



**Westside Family
Resource Network (WFRN)**

A family-centered, community-based collaborative



Agency Services Directory

A human services resource guide to Cleveland's West Side

The Mission of WFRN

The Westside Family Resource Network (WFRN) exists to partner with neighborhood families to overcome the physical, emotional and economic difficulties that impact their lives. This is a collaborative effort done through individual, family and systems advocacy, as well as the delivery of programs and services.

Core Values

WFRN Core Values are:

- Family Centered
- Community Based
- Collaborative Approach and Decision-Making
- Culture Competence / Cultural Sensitivity

*WFRN is **Family Centered***

Family Centered embraces individuals and their families as they are defined by themselves with the belief that children and adults thrive best in loving, committed families. WFRN respects cultural values and empowers every family's desire to remain intact and make decisions for itself to the extent this does not endanger the safety, health, growth, and independence of its members.

*WFRN is **Community-Based***

Community-based includes groups and organizations that reside in and are integral to the daily life of the community by offering responsive services and programs. These groups serve as an extension of the family support system and are key to promoting volunteerism, cultural sensitivity and leadership development supporting residents and professionals working in the community to create a voice to advocate on the community's behalf.

*WFRN values a **Collaborative Approach and Consensus Decision Making***

A collaborative approach is respectful of each member's situation and views while supporting members as they work cooperatively through a consensus decision-making process to achieve WFRN's mission.

*WFRN values **Cultural Competence/Cultural Sensitivity***

WFRN is committed to including representation from the various organizations and groups that are representative of the diversity of its residents to the extent possible, and in providing culturally competent service delivery to children and families with staff that are representative of the diversity of the neighborhoods they serve.



**This project is provided in partnership with Cuyahoga County Department of Children & Family Services.*

TABLE OF CONTENTS

Applewood Centers Inc.	1
Cleveland Christian Home.....	4
Cleveland Mediation Center	6
Cleveland Public Library.....	8
Domestic Violence and Child Advocacy Center.....	9
Family Promise of Greater Cleveland.....	11
Lutheran Metropolitan Ministry	12
Lutheran Family Services.....	12
S.T.A.R.T. (Support To At-Risk Teens)	12
May Dugan Multi-Service Center.....	14
Merrick House	16
Neighborhood Family Practice	19
Options for Families and Youth	21
Providence House	22
West Side Catholic Center	23
West Side Community House.....	25

Applewood Centers Inc.

Jennifer Blumhagen Yarham, LISW-S, Executive Director
10427 Detroit Road
Cleveland, OH 44102
[Ph] (216) 521-6511 ~ [Fx] (216) 521-6006
Website: www.applewoodcenters.org

Hours of Operation

M -Th 8:00 am - 8:00 pm
F 8:00 am - 5:00 pm

Locations

Jones Campus

3518 West 25th Street
Cleveland, OH 44109
[Ph] (216) 741-2241
[Fx] (216) 459-9821

Children's Aid Society

10427 Detroit Avenue
Cleveland, OH 44102
[Ph] (216) 521-6511
[Fx] (216) 521-6006

Lorain County

Midway Plaza Building
347 Midway Boulevard, Suite 306
Elyria, OH 44035
[Ph] (440) 324-1300

The Gerson School

10427 Detroit Rd.
Cleveland, OH 44102
[Ph] (216) 694-7200

SERVICES

Bilingual Services

Applewood has counselors and therapists who are Spanish speaking. For information, contact (216) 741-2241. Hablamos español. Llame al (216) 741-2241.

Outpatient Counseling Services

For all outpatient services listed below, contact Intake at (216) 741-2241. Individuals and families may call. Referral not required.

Counseling and Psychiatry

For children up to age 18 and their families. Includes individual, family, and group therapy.

School-based Services

For all school-based services listed below, contact Director of School Based Services, Erzsi Vesei, LISW-S at (216) 741-2241, ext. 1711.

Individual and Group Behavioral Health Counseling with children preschool aged to 12th grade, Mental Health Assessments, Individual CPST—Community Psychiatric Supportive Treatment, home and community based services with open clients, Consultation with teachers, staff and parents on behavior topics and support, Prevention groups and training to staff, students and classrooms on topic-focused presentations. (Child can be referred through their school if Applewood Centers, Inc. clinician is in child's school.)

Residential Services

For all residential services listed below, contact Clinical Supervisor, Nick Bachofksy, PCC-S at (216) 741-2241, ext. 1721.

Residential Treatment

Apple Blossom for Girls and *Orchard for Boys* provide treatment and intervention programs in secure units for youth ages 11 to 18. Latency-aged children are accepted on a case-by-case basis. Services include comprehensive diagnostic assessment, crisis stabilization, psychological testing, and psychiatric consultation, evaluation and medication management.

Alcohol and Drug Treatment For residents with co-occurring mental health and substance abuse disorders.

Partial Hospitalization Provides intensive goal-focused group treatment for children in grades K-12 who have experienced significant trauma.

Foster Care and Adoption

Contact Margot Williams, LISW-S, Director, at (216)521-6511 ext. 1265 or Naeome Harris, Coordinator of Recruitment, at (216) 696-6815. Individuals who are interested in becoming foster caregivers and/or adoptive parents may call directly.

Foster Care

Provides substitute care in licensed foster homes for children up to age 18. Parents are provided with on-going training and support, and a social worker is available to families 24 hours/day, seven days/week.

Adoption

Children are matched with loving families who want to provide permanent homes for children.

