

CFC LOCATIONS

Early Learning

Bingham Early Learning Center

2421 Central Avenue
Cleveland 44115
216/621-1782

Mather Early Learning Center

9203 Union Avenue
Cleveland 44105
216/271-0095

McMillan Early Learning Center

*Center for Families and Children
at Taylor Commons*
1941 South Taylor Road
Cleveland Heights 44118
216/932-9497

Rainbow Terrace

Early Learning Center
7255 Garden Valley Avenue
Cleveland 44104
216/441-1520

Wade Early Learning Center

9111 Yale Avenue
Cleveland 44108
216/761-4994

Behavioral Health

East Office

Integrated Health Clinic Pharmacy

Nancy Lyon Porter Building
4400 Euclid Avenue
Cleveland 44103
216/431-5800

RapArt Center

*Center for Families and Children
at Taylor Commons*
1941 South Taylor Road
Cleveland Heights 44118
216/932-9497

Hispanic Office

May Dugan Center
4115 Bridge Avenue
Cleveland 44113
216/651-1860

Southwest Office

5955 Ridge Road
Cleveland 44129
440/888-0300

West Office

Integrated Health Clinic

3929 Rocky River Drive
Cleveland 44111
216/252-5800

Greater Cleveland Integrated Re-Entry Project

Nancy Lyon Porter Building
4500 Euclid Avenue
Cleveland 44103
216/325-9285

Administrative Offices

Nancy Lyon Porter Building
4500 Euclid Avenue
Cleveland, Ohio 44103
216/432-7200
www.c4fc.org

Youth Development & Family Services

*Center for Families and Children
at Taylor Commons*
1941 South Taylor Road
Cleveland Heights 44118

Youth Development Services

216/932-9497

Family to Family Collaborative

216/320-9520

Fathers and Families Together

216/325-9124

EASE@Work

Employee Assistance Services

216/325-9375
www.easeatwork.com

CFC is a Contract agency of:

- Alcohol, Drug Addiction and Mental Health Services Board of Cuyahoga County
- Community Vision Council of United Way of Greater Cleveland
- The Council for Economic Opportunities in Greater Cleveland
- Cuyahoga County

Accredited by:

- The Council on Accreditation
- The National Association for the Education of Young Children

Rated by:

- Step Up to Quality

Partner Agency of:

- United Way of Greater Cleveland

An equal opportunity employer and provider



CENTER
FOR
FAMILIES
AND
CHILDREN



CELEBRATING 40 YEARS OF MAKING SUCCESS POSSIBLE

40TH Anniversary



CENTER
FOR
FAMILIES
AND
CHILDREN

FOR MORE THAN 40 YEARS...

the Center for Families and Children (CFC) has been making success possible. CFC, one of the oldest and largest social service organizations in Northeast Ohio, is guided by a mission of changing lives and communities through direct service, advocacy and collective action.

Our team of more than 330 dedicated professionals work with more than 12,000 people in our community every year who have made the choice to change their lives and have come to us for help. We help by...

Getting young children ready for success in school and supporting them through high school graduation

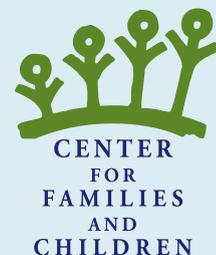
- Early Learning
- Youth Development
- Children & Youth Behavioral Health

Helping parents and adults take action on the barriers of poverty, most notably the barriers of mental illness, involvement with the criminal justice system and unstable families

- Adult Behavioral Health
- Integrated Health Clinic
- Greater Cleveland Integrated Re-Entry Project
- Family to Family Collaborative
- Fathers and Families Together
- Pharmacy

Keeping employees at work and focused on the job

- EASE@Work



our mission

Changing lives and communities through client service, advocacy and collective action

our vision

Making success possible in school, work and life for people in Northeast Ohio's most challenged communities

our shared values

Every person is deserving of hope, dignity and purpose
Everything we do is focused on impact, quality and addressing root cause problems

40TH Anniversary

CELEBRATING 40 YEARS OF MAKING SUCCESS POSSIBLE

hope. dignity. purpose. hope. dignity. purp

early learning

Melanie has a two-year-old and a four-year-old, the latter with Down syndrome. She was looking for a new childcare center in June 2010 and her child's preschool specialist recommended Mather.

