

# Polaris Career Center Adult Education

## Resource Handbook for Student Services and Supports



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**INSPIRING**  
OUR STUDENTS  
**TO ACHIEVE**  
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## Job Seeker Resources

### Ohio Means Jobs (OMJ) Cleveland - Cuyahoga County

OMJ can provide help to individuals with: connecting them to potential funding sources for training or skills enhancement; accessing resources on career information and job readiness topics (videos, books, magazines) and; conducting workshops on resume writing, mock interviews, application completion, dress for success, and soft skills. (216) 777-8200 [www.omjcc.us/en-US/jobseekers.aspx](http://www.omjcc.us/en-US/jobseekers.aspx)

### Cuyahoga County Public Library - Cuyahoga Works: Job & Career Services

Career Counselors, who are licensed or certified, are available to meet with job seekers at the Maple Heights branch as well as some of the other branch locations. They can provide help in the following areas: job search strategy; researching companies and careers; constructing resumes and cover letters; preparing for job interviews, and planning careers. Services include individual appointments, workshops and a Job Seekers Series. (216) 475-2225 <https://www.cuyahogalibrary.org/Services/Cuyahoga-Works.aspx>

### Indeed

This site pulls job postings from a variety of career sites and job boards so they can all be viewed in one location. It is the most popular and effective job search engine available today. [www.indeed.com](http://www.indeed.com)

### Careers in Demand

According to a study by The Georgetown University Center on Education and the Workforce, by 2018 almost 60% of all jobs in Ohio will require postsecondary training beyond high school. This means that nearly one million job openings in Ohio will require postsecondary credentials. "Ohio's In-Demand Occupations" can be found at: <http://omj.ohio.gov/OMJResources/In-DemandOccupations.stm>

### My Next Move

A tech tool to connect students to future careers sponsored by the U.S. Department of Labor. An excellent online tool aimed at exploring future career opportunities while looking at salary range, education requirements, and local training programs. <https://www.mynextmove.org/>

### Ohio Labor Market Information

Occupational profiles with wages and skills. Includes reports and data about employment levels, unemployment rates, wages and earnings, employment projections, jobs, training resources and careers. [lmi.state.oh.us/proj/SocOccCodes.htm](http://lmi.state.oh.us/proj/SocOccCodes.htm)

### Ohio Job Outlook

Includes industry and occupational employment projections for NE Ohio and Ohio. [www.ohiolmi.com/proj/OhioJobOutlook.htm](http://www.ohiolmi.com/proj/OhioJobOutlook.htm)

### Occupational Outlook Handbook

Published by the U.S. Dept. of Labor – this can help you find career information on essential functions, education, training, pay, job prospects, working conditions, and professional organizations for hundreds of different types of jobs. [www.bls.gov/ooh/](http://www.bls.gov/ooh/)

### O\*NET

Detailed descriptions of the world of work for use by job seekers and students. Choose from industry, field of work, and area. Includes occupational information, including worker attributes, job characteristics, skills search, and links to other on-line career information resources. [www.onetonline.org/](http://www.onetonline.org/)

### Career One Stop

U.S. Dept. of Labor site that organizes content around job seekers', workers', and learners' needs. Provides access to jobs, labor market/occupational information, workforce services, and training information. [www.careeronestop.org/ExploreCareers/explore-careers.aspx](http://www.careeronestop.org/ExploreCareers/explore-careers.aspx)

## Learning Resources

### Khan Academy

Khan Academy offers practice exercises, instructional videos, and a personalized learning dashboard that empower learners to study at their own pace in and outside of the classroom. We tackle math, science, computer programming, history, art history, economics, and more. Our math missions guide learners from kindergarten to calculus using state-of-the-art, adaptive technology that identifies strengths and learning gaps. We've also partnered with institutions like NASA, The Museum of Modern Art, The California Academy of Sciences, and MIT to offer specialized content. <https://www.khanacademy.org>

### HowToLearn.com

HowtoLearn.com is the world's leading site for learning resources. It is a transformational and value-driven company for all learners -parents, teachers, students and those in the workplace. Online since 1996. <https://www.howtolearn.com>

### YouTube

Variety of videos [www.youtube.com](http://www.youtube.com)

### Typing.com – [typing.com](http://typing.com)

This is a very helpful resource for anyone learning how to type or who wants to work on their speed and accuracy. For our students starting out in our computer curriculum, this is one of the key resources we start them with to lay the typing groundwork needed for more advanced skills. Typing.com breaks typing into short, easy lessons, from beginner to experienced, that anyone can take step by step. It also allows you to track your progress if you create a login.

### GCFLearnFree – [gcflearnfree.org](http://gcflearnfree.org)

Created by the Goodwill Community Foundation, GCFLearnFree features tons of free lessons, from beginning phonics and grammar to division and algebra. What's particularly nice about GCFLearnFree is that it doesn't stop with traditional subjects — it also includes lessons on Microsoft Office and “every day” skills like understanding prescriptions and nutrition labels.

### Math is Fun – [mathisfun.com](http://mathisfun.com)

Sure, its name is corny and some of the graphics are aimed towards kids, but there are a lot of lessons and interactive activities on Math is Fun useful for adult learners. They even have a helpful [math dictionary](#) that anyone can use to look up math terms.

