



● RESOURCE GUIDE ●

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- WEST SIDE COMMUNITY HOUSE PARENTING CLASS- BEGINS APRIL 17TH (FLYER BELOW)
- FAQ'S ON SNAP EMERGENCY ALLOTMENT ENDING (FLYER BELOW)
- STARTING POINT- OUT OF SCHOOL TIME LOCATOR
- TUTORING
- RENT/UTILITY ASSISTANCE PROGRAMS- SPECIAL RECONNECT ORDER (DEADLINE APRIL 14TH)
- LEGAL SERVICES
- COMPUTER & INTERNET- CMSD AFFORDABLE CONNECTIVITY PROGRAM
- DOES YOUR CHILD NEED A BED? PLEASE CONTACT MRS. HANLON FOR MORE INFORMATION

QUESTIONS? CONTACT OUR FAMILY SUPPORT SPECIALIST MRS. HANLON 216-538-0883 OR
KHANLON@SAYYESCLEVELAND.ORG

COMMUNITY PROGRAMS & EVENTS

Starting Point: Out of School Time locator

- Hundreds of out of school time activities, services and support to help you succeed in school, college, work and life!
- StartingPointYouth.com

Cleveland Metroparks Summer Camp opportunities and scholarships (flyer below)

Crooked River Exploration Summer Camp - registration opens March 17th (flyer below)

B-Wiser Summer Camp- 7th and 8th grade girls (flyer below)

Cuyahoga County Job and Family Services

- Apply for food, medical and cash assistance benefits (flyer with directions attached below)

Utility assistance resources

- Water assistance, energy assistance (winter crisis program), special reconnect order- see flyers below!



LEGAL RESOURCES

Legal Aid Society of Cleveland

- Free legal assistance is available for families in Say Yes schools. Call 216-861-5510 for more information, or contact family support specialist Mrs. Hanlon
- Free legal clinics April 2023– June 2023 (flyers below)

MENTAL HEALTH SUPPORTS

- HARPER OFFERS SCHOOL BASED COUNSELING/MENTAL HEALTH SERVICES THROUGH OHIOGUIDESTONE & MINDFULLY. IF INTERESTED, PLEASE CONTACT MRS. HANLON AT 216-538-0883
- IF YOU WOULD LIKE INFORMATION ON MENTAL HEALTH SUPPORTS AVAILABLE OUTSIDE OF SCHOOL, PLEASE CONTACT MRS. HANLON

RENT/UTILITY ASSISTANCE

Are you facing a utility disconnection? Special Reconnect Order can help! (flyer below- deadline April 14th)

Front steps housing stability services (flyer attached)

Step Forward- Utility assistance program
Stepforwardtoday.org

Cleveland Housing Network- Rental assistance program
chnhousingpartners.org
Apply for up to \$1500 in rental assistance and/or security deposits
<https://chnhousingpartners.tfaforms.net/490571>
1 or call 216-452-5896

Ohio Department of Development- Home Energy Assistance Program (HEAP): Percentage of Income Payment Plan (PIPP)
Development.ohio.gov

TUTORING

- CMSD after-hours tutoring program (flyer below with instructions)
- Cleveland Public Library- free in-person tutoring 4pm-6pm Grades K-12
<https://cpl.org/kids-teens/tutoring/>
- Coach Sam's free virtual tutoring (flyer attached)
- Reach Success free virtual tutoring (flyer attached)
- The ACE Educational Savings Account program provides families under 300% of the federal poverty level with a \$500 credit per child that can be used to pay for a variety of enrichment activities that will accelerate learning for students impacted by the COVID-19 pandemic. These funds can be used for camps, lessons, and tutoring. Click the link to learn more
<https://education.ohio.gov/ohioace>

RENT/UTILITY ASSISTANCE CONT. FREE FURNITURE

- CLEVELAND PUBLIC UTILITIES CUSTOMER ASSISTANCE RESOURCES/PROGRAMS (SEE FLYERS BELOW)
- WATER CHAMPIONS UTILITY BILL RESOURCES (SEE FLYER BELOW)
- DEPARTMENT OF HEALTH AND HUMAN SERVICES- PREVENTION, RETENTION AND CONTINGENCY PROGRAM (FLYER ATTACHED)
- HOMEOWNERSHIP RESOURCE CENTER- RENT, MORTGAGE & UTILITY ASSISTANCE (FLYER BELOW)
- U-HAUL IT PROJECT SAVE FREE FURNITURE PROGRAM (FLYER BELOW)

Further Info:

<https://www.clevelandmetroschools.org/do-main/7014>



EMPLOYMENT RESOURCES

- **Step Forward**–
Employment services,
training classes, one day job
placement & training
workshops;
216-651-5188
Stepforwardtoday.org
- **Towards employment**–
workforce development
programs; 216-696-5750
(flyers below!)

COMPUTER & INTERNET RESOURCES

- CMSD affordable internet
connectivity program (flyer
below)
- PC's for People– affordable
monthly internet for Old
Brooklyn residents. Call 216-
352-5594
- Access from AT&T– internet
for \$10 per month. Please see
attached flyer
- T-mobile free internet access
for eligible K-12 students (flyer
below)

FOOD RESOURCES

- Greater Cleveland Food Bank– 216-738-2067
- Old Brooklyn Community Navigators Program–
216-459-1000 (flyers attached)
- OneHope NEO– Sign up to receive text updates on
food banks/distributions taking place in and
around the Clark Fulton/Stockyard
Neighborhoods
<https://onehopeneo.com/>
- Hunger Network– Free produce/baked goods
distributed every Monday, Wednesday and Friday
at Harper during dismissal

If you would like a list of food pantries near your home,
contact Mrs. Hanlon 216-538-0883
khanlon@sayyescleveland.org

CLOTHING RESOURCES

- **Southwest Community Based Services family
clothing center**– open every Thursday 2pm-4pm
(440) 887-4873
- **Goodwill Emergency Voucher Program**
 - Provides pre-loaded cards used to secure free
clothing and household items for those in need of
short term assistance. Vouchers are distributed
to individuals in need, local schools, and other
community partners. The voucher program is
now accepting applications.
 - <https://www.surveymonkey.com/r/3H6BRXZ>
- **West Side Catholic Center clothing center**– call to
schedule an appointment, open T-F (216) 631-4741
- **Size 3T and 4T coats still available! Please contact
Mrs. Hanlon if interested 216-538-0883**



SAVE THE DATES

SUMMER CAMPS

Join us for a 3-day experience learning and exploring the natural world — in our community and in our national park!

June 14-16, 2023

July 12-14, 2023

August 9-11, 2023

This summer will be filled with discovery, fun, education, and the opportunity to make life-long friends. We hope to see your child(ren) there!

Early bird registration will begin on March 17, 2023. Stay tuned for more information!



**Questions (Spanish Support Available),
Contact:
Estefany V. Rodriguez Perez
Old Brooklyn Community Development Corp.
(216) 459.1000 x 205
EstefanyR@oldbrooklyn.com**

Summer Nature Camp Scholarship



**Cleveland
Metroparks®**

Camp scholarships are available to help cover the cost of Cleveland Metroparks Summer Nature Camps. Individuals who receive aid in the form of SNAP, Medicaid or the National School Lunch Program are eligible to apply. If selected, applicants may be awarded one scholarship per year, per child.



Visit clevelandmetroparks.com/camps
or scan the QR code for more information or to apply.

Call 216-954-3400 or email
education@clevelandmetroparks.com with questions.



