



● RESOURCE GUIDE ●

IN THIS ISSUE

- INTERNET SAFETY PRESENTATION FOR PARENTS BY THE OHIO INTERNET CRIMES AGAINST CHILDREN TASK FORCE
 - JANUARY 6TH DURING PRINCIPAL CHAT & CHEW 7:45AM & 2:15PM
 - IN-PERSON AND ZOOM OPTIONS
- CLEVELAND PUBLIC LIBRARY WINTER PROGRAMS (FLYER BELOW)
- TRI-C 2GEN- UNITING FAMILIES WITH EDUCATION (FLYER BELOW)
- COMMUNITY PROGRAMS & EVENTS
- FREE EYE EXAM/GLASSES- AMERICA'S BEST EYEWEAR
- TUTORING- CMSD LAUNCHES NEW AFTER-HOURS ONLINE TUTORING
- RENT/UTILITY ASSISTANCE PROGRAMS
- LEGAL SERVICES
- GOODWILL EMERGENCY VOUCHER FOR CLOTHING
- COMPUTER & INTERNET- SPECTRUM FREE INTERNET FOR CMSD FAMILIES

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

Center for Arts Inspired Learning Free Music Lessons grades 3rd-12th (flyer below)

ArtHouse Winter Events & Classes 2023 (flyer below)

America's Best Eyewear- National Vision Cares Voucher program

- Your child may qualify for a free vision exam and pair of glasses!
- Please contact Mrs. Hanlon for more information
- 216-538-0883 or khanlon@sayyescleveland.org

Child tax credit sign-up tool

- Get up to \$3600 per child
- www.getCTC.org/NEOH (flyer below)

Spanish American Committee Social Service programs

- Case management, government assistance, behavioral, mental health and physical health connections & much more! See flyers below

Old Brooklyn Community Development Corporation

- Resource closet at Estabrook- free hygiene and cleaning supplies; call 216-857-7079

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) 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

RENT/UTILITY ASSISTANCE

- *Front steps housing stability services (flyer attached)*
- *Step Forward- Utility assistance program*
Stepforwardtoday.org
- *Cleveland Housing Network- Rental assistance program*
chnhousingpartners.org
- *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

COMPUTER & INTERNET RESOURCES

- FREE INTERNET for CMSD
families available through
Spectrum- see flyer below &
provide info. to Mrs. Hanlon
- 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 at Harper during
dismissal

If you would like a list of food pantries near your
home, contact Mrs. Hanlon 216-5388-0883
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**

January Principal Chat & Chew

Focus: Online Safety

Zoom link
also available
for both
sessions!

Friday, January 6th, 2023
Morning Session-7:45am
Afternoon Session-2:15pm

Presentation by Ohio Internet Crimes Against
Children (ICAC) Task Force

With new electronic devices, social networking sites, online games, and mobile apps being introduced on a seemingly daily basis, children, more than ever, are being victimized by online offenders who have unrestricted access to them 24 hours a day, 7 days a week.



The task force is committed to providing education and community outreach to parents and children regarding the potential dangers associated with the Internet and today's technology.



What can parents and caregivers do?

Additional information and resources will be shared following the presentation. Learn about options available to caregivers to equip their families in the current digital landscape.

Light refreshments
will be provided for
in person
participants.

Cleveland Public Library - South Brooklyn Branch: Programs for Children, Teens, and Families

Visit the [website](#) to learn more about events such as...

- **Duct Tape Universe**

- Wed. Dec. 21st at 3:30 pm
- Create everyday projects with duct tape.

- **Gamers Guild: Video Game Day**

- Th. Dec. 22nd at 3:30 pm

<https://cpl.org/locations/southbrooklyn/>

- **Maker Days**

- Wed. Jan. 4th at 3:30 pm
- Design, build, make STEAM projects from sticker design to simple circuitry.

- **Jewelry and Magnet Making**

- Tue. Jan. 10th at 3:30 pm
- Create glass pendant necklaces, beaded bracelets and globe magnets.

- **Maker Days**

- Wed. Jan. 11th at 3:30 pm
- Design, build, make STEAM projects from sticker design to simple circuitry.