### Education Resources for Ohio Adult Workers in Transition

Numerous sources show that the more education you have, the more money you earn ([here's one chart](#)). In a down economy, many Americans turn unemployment into an opportunity to return to school. The best time for a worker to start higher education or professional development classes is at the beginning of their unemployment benefits period. Ohio can help you find a program that fits your needs, plus financial aid to help pay for your education or training.

### Know the terminology

[Know the Lingo](#) - A handy list of different college types, degrees, financial aid terminology, and more.

### Research the job market

[Ohio Means Jobs](#) - Search for job opportunities from Ohio employers, national commercial job boards and niche industries.

[Ohio Labor Market Information](#) - A useful list of career exploration tools and Ohio job market information.

[Ohio Employment Projections](#) - From the Department of Job and Family Services

[Career Exploration](#) (Ohio Labor Market Information) - Provides information for job hunters and those considering career changes. View job postings, training options, average wages, expected average openings and related occupations.

[Grants and Scholarships](#) - University System of Ohio students have a number of ways to lower the cost of sticker price tuition. Grants and scholarships are awards that directly lower students' out-of-pocket education costs, and generally do not have to be repaid. Click this link to find out more.

[Opportunity.gov](#) - A list of financial assistance resources for students.

[American Opportunity Credit](#) - Parents and students may qualify for a tax credit to pay for college expenses.

### **Get personalized help**

[Financial Aid Offices Contact Information](#) - Ohio college and university financial aid offices are available to help students complete the FAFSA, to answer any questions they may have regarding financial aid or eligibility.

[College Access Information Hotline](#) - University System of Ohio personnel can help guide you towards information on college preparation, financial aid resources, scholarship opportunities, and credit transfer

[Ohio's One-Stop System](#) - Job seeking customers can expect services such as resource rooms, job-related workshops, supportive services, individual training accounts, and other activities that match job seekers to employment. You can also find out about Workforce Investment Act (WIA) funding available for education and job training

[The Ohio Benefit Bank](#) - Representatives can assist you in filling out the FAFSA, applying for tax credits and public benefits for workers, and more.

### **Information from the federal government**

[CareerOneStop ReEmployment Portal](#) - General information about employment, training, and financial help during job transition.

[Department of Labor Tools](#) (via Opportunity.gov)

### **United Way Help Center - 211**

Learn what to expect when you contact 2-1-1, and the steps taken to ensure you feel you have more information after you talk to a United Way Specialist.

### **Step 1: A Person Has a Need or Concern**

It's easy for us to say that 2-1-1 provides information about government, health and community services. Most times, though, people looking for help or information don't know that they need a particular church or a registered non-profit or their local health department. They need some food or someone to help prepare their taxes or a person who will take a look at the weird mold in their basement. 2-1-1 uses the information we keep about government, health and community services to have conversations with people about a variety of needs or concerns, ranging from employment to housing to health insurance to finding a public library, and, in the process, often helps them identify other types of assistance they didn't even know existed.

### **Step 2: A Professional Specialist Listens**

While 2-1-1's specialists share a passion for problem solving and over 90 hours of training prior to working with clients, the education and experience of our staff is as diverse as the concerns we talk our clients through. 2-1-1 relies on a mix of backgrounds and perspective, spanning social work, library science, healthcare, counseling, parenthood, caretaking, and veteran status, to further our ongoing training and build a foundation of shared knowledge from which specialists can draw to help every client find the best resources to match their needs.

### **Step 3: Specialist Asks a Few Questions**

The specialist will ask a few questions to ensure they can make the best referrals possible, based on an individual's specific situation. This is important because different services may be available based on someone's age, location, veteran status, disabilities, or other factors. The specialist may also ask you some more general questions about what's happening; in many cases this allows them to suggest additional options and resources to meet additional needs or to further ensure we've explored all the options.

#### **Step 4: Specialist Searches the Community Resource Database**

2-1-1's community resource database is a curated and continuously updated library of over 18,000 government, health and social service programs. It includes information about who is eligible for services, any required I.D. or documents, details about any fees, and a description of the steps someone must take to receive help. The database is updated and maintained on a daily basis by six full-time staff whose sole duty is to work one-on-one with the agencies listed to make sure the information provided is as current and accurate as possible.

#### **Step 5: Person Works With The Specialist To Develop A Plan**

Our goal is to help develop a customized plan that works for each client. After the specialist completes a comprehensive search for resources, they will discuss all the available options. The specialist will guide the client through alternatives, listen to any concerns, and help develop a strategy for resolving the situation. Working together, the specialist and their client will come up with a plan for moving forward, including how and when to access any available resources.

#### **Step 6: Specialist Follows Up with the Person**

Sometimes, a little more help may be needed, or people would just like a familiar voice to call them back to see how things are going. Perhaps there are some serious health or safety concerns, or someone's just feeling overwhelmed. The specialist may suggest a follow-up call based on a client's situation. A person can also always ask for a follow up call if they would like one. During the follow-up call, the specialist will ask about how the plan has worked so far, and listen to any ongoing or additional concerns. The specialist will then work with their client to develop additional options and new strategies if they are needed.

#### **Step 7: 2-1-1 Tracks and Reports Community Needs**

The information that 2-1-1 Navigation Specialists collect from and provide to callers - things like the person in need's residency, age and gender, whether help was available, and what organizations were listed as providing it can also be used to reveal information about what types of help certain communities are seeking, what type of help is available, and any gaps in service that may exist in one particular area, or throughout Ohio.