After School Group Therapy Program and Group Therapy Summer Program

The Therapeutic After School Program at Applewood Centers provides intensive group counseling for children, ages 6 to 13, with severe emotional and behavioral difficulties. Through peer support, the program assists children with skill development in the following areas: Anger management; Building positive relationships with others; Identification and appropriate expression of feelings; Impulse control; Problem solving and coping; Grief/Loss; Conflict resolution; and Setting and achieving personal goals. For information, contact Program Manager, Carolyn Welker, LPCC-S at (216) 521-6511, ext.1264.

In-home Services

For all In-home services listed below, contact Director of In-home Services, Colleen Dillon Bulejski, LISW-S, at (216) 521-6511, ext. 1737.

Early Childhood Mental Health

Children birth to through age 5. A combination of developmental guidance, play-based interventions and parenting strategies are used in order to address any concerns about the child's social and emotional development. Program works with child, caregiver and any significant other relationships in family and is FREE.

In Home Therapy and Community Psychiatric Supportive Treatment (CPST)

Intensive home-based treatment for youth ages 5 through high school age with emotional and behavioral disturbance. Trained therapists work with the child and their family to assist in recovering from emotional and behavioral disorders.

Trauma Focused Cognitive Behavioral Therapy (TFCBT)

A structured model of therapy that addresses the unique needs of children and adolescents that are experiencing difficulties as a result of exposure to trauma.

Alternatives for Families Cognitive Behavioral Therapy (AFCBT)

A treatment approach for working with families that experience frequent conflicts that may result in excessive arguments or use of physical force or discipline.

Multi-Systemic Therapy (MST)

Intensive evidence based program that works with adolescents who are involved with juvenile justice system. For information, contact **MST Program Manager, Sheri Tannehill, at (216) 521-6511 ext. 1304.**

The Gerson School-an unconditional education

An alternative school for grades 6 thru 12. It is a state licensed alternative school for boys and girls who have not been successful in standard educational settings. For information, contact Stephanie Senter, LISW-S, director of the Gerson School at 216-521-6511, ext. 1603.

Cleveland Christian Home

James McCafferty, President and CEO
1400 West 25th Street, 2nd Floor
Cleveland, OH 44113
[Ph] (216) 671-0977 ~ [Fx] (216) 472-7227
Website: www.cchome.org

HOURS OF OPERATION

Monday-Friday, 8:30 am to 5:00 pm (Administration)

Locations

Main Campus/Residential

11401 Lorain Avenue
Cleveland, OH 44111
Phone: 216.416.4277
Fax: 216.416.4273

Community Based Services

1400 West 25th Street, 2nd Floor
Cleveland, OH 44113
Phone: 216. 671.0977
Fax: 216.472.7232

RESIDENTIAL TREATMENT SERVICES

Residential Treatment Program

Location: Main Campus/Residential – cares for boys, ages 6 – 17 who are struggling with emotional and behavioral disturbances, many of whom have a history of severe abuse or neglect, trauma exposure, and unruly behavior or delinquency problems.. Each boy receives his own room, 24-hour support and supervision, on-grounds schooling, recreation and intensive therapy to help prepare them for a return to the community.

The Hope Center

Location: Main Campus/Residential – a residential treatment program for boys 12-17 years of age who have been sexually abused or exposed to inappropriate sexual influences at a young age. These boys are deemed in need of a staff-secured residential setting and daily treatment milieu that is self-contained and separate from the rest of the boys in residential treatment.

Secured Intensive Treatment Program

Location: Main Campus/Residential – provides services to 16 males between the ages of 7-17 who have a serious emotional disturbance (SED) and are in temporary need of a locked, highly supervised, and restrictive environment for their own safety or the safety of others. Most youth referred to this program often have a significant history of psychiatric placements.

Partial Hospitalization

Location: Main Campus/Residential – an intensive therapeutic program designed to help children and teens overcome behavioral and emotional disturbances. Three hours a day, six days a week, each child in the Partial Hospitalization Program participates in a combination of individual, group, art and music therapies – all designed to help them address and heal their pain, and learn new ways of thinking, feeling and behaving.

Staff Secure Shelter Care Program

Location: Main Campus/Residential – provides services to a capacity of ten (10) males, ages 11-17 that have been referred by the Cuyahoga County Juvenile Court. These youth have been adjudicated delinquent or have a hearing pending for delinquency. The Court has completed a

risk assessment and has determined that the youth are able to function in a less secure setting instead of their locked detention facility. The Shelter Care Program operates 24 hours a day, 7 days a week, 365 days a year. The Agency has the capacity to accept emergency referrals/admissions 24 hours per day, seven (7) days per week.

Visitation Site

Location: Main Campus/Residential – Provides visitation space for Cuyahoga County DCFS families and children.

COMMUNITY BASED SERVICES

Outpatient Counseling Program

Location – Main Campus/Residential and Community Based Services Center – serves children, adolescents and adults in the Greater Cleveland Community who are in need of counseling, including children and families served by the Home's Residential Treatment, Hope Center and Family Services programs.

Families that have been impacted by a traumatic event can receive Trauma Focused Cognitive Behavioral Therapy. This provides the child skills to overcome the trauma and information for the parent to support the child through this process.

Parent Child Interaction therapy is provided to families with children between two and six years old. The intervention works to strengthen the relationship between the parent and child while also providing effective discipline techniques.

School-based Program

Location – Community Based Services Center – The School-based Program provides on-site therapy and intervention for at-risk children in the Cleveland Metropolitan Schools who might not otherwise receive counseling. Prevention programs, such as GirlsCircle, aimed at fostering healthy choices among adolescent girls, are also offered.

Family Services Program

Location – Community Based Services Center – The Family Services Program provides an array of services designed to stabilize, preserve and strengthen families in the community.