Cleveland State University **FREE MATH SUMMER CAMP**

June 26th to July 28, 2023

Mon-Thurs, 9:30am-2:30pm

ELIGIBLE STUDENTS:

CURRENT 6TH-8TH GRADERS

CURRENT 9TH-11TH GRADERS (PAID INTERNSHIP)

PRIORITY IS GIVEN TO PAST PARTICIPANTS

How to apply:

Get the application from the
website

<https://www.mathcorpscleveland.org>

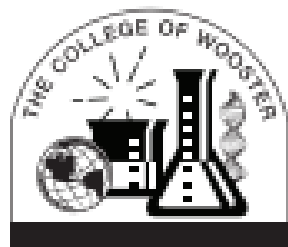
Applications:

SPOTS FILL UP QUICKLY

APPLY NOW!!!



if you have more questions about the program email us at math_corps_csu@gmail.com or call (216) 523-7151



B-WISER SCIENCE CAMP

SUMMER
2023

A residential summer camp for girls just completing 7th or 8th grade

*Inspiring thousands of girls to pursue science
courses and STEM degrees since 1990*

June 18-23

**A chance to pursue your interests
and immerse yourself in science!**

- Residential, On-Campus
- Hands-On, Team-Taught Courses
- Full Laboratory Experience
- State-of-the-Art Facilities



**Application deadline:
April 20, 2023**

Apply and find more information online at
BWISER.spaces.wooster.edu

*Apply early for a \$15 discount by March 31.
Financial aid scholarships are available but limited.*

Contact:

Manon Grugel-Watson
Project Coordinator, Dept. of Physics
mgrugel-watson@wooster.edu
330-263-2105



THE COLLEGE OF
WOOSTER



BWISER.spaces.wooster.edu

Don't miss this great opportunity!

With a full daily curriculum in physics, chemistry, biology, geology, and engineering, B-WISER is an inquiry-based learning experience. Campers also meet female career exemplars who share their science journeys.

In the evenings, campers participate in exciting programs ranging from civil engineering to light and waves.

Campers advance their skills, make new friends, and gain self-confidence.

Partnership & Scholarship

B-WISER Science Camp is an educational partnership of The College of Wooster and the Martha Holden Jennings Foundation.

Additional funding for scholarships is donated by the Noble Foundation, Dr. Lois Cook, the American Chemical Society Section #223, and the Kathryn Rieder Fund.



PARENTING CLASS

The ACT Program classes teach Positive Parenting skills to parents and caregivers of children from infancy to age 8, and help build strong, safe families, free from violence and protected from its negative consequences.

Session 1 : Team Building

Session 2 : Overview of The Class & Expectations

Session 3 : Understanding Your Childs Behavior

Session 4 : Young Kids Exposure to Violence

Session 5 : Understanding & Controlling Parents Anger

Session 6 : Understanding and Helping Angry Children

Session 7 : Children & Electronic Media

Session 8 : Discipline & Parenting Styles

Session 9 : Discipline for Positive Behavior

Session 10 : Review

Session 11 : Graduation

Starts April 17, 2023

Duration : Every Monday From 4 - 6pm for 11 Weeks

Please
contact Kim
for any
questions

Kim Foster
kfoster@wschouse.org
(216) 771-7297
ext 340

West Side
Community House
9300 Lorain Ave
Cleveland, Ohio
44102

Co-facilitated by: WSCH staff Kim Foster and Terry Mayo Jr





FAQs on SNAP Emergency Allotment Ending

We know customers may have questions for you about their Emergency Allotments ending after the February payments are made. Below are some common questions and answers you can share with customers:

Q: What is an Emergency Allotment?

- The Emergency Allotment was the second SNAP payment loaded on to the Ohio Direction Card near the end of each month, separate from the monthly standard benefit payment received earlier in the month determined by income and expenses.
- *(If you are assisting a customer and you have verified their identity and have their case open, you can share the specific impact on their case. Otherwise, you can provide the general information in the next bullet)*
- The emergency allotment would be loaded in one of two ways:
 - Families who were not receiving the maximum benefit received the difference between their standard benefit and the maximum benefit for their household size.
 - Families who were already in receipt of the maximum benefit or within \$95 of the difference between their standard amount and the maximum benefit for their household size received an additional \$95 supplement.

Q: When is the last Emergency Allotment payment made?

The last Emergency Allotment payment will be made at the end of February 2023. Beginning in March 2023, customers will only receive their standard benefit payment on their regular load date.

Q: Why has the Emergency Allotment ended?

In December 2022, the U.S. Congress passed the [2023 Consolidated Appropriations Act](#), a spending bill for the 2023 fiscal year that does not provide further funding for Emergency Allotments.

Q: Can I request a hearing about the loss of the Emergency Allotment?

Neither the Ohio Department of Job and Family Services, nor Cuyahoga Job and Family Services, have control over this change. Because this is a federal law change, there are no fair hearing rights or fair hearing benefits on the ending of the SNAP emergency allotments.

Q: How do I know what my standard allotment is?

- Your standard SNAP benefit amount is determined by your household income and expenses. If you have different income or expenses to report, please submit verification of these to CJFS.
- **To check the standard allotment:** Customers who want to check their standard benefit amount, can call the Ohio Direction Card Customer Service Center at 1-866-386-3071 or visit the Self-Service Portal at ssp.benefits.ohio.gov.



Q: I need help providing food for my family, where can I go for assistance?

The resources below may assist families in need:

- [Produce Perks](#) – Stretch SNAP dollars in partnership with select Dave's Supermarkets and local farmers markets.
- [Greater Cleveland Food Bank](#) – The online "Find Food Near Me" tool provides locations of food pantries, mobile pantries, and hot meal sites.
- **United Way 2-1-1** – The United Way Help Center is open 24 hours a day by calling 2-1-1 for resources and information about food, clothing, housing, health care and more.
- [The Northeast Ohio Coalition for the Homeless \(NEOCH\)](#) – NEOCH publishes a street card with information on meal sites, housing, counseling, and more.

Resource Closet

A limited supply of free hygiene products are available for pick-up for youth and families in need. Families are limited to 1 bag of items per pick-up.

What type of items might be included? **Supplies are limited*

- Shampoo and conditioner
- Toothpaste, tooth brushes, and dental floss
- Mouthwash
- Deodorant, soap or bodywash
- Hand sanitizer
- Lotion
- Lipbalm
- Winter hats, gloves
- Socks
- Disinfectant Spray
- Dish soap
- Toilet/Tub cleaners
- Sponges
- Toilet Paper and Paper Towels
- Detergent, Non-chlorine bleach, and dryer sheets

How can I pick-up items?

Drop by Estabrook Recreation and speak with **Tony Funk**. Tony is a Social Support Services Specialist. For questions you can reach Tony at 216-857-7079 or at AFunk@clevelandohio.gov.

The Resource Closet is open **Wednesdays and Thursdays** from 3pm-5pm.

Estabrook Recreation

4125 Fulton Rd.

Cleveland, OH 44144

A special thank you to the Cleveland Clinic for their generous donation to support this important initiative.

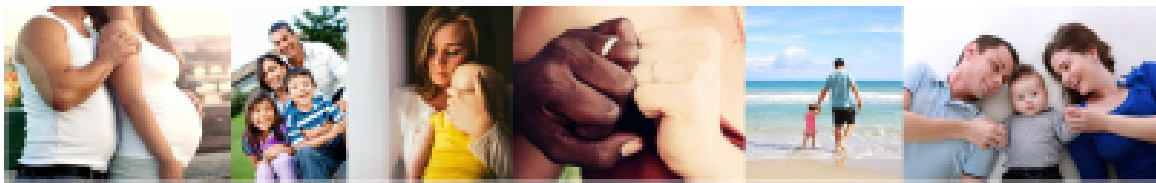


Spanish American Committee

for a better community



FAMILIES FIRST PROGRAM SOCIAL SERVICES



- ✓ Comprehensive **CASE MANAGEMENT**
- ✓ **APPLICATION** Assistance for government benefits including SNAP benefits, Social Security benefits, Child care vouchers, Utility Assistance Programs, Medical Coverage and more
- ✓ Resources and referrals for support in cases of **DOMESTIC VIOLENCE**
- ✓ Behavioral, Mental, Physical Health **CONNECTIONS**
- ✓ **REFERRAL** services to community partners
- ✓ Interpretation and **TRANSLATION** services

CALL OR VISIT TODAY

(216)-961-2100 | 4407 LORAIN AVE. CLEVELAND, OH



@SpanishAmericanCommittee

Mission: To act and serve as a gateway to socioeconomic success for individuals and families in Northeast Ohio while maintaining and celebrating a Latino perspective and focus to all.