"Mather is a really excellent daycare center. The teachers are great; they're more than just babysitters. I've seen so much improvement in my children since coming here, a huge improvement. The teachers are a lot more patient with the kids. They do all sorts of things, and actually have a curriculum. The kids love it here. Everyone here is very caring; they really love these children. I wouldn't put my kids anywhere else. I feel that the

"I've seen so much improvement in my children since coming here, a huge improvement." —Melanie

teachers take the extra time to give my oldest son the special attention he needs." Melanie is adamant that her children are receiving excellent care and mental stimulation.

"We communicate a lot so we can stay on the same page as much as possible, having parent meetings and getting progress reports. My kids love it here! When I pick them up, some days they don't want to go home! I think the staff at Mather go above and beyond. When I was looking for a center, I noticed they treated my older child just like any other child and that was really special to me, and I really appreciate that."



EARLY LEARNING CENTERS

CFC operates five Early Learning Centers: Bingham, Mather, McMillan, Rainbow Terrace and Wade, and home-based services throughout our community. Serving birth to 5 years old.

We offer...

- a caring, creative, clean learning environment, featuring Universal Pre-K, Early Head Start and Head Start. We gladly accept county child care vouchers and welcome children with disabilities.
- quality programs in your neighborhood with the stars to prove it. We're proud to have earned the highest **Step Up to Quality** rating: 3 stars!
- a professional teaching staff that will prepare your children for kindergarten and other new experiences. The real stars are your children who you'll proudly watch learn, grow and thrive.

For more information about CFC's Early Learning Centers, call: 216/325-9206

Building a New Agency 1968-1976

• In 1968, three inspirational community leaders, Leona Bevis, Louise Humphrey, and Nancy Lyon Porter, shared the belief that a more cohesive approach to the problems facing families could be achieved by

bringing several agencies together to form a more integrated service delivery system.

• The Center for Human Services was formed in 1970 by the merger of five historic agencies: Family Service Association, the Day Nursery Association, Traveler's Aid

Society, Cleveland Homemaker Service Association, and Youth Service.

• The first Research and Evaluation function was initiated to monitor program effectiveness and achievement of desired outcomes.

youth development



Avis, the foster parent of seven children, has engaged in a variety of Early Learning and Youth Development Services programming, ever since it opened 15 yrs ago — daycare at first, Head Start, dance and yoga, the alcohol and drug prevention program. Currently she is raising a 12-year-old and a 15-year-old.

“My kids love the staff here, and the programs keep them focused. They do their homework here. It’s like their second home, and they’ve made a lot of friends there. I think it teaches them civic engagement. For me, it helps my children mature and go in the right direction. They’re not part of the crowd of kids hanging out in the streets; they’d rather come up here and help younger kids.

You know, foster kids come to you with a lot of issues, and having RapArt helped me and my children overcome a lot of things they had gone through.” Through her many fostering experiences, Avis has seen the special care that foster children thrive on.

“They have a wonderful staff here; I love the way they interact with the children. It’s almost like my kids have a second set of parents. It’s really helping them grow. If this place weren’t here, I don’t know what else I would’ve put my children into. I think it’s a wonderful place.”

“I love the way they interact with the children. It’s almost like they have a second set of parents.”

—Avis

YOUTH DEVELOPMENT SERVICES

focuses on supporting success in school, from kindergarten through high school graduation.

Through a variety of in-school and community-based programs, our high-quality youth development services and unique art-based approaches help inspire youth to make healthy life choices and successfully transition into adulthood.

For more information, please contact Pamela Bradford, Director of Youth Services: 216/932-9497 x1103



rapart

family to family collaborative

Ashley is a single mom involved with the Family to Family Collaborative, with her children, who are four and two. She’s been a client of CFC for several years, starting with the teen parenting program.

“I used to come to the teen parenting program, so I knew about the Family to Family program then, and a county worker also referred me to it.” As her family needs have changed, so has CFC changed to meet those needs.

“I meet with my counselor every two weeks and she helps me with everything. I’m in the process of moving and she helps me with that. She helps me with my son’s schooling, with counseling for my son, with budgeting, with my college financial aid forms, with apartments and furniture.

“They had a financial benefit session and one of my friends came with me and got some help too. The teen parenting program really helped a lot with my parenting skills. I can call about anything and they have an answer for me.”

“I can call about anything and they have an answer for me.” —Ashley



THE FAMILY TO FAMILY COLLABORATIVE offers neighborhood-based services to ensure the safety and well-being of our community’s children and promote family stability.