- **Gamers Guild: Tabletop Gaming**

- Th. Jan. 12th at 3:30 pm
- Join fellow gamers for tabletop gaming from classic board games to Dungeons and Dragons.

Review the Events Calendar for the Cleveland Public Library (**SELECT SOUTH BROOKLYN** in the "Branch" tab): [HERE](#)

Learn more at the Cleveland Public Library - South Brooklyn Branch website: <https://cpl.org/locations/southbrooklyn/>

CENTER FOR
arts-inspired learning

 *Affiliated with the national Young Audiences Arts for Learning network*



Free Afterschool Music Lessons

Cleveland residents in 3rd - 12th grade

Winter Session, December 5th - 16th & January 9th- March 3rd

Location	Monday 5pm-6:30pm	Tuesday 5pm-6:30pm	Wednesday 5pm-6:30pm	Thursday 5pm-6:30pm	Friday 5pm-6:30pm
Studio 105	Guitar	Percussion	Keyboard	Violin	Voice
Cudell	Percussion	Keyboard	Violin	Voice	Guitar
EJ Kovacic	Keyboard	Violin	Voice	Guitar	Percussion

For more information, contact Darelle Hill @ 440-701-6547

or visit www.arts-inspiredlearning.org/play-it-forward-cleveland/

Registration Required



Art House, Inc. 2023 Winter Events & Classes



3119 Denison Ave. Cleveland, Ohio 44109 - 216-398-8556 - arthouseinc.org

December 2022

1st Community Culture Night with Dr. Storm 7:30pm at Art House

17th Family Open Studio: bookmaking with Jan McAndrew 1-3pm

Dec 5 - 15 Free Rec Center Art Classes at Stella Walsh, Zone, and Earl B Turner

January 2023

Jan 2 - Mar 24 Free Rec Center Art Classes at Stella Walsh, Zone, and Earl B Turner

3rd & 20th Crafty Fridays with Crafty World Entertainment 5:30-6:30pm at Art House

17th Free Design Explorer Classes with Jacinda Walker 4-5pm at Art House

17th Ceramics for Kids begins with Susie Underwood 5-6pm at Art House*

17th Intermediate-Adv. Wheel-based Ceramics begins 6-8pm at Art House*

21st Kids Basic Drawing begins 9-10am at Art House*

21st Free Family Open Studio: Cultural Exploration Series 1-3pm at Art House

23rd Glass Tile Mosaic Classe 5-7pm at Art House*

26th Community Culture Night with Brent Kee Young 7:30pm at Art House

28th Family Clay Day 10am-12pm with Jo Lefebvre at Art House*

February 2023

3rd & 17th Crafty Friday with Crafty World Entertainment 5:30-6:30pm at Art House

18th Free Family Open Studio: Cultural Exploration Series 1-3pm at Art House

20th Glass Tile Mosaic Classe 5-7pm at Art House*

21st Free Design Explorer with Jacinda Walker 4-5pm at Art House

March 2023

3rd & 17th Crafty Friday with Crafty World Entertainment 5:30-6:30pm at Art House

11th ABC Chili Cook-off Fundraiser 1-3pm at Art House*

18th Free Family Open Studio: Cultural Exploration Series 1-3pm at Art House

20th Glass Tile Mosaic Classe 5-7pm at Art House*

21st Free Design Explorer with Jacinda Walker 4-5pm at Art House

25th Family Clay Day with Meri Ruble 10am-12pm at Art House

27th Mosaic Grouting Day 5-7pm at Art House*

Please, register for classes and events on our website by scanning the code.

*classes and events that have a fee



Help us improve your student's education.

Fill out our short survey today!

As a parent/guardian, your child's well-being is our top priority. To help ensure that your child is receiving the best possible education and support, we encourage you to fill out the Say Yes Post- Secondary survey to help us better understand their needs.

We know your student's well-being is a top priority—it's ours too. To help ensure that your student is receiving the best possible education and support, please complete the Say Yes Cleveland Family Survey.

We know every student is unique, and we are committed to providing resources that help them receive the attention and care they deserve.

Your input is essential to ensuring your child has a successful school year.

When should you take the survey?