- **Child and Family Focused Services**

Provides intense short term crisis stabilization services to families referred by CCDCFs. Families struggling with parent teen conflict, reunification, are at risk of abuse or neglect or are in need of some extra support can receive services for 90-120 days in their home.

System of Care Program

Location: Community Based Services Center – System of Care partners with Cuyahoga Tapestry System of Care to serve children and their families who have traditional services and are at risk of more intensive involvement with Cuyahoga County's child serving systems. System of Care utilizes a collaborative, team-based approach that is based on family voice and choice. CCH and West Side Community House co-facilitate Boys Council, a pro-social group for males to encourage healthy coping skills and effective communication.

Cleveland Mediation Center

Kathleen Jackson, Executive Director
2012 West 25th Street, Suite 412
Cleveland Ohio 44113
[PH] 216-621-1919 ext.104 [Fx] 216-621-3202
Website: www.clevelandmediation.org

AGENCY HOURS: Mon-Fri 9AM - 5PM, by appointment

SERVICES

Community Mediation

2012 West 25th Street, Suite 412
Cleveland OH, 44113
[Ph] 216-621-1919

SERVICE HOURS: Mon-Fri 9AM - 5PM, by appointment

REQUIREMENTS: N/A

Description: Cleveland Mediation Center provides mediation to landlords and tenants, neighbor to neighbor, businesses, groups, and more.

Referral Instructions: Call Mary Brotzki at 216-621-1919, ext. 108 for more information.

Divorce, Family, and Custody Mediation

2012 West 25th Street, Suite 412
Cleveland OH, 44113
[Ph] 216-621-1919

SERVICE HOURS: Mon-Fri 9AM - 5PM, by appointment

REQUIREMENTS: N/A

Description: Cleveland Mediation Center provides family mediation services to families in conflict.

Referral Instructions: Cleveland Mediation Center charges clients a rate per session based on a sliding scale. Contact Mary Brotzki at 216-621-1919, ext. 108 for more information.

Supportive Services for Veterans Families (SSVF)

2012 West 25th Street, Suite 412
Cleveland OH, 44113
[Ph] 216-621-1919

SERVICE HOURS: Mon-Fri 9AM - 5PM BY APPOINTMENT ONLY

REQUIREMENTS: Eviction court date/ double-up letter, DD214, income requirements

Description: The Homeless Prevention Project provides rental assistance and mediation to **veteran** households who are about to become homeless.

Referral Instructions: Schedule an appointment with Denise Wilson at ext. 100. Client must be 50% AMI or less, have a DD214, and must have an eviction court date or double-up letter.

Mediation Training

2012 West 25th Street, Suite 412
Cleveland OH, 44113
[Ph] 216-621-1919

SERVICE HOURS: Mon-Fri 9AM - 5PM—class schedules published on CMC’s website:
www.clevelandmediation.org

REQUIREMENTS: N/A

Description: Cleveland Mediation Center trains community members in basic mediation, which is helpful in resolving personal conflicts and also in resolving conflicts between others.

Referral Instructions: Basic Mediation Training is \$450 for the 24-hour training. Some scholarships may be available.

Cleveland Public Library

Felton Thomas, Executive Director
Angela Guinther, Branch Manager
Carnegie West Branch
1900 Fulton Road
Cleveland, OH 44113
(P) 216.623-6927
Website: www.cpl.org

Hours of Operation: 10:00 a.m. to 7:00 p.m. Mon, Tues, Thurs; 10:00 a.m. to 6:00 p.m. Wed, Fri, Sat for all branch locations. Main Library 10:00 a.m. to 6:00 p.m. Mon-Sat.

Locations

Carnegie West Branch

1900 Fulton Road
Cleveland, OH 44113
(216) 623.6927

Fulton Branch

3545 Fulton Road
Cleveland, OH 44109
(216) 623.6969

Jefferson Branch

850 Jefferson
Cleveland, OH 44113
(216) 623.7004

Lorain Branch

8216 Lorain Avenue
Cleveland, OH 44102
(216) 623.7011

Rockport Branch

4421 West 140th Street
Cleveland, OH 44135
(216) 623.7053

Walz Branch

7910 Detroit Avenue
Cleveland, OH 44102
(216) 623.7095

Services:

Various services are available at the above branches at various days and times; not all services are offered at all branches but can include the following: tutoring, K-3 intensive reading help, computer classes, fun and educational 'maker labs', sewing/knitting/quilting clubs, story times for toddlers and preschoolers, after school snack program, books, CDs, databases, digital downloads, DVDs, magazines, community literature and meeting space. Cleveland Public Library serves the entire community.

Domestic Violence and Child Advocacy Center

Linda Johaneck, CEO

P.O. Box 5466

Cleveland, OH 44101

[Ph] (216) 229-2420 ~ [Fx] (216) 229-2474

24-hour Domestic Violence Helpline: (216) 391-HELP (4357)

24-hour Family & Child Advocacy Helpline: (216) 391-4357

Website: www.dvcac.org

HOURS OF OPERATION

M - F 9:00 am – 5:00 pm (administration)

24-hour Helpline and Shelter

LOCATIONS

Administration

2806 Payne Avenue

Cleveland, OH 44114

(216) 229-2420

Shelter

(Confidential Location)

24 hours a day / 7 days a week

Helpline: (216) 391-HELP (4357)

Shelter business line: (216) 631-0211

SERVICES

24-Hour Domestic Violence Helpline (216) 391-HELP (4357)

Crisis intervention, support, safety planning, shelter intake, referrals and information.

24-Hour Family & Child Advocacy Helpline (216) 391-4357

Crisis calls, general information on parenting and referrals to agency resources or community programs.

Emergency Shelter

For women and their children who are victims of domestic violence: groups, individual advocacy, housing and employment support services, art therapy.