We assist families that reside in the following communities: Beachwood, Cleveland Heights, Hunting Valley, Moreland Hills, Orange, Pepper Pike, Shaker Heights, the University Circle area, University Heights and Woodmere Village.

Families can get assistance and linkages to resources for a variety of needs, including...

- emergency food
- utility assistance
- mental health concerns
- parenting support
- job training and education
- transportation, child care and/or respite help
- landlord/housing issues
- municipal services

For more info, please contact Arlene Castañeda: 216/320-9520 x2

Community Leadership 1977-1980

- The Behavioral Health Services Department begins with a contract from the former Cuyahoga County Community Mental Health Board to provide aftercare services to persons with mental illness.
- RapArt becomes a part of CFC, having been founded

- by the Jewish Family Services Association in 1968.
- The Hispanic Office opens in order to better serve the Spanish-speaking community.
- Employee Assistance Service (EASE) is founded as a three-year pilot to test the viability of a corporate services business.

- Duane Beck is appointed Executive Director in 1977.

A New Era 1981-1987

- CFC spearheads a series of successful collaborations between government, business, and the non-profit

sector to initiate the former Senior Resident Service Program, a response to housing needs of the elderly.

- The former Job Search Network is implemented as a job information hotline and is recognized as a national model at the 1984 National Academy for Families and Unemployment Conference.

- The summer Adult Day Camp pilot program becomes the Day Community program providing mental health aftercare services.
- Volunteer services include collection of food donations at Post Offices in cooperation with the U.S. Postal Service and an individual volunteer support

and advocacy program for mental health clients in cooperation with Good Shepherd Lutheran Church.

- RapArt launches the first school pilot in Cleveland Heights for the delivery of substance abuse prevention programming in schools.

fathers & families together

Timothy learned about FAFT through his probation. He's been a client for 18 months, meeting twice a week at RapArt.

"I was in a classroom setting with men who were in similar situations and we were able to bond and share things, even younger and older guys. The great thing was that I learned about being a better parent. This was new for me: learning mistakes I had made and trying to make amends for them with my daughter now.

"I learned how children need a male figure. I didn't know how important it was for a child just to have that quality time with her dad. The staff planned father-child activities where we went to the zoo and museums. There was a workshop with our significant others that was especially helpful. We had classes on different aspects of child support, parenting and visitation rights. They covered money management, cooking, anger management. With the cooking classes, they would even invite the families. I've gotten a lot out of it." Timothy speaks as a proud parent who has literally turned his life around. "Actually, I've ended up getting back together with the mother of my child, and she comes to some of the classes with me. My daughter participates in classes with me. I go back just to see how everybody's doing. I'm still trying. I'm in touch with my counselors and they help me with things. Things are definitely moving in a positive direction for me."



"I didn't know how important it was for a child just to have that quality time with their dad."

—Timothy



FATHERS AND FAMILIES TOGETHER (FAFT) PROGRAM

helps provide fathers with the tools to become caring, committed and responsible fathers.

Current workshops include...

- **Financial Literacy:** introduction to basic budgeting, household and credit management
- **Cooking with Dads:** a hands-on workshop that focuses on planning, budgeting and preparing nutritional meals with children
- **Living with the Law:** shares father-focused info on family law, employment law, voting issues, housing rights and legal records
- **Navigating Community Resources:** community services (utilities, employment, education, etc.) and how to access them
- **Healthy Relationships and Parenting:** relationship development between parenting partners, handling and expressing emotions, increasing involvement as a father and finding balance
- **Fathers Networking:** gives dads the opportunity to meet, socialize and discuss positive parenting and community advocacy, as well as male and fathering issues

For more info, please contact Artis Gaines, FAFT Resource Advisor: 216/325-9124

greater cleveland integrated re-entry project

Ned was in and out of prison since 1999 and has been on and off behavioral medication for years. He heard about the re-entry project through a case manager and started in January 2010, six months before his release.

"I knew that this would be good for me because I didn't have a job or insurance, so it worked out very well. They helped me a lot with personal goals, as well as housing, parenting ... things to make me feel better about myself. The biggest challenge was getting full custody of my daughter, who is six. I had to go through the courts for months, having to prove that I was doing better, and everybody at GCIRP helped me with that. I would do anything for my daughter. She's been the biggest influence on me now, to do the right thing. To be a part of her life means everything to me. I feel that I'm being a good father now. It's a big step for me, getting my daughter up and ready for school every day, making our meals, helping her with homework." Ned is understandably proud of his life changes.