We also offer:

- Financial Literacy Counseling
- Mi Casa Housing Program
- Employment Services
- Immigration Consultation
- Bilingual Child Enrichment Center

4407 Lorain Ave.

Cleveland, OH 44113

Phone: (216)-961-2100

Fax: (216)-961-3305

www.spanishamerican.org

SAC Hours:

Monday-Friday

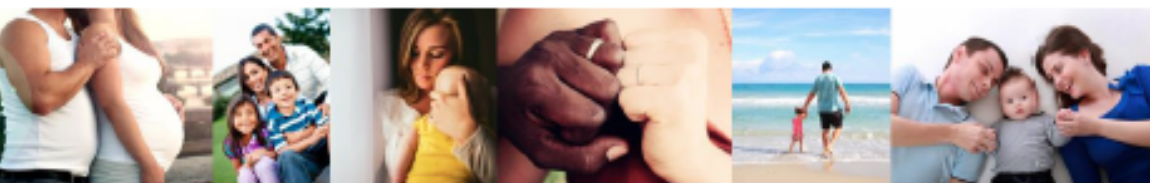
8:30 am – 5:00 pm

Spanish American Committee



for a better community

FAMILIES FIRST PROGRAM SERVICIOS SOCIALES



- ✓ **MANEJO DE CASO** Exhaustivo
- ✓ Asistencia en **APLICAR** para beneficios del gobierno incluyendo Cupones de comida, beneficios de Seguro Social, "Voucher" para Cuido de Niños, Programa de Asistencia de Energía, Seguro Médico y más
- ✓ Recursos y referidos para apoyar en casos de **VIOLENCIA DOMESTICA**
- ✓ **CONEXIONES** para Salud del Comportamiento, Mental y Físico
- ✓ Servicios de **REFERIDOS** para Socios de la Comunidad
- ✓ Servicios de Interpretación y **TRADUCCIÓN**

LLAME O VISITE HOY

(216)-961-2100 | 4407 LORAIN AVE. CLEVELAND, OH



@SpanishAmericanCommittee

Misión: Actuar y servir como una puerta de acceso al éxito socioeconómico para individuos y familias en el noreste de Ohio, manteniendo y celebrando una perspectiva y enfoque latino para todos para la comunidad

También ofrecemos:

- Consulta Financiera
- Servicios de Empleo
- Programa Mi Casa
- Centro Bilingüe para cuido de niños
- Consulta para servicios de migración

4407 Lorain Ave.

Cleveland, OH 44113

Teléfono: (216)-961-2100

Fax: (216)-961-3305

www.spanishamerican.org

Horario de Oficina:

Lunes-Viernes

8:30 am – 5:00 pm

24/7 Crisis Hotline

888.418.MRSS

(6 7 7 7)

MOBILE RESPONSE & STABILIZATION SERVICES

HELP

in-person crisis assistance at
your home within **60** minutes

MRSS is a short-term, intensive community-based support program that can include: safety assessments, de-escalation, skill building and linkage to ongoing support.

What is a crisis?

- ESCALATING EMOTIONAL OR BEHAVIORAL ISSUES
- MENTAL HEALTH ISSUES
- SUBSTANCE USE CONCERNS
- PHYSICAL OR EMOTIONAL TRAUMA


Bellefaire JCB
*Free to families
in Cuyahoga Co. with
children ages 2-20*

BellefaireJCB.org

- SCHOOL TRUANCY
- RUNNING AWAY FROM HOME
- CAREGIVER/CHILD CONFLICT
- SUICIDAL THOUGHTS



After-Hours Tutoring Student Directions

1. Go to <https://www.clevelandmetroschools.org/Page/20348>
Click on “Booking Link”

Tutoring Programs in the CMSD



Click here to
request time with
a CMSD Tutor.

Grades K-5

Starts Monday, November 28th

Students can have a CMSD Teacher as a tutor using this [Booking Link](#).

2. Select your Grade Band and Subject for tutoring

CMSD: Tutoring Program

SELECT A SERVICE

K-5: ELA



30 minutes

K-5: Math



30 minutes

K-5: Science



30 minutes

K-5: Social Studies



30 minutes

Grades 3-5: ELA



30 minutes

Grades 3-5: Math

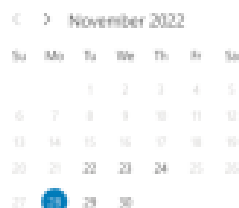


30 minutes

3. Select the date and time for tutoring session.

November 28

DATE



TIME

3:30 PM

4:30 PM

4:30 PM

5:00 PM

5:30 PM

6:00 PM

6:30 PM

7:00 PM

All times are in (UTC-05:00) Eastern Time (US & Canada)

4. Add your child's name and email address to complete the registration. You **must** use your child's email address to request a tutor. For example, firstname.lastname@cmsdk12.org The system will not accept personal emails. Contact your child's school for their email address.

ADD YOUR DETAILS

Name

Elizabeth Creel

Notes

Add any special requests

Email

elizabeth.creel@cmsdk12.org

Address (optional)

Address (optional)

Phone number

12167115768

PROVIDE ADDITIONAL INFORMATION

What would you like your tutor to help you with?

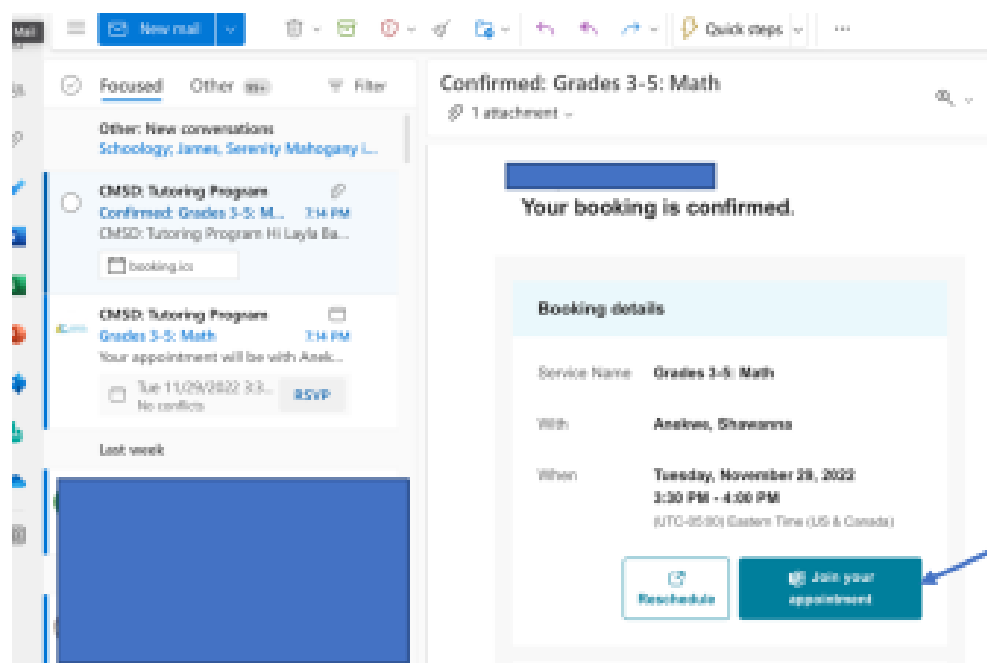
Add your answer here

Book

Complete this section to share additional information with the tutor.