## **Cuyahoga County and NEO Ohio Community Resources**

### **Cuyahoga County Division of Children and Family Services Resource Guide**

HHS Departments/Divisions Info (general info, locations, & contact)

- [Child Support Services](#)
- [Children and Family Services](#)
- [Domestic Violence Resources](#)
- [Family & Children First Council](#)
- [Homeless Services](#)
- [Invest in Children](#)
- [Job and Family Services](#)
- [Juvenile Court](#)
- [Office of Reentry](#)
- [Senior & Adult Services](#)

#### **Basic Needs**

- [Clothing Assistance](#)
- [Emergency Shelters](#)
- [Financial Help](#)
- [Food](#)
- [Furniture/Household Items](#)
- [Housing](#)
- [Utility Assistance](#)

## Community Action & Service Groups

- [Community/Neighborhood Improvement & Restoration](#)
- [Consumer Action/Protection](#)
- [Environmental Action/Protection](#)
- [Financial Literacy – Money Management](#)
- [Neighborhood Resource Centers](#)

## Crisis

- [Crisis Hotlines](#)
- [Police/Fire \(Non-Emergency\) Information](#)
- [Ready Notify](#)
- [Violence Prevention](#)

## Disability Resources

### Domestic Violence

- [Assistance for Survivors of Intimate Partner Violence](#)
- [Batterer Intervention Programs for Intimate Partner Violence](#)

## Education

- [Colleges](#)
- [Financial Aid](#)
- [GED](#)
- [Libraries](#)
- [Literacy](#)
- [School Districts](#)

## Employment

- [General](#)
- [Disabled](#)
- [Ex-Offenders](#)
- [Rights](#)
- [Seniors](#)
- [Veterans](#)
- [Youth](#)

## Families with Children

- [Child Care](#)
- [Fathers/Men's Resources](#)
- [Mentoring](#)
- [Pregnancy/Parenting Classes & Resources](#)
- [Postpartum Resources](#)
- [Parent Support Groups](#)
- [Relatives Raising Children](#)

## Foreign Language Access

## Health/Medical

- [General Organizations](#)
- [Insurance/Resources](#)
- [Medicaid/Medicare](#)
- [Dental Care](#)
- [HIV/AIDS & Sexually Transmitted Diseases](#)
- [Hospitals & Community Health Centers](#)

## Identification

- [Driver's License / Auto Insurance](#)
- [State ID](#)

## Legal

- [Assistance](#)
- [Court/Justice System](#)

## LGBTQ/Equality/Human Rights Resources

## Mental Health/Counseling

- [Counseling/General Info](#)
- [Counseling ADAMHS Board Contracted Providers](#)
- [Substance Abuse Counseling ADAMHS Board Contracted Providers](#)

## Reentry

- [Preparing for Release/First Steps](#)
- [Employment](#)
- [Reentry Programs](#)
- [Legal Issues](#)
  - [Arrest/Prosecution Record \(RAP Sheet\)](#)
  - [Expungement of Adult Criminal Records](#)
  - [Parole / Post Release Control](#)
  - [Prison Records](#)
- [Housing](#)

## Seniors

- [Centralized Intake](#)
- [City/Neighborhood Resources](#)
- [General Resources](#)

## Transportation

## Veteran's Services

- [Employment](#)
- [Health & Medical](#)
- [Mental Health/Counseling](#)
- [General Assistance/Resources](#)
- [Benefits & Assistance](#)
- [Discharge](#)
- [Financial Resources](#)
- [Housing](#)
- [Legal Services](#)

## Vital Records Information

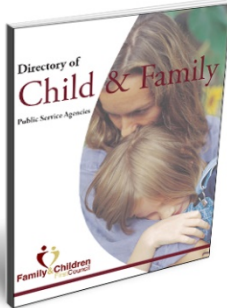
- [Birth Certificate](#)
- [Social Security](#)

## Voting



**Family and Children First Council**  
8111 Quincy Ave., 3rd Floor, Cleveland, Ohio 44104  
(216) 698-2875, (216) 698-2870 (fax)  
infofcfc@cuyahogacounty.us

Directory of Child and Family Public Service Agencies for Cuyahoga County



The ultimate resource guide for families. They connect you to public systems and helpful people, by direct phone number whenever possible.

Public Agency Members of the Family & Children First Council:

[Alcohol, Drug Addiction & Mental Health Services Board of Cuyahoga County](#)

[City/Cuyahoga Workforce Development](#)

[Cuyahoga County Board of Health](#)

[Cuyahoga County Board of Developmental Disabilities](#)

[Cuyahoga County Division of Children and Family Services](#)

[Cuyahoga County Division of Senior and Adult Services](#)

[Cuyahoga County Juvenile Court](#)

[Cuyahoga Job and Family Services](#)

[Cuyahoga Metropolitan Housing Authority](#)

[Cuyahoga Support Enforcement Agency](#)

[Cuyahoga Tapestry System of Care](#)

[Family & Children First Council](#)

[Help Me Grow](#)

[Ohio Department of Health Bureau for Children with Medical Handicaps](#)

[Ohio Department of Youth Services](#)

[Public School Systems](#)

[Starting Point](#)

[Office of Early Childhood/Invest in Children](#)

[Other County Directories and Community Resources](#)

If you do not find what you need in this directory, call [United Way's 2-1-1 for assistance](#).