"When I got released I didn't have a place to stay, I had no job, I was diagnosed with bipolar disorder. I saw doctors at CFC and was able to get on disability. Now I have my own house; my daughter has her own room. We've come a long way. I come to CFC once a month to see a psychiatrist. I've been able to stay sober and the resources are here if my daughter or I need them. Nothing has been as good as this program. They really work with you. I can't remember the last time I've been out of jail for a straight year. It's challenging, but I'm coping well with it and my psychiatrist is there for me. GCIRP is a good program; if it weren't there for me, there's a good chance I would be back in jail again."



"Now I have my own house, my daughter has her own room...we've come a long way."

—Ned

GREATER CLEVELAND INTEGRATED RE-ENTRY PROJECT (GCIRP)

GCIRP offers supportive services for people who are incarcerated in preparation for, during and after the process of re-entry.

Our team of case managers and other service providers help clients successfully transition back into the community, reunify with their children and families and prevent a return to incarceration.

GCIRP's case managers are here to...

help clients and their families determine specific short- and long-term goals, as well as plan the steps to meet those goals and link clients and their families to community service providers for additional support with the following:

- housing
- medical care
- drug and alcohol treatment
- employment
- mental health services
- counseling

For more information, please contact Erika Forde, Project Coordinator: 216/325-9285

Evolving Services 1988-1993

- The Center for Human Services changes its name to the Center for Families and Children in 1993.
- In partnership with the AIDS Taskforce of Greater Cleveland, CFC serves the community through the AIDS Initiative Program.

- The Fathers and Families Together program begins providing services to fathers in order to support strong families.
- Bingham Early Learning Center moves to its current Central Avenue location.

- The former Hough Parent Child Center expands and a parent-child center is opened in Lakewood.
- Corporate Child Care merges with EASE to form Corporate Services.

- The Center for Families and Children Young Directors was founded as an opportunity for young professionals to participate in hands-on projects and fundraising events.
- Richard L. Jones is appointed President and CEO in 1991.

Building for the Future 1994-1999

- CFC completes its first capital campaign raising \$3 million for program services.
- Center for Families and Children at Taylor Commons is built to house both RapArt and the McMillan Early Learning Center.

- The West Office of the Behavioral Health Program is completely renovated.
- The first of several Public Policy Conferences is sponsored by CFC for Northeast Ohio.
- Lee Fisher is appointed President and CEO in 1999.

behavioral health

Michael has been a client of CFC's Behavioral Health services for five years. He and his wife are separated, each caring for one daughter. Katrina is 16 and has been seeing Behavioral Health counselors for three years, after having been moved around to several different homes.

"I started with CFC for mental health issues. I saw a psychiatrist and interns and different people. During this time, my daughters were taken into county custody. In the process of getting custody back, we set Katrina up with CFC counselors and medication. They even make home visits on account of my disability. We also receive wraparound services from other agencies in the community. The constant support of the people here helps us maintain our progress. Without them I don't think that I would've gotten custody." Michael and Katrina don't see eye

eye but things are getting better. "I'm learning how to cope with a teenager."

"I'm not saying life is perfect, but it's by no means what it used to be. We learn to manage ourselves and in doing so, it helps us to deal with others. We've also learned about physical activities that help with stress. The staff connected Katrina with various agencies that let her experience activities like a hockey

game and cake decorating. We have counseling appointments every six weeks."

"CFC helped us during the holidays and I'm really grateful for that. They help us with paperwork and appointments. It's hard to imagine us doing all this by ourselves. CFC staff have always been nice to us. They ask how we're doing. Even when I've missed appointments, they never give up on me. They call to check on us. They helped us out with the emergency fund. They've really stood in our corner. We work really hard and Katrina has made so many improvements over the past three years. I couldn't ask for a better place to receive help. They're an important part of our life and I'm very thankful for them."

Actual names in this profile have been changed to respect client privacy.

"The constant support of the people here help to maintain our progress."

—Michael



CFC'S BEHAVIORAL HEALTH SERVICES

are available to adults, children, youth and families. We offer a full range of services, including counseling and Community Psychiatric Supportive Treatment (CPST) for children, youth and adults, as well as medication management, pharmacy services and an integrated physical health clinic for adults.

To make your first Behavioral Health appointment: 216/432-7230

Si usted necesita asistencia en Español, por favor llame al 216/651-1860.

integrated health clinic

Gina was incarcerated and enrolled in the Greater Cleveland Integrated Re-entry Project in October 2009, then transferred to Behavioral Health in January 2010 when she got out of detention.