Click "Book" to request a tutor.

5. Your child will receive a confirmation email with the link to the tutoring session.



Click here to join the tutoring session.

Questions? Call Cassandra Anderson at 216.309.3320

Coach Sam's **SCHOLARS**

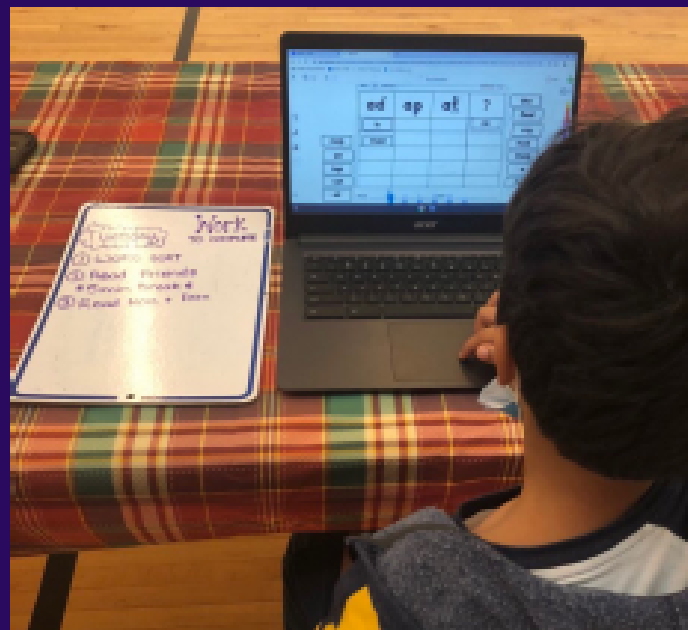
Parents/Guardians, you are not alone. Coach Sam's Scholars is offering

FREE VIRTUAL TUTORING

Homework help for scholars in grades K-8.

Sign up for virtual sessions on our website:

CoachSams.org/coach-sams-virtual-playbook/



For more information contact Katrina Spencer, Academic Director

216-835-4705 / 216-223-3020



VIRTUAL TUTORING FOR GRADES K-12

If you need help in any
subject, we can help you!

We are available Monday - Friday

Partnership with the city of cleveland



For questions and more information, contact
Jessica Forbes Brown at 216-346-0121
jessica.brown@reachsucess.org



**DON'T WAIT TO START
YOUR FUTURE!**

**THIS FREE TRAINING
PROGRAM HAS LIMITED
SPACE!**

**REGISTER TODAY
CALL 216.696.5750**

You Will Gain:

- Personal career map with advancement goals
- Interviewing skills
- Computer and tech skills
- Ability to discuss your record with employers
- Connection to employers who will hire those with records
- Renewed confidence, coaching and a supportive TE network to help you succeed
- Opportunity to build skills and income with work experience and technical training

Start Your Career Today!

**Earn industry certifications and
credentials such as:**

- CNC Machine Operation
- Welding (AWS)
- Culinary Arts
- IT A+
- Construction (with apprenticeships)
- Your GED...and more!



Cuyahoga County
Fatherhood Initiative
Cuyahoga County
Office of Reentry
Cuyahoga County
Families Forward



Cleveland -
Cuyahoga County



Truist Foundation



GREATER CLEVELAND

JPMorganChase

verizon

DEACONESS
FOUNDATION

O'Neill Foundation
William J. & Dorothy G.



Towards Employment

www.towardsemployment.org | 216.696.5750

3301 St. Claire NE | Cleveland, OH 44114



MAKE YOUR FUTURE



ACCESS
To Manufacturing Careers

FOR RESIDENTS 18+

- Free three-week training & national certification
- Earn while you learn
- Guaranteed interviews upon program completion
- Wages for first jobs start at \$16/hour + benefits

**INTERESTED?
LEARN MORE HERE >>>**



Or text Nettie King at 216-219-1155 or visit
towardsemployment.org/access-to-manufacturing/

Interested in a career in Healthcare?

Step Up to UH: Ahuja Medical Center



Competitive pay, training, tuition reimbursement and promotion potential make **healthcare a great career**. Towards Employment and University Hospitals are offering training sessions to get **you started in your healthcare career!**

PROGRAM FEATURES

- ⇒ Jobs starting at \$15-18/hr
- ⇒ Complete training in just 10 days
- ⇒ Guaranteed interview upon successful completion
- ⇒ Taught by our partners at Towards Employment
- ⇒ Prepare for positions like:
 - Sterile Processing Technicians
 - Patient Access Reps
 - Environmental Service
 - Floor Technicians
 - Nutrition Service
 - Cooks

ARE YOU A GREAT FIT?

Step Up to UH is for Cuyahoga County residents age 18 and over who want to start a career in healthcare.

WHERE THE JOBS ARE



University Hospitals

Ahuja Medical Center

3999 Richmond Rd.
Beachwood, OH 44122

CLASSES START APRIL 10TH, 2023

APPLY TODAY!

Questions? Want to talk to someone?

Contact:

Nettie King

Call or Text: 216.219.1155

Email: nking@towardsemployment.org

LEARN MORE & APPLY



Sign-Up Online At

tinyurl.com/StepUpAhuja

or scan the QR Code using your phone



V
I
R
T
U
A
L

ONE DAY JOB PLACEMENT

CALL TO SCHEDULE YOUR CONSULTATION

UNEMPLOYED FEWER THAN 100 DAYS?

**CONNECT WITH THE STEP FORWARD
EMPLOYMENT SERVICES TEAM TO
LEARN MORE ABOUT THIS WORKSHOP**

- ONE-ON-ONE RESUME ASSISTANCE
- INTERVIEW TOOLS & TECHNIQUES
- CUSTOMIZED EMPLOYMENT OPTIONS BASED ON YOUR SKILL SET
- TRANSPORTATION OFFERED TO & FROM INTERVIEWS
- NEWEST JOB OPPORTUNITIES THROUGHOUT GREATER CLEVELAND

CONTACT

FRANK DESANTIS ▶ 216-651-5188 EXT.615 • FDESANTIS@STEPFORWARDtoday.ORG
REBECCA CONWAY ▶ 216-651-5188 EXT.614 • RCONWAY@STEPFORWARDtoday.ORG



JOB READINESS WORKSHOPS

IN-PERSON LEARNING MONDAY AND FRIDAY • 9AM - 3PM **VIRTUAL TUESDAY THRU THURSDAY • 9AM - 12NOON**

The Step Forward Employment Services Team will equip Cuyahoga County residents with the skills needed to acquire employment in today's competitive workforce.




WE OFFER HANDS-ON AND INSTRUCTOR-LED VIRTUAL AND CLASSROOM TRAINING ACTIVITIES TO INCLUDE

- WORKPLACE SOFT SKILLS
- INTERVIEWING SKILLS
- LEARNING THE BENEFITS OF NETWORKING THRU LINKEDIN
- COMPLETING A MARKETABLE RÉSUMÉ AND COVER LETTER
- CONNECTING TO ONE DRIVE AND MORE ...

UPON COMPLETION, CUSTOMERS WILL BE BETTER PREPARED FOR THE COMPETITIVE JOB MARKET!

PLEASE CONTACT ONE OF OUR NEIGHBORHOOD OPPORTUNITY CENTERS FOR REGISTRATION INFORMATION AND GET CONNECTED WITH THE EMPLOYMENT SERVICES TEAM TODAY!

CENTRAL • 216-357-2621 ■ GLENVILLE • 216-268-1600 ■ SOUTHEAST • 216-858-1781

stepforwardtoday.org    **stepfwrtdtoday**

HOUSING STABILITY SERVICES



WHO WE ARE:

Front Steps Services is a non-profit organization passionate about affecting change in our community by ending the cycle of homelessness.