Today!

How do you take the survey?

The survey is available online. Scan the QR code with your mobile device or visit cleveland.sytepps.org. Your student's ID is required and can be found on their report card to complete the survey.



cleveland.sytepps.org

**Say
Yes!
Cleveland**

SayYesCleveland.org

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.

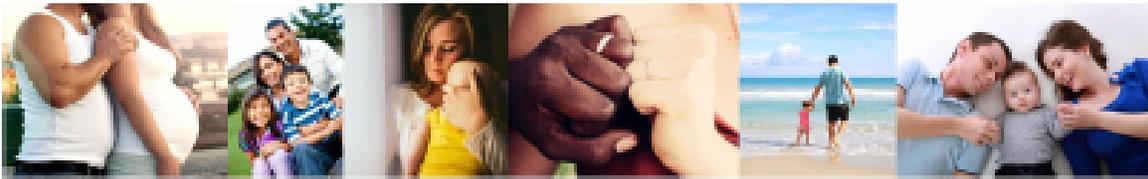


Spanish American Committee

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 Interpretacion 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 cuidado 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

Keep your Medicaid coverage



Steps to keeping your coverage

1

Update your contact info

Make sure your current address, phone, and email are on file so you'll get notices about changes to your coverage.

Log in at benefits.ohio.gov or call your local agency.

2

Open your mail

Read any letters you get from the Ohio Department of Health to find out how changes will affect you.

3

Take action

Don't miss key deadlines. The letters will tell you what you need to do to get continued benefits.

During the COVID-19 public health emergency (PHE), you have been able to keep your coverage regardless of any changes in your circumstances.

Let's work together so you'll still have health insurance benefits when the emergency ends.



Questions? We're here to help.

Contact your local agency or scan this code and learn more about renewing your coverage.