**Alcohol, Drug Addiction & Mental Health Services Board of Cuyahoga County**

[Website](#) | [Facebook](#) | [Twitter](#) | [LinkedIn](#)

## 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 2-1-1 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](http://www.adamhsc.org).

Please note the new location of the ADAMHSCC:

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

### *Related links:*

**Counseling programs:** [Find mental health or alcohol or other drug-related services](#)

**Heroin addiction:** Find [resources for heroin addiction through the Let's Face It campaign](#) of the Cuyahoga County [Prosecutor's Office](#)

**Suicide prevention:** 24-Hour Cuyahoga County Suicide Prevention Hotline operated by Frontline Service, Inc., at 216-623-6888, or the [National Suicide Prevention Lifeline at 1-800-273-8255](#)

## Ohio Means Jobs - City/Cuyahoga Workforce Development

[Website](#) | [Facebook](#) | [Twitter](#)

## 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. Youth are encouraged to visit the Youth Resource Center located at the Bolivar office. For more information, call 216-664-3352.

### **Locations:**

Downtown  
1020 Bolivar Road  
Cleveland, Ohio 44115  
216-664-4673  
Mon. thru Fri.: 8:00am – 5:00pm

Old Brooklyn  
4261 Fulton Parkway and Memphis  
Cleveland, OH 44144  
216-635-4142  
Mon. thru Fri.: 8:00am-4:00pm

Quincy Place  
8111 Quincy Avenue  
Cleveland, OH 44104  
216-561-5503  
Mon. thru Fri.: 8:00am-4:00pm

## **Cuyahoga County Board of Health**

[Website](#) | [Facebook](#) | [Twitter](#) | [LinkedIn](#)

## **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 four 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 ensure 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
- Mosquito Control & Ticks Nuisances
- Private Water Supplies
- Rabies Prevention
- Recalls
- Rodent Control
- School Environments
- Semipublic Sewage Treatment
- Smoke Free Ohio
- Solid & Infectious Waste Management
- Swimming Pools
- Tattoo & Body Piercing
- Temporary Park Camps
- Watershed Protection

### *Nursing*

#### Preventive Health Services:

- Immunization and Clinic Services
- 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*

- 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

Cuyahoga County Board of Developmental Disabilities

[Website](#) | [Facebook](#) | [Google+](#)

## **MISSION**

The mission of the Cuyahoga County Board of Developmental Disabilities (CCBDD) is to assist individuals with 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 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.cuyahogabdd.org](http://www.cuyahogabdd.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
- Evidence-based Early Intervention Services
- Specialized services to preschool and school-age students and their families, e.g. behavioral supports, assistive technology supports, and transition supports

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

[Website](#) | [Facebook](#) | [Twitter](#) | [LinkedIn](#)

## **MISSION**

The mission of the Cuyahoga County Division 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 Division 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 (216-431-8846 TDD for the hearing impaired).

Referrals can also be received through the mail or in person at 3955 Euclid Avenue, Cleveland, Ohio

Cuyahoga County Division 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 neighborhood site locations, visit [cfs.cuyahogacounty.us/en-US/contact.aspx](http://cfs.cuyahogacounty.us/en-US/contact.aspx).

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:** For information about services, policies, and procedures, visit [cfs.cuyahogacounty.us](http://cfs.cuyahogacounty.us).

## **Cuyahoga County Division of Senior and Adult Services**

[Website](#) | [Facebook](#) | [Twitter](#) | [LinkedIn](#)

### **MISSION**

The mission of the Division 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. For more information, call 216-420-6700.

## **HOME SUPPORT SERVICES**

DSAS Home Support Division is one of the largest providers of in-home care in Cuyahoga County. Five 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 Ohio Home Care Waiver, Options for Elders, 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 Division 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 Division of Senior & Adult Services  
13815 Kinsman Road  
Cleveland, Ohio 44120  
216-420-6750  
[www.dsas.cuyahogacounty.us](http://www.dsas.cuyahogacounty.us)

Cuyahoga County Juvenile Court

[Website](#)

## **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 am - 4:30 pm, weekdays). Present complaints to:

Receiving Office:  
Robert Dix, Intake Officer  
East Cleveland-University Circle Regional Office  
11811 Shaker Blvd., 3rd Floor, Cleveland, Ohio 44120  
216-698-7364



Or to the satellite office in your area:

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

Near West Office - Metzenbaum CFC  
3343 Community College  
Cleveland, Ohio 44115  
216-443-3451

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

Southeast Office  
2100 Southgate Park Blvd.  
Maple Heights, Ohio 44137  
216-443-5214

East Cleveland-University Circle Office  
11811 Shaker Blvd., 3rd Floor  
Cleveland, Ohio 44120  
216-698-7364

Bellefaire Office  
22001 Fairmount Blvd.  
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 (alcohol and other drug) 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.

## **Cuyahoga Job and Family Services**

[Website](#) | [Facebook](#) | [Twitter](#) | [LinkedIn](#)

### **MISSION**

The mission of Cuyahoga Job and Family Services is to improve the quality of life for our customers by: enhancing economic wellbeing; 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**

Cuyahoga Job and Family Services provides services for children, working families, older adults and disabled persons.