OUR AIM:

To assist income-eligible tenants in Cuyahoga County municipalities who are experiencing financial hardships due to the coronavirus pandemic.

HOW WE CAN HELP:

The Housing Stability Support Services will:

- Offer Housing Stability Case Management services
- Emergency Rental Assistance
- Provide linkage and referrals to community supports

HOW TO CONTACT US:

Housing Stability Coordinators
Tiffany Green or Tarika Kirk
Front Steps Services
2554 W. 25th Street, Cleveland, Ohio 44113
216-781-2250
www.frontstepsservices.org



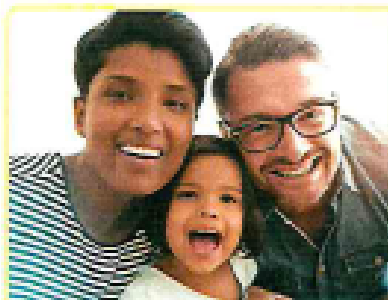
Community Services ► Neighborhood Opportunity Centers

case management

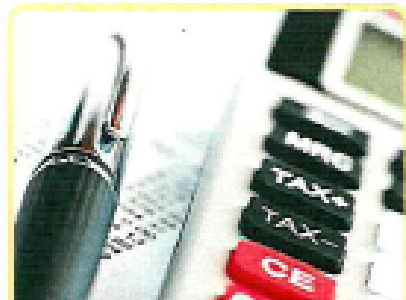
support services



Are you having a baby?
Our Baby And Mommy Support (BAMS) Program will provide you and your baby the support & encouragement you need during your pregnancy.



Do you need support meeting your goals?
Our Family Development Program will offer you one-on-one advice to help assist you with your needs.



Need your Income Tax Returns Completed?
Our Tax Preparation Program can assist you with no out of pocket fees.

connections to additional resources • referrals to Head Start support & encouragement • educational workshops

these services are **free** to Cuyahoga County Residents.

to participate in any of the above programs, contact one of our neighborhood opportunity centers

Central NOC
(216) 357-2621

Glenville NOC
(216) 268-1600

Southeast NOC
(216) 858-1781

Middleburg NOC
(216) 353-5853
NEW LOCATION



Are you Facing Eviction, Foreclosure, or Homelessness?

If you're having trouble paying your rent, mortgage, or utility bills we can help.

* If you are having trouble paying your rent, mortgage, or utility bills or even buying food is a struggle right now, we can help. You can receive free, confidential Housing Stability Counseling from one of our HUD-certified housing counselors.

Visit our website today to get started!

www.HelpWithHousing.info



Or call (216)474-4HRC

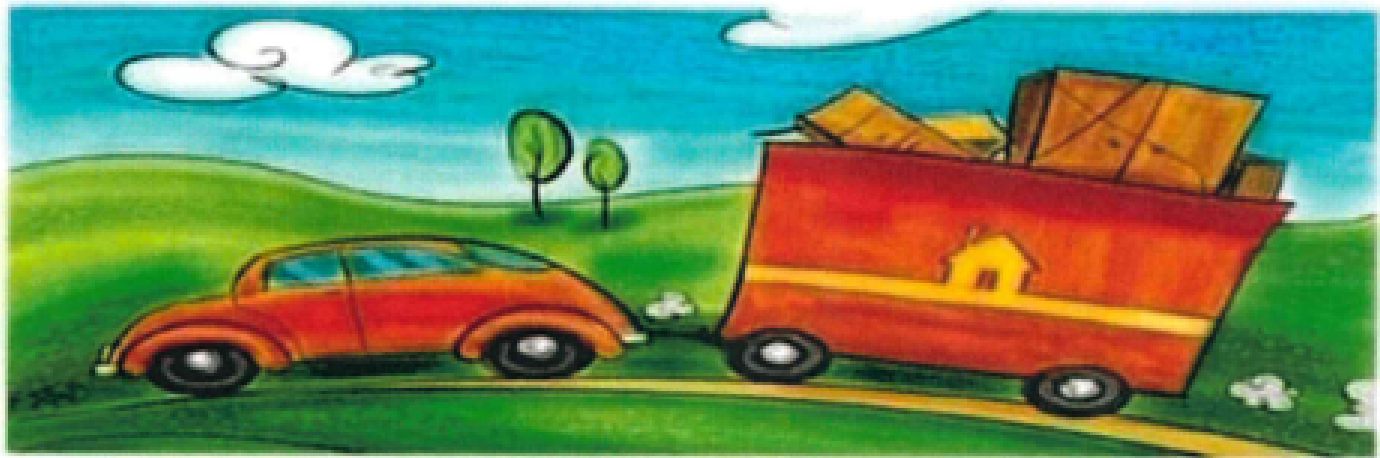
famícos
FOUNDATION



HSCP Housing Stability
Counseling Program
A NeighborWorks America Program

NeighborWorks®
CHARTERED MEMBER

1325 Ansel Road, Cleveland, OH 44106 ~ (216)474-4HRC ~ helpwithhousing@famicos.org



U-HAUL IT

Project Save Free Furniture Program

Project Save has been providing Free Furniture since 2008

Furniture is provided EVERY SATURDAY ONLY. The gate opens at 11:00.

Metro Mini Storage: 3815 Clark Avenue (38th & Clark) Cleveland 44109

We do not deliver

TO GET FURNITURE: Arrive 30 to 45 minutes before the gate opens.

Items change from week to week. To find out what is available:

CALL ON FRIDAYS or SATURDAYS ONLY BETWEEN 9:00 AM — 9:30 AM

Carl Cook (216-376-0396)

FURNITURE PROVIDED: Chairs • Dressers • Household Items • Lamps
Linen • End Tables • Coffee Tables • Many Other Items • **No appliances.**

TO DONATE FURNITURE

Project Save relies on donations to go directly to those in need!

⇒ To arrange for FURNITURE DROP-OFF at Metro Mini Storage, please call:
Project Save (216-571-1595) or Carl Cook (216-376-0396)

⇒ To arrange for FURNITURE PICK-UP, please call:
Miss Braun (440-248- 7360) of H30—Hands, Hearts & Homes Outreach in Solon.

Project Save Mission Statement

To promote spiritual, emotional, and social growth within the disenfranchised sectors of our population.

Are you facing a utility disconnection?

(Electric or Natural Gas Service)

The “Special Reconnect Order” can help!

The **Special Reconnect Order** (formerly known as the **Winter Reconnect Order**) allows any electric or natural gas consumer of an investor-owned utility to avoid disconnection or to reconnect their service for \$175, even if the consumer owes more and cannot afford to pay the entire balance.

- ▶ Available one-time per utility October 17, 2022 through April 14, 2023
- ▶ Available to any household regardless of income
- ▶ You may be charged an additional reconnection fee
- ▶ The \$175 may be split between electric and natural gas if using for both at the same time
- ▶ Municipal utilities and rural co-ops are not required to offer the Special Reconnect Order

Contact your utility or your local Community Action Agency for more details

For more utility assistance information visit:
www.occ.ohio.gov/utilityassistance



Office of the Ohio Consumers' Counsel

"Your Residential Utility Consumer Advocate"



Customer Assistance Resources

CLEVELAND PUBLIC UTILITIES

The City of Cleveland Department of Public Utilities (DPU) is committed to providing our customers with reliable and affordable utility services. The three divisions of DPU – Cleveland Water, Water Pollution Control, and Cleveland Public Power – work hard to keep water and energy services affordable for all our customers. We know that's not always enough, though. That's why we offer customer assistance programs to help with the cost of bills and other utility-related expenses.

WATER & SEWER ASSISTANCE PROGRAMS

Eligible customers can apply for one of the two following assistance programs that offer a discounted Cleveland Water and/or Water Pollution Control bill.