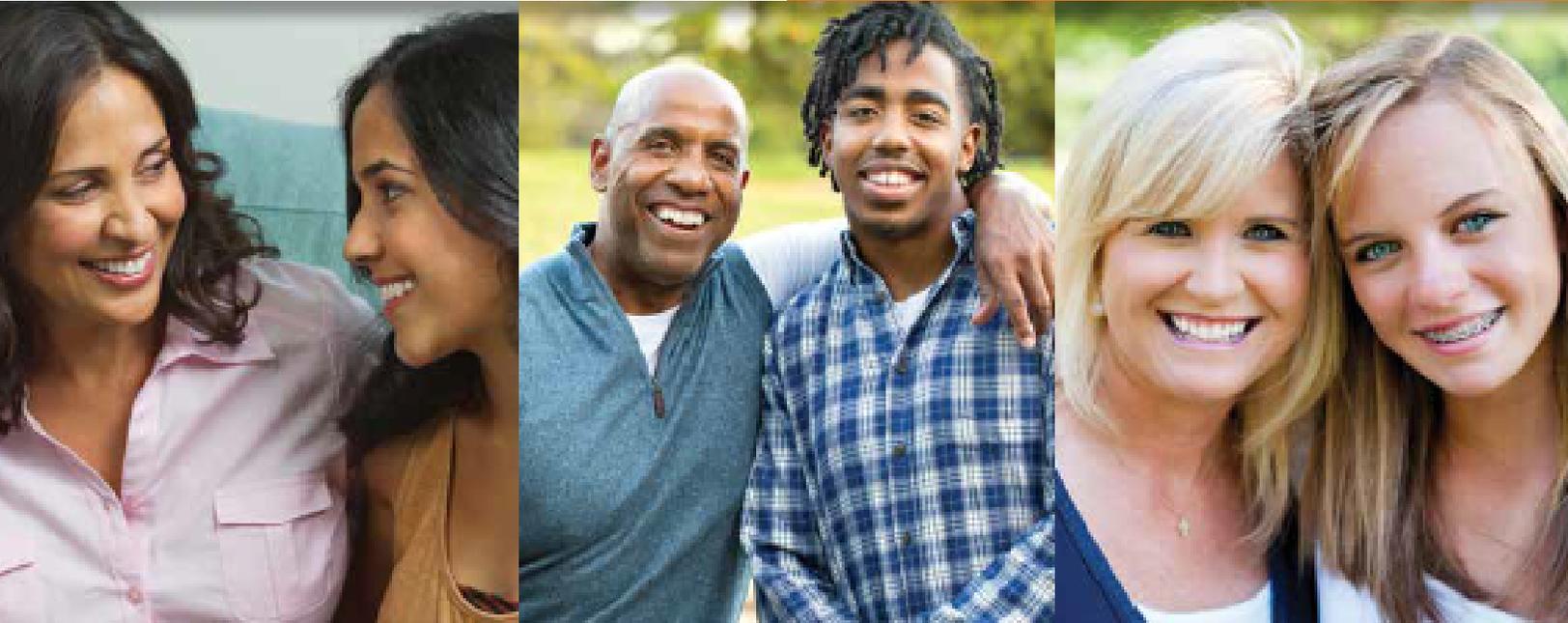


OHIO OPTIONS



**Adult
Diploma
Program**

2GEN: Uniting Families With Education



**Are you a parent or guardian who has not obtained a high school diploma or equivalency?
Do you have a child aged 16-21 who is at risk of delayed high school graduation?**

2GEN at Cuyahoga Community College (Tri-C®) offers personal and academic support to help adults and their teen children earn a high school diploma or equivalent and an in-demand workforce credential.

- Vouchers to help support your family
- Guidance to keep you and your family on track
- Coaching, mentoring and tutoring to help with academic progress

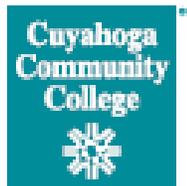
**For more details, contact [jonathan.buckland@tri-c.edu/216-987-0301](mailto:jonathan.buckland@tri-c.edu)
or [dlanna.burks@tri-c.edu/216-987-3207](mailto:dlanna.burks@tri-c.edu).**

Funded by the O'Neill Foundation

TO GET STARTED:

1. Register for Ohio Options Orientation
2. Express your interest in joining 2GEN
3. Meet with a 2GEN staff member

Complete all 2GEN activities to receive a diploma or equivalency and an in-demand workforce credential so that both you and your child can earn family-sustaining wages.



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*

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

BellefaireJCB.org



Do you have children?

Use the simplified Child Tax Credit
Sign-Up Tool to get up to \$3600 per child!

What is the expanded Child Tax Credit?

To help families meet their children's basic needs, Congress expanded the Child Tax Credit (CTC) for 2021. Families will receive a total of \$3,600 per child up to age 5 and \$2,400 per child 6 to 17.

This credit will not affect your Medicaid, SNAP/Food stamps, TANF Cash Assistance, SSI, or other public benefits.

Is My Child Eligible for the CTC?

To be eligible, children must:

- ✓ Have a Social Security Number.
- ✓ Live with you for at least half of the year.
- ✓ Be under age 18 as of December 31, 2021.

How do I get Signed Up?

If you haven't filed taxes recently and if your income is below \$12,550 (under \$25,100 for a married couple) you can sign up at the link below!

Scan the QR Code or go to
www.getCTC.org/NEOH



You do not need
to have any
earnings to get
this credit!





Had a baby in 2020 or 2021?

You could get up to \$5,000 in federal money for your baby. **(\$3600 with the Child Tax Credit plus a \$1400 stimulus payment)**



Getting this money does not impact your immigration status or the status of people you live with.

- ✔ You could also get other payments for yourself and any other children you have.
- ✔ You can get this money even if you have never done taxes before or if you have not in the last few years.
- ✔ This money does not count for most benefits, like SNAP, WIC, TANF, MEDICAID, CHIP, SSI, Emergency Assistance shelter, and most types of public and subsidized housing.
- ✔ If you didn't get the 2020 stimulus payments for a baby born in 2020 (\$500 for the first payment and \$600 for the second), you can get these by filing a late or amended 2020 tax return.