Justice System Advocacy

Personal advocacy, crisis intervention, safety planning, information and support for domestic violence victims involved in criminal & civil proceedings.

Supervised Visitation Center

Safe & nurturing environment where children can spend quality time with non-residential parent.

Support Groups

Weekly facilitated groups throughout Cuyahoga County for domestic violence and stalking victims.

Latina Project

Offers culturally sensitive services to victims of domestic violence.

Ujima Program

Supports healthy relationships in the African-American community.

Individual Therapy

Trauma-centered therapy for children, adolescents and adults seeking treatment for childhood abuse, domestic violence or other related issues.

Child Therapy Group

An eight-week program that provides therapy for children ages 6-17 who have experienced sexual abuse.

Trauma Group Therapy for Adults

Provides adults who experienced trauma in their childhood, a forum to address the issues they currently face.

Parenting Program ACT Raising Safe Kids

Nine-week program including topics such as Understanding Children's Behavior, Discipline and Parenting Styles, Children's Exposure to Violence, Understanding and Controlling Parents' Anger.

Personal Safety Skills Program:

Educating school children on how to stay safe and what to do if they do not feel safe—with a component for teachers and parents.

Training and Education

Child abuse recognition, reporting and prevention, as well as other child abuse and domestic violence topics. For children's service providers, administrators, professionals, parents and anyone who wants to understand healthy relationships.

Family Promise of Greater Cleveland

Joan Maser, Executive Director
3470 East 152nd Street
Cleveland, OH 44120
[Ph] (216) 767-4060 ~ [Fx] (216) 751-3707
Website: www.familypromisecle.org

Hours of Operation

M - F 9:00 am - 5:00 pm

Locations

West Side Office

2592 West 14th Street
Cleveland, OH 44113
[Ph] (216) 767-4060
[Fx] (216) 771-9640

Shelter Facilities

3470 East 152 nd Street Cleveland, OH 44120	[Ph] (216) 767-4060 [Fx] (216) 751-3707
6114 Francis Avenue Cleveland, OH 44127	Contact: Alexia Gardi

SERVICES

Family Promise of Greater Cleveland provides shelter (temporary housing), case management, permanent housing search assistance and supportive services for up to 22 homeless families with dependent children headed by single mothers, single fathers, couples or legal guardians ages 18 and older. Families are required to go through the Coordinated Intake process first. Referral is required from Coordinated Intake.

Referral requirements: Coordinated intake is located at the Cosgrove Center, 1736 Superior Avenue, 2nd Floor. The hours are 8:00 a.m. – 8:00 p.m. Monday thru Friday. Phone number is 216-674-6700. After hours, call 211 to access an emergency shelter bed.

Case Management

Trained professional staff provides daily case management to families while in shelter. Individual service plans are created for each family. Referrals are provided to other agencies to link clients to needed services. Case managers assist parents in finding housing and employment; securing financial support; linking to needed medical, mental health, and legal services; and engaging in important activities to ensure the well-being of their children. Community Based Service case management is a program that provides follow-up to families after they move into the community to help families remain stable and prevent returns to homelessness.

Employment

Case Managers and Employment Specialist provide services to help adult clients obtain and secure employment. Services such as resume writing, job search, job leads, and mock interviewing. In preparation for job interviews Case Managers and Employment Specialist assist clients with interview attire. Gently used professional clothing for men and women provided through on-site clothing boutique.

Transportation

Transportation is provided via bus passes for clients to attend appointments related to their case management plan, and job search.

Lutheran Metropolitan Ministry

Lutheran Family Services

Lisa Smith, Executive Director
4100 Franklin Boulevard
Cleveland, OH 44113
[Ph] 216.281.2500 ext. 225~ [Fax] 216.281.2506
Website: www.lutheranmetro.org

HOURS OF OPERATION

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

LOCATIONS

(See above address)

SERVICES

For all services call (216) 281-2500. Individuals and families may call. Referral not required. Services are offered days as scheduled.

Outpatient Mental Health Services

Individual, Group and Family Counseling for couples, families, adolescents and adults.

S.T.A.R.T. (Support To At-Risk Teens)

Mark Brauer, Vice President, Youth Services
4515 Superior Ave.
Cleveland Ohio 44103
[PH] 216-696-0370 [Fx] 216-696-3317
www.lutheranmetro.org/index.php/START-program

AGENCY HOURS: Mon-Fri 9AM - 5PM

SERVICES

After School Prevention Resources

4427 Franklin Blvd.
Cleveland OH, 44113
[Ph] 216-651-6841
SERVICE HOURS: Mon-Fri 2:30PM - 5:30PM

REQUIREMENTS: [Age] - Greater Than 11, Less Than 18

Description: After-school programming for youth ages 12-17. Activities include computer games, cooking classes, basketball, Rites of Passage, anti-alcohol/drug/crime education, community services, visual art and digital music instruction, leadership training.

Referral Instructions: No referral necessary and there are no geographic restrictions.

Next Step Independent Living

11849 Clifton Blvd.

Lakewood & Cleveland OH, 44107

[Ph] 216-221-8920

SERVICE HOURS: 24/7

REQUIREMENTS: *[Age]* - Greater Than 15, Less Than 21

Description: Preparation for independent living for youth aging out of the foster care or other system, carried out in apartment and congregate settings.

Referral Instructions: Must be referred by Cuyahoga County Department of Children and Family Services OR other agency able to pay required per diem.

Next Step Shelter Care

3020 W. 104th St.

Cleveland OH, 44111

[Ph] 216-941-0062

SERVICE HOURS: 24/7

REQUIREMENTS: *[Age]* - Greater Than 11, Less Than 18

Description: Temporary emergency shelter for youth ages 12-17.