Homestead Discount Program

The Homestead Discount Program offers lower water and sewer rates for eligible Cleveland Water and Water Pollution Control customers. To qualify, customers must meet the following criteria:

- Be 65 years of age or older, or totally and permanently disabled;
- Own and live at the service address; and
- Meet income guidelines.

To enroll in the Homestead Discount Program, customers must complete and submit an application. Once enrolled, the program eligibility period is good for 3 years, after which a renewal application is required. Discounted rates apply to both Cleveland Water and Water Pollution Control rates.

For more information or to receive an application, call **216.664.3130** or visit clevelandwater.com/discount-programs

Water Affordability Program

The Water Affordability Program, administered by CHN Housing Partners, offers a 40% discount on water bill charges to Cleveland Water customers who meet income guidelines.

Upon qualifying, a monthly discount is applied to water and sewer bills for one full year. Re-verification of income is required each year to maintain eligibility.

For more information or to apply, visit chnhousingpartners.org/utilityassistance or call **216.774.2349**.

Low-Income Household Water Assistance (LIHWAP)

LIHWAP is a temporary program available to help low-income families experiencing hardship with water and sewer bills, particularly those who have been disconnected or are facing disconnection.

Customers with a household income at or below 175% of the federal poverty guidelines are eligible to receive a one-time benefit of up to \$750 for water bills and \$750 for sewer bills.

Customers can apply via CHN Housing Partners or Step Forward by calling **216.350.8008** to make an appointment or schedule an appointment online at chn.itfrontdesk.com or stepforward.itfrontdesk.com



ENERGY ASSISTANCE PROGRAMS

The following energy assistance programs are available to qualifying CPP customers via CHN Housing Partners or Step Forward. For more information or to apply, call **216.350.8008** or visit chnhousingpartners.org/utilityassistance/ or stepforwardtoday.org/energy-assistance-programs.



Home Energy Assistance Program (HEAP)

The HEAP Program provides a one-time benefit to income eligible households to help with home energy bills. It is applied as a direct credit to your CPP account. The amount of this benefit varies and is dependent upon federal funding levels, how many people live with you, and total household income. HEAP offers assistance twice a year as outlined below. Eligibility for one program does not guarantee benefits from both programs.

Winter Crisis Assistance

The Winter Crisis Program runs from November 1st through March 31st each year. Eligible households in emergency situations may qualify to receive up to \$175 per heating season in payment assistance to households who are at or below 175% of the Federal Poverty Guidelines. This is a one-time benefit to help customers who have been disconnected or are facing disconnection maintain, restore, transfer, or initiate their energy utility services.

Summer Crisis Assistance

The Summer Crisis Program helps eligible customers with payment of an electric bill or the purchase of a fan or air conditioning unit. Program benefits are available once per cooling season to households who are at or below 175% of the Federal Poverty Guidelines, have a household member age 60 or older, and/or a household member with a documented medical condition requiring air conditioning. The program duration is typically from July 1 through August 31.

HOME REPAIR PROGRAMS

Cleveland Water, Water Pollution Control, and CPP offer home repair and weatherization services via CHN Housing Partners' Home Energy Efficiency Services Program.

Services are available to renters and homeowners to help with water conservation, plumbing repair, water heater repair or replacement, insulation, heating system repair or replacement, appliance replacement, and more. All improvements are provided based on income qualifications and a home energy inspection.

For more information or to apply, call **216.325.1149** or visit chnhousingpartners.org/energyservices

IMPORTANT CONTACT INFORMATION



CLEVELAND WATER

Customer Service: 216.664.3130
Emergency Line: 216.664.3060
clevelandwater.com



WATER POLLUTION CONTROL

Customer Service: 216.664.2513
Report Illegal Dumping: 216.664.DUMP
clevelandwpc.com



ClevelandPublicPower
Count on it

CLEVELAND PUBLIC POWER

Customer Service: 216.664.4600
Report an Outage: 216.664.3156
cpp.org

Cleveland Water and Northeast Ohio Sewer District in Partnership with CHN Housing Partners: Water Champions



Want to reduce your utility bills?

Have a utility emergency or other hardship?

Have a question about your water quality?

The Water Champions can help!

Tues & Thurs | 11am - 4pm

The Cleveland Public Library - Fulton Branch
3545 Fulton Rd, Cleveland OH

WHAT TO BRING:

Proof of Income (18 yrs & older)
Photo ID
Social Security Card
Electric, Gas, Sewer AND Water Bills
Lease/Renter Agreement

The **Water Champions** can help:

- Find out what assistance programs you are eligible for
- Connect you with heat/energy bill assistance and with agents who can help you fill out assistance applications
- Listen to and address your concerns and problems with the current utility system and the utility assistance application process
- Reduce the cost of your water/sewer bills
- Figure out why your bills have changed or gone up, and help you conserve water and energy in the future
- Answer questions about water quality and the water treatment and delivery process

You can find the Water Champions at community events, in the media, on social media and through email newsletters. The Water Champions will be hosting weekly listening sessions for all community members to ask questions or give feedback.

**Contact Chris Moses at 216-260-9653 or
cmoses@chnhousingpartners.org to learn more!**



Prevention, Retention, and Contingency Program COVID-19 Emergency Assistance

Emergency Assistance is temporarily available for families affected by COVID-19, through the Prevention, Retention, and Contingency (PRC) program with Temporary Assistance for Needy Families (TANF) funding. While limited funding is available, individuals meeting eligibility requirements may receive funds to help meet essential needs in the form of a voucher.

To be eligible for a COVID-19 PRC voucher, the following criteria must be met:

- Must be a family assistance group that includes a minor child, or a pregnant individual, or a non-custodial parent of a minor child receiving Ohio Works First (OWF), Supplemental Nutrition Assistance Program (SNAP) and/or Medicaid.
- At least one member of the assistance group must be a U.S. citizen or a qualified alien.
- Must be a Cuyahoga County resident.
- Gross monthly income of the assistance group must be at or below 200% of the Federal Poverty Guidelines (FPG).
- Liquid assets greater than \$1000 must be used to meet the current need.

Categories of assistance through the COVID-19 PRC include:

- **Supplemental Food Assistance:** Maximum amount based on assistance group size (1 person=\$194, 2 people=\$355, etc.).
- **Essential Supplies:** Items such as cleaning products, daily care, infant care items, etc. Maximum amount for a family with minor children is \$200. Maximum amount for a pregnant woman or non-custodial parent is \$150.
- **Housing Assistance:** Maximum amount is \$750.

PRC applications can be downloaded at <https://cjfs.cuyahogacounty.us/en-US/PRC.aspx> or picked up at a Neighborhood Family Service Center. Applications and verifications can be submitted by any of the following methods:

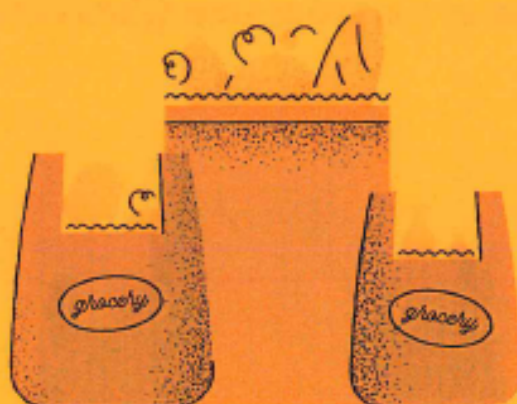
- **Email** - Submit as an attachment to Cuy-PRC-Application@jfs.ohio.gov.
- **Neighborhood Family Service Center Drop Box**
 - » Virgil E. Brown - 1641 Payne Ave.
 - » Quincy Place - 8111 Quincy Ave.
 - » Westshore Opportunity Center Drop-Off Location - 9830 Lorain Avenue
 - » Old Brooklyn - 4261 Fulton Parkway
 - » Southgate at Jane Edna Hunter - 3955 Euclid Ave.
- **Fax** - Submit to (216) 987-8655.
- **Phone** - Call (216) 987-7392 to leave a message. Calls are returned to complete an application.