Get your money now!
Scan the QR Code or go to
www.getCTC.org/NEOH



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 <input checked="" type="radio"/>	K-5: Math <input type="radio"/>
30 minutes <input type="text"/>	30 minutes <input type="text"/>
K-5: Science <input type="radio"/>	K-5: Social Studies <input type="radio"/>
30 minutes <input type="text"/>	30 minutes <input type="text"/>
Grades 3-5: ELA <input type="radio"/>	Grades 3-5: Math <input type="radio"/>
30 minutes <input type="text"/>	30 minutes <input type="text"/>

3. Select the date and time for tutoring session.

November 28

DATE

November 2022

Su	Mo	Tu	We	Th	Fr	Sa
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			

TIME

3:30 PM	4:00 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?

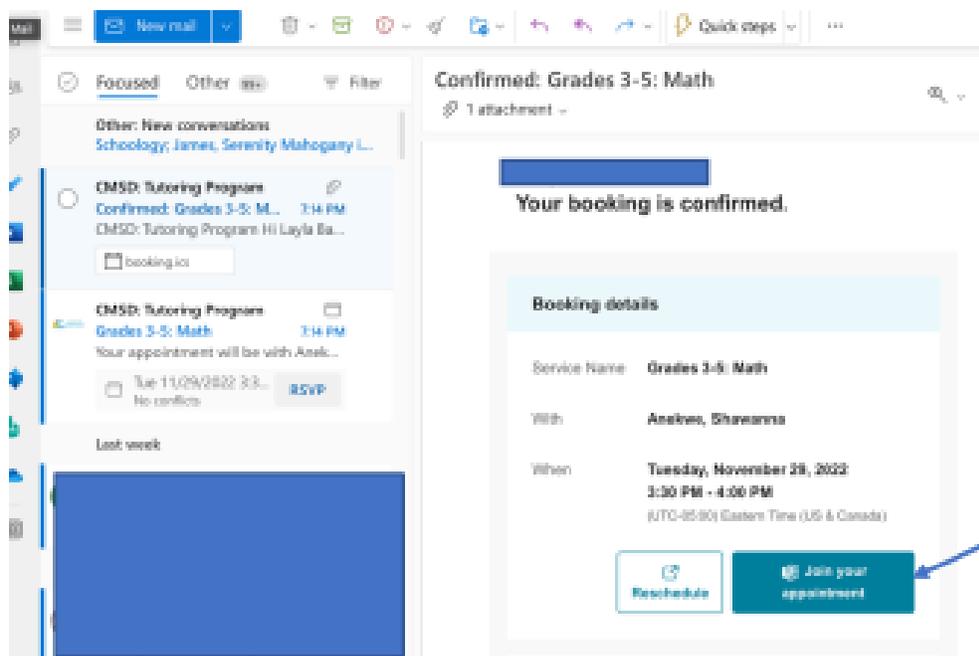
Add your answer here

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**

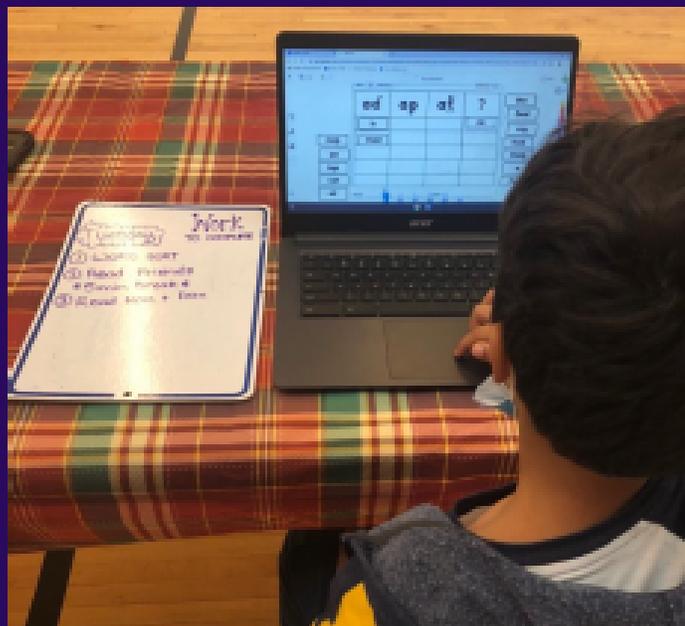
Parents/Guardians, you are not alone. Coach Sam's Scholars is offering

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



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

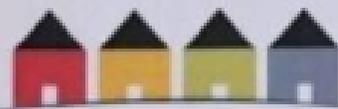
- WORKPLACE SOFT SKILLS
- INTERVIEWING SKILLS
- LEARNING THE BENEFITS OF NETWORKING THRU LINKEDIN
- COMPLETING A MARKETABLE RÉSUMÉ AND COVER LETTER
- CONNECTING TO ONE DRIVE AND MORE ...