May Dugan Multi-Service Center

Rick Kemm, Executive Director
4115 Bridge Avenue
Cleveland, OH 44113
[Ph] 216/631-5800 ~ [Fx] 216/631-4595
Website: www.maydugancenter.org

HOURS OF OPERATION

M and W 8:00 a.m. - 7:00 p.m.
T and TH 8:00 a.m. – 5:30 p.m.
F 8:00 a.m. – 5:00 p.m.

LOCATIONS

(See above address)

SERVICES

Intake for all services is conducted three days a week and one evening, and includes comprehensive orientation to May Dugan's services (detailed below). Call (216) 631-5800 for details on intake process and dates and times. All services available regardless of ability to pay.

REQUIREMENTS: Bring Photo ID, social security card, proof of address and income if you are seeking help with housing, employment, food or clothing. If you have health insurance, medical cards are required for Mental Health Services. No requirements for either Education and Resource Services or Health and Wellness.

Community Support Services

- Provides career counseling, job search, job referrals and resume development.
- Assists families and individuals in locating adequate and affordable housing. If the person has no income, we will assist them in applying for supported housing as it is available.
- Staff serves as a liaison between our clients and other agencies to maximize community wide resources.

Counseling Services (ages 5 to adult)

- Counseling services to help individuals/families to cope better with loss, trauma, family issues, depression and anxiety.
- Counselors provide a safe, respectful and confidential environment where people can feel accepted and valued.
- A parent/caregiver must initially accompany minor.
- Case Management is also available to help with linkage, advocacy and skill development.

Food Pantry (For Cleveland west side residents only)

- Provides emergency food assistance and clothing the 4th Wednesday of each month; 9 am - 1pm.
- Produce ONLY distributed on the 2nd Wednesday April through October; 9 am - 1pm
- ALL participants MUST bring: Picture ID for adults, medical or social security cards for minors, and proof of income & address.

Moms First (Adolescent Component - 13-18y/o)

- Outreach and case management services for pregnant teens in the Cleveland Metropolitan School District's high schools and Non-Traditional High Schools.
- Overall goal of the program is to reduce infant mortality and the number of babies that die before they are one year of age.
- Additional goal of program is to promote and encourage healthy birth outcomes.

Education and Resource Services

- Provides a hub of activity where computers, coaches, and education combine to encourage learning and skill building.
- In addition to test preparation and ESOL, other programming takes place in group and individual settings.
- Access to on-line job searches and applications, resume building, and coaching for interviews.

Health and Wellness

- During food and clothing distribution, screening for blood pressure, cholesterol, glucose, and other offerings are available.
- Help with ongoing management of chronic conditions through education about nutrition and disease management and other health topics.
- Provides a Senior Drop-In program on Tuesdays and Thursdays 10am-1pm, providing meals, socialization, and music & art therapy.

Homeless Legal Services

Accepting walk-ins every first Wednesday, 10 am -12 noon, to discuss legal matters/concerns (call for exact dates).

Services offered by other providers at May Dugan

HEAP (site office)

Monday-Thursday, 8 am - 5 pm by appointment and confirmation number **ONLY**. Contact main HEAP number, (216) 518-4014. Individuals are scheduled at this site based on their zip code.

Refugee Response

Monday – Friday 9am – 5pm To learn more go to info@refugeeresponse.org

- REAP (Refugee Empowerment Agricultural Program)
- Home Tutoring for K through 12
- Scholarship Program for existing clients, K through 12

Narcotics Anonymous (meeting site)

Open group, monthly meetings on the 4th Wednesdays, 10:30 am -12 noon.

Merrick House

Stacia Naoum, Executive Director
1050 Starkweather Ave
Cleveland Ohio 44113
[PH] 216-771-5077 [Fx] 216-771-8030
www.merrickhouse.org

AGENCY HOURS: Mon-Fri 8:30AM - 6PM

SERVICES

Adult Education

1050 Starkweather Ave
Cleveland OH, 44113
[Ph] 216-771-5077

SERVICE HOURS: Mon-Thu 9AM - 3:00PM; Tues-Thu 6PM – 8PM

REQUIREMENTS: N/A

Description: Adult Education, GED Preparation, Job readiness. All ages and all geographic locations. Individualized instructions, work at your own pace. Hours 9 am to 3:00 pm, Monday thru Thursday, evening hours 6 pm to 8 pm on Tuesday and Thursday only. All services are FREE; scholarships are available for testing fees. Official Practice Testing Center.

Referral Instructions: MUST attend orientation before attending classes. Orientations are held the first two Fridays of each month from 9 am – 1 pm. Photo ID required. Participants must arrive promptly at 9 am or will need to reschedule. No children allowed during orientation or classes. Evening or private orientations by appointment only. Call Jessica Untch for more information.

Adult Recreation

1050 Starkweather Ave
Cleveland OH, 44113
[Ph] 216-771-5077

SERVICE HOURS: Mon-Fri 6PM - 8PM

REQUIREMENTS: [Age] - Greater Than 16, Less Than 99

Description: Zumba (Monday and Wednesday 6:15 – 7:15 pm), Martial Arts, Basketball, Open Recreation varies. Physical Training and Weight Room open most days. Instructions in Healthy Lifestyles also available. All services free. Program runs October to August, closed September. Spanish speaking staff.

Referral Instructions: Call Rocky Melendez to register. Near West Side residents only.

