Problem Identification and Referral, Community-Based Process and Environmental Screening/Assessment: Problem Identification, Professional Diagnosis and Appropriate Referral.

Treatment: Detoxification, Residential, Pharmacotherapy, Outpatient, Vocational Rehabilitation, Halfway House and Emergency Services.

LIAISON
Kevin A. Berg
ADASBCC Program Planning Specialist
(216) 348-4830
BergK@adasbcc.org

Contact with any questions pertaining to accessing the alcohol or drug treatment system within Cuyahoga County.

Alternate Contact:
Maureen Dee
Catholic Charities
(216) 631-3499
medee@clevelandcatholiccharities.org

NOTE: As of July 1, 2009, the Alcohol and Drug Addiction Services Board of Cuyahoga County and the Cuyahoga County Community Mental Health Board are consolidating to form the Alcohol, Drug Addiction and Mental Health Services Board of Cuyahoga County.
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 Cuyahoga County Community Mental Health Board (CCCMHB) is responsible and accountable for the planning, funding and monitoring of public mental health services delivered to the residents of Cuyahoga County. The primary focus is to provide a “safety net” of care for the needs of adults with severe mental disabilities, as well as children and adolescents with severe emotional disturbances.

Cuyahoga County residents who require an immediate helping hand with a mental health emergency for adults and children, or have questions about mental health services, may call (216) 623-6888, the CCCMHB’s 24-Hour Suicide Prevention, Mental Health Crisis, Information and Referral Line. The CCCMHB contracts with Mental Health Services, Inc., to provide this service to the community.

ELIGIBILITY

Presenting Problems: If there are concerns about a child’s emotional or social development, or a family’s behavioral health needs, a screening or diagnostic assessment is the first step in determining what services will be helpful.

Age: The mental health system serves children and adults of all ages. Individuals under age 18 are considered children in the mental health system.

Residency: Residents of Cuyahoga County are eligible to receive mental health services funded by the CCCMHB.

INTAKE

There are two ways to access mental health services:

1. Call the 24-hour mental health information and referral line for adults and children at (216) 623-6888. The CCCMHB contracts with Mental Health Services, Inc., (MHS) to provide information, referral, and linkages to mental health services. MHS staff members are available 24 hours a day, seven days a week, to discuss concerns and direct callers to a choice of agencies that can best meet their needs. There is no fee for this service.

2. Contact a mental health agency. Individuals may directly contact a mental health agency with which they are familiar.

The CCCMHB Services Directory may be obtained by contacting the CCCMHB’s External Affairs Department at (216) 241-3400, ext. 365. Information can also be obtained by visiting the CCCMHB’s websites: www.cccmhb.org and www.networkofcare.org.

SERVICES

The CCCMHB does not provide direct services. It oversees a “safety net” of care with over 35 provider agencies that have contracts with the CCCMHB to deliver mental health and supportive services to the residents of Cuyahoga County. A complete list of providers and other mental health information is available on www.cccmhb.org or www.networkofcare.org, or by calling (216) 241-3400, ext. 365.
Mental health services for children provided by the mental health system’s agencies (not all agencies provide all services) include:

1. Mental Health Assessment – To determine treatment needs.
2. Pharmacologic Services – Most often for those who need medication for their mental health needs.
4. Community Psychiatric Supportive Treatment Program (CPST) Services – Service coordination, or “case management.” Positive Education Program (Connections) provides intensive CPST services for children, ages 6-18 who have serious emotional disturbances (SED). These children are at risk for out-of-home placement or are returning home from placements. Positive Education Program (Connections) can be reached at (216) 361-9100.
5. Crisis Intervention – (216) 623-6888, 24-Hour Suicide Prevention, Mental Health Crisis, Information and Referral Line, at Mental Health Services, Inc., is available 24 hours a day, seven days a week. The Mobile Crisis Team responds to a child or an adult experiencing a mental health, psychiatric crisis.
6. Partial Hospitalization Program – Intensive therapeutic programming provided as part of residential treatment, as after school and/or weekend programming, or as part of a day program.
7. Other Mental Health Services and Related Interventions – Mental health consultation, education; prevention; in-home, family preservation; respite; specialized and therapeutic foster care; short-term diagnostic or crisis placement; and residential treatment.

Cuyahoga County Community Mental Health Board
1400 West 25th Street, 3rd Floor
Cleveland, Ohio 44113-3199
(216) 241-3400
www.cccmhb.org
www.networkofcare.org

LIAISON
Terri Oldham
(216) 241-3400, Ext. 215
Oldham@cccmhb.org

Alternate Contact:
Nancy Lowery-Bregar
(216) 361-9100, Ext. 203

NOTE: As of July 1, 2009, the Alcohol and Drug Addiction Services Board of Cuyahoga County and the Cuyahoga County Community Mental Health Board are consolidating to form the Alcohol, Drug Addiction and Mental Health Services Board of Cuyahoga County.
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
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 44115
  - (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. 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, (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 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

LIAISON
Natasha Pietrocola
Grandparent/Kinship Care Program
(216) 420-6721
yovicn@odjs.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.
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
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.

LIAISON
Cortney Kilbury
(216) 348-5000, ext. 2164
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
P.O. Box 93318
Cleveland, Ohio 44101-5318

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

SERVICES
- Establish paternities and orders for support
- Modify existing support orders
- Enforce existing support orders

LIAISON
Mary Denihan
(216) 443-5287
denihm@odfs.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

Maura Coyne, Care Network Manager
(216) 443-6044

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
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.

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
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
2421 Community College Avenue
Cleveland, Ohio 44115
8:30 a.m.- 5:00 p.m. weekdays
(216) 736-4300
Fax: (216) 592-4920 or (216) 391-3437
www.helpmegrow.org

**LIAISON**

Myrtle Mitchell
(216) 698-5057
Fax: (216) 698-2254
8111 Quincy Ave., Cleveland, Ohio 44104
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
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. The Good Child Care Book offers information on selecting quality child care, centers and homes.

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

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.
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
(216) 443-7575 (fax)
www.investinchildren.cuyahogacounty.us

LIAISON
Contact information for families: (216) 771-1212, www.investinchildren.us