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](https://www.instagram.com/stepfwrtdtoday)



FRONT STEPS

HOUSING AND SERVICES

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



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!

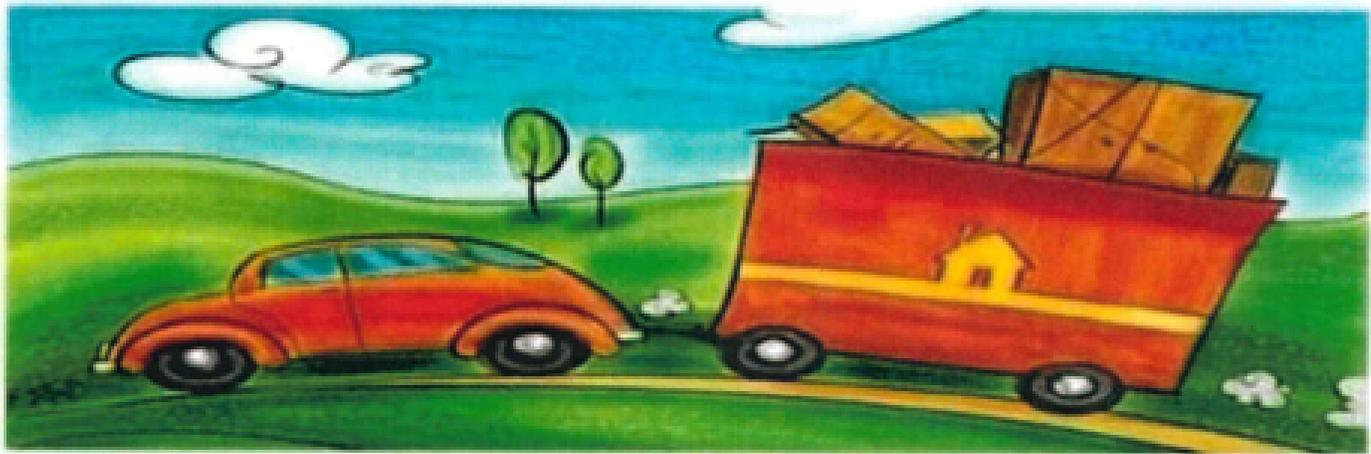
www.HelpWithHousing.info



Or call (216)474-4HRC



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.



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.



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 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.

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:

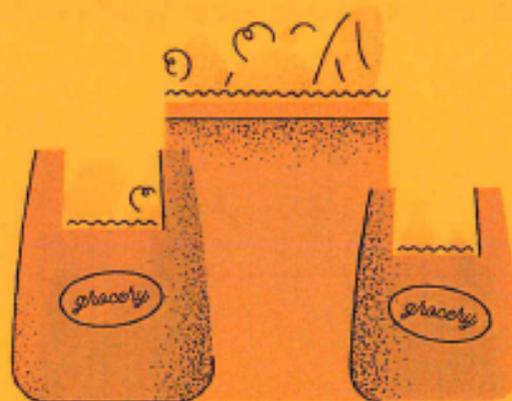
- **Email** - Submit as an attachment to Cuy-PRC-Application@jfs.ohio.gov.
- **Neighborhood Family Service Center Drop Box**
 - » Virgil E. Brown - 1641 Payne Ave. » Old Brooklyn - 4261 Fulton Parkway
 - » Quincy Place - 8111 Quincy Ave. » Southgate at Jane Edna Hunter - 3955 Euclid Ave.
 - » Westshore Opportunity Center Drop-Off Location - 9830 Lorain Avenue
- **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!