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

- Ohio Works First (OWF): 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 an 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 – Friday: 8:30 a.m. – 4:30 p.m.

#### **Fairfax NFSC**

8111 Quincy Avenue, Cleveland, Ohio 44104, 216-391-5027

Center Manager: Eugene Walton, 216-391-5089

Team Coordinator: Paul Mosher, 216-391-6145

#### **Virgil E. Brown NFSC**

1641 Payne Avenue, Cleveland, Ohio 44114, 216-987-6978

Center Manager: Christy Nicholls, 216-987-6783

Team Coordinator: Eric McAlpine, 216-987-8406

#### **Mt. Pleasant NFSC**

13815 Kinsman Avenue, Cleveland, Ohio 44120, 216-561-5594

Center Manager: Leisha Coggins, 216-561-5487

Team Coordinator: Wm. Eric Hills, 216-561-5490

#### **Old Brooklyn NFSC**

4261 Fulton Parkway, Cleveland, Ohio 44144

Center Manager: Anthony Forbes, 216-635-4101

Team Coordinator: Deshon Milton, 216-635-4103

#### **Southgate NFSC**

5398 ½ Northfield Rd., Maple Hts., Ohio 44137, 216-518-4862

Center Manager: Adrienne Waugh, 216-518-4801

Team Coordinator: Gloria Spratt, 216-518-4806

## **Westshore NFSC**

9830 Lorain Avenue, Cleveland, Ohio 44102, 216-939-2523

Center Manager: Marlene Robinson-Statler, 216-939-2452

Team Coordinator: Deanna Boswell, 216-939-2456

For more information, visit the website at [www.cjfs.cuyahogacounty.us](http://www.cjfs.cuyahogacounty.us).

## **Cuyahoga Metropolitan Housing Authority**

[Website](#) | [Facebook](#) | [Twitter](#) | [LinkedIn](#)

### **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 (a set of basic core beliefs guide 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: 10,500 units
- Number of Housing Choice Vouchers: 15,000
- Number of People Served: 55,000

## **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: 8120 Kinsman Road, Cleveland, Ohio 44104, 216-348-5000.

Information needed for initial contact:

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

Housing Choice Voucher Program/Section 8: Applicants are accepted from the Section 8 waiting list. The 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 216-431-1471.

## **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 216-271-3010.

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  
Administration  
8120 Kinsman Road  
Cleveland, Ohio 44104  
216-348-5000

## **Cuyahoga Tapestry System of Care**

[Website](#) | [Facebook](#) | [Twitter](#) | [LinkedIn](#)

### **MISSION**

The Cuyahoga Tapestry System of Care (Tapestry) exists to enhance the lives of children with significant behavioral needs who are involved in multiple systems, through family-focused, child-centered, strength-based, and culturally competent care in their community.

### **OUTCOME GOALS**

1. Improved family and youth functioning
2. Reduced recidivism in juvenile justice
3. Reduced recidivism in child welfare
4. Increased effectiveness and efficiency

Tapestry is an approach to working with families that weaves together supports by being family-centered and strength-based. These supports are available right in a family's home and neighborhood. When you take the loose threads of your life and weave them together, you create a beautiful Tapestry.

### **ELIGIBILITY/INTAKE**

Coping with changes in behavior during childhood and adolescence can be very challenging for many families. If your child is experiencing difficulty and/or has been involved in the Cuyahoga County juvenile justice or child welfare systems, Tapestry may be the support you need. Once enrolled, your family is matched with a Family Advocate and a Care Coordinator who will help navigate solutions to your individual needs based on your family's strengths and culture.

### **SERVICES**

Wraparound/Care Coordination and Family/Youth Advocacy and Support:

Using a community wraparound process, a team focuses on discovering the strengths, needs and culture of each individual family, while also tapping into close-to-home community services and natural supports that can sustain the family during the process and beyond. Families, along with their Care Coordinator and Family Advocate, develop a team of people who can address each family's individual needs with innovative and non-traditional solutions.

Providers (referrals and services coordinated through Tapestry):

Catholic Charities Services Corporation  
Beech Brook  
Applewood Centers, Inc.  
The Cleveland Christian Home, Inc.

Family/Youth Advocacy and Support:

St. Martin de Porres (lead)

Partners: Euclid YMCA, East Cleveland Neighborhood Center, Center for Families and Children

East End Neighborhood House (lead)

Partners: Murtis H. Taylor Multi-Service Center, Harvard Community Services Center, Word of Righteous Family Life Center

University Settlement House (lead)

Partners: Friendly Inn Settlement House, Cleveland UMADAOP, Inc.

West Side Community House (lead)

Partners: Parma Area Collaborative Family Services, Lakewood Collaborative/City of Lakewood Division of Youth Services

#### CONTACT INFORMATION

Jane Edna Hunter Building

3955 Euclid Avenue, 1st Floor

Cleveland, Ohio 44115

216-443-6067

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

#### Family & Children First Council

[Website](#) | [Facebook](#) | [Twitter](#) | [LinkedIn](#)

#### MISSION

As the policy and planning entity for Cuyahoga County, the Family & Children First Council convenes partners to prepare children and youth for healthy, stable adulthood, by supporting programming that increases the self-sufficiency and decision-making abilities of families, prevents children from becoming deeply involved in public systems, and better connects the services a child really needs.