Afterschool

3389 Fulton Road
Cleveland, OH 44109
[Ph] 216-398-8420

SERVICE HOURS: Aug – May, Mon-Fri 2:30 PM - 5:30PM; June-Aug, Mon-Fri 11AM-4PM

REQUIREMENTS: *[Age]* - Greater Than 5, Less Than 18

Description: Afterschool activities, located in Family Ministry Center. Ages 6 to 17. Hours are 2:30 pm to 5:30 pm, SUMMER hours 11 am to 4 pm (June to August). Free snack. Field trips, homework assistance, arts and crafts, recreation, strengthening social skills, participation in Junior Achievement and distance learning. NO TRANSPORTION IS PROVIDED.

Referral Instructions: Registration is required. Call Malvina Rose to register.

Early Childhood Education (Child Care)

1050 Starkweather Ave
Cleveland OH, 44113
[Ph] 216-771-5077

SERVICE HOURS: Mon-Fri 6:30AM - 6PM

REQUIREMENTS: *[Age]* - Greater Than 0, Less Than 6

Description: A Three Star Rated Center by the State of Ohio Step Up to Quality program, and Universal Pre-Kindergarten site. Ages are 6 weeks to 5 years old. Small class sizes and staff-to-child ratios. Two meals and a snack served daily at no extra charge. Our curriculum is aligned with the State of Ohio's Educational Standards. Our teachers are required to have an AA degree, CDA certification, be in classes for Early Childhood Education, or attend at least 10 hrs of training per year.

Referral Instructions: Call Marketi Robinson, Director of Early Childhood Education, for a tour or an appointment. Spanish speaking staff is available, if needed. Vouchers and Private Pays accepted.

MomsFirst

1050 Starkweather Ave
Cleveland OH, 44113
[Ph] 216-771-5077

SERVICE HOURS: Mon-Fri 8:30AM - 4:30PM

REQUIREMENTS: N/A

Description: MomsFirst is a program for pregnant women. We provide home visits and support services to help women have a healthy pregnancy and baby. In home and community-based educations provided on important topics related to babies and family.

Referral Instructions: Must be pregnant with 2 other risk factors, proof of pregnancy is required. Home visits are a requirement of these services. Call Tiffany Ashley to apply.

Youth Recreation

1050 Starkweather Ave

Cleveland OH, 44113

[Ph] 216-771-5077

SERVICE HOURS: Mon-Fri 3PM - 6PM

REQUIREMENTS: *[Age]* - Greater Than 9, Less Than 17

Description: Schedule includes Basketball instruction/play, Martial Arts instruction, Open Recreation, General Physical Fitness, Healthy Lifestyles Instructions, Informal Counseling, and Strengthening of Social Skills at all times. Registration is required. Program runs from October to August. Free. Spanish speaking staff available.

Referral Instructions: Call Rocky Melendez for registration. Near West Side residents only.

Neighborhood Family Practice

Jean Polster, President and CEO

3569 Ridge Road

Cleveland, OH 44102

(P) 216.281.8945/ (F) 216.281.9565

Agency Website Address: www.nfpmedcenter.org

Hours of Operation: See below

Locations

Ridge Road Office

3569 Ridge Road

Cleveland, OH 44102

Ph. (216) 281-0872

Fx. (216) 281-9721

Hours of Operation

M, T: 8:30am to 8:00pm

W, Th, F: 8:30 am to 5:00 pm

Detroit Shoreway Office

6412 Franklin Boulevard

Cleveland, OH 44102

Ph. (216) 961-2090

Fx. (216) 961-9580

Hours of Operation

M, W, Th.: 8:30 am - 5:00 pm

T: 9:30 am - 8:00 pm

F: 8:30 am - 3:00 pm

West 117th Office

11709 Lorain Avenue

Cleveland, Ohio 44111

Ph. (216) 367-1004

Fx: (216) 251-8900

Hours of Operation

M, W, Th, F.: 8:30 am - 5:00 pm

T: 9:30 am – 8:00 pm

Services:

Neighborhood Family Practice (NFP) is a federally qualified community health center dedicated to partnering with the community for everyone's best health. NFP provides service regardless of ability to pay; provide treatment with compassion, dignity and respect; protect confidentiality; and offer culturally sensitive services and community outreach.

We have strong focus on preventative care, treating chronic disease and behavioral health concerns and working together to solve health care and quality of life issues.

Patient benefits and access to health insurance

NFP provides a comprehensive approach to helping patients access their benefits. NFP can help answer questions about health care benefits, assess health insurance needs, provide information on basic health insurance issues and plans, and assist with applying for coverage and accessing benefits.

NFP accepts Medicaid, Medicare, most commercial insurance plans and offers services on a sliding scale for the uninsured.

Neighborhood Family Practice offers:

- › Quality medical care for people of all ages
- › Same day appointments
- › Checkups
- › Primary healthcare
- › Care for infants and children
- › Well child visits
- › Free pregnancy tests
- › Family planning
- › Midwifery pregnancy care
- › CenteringPregnancy[®] program
- › CenteringParenting[®] program
- › Comprehensive women's health
- › Chronic disease management for diabetes, heart and asthma
- › Inpatient care in partnership with area hospitals
- › Referrals for specialty care
- › Behavioral health services (for established patients)
- › Refugee health services
- › Discounted prescription drugs
- › Lab testing
- › Nurses available by phone
- › Wellness programs and education including weight management and maintaining a healthy lifestyle
- › Smoking cessation
- › Medication management
- › Diabetes and insulin education
- › 24 hour access to NFP providers
- › Free parking

Options for Families and Youth

Michael Rush, LISW-S, Executive Director
5131 West 140th Street
Brook Park, OH 44142
[Ph] (216) 267.7070 ~ [Fx] (216) 267.7075
Website: www.ofycares.org

Hours of Operation

M – F 8:30 am – 5:00 pm

SERVICES

Foster Care Services

OFY recruits, trains, licenses and recertifies applicants to be Family or Specialized foster parents according to ODJFS (state) standards. We support our foster parents and children/teens through case management, psychological assessment, testing and evaluation, treatment planning, behavioral health counseling, crisis intervention and access to experienced staff. OFY places children 0 – 18 years old, either sex across Cuyahoga County. Contact Executive Director, Michael Rush, at ext. 12 or Training Coordinator, Jackie Jackson, at ext.33.