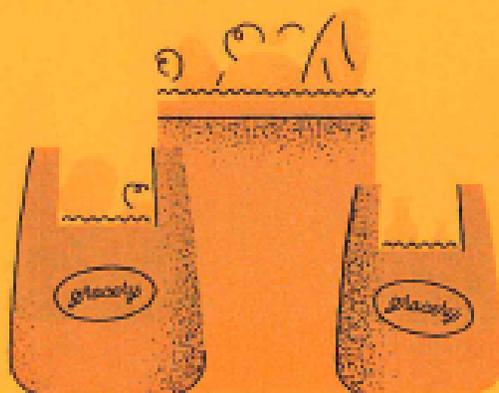


¿Es usted un residente de Old Brooklyn
que necesita ayuda alimentaria?

¡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

FREE INTERNET FOR CMSD FAMILIES!



RECEIVED IN THE
MAIL 4-5 WEEKS
AFTER THE FORM
HAS BEEN
COMPLETED

HOUSE MUST BE
WIRED FOR
INTERNET TO
QUALIFY AND HAVE
A STUDENT WHO
ATTENDS CMSD
SCHOOLS

QUESTIONS? PLEASE CONTACT MRS. HANLON

216-538-0883

KHANLON@SAYYESCLEVELAND.ORG

**SPECTRUM FREE INTERNET
REQUIRED INFORMATION**

**PLEASE COMPLETE & RETURN TO
MRS. HANLON**

NAME OF PARENT/GUARDIAN: _____

ADDRESS: _____

PHONE NUMBER: _____

EMAIL: _____



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.

 **access**
from AT&T

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



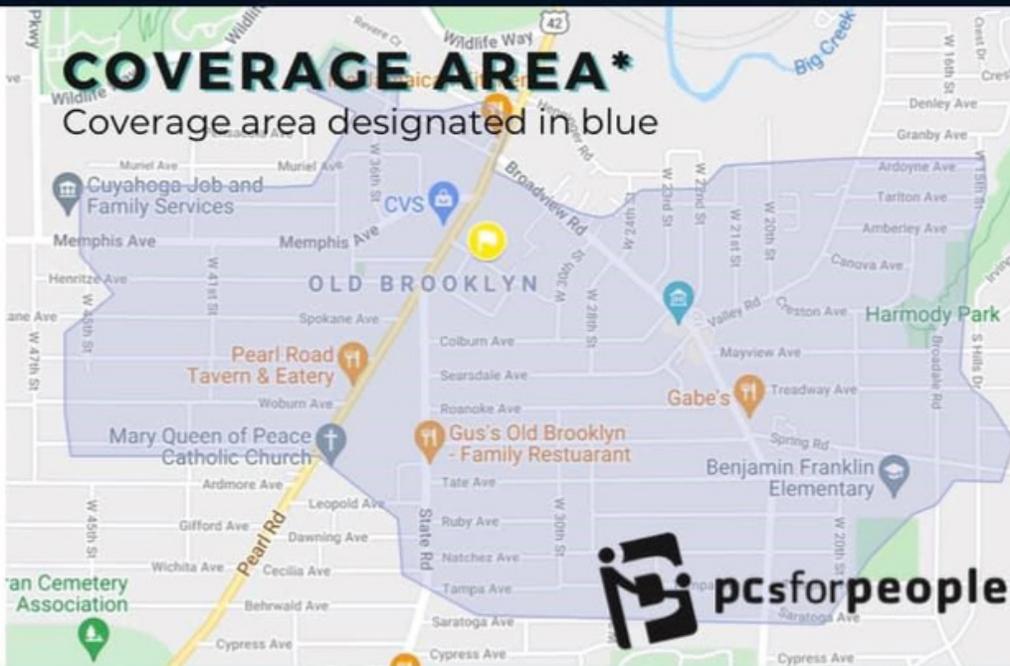
NEED INTERNET IN OLD BROOKLYN?

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



SouthWest Community Based Services

FAMILY
CLOTHING
CENTER

Open EVERY
Thursday

2:00-4:00 p.m.

(Last shopper accepted at 3:45)

SouthWest Community Based Services

5210 Loya Parkway

For more information please call

440-887-4873