#### 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 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.

Family & Children First Council  
310 W. Lakeside Ave., Ste. 500, Cleveland, Ohio 44113  
216-698-2875 [www.fcfc.cuyahogacounty.us](http://www.fcfc.cuyahogacounty.us)

## **Help Me Grow**

[Website](#) | [Facebook](#) | [Twitter](#) | [LinkedIn](#)

### **MISSION**

Help Me Grow (HMG) is a statewide program for expectant parents, newborns, infants, and toddlers that provides health and developmental services so that children start school healthy and ready to learn. Services are designed with the family's concerns and goals in mind. Help Me Grow is offered on a voluntary basis to families prenatal until their child turns three. Help Me Grow supports families and their young children by giving health information, positive parenting education, and connecting families to community resources.

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 kindergarten and their families.

### **SERVICES**

#### **Part C Early Intervention Services**

If parents, caregivers, and professionals are concerned about a young child's growth and development, HMG can help. The federal law, Individuals with Disabilities Education Act (I.D.E.A.) - Part C, mandates Early Intervention Services for eligible children birth to three years of age with disabilities and developmental delays.

#### **ELIGIBILITY Part C Early Intervention Services**

Birth to three years of age

Eligibility and assessment tools, as well as medical records and the professional opinion of trained evaluators, determine if there are any developmental delays and if early intervention services are needed

Diagnosed physical or mental condition that has a high probability of resulting in a developmental delay

Financial eligibility is not a requirement for the Help Me Grow Early Intervention Program

#### *Enrollment and Part C Early Intervention Services*

Help Me Grow uses an Evidence Based Early Intervention (EBEI) team approach to help families of children with developmental delays, disabilities, or concerns.

Eligible children who show a need for services are assigned to a team of service professionals.

Each multidisciplinary team consists of a Service Coordinator, Developmental Specialist, Occupational

Therapist, Physical Therapist, and Speech-Language Pathologist. Every child is assigned a Service Coordinator and a Primary Service Provider from the team who works closely with the child and family.

An Individualized Family Service Plan (IFSP) is developed for each child, documenting the family's goals for their child and is routinely reviewed to accommodate any changing needs of the child and family.

### *Home Visitation Services*

Home Visits are focused on providing the information, support, and encouragement that parents need to help their children develop optimally during the crucial early years of life. Home Visitors provide information about pregnancy, labor, and giving birth, developmental screenings, screenings for maternal depression, and safety. An evidence-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, at no cost, family driven, respecting family values and priorities, while building on family strengths.

### *Core Home Visiting Services*

Screenings (Developmental; Hearing/Vision/Nutrition)

Environmental Assessment

Safety Checklist

Home Visits/Parent Education

Links to Community Resources

Home visiting services are available until the child is age three for State Home Visiting or upon entry into kindergarten for Bright Beginnings' children

### ELIGIBILITY Home Visitation Services

#### *State Home Visiting Eligibility*

Families may be eligible for State Home Visiting if they meet the following criteria:

First-time mother or first-time father with custody of child

Expectant mother or the child is under six months of age

Family income is less than or equal to 200% of federal poverty level

#### *Bright Beginnings Home Visiting Eligibility*

Families may be eligible for Bright Beginnings home visits if they have a child under three years old or are expecting AND they meet one of the following risk factors:

Adolescent parent (under age 20)

Parent with history of abuse, neglect, or domestic violence

Lack of stable residence, homelessness, or dangerous living conditions

Maternal prenatal substance abuse

Parent with mental illness or developmental delay

Parent with drug or alcohol dependence

Single parent and low income (200% of federal poverty level)

### *Other Eligible Families*

Any child under the age of three who has a parent engaged in active military duty

Any child under the age of three referred by the Division of Children and Family Services (DCFS) with substantiated abuse/neglect (CAPTA) is automatically eligible

Exceptions may be made on an individual basis for children who have extremely high risks but do not meet the above eligibility requirements

### **INTAKE**

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

Help Me Grow of Cuyahoga County  
8111 Quincy Avenue, Suite 344, Cleveland, Ohio 44104  
9:00 a.m.- 4:30 p.m. weekdays  
216-698-7500  
Fax: 216-391-6106  
[www.helpmegrow.org](http://www.helpmegrow.org)

### **Ohio Department of Health Bureau for Children with Medical Handicaps**

[Website](#) | [Twitter](#) | [LinkedIn](#)

### **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.

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

## **Ohio Department of Youth Services**

[Website](#) | [Facebook](#) | [LinkedIn](#)

## **MISSION**

The mission of the Ohio Department of Youth Services (ODYS) is to improve Ohio's future by habilitating youth and empowering families and communities. Our vision is a safer Ohio: one youth, one family and one community at a time.

## **ELIGIBILITY**

ODYS allocates funds to the Cuyahoga County Juvenile Court to support an array of programs targeted at serving delinquent youth in their home communities. Access to these programs is typically determined by the Court's Probation Department.