Adoption Services

OFY recruits, trains and approves applicants who: 1) want to adopt children from the child welfare system (foster-to-adopt); 2) want to adopt a child from birth parents wanting to make an adoption plan for their unborn child; or 3) want to adopt internationally. We also complete home studies and post-placement reports for families adopting internationally. Executive Director, Michael Rush, at ext. 12 or Ginger Heyneman, at ext. 17.

Outpatient Counseling – Behavioral Therapy and Mental Health Assessment

OFY provides outpatient Mental Health services to any individual needing psychological assessment, evaluation or behavioral health counseling willing to come to our office in Brook Park. We serve Medicaid-eligible children, teens and adult clients. Contact Clinical Director, Colleen McCleery, at ext. 26.

Providence House

Natalie Leek-Nelson, President & CEO
2050 West 32nd Street
Cleveland Ohio 44113-4017
[PH] 216-651-5982 [Fx] 216-651-0112
www.provhouse.org

AGENCY HOURS: Mon-Fri 9AM - 5PM

SERVICES

Children's Shelter and Family Preservation Services

2050 West 32nd Street
Cleveland OH, 44113-4017
[Ph] 216-651-5982 x300 for supervisor

SERVICE HOURS: 24/7

REQUIREMENTS:

Description: Providence House provides 24 hour shelter and care for children newborn through ten years old in a homelike environment. Services are provided for children in our traditional Crisis Nursery to families who have custody of their children and are experiencing crises (homelessness or unsafe living conditions, medical or mental health needs of a parent or sibling, substance abuse treatment, domestic violence, etc.) In our Wellness Nursery, we serve families who are experiencing these same crises and have children in their custody that also have medical needs; this program provides added medical support with STNAs, LPNs, and a Nurse Practitioner providing daily care and medical oversight during the child's stay. Parents retain custody of their children throughout their child's stay at Providence House and there are no charges for this service. Parents are, however, required to visit their children regularly (unless their situation prohibits them from doing so) and participate in case management, parent support services, and private parent education sessions. Parents are also offered trauma-based screening, assessment, and psycho-education as needed as a result of having witnessed or survived a violent or nonviolent trauma.

Referral Instructions: For all inquiries, call the Crisis Nursery Coordinator at 216-651-5982 x 251 Monday through Friday 9 am to 5 pm or the Shift Supervisor after hours and on the weekend at 216-651-5982 x 300.

West Side Catholic Center

Anita Cook, Executive Director
3135 Lorain Avenue
Cleveland, OH 44113-3407
[Ph] (216) 631-4741 ~ [Fx] (216) 631-2379
Website: www.wsccenter.org

HOURS OF OPERATION

Resource Center – M - F 9:00 am – 3:00 pm
Personal Shopper Program – T, W, Th, F 9:00 am - 11:30 am
Meals Program – Serving hours: Breakfast M-Sat 9 am -10 am;
Lunch M-F 12 noon - 12:45 pm; Dinner Sat 4:30 pm – 5:30 pm
Women and Children’s Shelter - Open 24/7 for accepted residents from Coordinated Intake

LOCATIONS

(see above)

SERVICES

Women’s and Children’s Shelter includes Case Management

For homeless women, age 18 and older, both single women and women with children (including boys up to the age of 17 years old). A 34 bed accommodation, 60 day shelter stay. All families must be referred from Coordinated Intake located at the Cosgrove Center.

Resource Center Personal Shopper Program

Gently used clothing and small household items are available. Appointments are available from T – F, 9:10am to 11:30am. Must pre-register by calling 216-631-4741. Personal identification is required. There is no cost and no referral is needed.

Meals Program

Meals are for men and women ages 18 years of age and older. All meals are free. No referral or registration is needed. Breakfast is available Monday through Saturday 9 am - 10 am. Lunch is available Monday through Friday 12 noon – 12:45 pm. Dinner is served on Saturday 4:30 pm – 5:30 pm.

Outreach Programming

Resource Center includes many services including: resume assistance, medical assistance, drug and alcohol assessment, mental health screenings, legal assistance, HIV testing and education, bus tickets for employment and medical appointments, haircuts, State IDs. Check monthly calendar for scheduled programs and services. Walk-ins are accepted. Must have personal identification. No referral or registration is needed. Contact Barb Taylor, Center Supervisor, at (216) 631-4741, ext.121.

Zacchaeus Housing Solutions

Rapid Rehousing program for eligible families which includes case management services and rental assistance. All referrals must originate from Coordinated Intake located at the Cosgrove Center.

Employment Clinics

Clinics are held the first two weeks of every month from 10am to noon and cover various topics. Connections with potential employers are also available. No referral is needed. Contact Mario McMichael, Employment Coordinator, at (216) 631-4741 ext.167 for schedule and information.

West Side Community House

Dawn Kolograf, Executive Director
9300 Lorain Avenue
Cleveland, OH 44102
[Ph] (216) 771-7297 ~ [Fx] (216) 771-0620
Website: www.WSCHouse.org

HOURS OF OPERATION

M - F 6:30 am – 7:00 pm

**Hablamos español. Llame al (216) 771-7297, y oprima numero ocho.
(We speak Spanish. Call (216) 771-7297, and press 8.)**

LOCATIONS

(see above)

FAMILY SERVICES

Information and referrals, support services and groups, family engagement, unsupervised visitation, wraparound, education and recreational programs for west side families.