**Are you an Old Brooklyn resident in
need of food assistance?**

Call the Community Navigators!

**Navigators connect residents to food resources and call for
monthly check ins to guide you through the process.**

This is a FREE program!



**If you are an Old Brooklyn resident who needs help
putting food on the table, please reach out to**

216-459-1000 ext. 217

or

ChangeINC@oldbrooklyn.com

to get connected with a Navigator or to learn more!

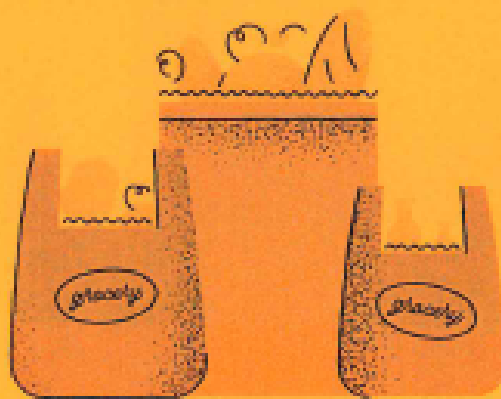


¿Es usted un residente de Old Brooklyn
que necesita ayuda alimentaria?

¡Llame a los navegadores de la comunidad!

Los navegadores conectan a los residentes con los
recursos alimentarios y te llaman cada mes para
guiarte a través del proceso.

¡Este es un programa GRATUITO!



Si usted es un residente de Old Brooklyn que
necesita ayuda alimentaria, comuníquese con

216-459-1000 ext. 217

o

ChangeINC@oldbrooklyn.com

para conectarse.





What's the easiest option for you to apply?

Need to apply for food, medical, or cash assistance benefits?

Online



Visit www.benefits.ohio.gov

- Apply for food, medical, and cash assistance
- Upload documents

Note: An online account must be created.

Phone



Call the Eligibility Contact Center at 1-844-640-OHIO (6446) Monday through Friday, 8 a.m. to 4 p.m.

- Apply for food, medical, and cash assistance

Email



Email applications and documents to:

- JFS-Cuyahoga-MIPC@jfs.ohio.gov (for food, medical, and cash cases)

Include your name, case number or last 4-digits of SSN, date of birth, and current phone number. Send documents as attachments and not part of the email body.

Fax



Applications for benefits and verifications can be faxed using one of the fax number options below. All fax numbers are routed to our mail imaging processing department.

- (216) 987-7700
- (216) 881-4416
- (216) 391-5122
- (216) 635-2924
- (216) 961-2630
- (216) 987-8487
- Long-Term Care (216) 987-7016
- PRC/Child Care (216) 987-8655

Neighborhood Family Service Center



CJFS Neighborhood Family Service Center locations have a Safe and Secure Drop Box that will still be accessible to submit documents such as applications and verifications.

- Virgil E. Brown - 1641 Payne Ave.
- Old Brooklyn - 4261 Fulton Parkway
- Quincy Place - 8111 Quincy Ave.
- Westshore - 9830 Lorain Ave.
- Jane Edna Hunter - 3955 Euclid Ave.
- Mt. Pleasant - 13815 Kinsman Rd.



Dept. of Health and Human Services
Cuyahoga Job and Family Services

Ohio | Benefits

A New Benefit For CMSD Students & Families!

AFFORDABLE CONNECTIVITY PROGRAM



The Affordable Connectivity Program is a federal benefit program that helps families afford the broadband they need for school and work.

- All CMSD families are eligible to participate
- The benefit provides a **\$30/month discount** toward high-speed connectivity
- You will need to apply online through the federal government website/self-service portal for the program
- Once the application is approved, you will see a credit on your high-speed internet bill of \$30 toward your total bill.
- CMSD is also partnering with the Ohio Connectivity Champions to help provide technical support and answer your questions.

AffordableConnectivity.gov/

CLICK HERE
TO APPLY





T PROJECT 10MILLION

WORKING TO CONNECT EVERY STUDENT

FREE INTERNET ACCESS FOR ELIGIBLE K-12 STUDENTS

T-Mobile is committed to bridging the digital divide for students kindergarten through 12th grade across the country. This year, we're continuing our mission to offer 10 million students FREE internet access and mobile hotspots they need for FIVE successful school years.

HERE'S HOW IT WORKS



FREE 100GB of high-speed data per year to qualified families for 5 years



FREE mobile hotspot device: a portable internet connection for mobile network access



No fees, no annual recertification needed



NEW student eligibility verification options in addition to National School Lunch Program (NSLP), including Supplemental Nutrition Assistance Program (SNAP) via P-EBT or EBT, Temporary Assistance for Needy Families (TANF), Community Eligibility Provision (CEP), Medicaid or Head Start

Additional proof of enrollment in other qualified government programs accepted also include (but are not limited to): foster youth, migrant, homeless, or runaway youth, Food Distribution Program on Indian Reservations (FDPIR).



Know a student that could benefit from **FREE** internet?

Sign up today at T-Mobile.com/Project10Million or visit a T-Mobile retail store to receive assistance enrolling online.

T Mobile

During congestion, Project 10Million customers may notice speeds lower than other customers due to data prioritization. Video typically streams at SD. Verify National School Lunch Program eligibility at sign-up. Limited time offer; subject to change. Available lines are limited. 1 offer per household. During congestion roaming not available. Annual data service ends at earlier of 100GB or 365 days; you may purchase add-on passes. Annual data service resets each year for 5 years total. Video streams at up to 2.5Mbps (SD). Optimization may affect speed of video downloads; does not apply to video uploads. For best performance, leave any video streaming applications at their default automatic resolution setting. Coverage not available in some areas. Network Management: Service may be slowed, suspended, terminated, or restricted for misuse, abnormal use, interference with our network or ability to provide quality service to other users, or roaming. See T-Mobile.com/OpenInternet for details. See Terms and Conditions (including arbitration provision) at www.T-Mobile.com for additional information. T-Mobile, the T logo, Magenta, and the magenta color are registered trademarks of Deutsche Telekom AG. © 2022 T-Mobile USA, Inc.

Brighten your child's future with the Internet.



Internet for just \$10 a month



The digital world is full of possibilities. AT&T is making it easier to connect to friends, family, and the things that matter most. If at least one person in your household is a **SNAP* participant**, you may qualify for 10Mbps home Internet service at our discounted \$10 rate.**

Access from AT&T takes you online so you and your family can:

- **Do homework**
- **Research colleges and scholarships**
- **Stay up to date with school news and connect with teachers**
- **Connect with friends and family around the country and world**

And a whole lot more!

*Plus, there's NO commitment,
NO deposit and NO installation fee.*

Get an in-home Wi-Fi gateway and access to the nationwide AT&T Wi-Fi Hot Spot network — INCLUDED at no extra cost.†

Other eligibility requirements apply.

Visit att.com/access for complete information and to apply.