In most cases, in order to be eligible for services delivered directly by ODYS, the youth must be 12 to 18 years of age, 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 one of the Cuyahoga County Juvenile Court judges. Youth meeting these criteria receive evidence-based rehabilitative services in a state correctional facility operated by ODYS. Upon completion of the correctional facility portion of the commitment, youth are returned to the community and continue to participate in evidence-based services, which are provided in the community through the Cleveland Regional Parole Office. Parole services may extend 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**

Basic Family Support via Family EPICS (Effective Practices in Community Supervision)  
Cognitive Behavioral Therapy (CBT) via EPICS  
Community Service  
Crisis Intervention  
Education Guidance  
Employment Guidance  
Group Home Placement  
Independent Living Placement  
Integrated Re-entry Planning, including linkages to community-based services  
Therapeutic Foster Care

## **Starting Point**

[Website](#) | [LinkedIn](#)

## **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  
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.

MyCom/Out-of-School Time Programs

Re-grants funds to out-of-school time (OST) programs in eight pilot [MyCom](#) neighborhoods; maintains a database of OST programs; works with agencies that provide OST activities to build capacity; provides training for youth-serving professionals; and works with a variety of community organizations to ensure that youth have access to a broad array of programs and activities during the after-school and out-of-school time hours.

## **Office of Early Childhood: Invest in Children**

[Website](#) | [Facebook](#) | [Twitter](#) | [LinkedIn](#)

### **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 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 a family is pregnant, has an infant or toddler, or a child ready to enter kindergarten, Invest in Children supports a variety of services to help ensure each child in Cuyahoga County has the best possible future.

## **SERVICES**

Home Visiting Program

Early Childhood Mental Health

Home-based early literacy services for three and four year old children

Medical Home Outreach and Information

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

Alcohol, Drug Addiction and Mental Health Services Board of Cuyahoga County

The Literacy Cooperative

City of Cleveland Department of Public Health

Cuyahoga County Board of Health

Starting Point

## **CONTACT INFORMATION**

Office of Early Childhood

Invest in Children

310 W. Lakeside Ave., Ste. 565, Cleveland, Ohio 44113

216-698-2215

216-443-7575 (fax)

[www.investinchildren.cuyahogacounty.us](http://www.investinchildren.cuyahogacounty.us)

## **Other County Directories and Community Resources**

This webpage primarily has links to service providers who are members of the Family & Children First Council. If you need a different agency or resource, please review the options below:

**[Community and City Homepages](#)**: find close-to-home government resources

**Going Home To Stay Guide** from the **[Cuyahoga County Office of Reentry](#)**: for people reentering the community after incarceration

**[Legal Aid](#)**: help for legal questions

[Neighborhood Collaboratives](#): contact information for neighborhood centers through our Community Assistance page

[Neighborhood Leadership and Advocacy](#): opportunities for parents and community members to make decisions that shape their neighborhoods, through the Neighborhood Leadership Institute

[Ohio Benefits](#): online portal for applying for benefits

**Resource Guide** from the [Cuyahoga County Division of Children and Family Services](#): comprehensive guide including emergency or important numbers, hospitals and health centers, veteran and disability resources, and more

**United Way's 2-1-1 Referral Line**: free and confidential information and referral to health and human services

[Youth Programs](#): a database of after-school and summer programs for any-age child or teen

### **Models for Family and Community Engagement**

The following are researched-based family and community engagement models to help school districts create effective practices.

The Ohio Collaboration Model for School Improvement makes school improvement a family and community priority. It is designed to help Ohioans close achievement gaps, increase graduation rates and improve the well-being of children. Each chapter of the model is presented below in Adobe Acrobat PDF files

- [Contributors and Table of Contents](#)
- [Introduction](#)
- [Getting Started](#)
- [Collaboration and Collaborative Leadership](#)
- [Designing Successful Programs and Services](#)
- [Academic Learning](#)
- [Youth Development](#)
- [Family Engagement and Support](#)
- [Health and Social Services](#)
- [Community Partnerships](#)
- [Evaluation](#)
- [Planning for Sustainability](#)
- [Conclusion](#)
- [Appendix A - Design Principles Self-Assessment](#)
- [Appendix B - Resources](#)

For more information on the Ohio Collaboration Model for School Improvement, see:

[Ohio Schools and Epstein's Six Types of Parent Involvement](#), a series of talks by a senior advisor for the National Network of Partnership Schools and Ohio school district personnel. Delivered in June 24, 2010.

[The Coalition for Community Schools](#) offers a Framework for Increasing Student Success that defines how community schools should function and ensure the well-being of students, families and communities.

### **Parent Resources for School-Age Children**

To receive useful information for families with children in preschool through elementary school text **OHED EL** to **468311** and for useful information for families of middle and high school students text **OHED HS** to **468311**.



[Sign up](#) to receive Family and Community Engagement newsletter.



Active, involved parents are an essential resource for Ohio's schools in making the most of every child's educational experience, from pre-kindergarten all the way through high school. This page has information you can use to help guide your child's education.