Defending Childhood Initiative

FREE programs for families and children that prevent violence in the community.

ACT (Adults and Children Together) promotes anti-violence, shows the long-term impact of violence on children and teaches alternative disciplinary methods. For information and referral, contact DCI Coordinator at (216) 534-1778.

Boys Council a pro-social group for 13 – 18 year old boys that encourages healthy coping skills and effective communication. Program meets Wednesdays 4:00 p.m. – 7:00 p.m. during the school year. Summer Sessions are also held. Application required. For information and referral, contact Rachelle Milner via e-mail at rmilner@wschouse.org.

West Side Family Resource Network

Family-to-Family Neighborhood Collaborative

For west side families – social workers advocate for families with active cases with the Cuyahoga County Dept. of Children and Family Services (CCDCFS) living in zip codes 44102 or 44144 –OR- crisis intervention to prevent the need for involvement. For ALL referrals to the services below contact the Resource Specialist at (216) 771-7297, ext. 323. M – F 8:30 a.m. – 5 p.m.

Supportive Services

For west side families who have active cases with CCDCFS seeking help with their case. Provide crisis intervention to west side families to prevent the need for County involvement.

Services to Foster and Adoptive Parents

Recruit new foster and adoptive homes from west side communities for children who have been removed from their family of origin. Support parents through the training, application, and home study process. Also provides advocacy and support to existing foster and adoptive parents with placements. Fourth Thursday of the month at 6:00 p.m., support group

which includes informative speakers, access to resources and support, training credit and child care activities. Group does not meet in July and August.

Wrap Around

Informal support and coordination of services for families in a team setting which works from family strengths.

Visitation

M-F 9 am to 7 pm – Provides unsupervised, family friendly visitation space for families with CCDCFS involvement who are near reunification.

Tapestry System of Care - West Side Cluster

For ALL referrals contact Aubrey Brennan at (216) 771-7297, ext. 323. M – F 8:30 am – 5 pm

Serves system-involved youth with mental health conditions and their families. Family Advocates help assist families with reaching their goals. Link to resources within the community and provide monthly support groups call or see website for schedule. Informative speakers, childcare and a youth group are offered as well as dinner during the meetings.

Wrap for Success

Provides families with opportunities to link to resources in the community, to build networks and find supports. For more information contact Wrap for Success Coordinator, Donniecia Worley at (216) 771-7297, ext. 340

Family Nights – all neighborhood families are welcome to attend. Family Nights focus on a variety of topics which are pre-determined by participants. Meets every third Tuesday of the month from 5:00 – 7:00 p.m. Child care and a meal are provided. Registration required.

First Fridays – small group sessions focusing on a specific topic of interest to the group. Starting February 2016, the group will meet on the first Friday of each month at a time determined by the group. Child care provided. Registration required. Ideas for topics? Contact Donniecia.

SENIOR SERVICES

For all senior services listed below M-F 8:00 am- 4:00 pm - Must be 60 years of age or older or 50+ with qualifying disability. Intake required for all services. Contact Senior Services Director, Yvette Medina, at (216) 771-7297, ext. 303. No referral needed.

Congregate Meals

Hot noon meals in a beautiful community dining room. Fully-accessible facility. Call for reservation and menu. Also see website for menu.

Home Delivered Meals

Hot lunch delivered to west side homebound on heated catering truck. Must meet eligibility requirements. Call for information.

Transportation

M-F scheduled times. To and from center (general boundaries - from West 19th Street to West 117th Street, north to Herman Avenue and south to Vega Avenue). Community shopping trips occur weekly to grocery and discount stores. Transportation provided through Coordinated Transport Services. Call to schedule transportation.

Supportive Services

Assistance with enrollment in benefits, housing, and securing a certified photo identification card. Mobile post office on site first Friday of each month.

Recreational Activities

Yoga, Tai Chi, beach volleyball, line dancing, Pump it Up!, Dance Fitness, A Matter of Balance, Wii bowling, Song Slingers, Meditation, Chess Club, Art Expressions, cards, bingo, holiday parties, performances, local field trips and day trips. Activities vary, call for schedule or see website.

Health Activities

Regularly scheduled blood pressure checks and visits by a podiatrist, as well as various free health screenings throughout the year such as vision, osteoporosis, cholesterol, diabetes, etc. Call for schedule or see website.

Educational Activities

Noontime presentations on health and wellness, consumer services, history, travel, various topics. Call for schedule or see website.

YOUTH SERVICES

For Sisterhood programs listed below contact Youth Services Director, Ali McClain, at (216) 771-7297, ext. 315. No referral needed. Application required.

Sisterhood

For girls ages 10 -18. FREE program. Intensive rite of passage for young girls entering womanhood. Career exploration, basic computer skills, creative expression, etiquette, self-esteem building. Tuesday thru Friday – school-year only. Hot meal provided. Application required limited space available. Call in August for information for school year, open enrollment throughout the school year.

Summer of Sisterhood

For girls ages 10-18 years old. FREE program. Eight-week summer arts program, Monday thru Friday that allows girls to interact with local professional artists to create art, music and literature. Culminates in final performance. Includes afternoon snack. Application required; limited space available. Call in April for information for summer.

Wraparound School Initiative at H. Barbara Booker School

For students and families of H. Barbara Booker School. For more information contact Wraparound School Coordinator, Maria Sliva, at (216) 544-6014. Parent involvement and after-school engagement, tutoring, programming, family nights and in-school supports for youth and their families attending H. Barbara Booker School at West 65th Street and Lorain Avenue.