Or call 1-855-220-5211



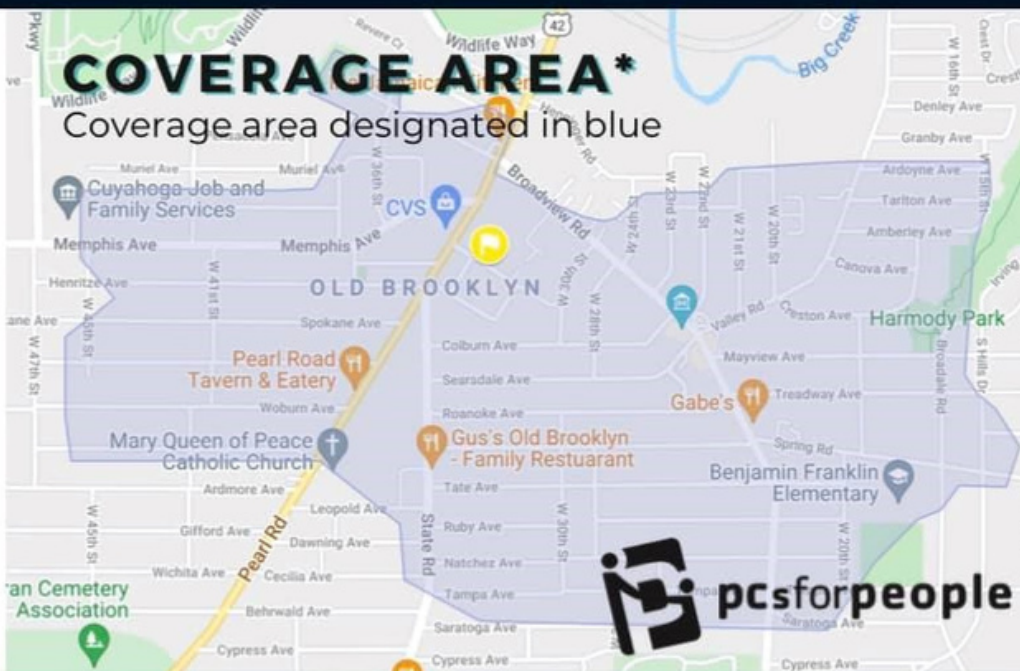
NEED INTERNET IN OLD BROOKLYN?

Affordable prepaid monthly internet available now!

\$15
per month

Upload
speeds up to
10
mbps

Download
speeds up to
50
mbps



NO INSTALLATION NEEDED
No Hidden Fees | No Contracts

Sign up now with PCs for People for this exclusive internet offer for Old Brooklyn residents in the coverage area above*.

- First fifty customers to sign up will receive a FREE MODEM (\$120 value).
- Month-by-month prepaid internet subscription is \$15/month with the option to auto-renew or prepay.
- Service can be renewed online, by phone, or in-person at our Cleveland office (3126 St Clair Ave NE, Cleveland OH 44114).

To sign up and confirm your coverage, please visit www.pcsforpeople.org/wisp or call **216-352-5594**.

Service provided by



pcsforpeople

with support from



MetroHealth | Institute for H.O.P.E.™

Dollar Bank
Since 1855

*Coverage area is approximate. Please call to confirm your address.

FREE Legal Assistance

for Families in Say Yes Schools

STEP 1: Spot The Problem



Housing



Health



Family



Work



Money



Lawsuits



Criminal

STEP 2: Might a Lawyer Help?

☐ If NO,
refer to other services

☐ If YES,
go to Step 3

☐ If NOT SURE,
contact dinola.phillips@lasclev.org
or valerie.bickerstaff@lasclev.org

STEP 3: Refer to Legal Services

Families can call
216.861.5510

OR

Family Support Specialists can refer at
<https://tinyurl.com/LegalHelpReferral>

OR

Begin the intake process online at:
www.lasclev.org

STEP 4: Prepare for Legal Services Intake

Remind families to have:

Information about members of their household

Information about income and assets

Information about the problem

Paperwork related to the problem

STEP 5: Receive Help

Representation by a Lawyer OR Advice from a Lawyer





The
Legal Aid Society
of Cleveland
Since 1905



free

LEGAL ADVICE

2023 Brief Advice and Referral Clinics Civil Matters Only (*Not Criminal*)

Legal Aid provides services in the areas of: consumer rights, disability, domestic violence, education, employment, family law, health, housing, foreclosure, immigration, public benefits, utilities, and tax.

Volunteer Lawyers Program
[vlp]

Some clinics are by appointment only. Please bring all important paperwork with you. **Masks are recommended.**
Questions? Call 888.817.3777 or visit lasclev.org for updated clinic listings.

TUESDAY, APRIL 11

By appointment only.

Oberlin Community Services
Oberlin, OH 44074
Call 440.774.6579 for an appointment.

WEDNESDAY, APRIL 12

U.S. Veterans Only

VA Community Referral & Resource Center
7000 Euclid Avenue
Cleveland, OH 44103
Call 216.391.0264 for an appointment.

SATURDAY, APRIL 15

10:00 – 11:00 AM

Cleveland Public Library
Memorial-Nottingham Branch
17109 Lake Shore Boulevard
Cleveland, OH 44110

TUESDAY, APRIL 18

2:00 – 3:30 PM

Catholic Charities Ashtabula
4200 Park Avenue, 3rd Floor
Ashtabula, OH 44004
Call 440.992.2121 for an appointment.

SATURDAY, APRIL 22

9:00 – 11:00 AM

**Naturalization Clinic –
for help with citizenship
applications**
Legal Aid – Downtown
Cleveland Office
1223 West Sixth Street
Cleveland, OH 44113
Call 888.817.3777 for an appointment.

THURSDAY, APRIL 27

4:00 – 5:00 PM

Legal Aid – Jefferson Office
121 East Walnut Street
Jefferson, OH 44047

SATURDAY, APRIL 29

9:30 – 11:00 AM

Estate Planning Clinic
Fairhill Partners
12200 Fairhill Road
Cleveland, OH 44120

TUESDAY, MAY 2

2:30 – 4:30 PM

Lorain County
Community College
1005 N. Abbe Road
Elyria, Ohio 44035

SATURDAY, MAY 6

9:30 – 11:00 AM

Chagrin Falls Park
Community Center
7060 Woodland Avenue
Chagrin Falls, OH 44023

TUESDAY, MAY 9

By appointment only.

Oberlin Community Services
Oberlin, OH 44074
Call 440.774.6579 for an appointment.

SATURDAY, MAY 13

10:00 – 11:00 AM

Cleveland Public Library
West Park Branch
3805 West 157th Street
Cleveland, OH 44111

TUESDAY, MAY 16

2:00 – 3:30 PM

Catholic Charities Ashtabula
4200 Park Avenue, 3rd Floor
Ashtabula, OH 44004
Call 440.992.2121 for an appointment.

SATURDAY, MAY 20

9:30 – 10:30 AM

Fatima Family Center
6600 Lexington Avenue
Cleveland, OH 44103

TUESDAY, MAY 23

2:00 – 3:30 PM

El Centro
2800 Pearl Avenue
Lorain, OH 44055
Call 440.277.8235 for an appointment.

THURSDAY, JUNE 1

4:30 – 5:30 PM

Lakeland Community College
Holden University Center
4242 OH-306
Kirtland, OH 44094

SATURDAY, JUNE 10

10:00 – 11:00 AM

Cleveland Public Library
Langston Hughes Branch
10200 Superior Avenue
Cleveland, OH 44106

TUESDAY, JUNE 13

By appointment only.

Oberlin Community Services
Oberlin, OH 44074
Call 440.774.6579 for an appointment.

SATURDAY, JUNE 17

9:30 – 10:30 AM

West Side Catholic Center
3135 Lorain Avenue
Cleveland, OH 44113

TUESDAY, JUNE 20

2:00 – 3:30 PM

Catholic Charities Ashtabula
4200 Park Avenue, 3rd Floor
Ashtabula, OH 44004
Call 440.992.2121 for an appointment.



For rental housing questions, call our Tenant Info Line at 216.861.5955 or 440.210.4533.

For employment, benefits, & student loan questions, call our Economic Justice Info Line at 216.861.5899 or 440.210.4532.

Legal Aid also hosts special clinics for people who need help with a divorce, immigration, expungement or debt collection. Please call 888.817.3777 for details.

**Attorneys available for brief advice and referral only. Clinic attorneys do NOT represent you.*

If you need legal representation you may be referred to Legal Aid or another service provider.