## **My child is in...**

### **Preschool**

[Early Learning and Development Standards](#)

[Early Learning Assessment](#)

[Preschool Special Education](#)

[Tips for Families](#)

[Your Child's Development: Birth to Age 5](#)

[\*BOLD Beginning!\*](#)

[Helping Your Child Make Successful Transitions: Home to School](#)

[Kindergarten Readiness Checklist](#)

[Early learning video](#)

[Step Up To Quality – JFS Programs](#)

[Head Start](#)

### **Kindergarten**

[Kindergarten Readiness Checklist](#)

[Kindergarten Readiness Assessment](#)

## **Connecting learning and your child's future**

[Career Connections](#)

[OhioMeansJobs](#)

## **What is the progress of my school/district in teaching my child and others?**

[Ohio Report Card](#)

## **Types of education in Ohio for my child**

[Public school](#)

[Community Schools](#)

[Private Schools](#)

[Home School](#)

[Scholarships](#)

[EdChoice](#)

[Students with autism](#)

[Students with learning disabilities](#)

**Where can I find support and help for my child?**

[Resources for online learning](#)

[Safety, health and nutrition](#)

[BOLD Beginning!](#)

**Elementary School**

**Getting involved in your child's education**

[Grades 1-3](#)

[Grades 4-5](#)

**Third Grade Reading Guarantee**

[Resources](#)

[Video](#)

**What my child is learning**

[Ohio's Learning Standards](#)

[Ohio's State Tests](#)

[Grade 3 Reading](#)

**Practice tests**

[Practice Test Login](#)

**What is the progress of my school/district in teaching my child and others?**

[Ohio Report Card](#)

**Types of education in Ohio for my child**

[Public school](#)

[Community Schools](#)

[Private Schools](#)

[Home School](#)

[Scholarships](#)

[EdChoice](#)

[Students with autism](#)

[Students with learning disabilities](#)

**Connecting learning and your child's future**

[Career Connections](#)

[OhioMeansJobs](#)

## **Where can I find support and help for my child?**

[Resources for online learning](#)

[Safety, health and nutrition](#)

[\*BOLD Beginning!\*](#)

## **Middle Level Schools**

### **Getting involved in your child's education**

[Grades 6 - 8](#)

### **What my child is learning**

[Ohio's Learning Standards](#)

[Ohio's State Tests](#)

### **Practice tests**

[Practice Test Login](#)

### **What is the progress of my school/district in teaching my child and others?**

[Ohio Report Card](#)

### **Types of education in Ohio for my child**

[Public school](#)

[College Credit Plus](#)

[Advanced Placement](#)

[International Baccalaureate®](#)

[Career Tech](#)

[Community Schools](#)

[Private Schools](#)

[Home School](#)

[Scholarships](#)

[EdChoice](#)

[Students with autism](#)

[Students with learning disabilities](#)

### **Connecting learning and your child's future**

[Career Connections](#)

[OhioMeansJobs](#)

[Ohio Resources for College and Career Planning](#)

## **Where can I find support and help for my child?**

[Resources for online learning](#)

[Safety, health and nutrition](#)

## **High School**

### **Getting involved in your child's education**

[Grades 9 - 12](#)

### **What my child is learning**

[Ohio's Learning Standards](#)

[Ohio's State Tests](#)

### **Graduation Information**

[2018 and beyond](#) (students who entered ninth grade for the first time on or after July 1, 2014)

[Frequently Asked Questions](#)

[Video for students and families](#)

[GED](#)

### **Practice tests**

[Practice Test Login](#)

[ACT/SAT Practice Tests](#)

### **Types of education in Ohio for my child**

[Public school](#)

[College Credit Plus](#)

[Advanced Placement](#)

[Integrated Coursework and Awarding Simultaneous Credit](#)

[International Baccalaureate®](#)

[Career Tech](#)

[Community Schools](#)

[Private Schools](#)

[Home School](#)

[Scholarships](#)

[EdChoice](#)

[Students with autism](#)

[Students with learning disabilities](#)

### **Connecting learning and your child's future**

[Career Connections](#)

[Secondary Transition and Workforce Development for Students with Disabilities](#)

[OhioMeansJobs](#)

[Ohio Resources for College and Career Planning](#)

**Where can I find support and help for my child?**

[Resources for online learning](#)

[Safety, health and nutrition](#)

### **Family Engagement and Support – National**

National Center for Family Literacy

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

National Parent Leadership Institute

<http://parentswholead.org/>

ODE Family and Community Engagement

<http://education.ohio.gov/Topics/Student-Supports/Family-and-Community-Engagement>

### **Health and Social Services – Ohio and National**

Action for Healthy Kids

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

American Psychological Association

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

CDC School Health Guidelines

[www.cdc.gov](http://www.cdc.gov)

Center for Mental Health Services

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

Collaborative to Advance Social and Emotional Learning (CASEL)

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

National Association of School Psychologists

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

National Dropout Prevention Center/Network

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

Parents, Families and Friends of Lesbians and Gays

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

Ohio Parent Information Resource Center

<https://www.parentcenterhub.org/find-your-center>

PTA

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

## **Additional Resources**

- Economic Development Organizations – local and regional
- Library Systems
- Business Development Corporations
- Chambers of Commerce
- OSU Extension Offices
- Professional Organizations related to Career Center Programming (AWS, NIMS, etc.)
- School-Business Partnerships – Polaris Career Center initiated the “Southwest Regional Business Advisory Council” in 2018 that includes educational, business, and community members from the six districts that form the Polaris JVSD (Berea, Fairview Park, North Olmsted, Olmsted Falls and Strongsville City School Districts). This is a new advisory council from across nine municipalities that provides Polaris and our partner school districts with a stronger voice in order to meet the ever-changing needs of our communities.
- National Technical Honor Society – started at Polaris for Adult Education Job and Career Training Programs in 2018