"The circumstances of my incarceration ruined my marriage and I had nowhere to go when I got out. My counselor was like an angel, a godsend to me. She was so enthusiastic and helpful. I'm so appreciative. I can't tell you enough, how helpful it's been. What would I have done without them? Not only was the program beneficial, but the people are just so phenomenally wonderful, always a smile, very encouraging ... a ray of sunshine." Not only is Gina in better spirits, but she's also in better health. "My cholesterol was high, my triglyceride level was high, I had thyroid trouble that I didn't even know about. They took care of all that. I see someone for psych meds. They have other programs — weight loss and exercise programs, employment, housing. They gave us free produce, which was awesome. To me, it's just wonderful. These people are like your friends, they take care of you, they spend a lot of time helping you out. I thank god every day that I'm part of this. If I was sick and needed something, I could just call and they would see me. They make you feel special.



Michellene has been going to CFC since July 2006 and was one of the first clients when the Integrated Health Clinic opened in February 2010. Her sister works with a social service agency and told her about CFC's programs.

"I had been with CFC's mental health services before. Then the folks at the IHC helped me with my blood pressure, my cholesterol and triglyceride levels, my paps and mammograms; they got me eyeglasses. They've been real good help. I have an advocate, a case manager, and doctors and nurses that all help me. They make sure I have my meds, and they're helping me enroll in patient assistance programs for them. Every time I need something or it's time for an appointment, my case manager or doctor calls me. It's awesome. I'm really glad you have this program."



Marking Milestones 2000 – 2005

- The Employers Resource Council (ERC) selects CFC as one of the best places to work in Northeast Ohio five consecutive times.
- Through its Government Affairs and Advocacy team, CFC sponsors three successful statewide Fathering Conferences.

- Rainbow Terrace Early Learning Center is opened to provide early learning services to the Kinsman neighborhood.
- CFC begins offering administrative and program services at its new building in midtown.

- Corporate Services, renamed EASE@Work, is designated a Dream Team member of the Employers Resource Council for the second time.
- The Ohio Department of Alcohol and Drug Addiction Services recognizes CFC's substance abuse prevention services by awarding The Ohio Exemplary Prevention Program Award for the second time.

Strategic Growth 2006 – 2010

- Sharon Sobol Jordan is appointed President and CEO in 2006.
- The Building on Hope Campaign raises \$8.126 million to significantly enhance and expand services.

- The Jack and Leah November Pavilion and Garden is dedicated in 2006.
- The Nancy Lyon Porter Building is dedicated in 2008.
- The Center for Families and Children is the lead agency in a partnership with the Cleveland Heights-

- University Heights Neighborhood Collaborative to provide the Family to Family Initiative.
- CFC is awarded a federal grant from SAMHSA in the amount of \$500,000/year for four years to provide primary care to behavioral health clients.



EASE@Work

Aaron and his wife Kendra were concerned about their young daughter's eating habits and low weight, and Kendra's workplace offers the EASE@Work program, which includes exercise and nutrition counseling. They began meeting with a nutritionist about a year ago and are very pleased with the progress they've made as a family.

"We went through the nutrition evaluation with the counselor and found different things that Alexis enjoys eating, different sandwiches ... an obsession with Nutella and yogurt. It allowed us to learn to vary what we're giving her for school lunches. She's actually expanded the things she likes to eat now. We met with the nutritionist as a family, so we could work on this together." Alexis is the oldest child and will set patterns for her siblings' behavior.

"Initially we were meeting every two or three weeks, discussing food ideas, looking at materials, taking home coloring projects and recipes to try. Alexis has found that she really enjoys fresh fruit and other foods that she wouldn't eat before, a wider variety of foods. She's definitely gained a healthy amount of weight; she was under-weight before. We're continuing to meet with the counselor monthly, and she's able to engage Alexis, although Alexis is usually very shy. It's helped her, definitely. You can see it in her hair and her skin. It's been a very healthy change."

"We went through the nutrition evaluation and found things that Alexis enjoys eating ... it's been a very healthy change." —Aaron

EASE@WORK serves over 130 Ohio-based employers and their employees and families with highly effective employee assistance, work-life and wellness services.

Employers who use EASE@Work's services are not only helping their employees, they're helping CFC, too: 100% of the net revenue earned by EASE@Work is contributed back to CFC to support our services and programs.

To learn how EASE@Work can help your employees, please contact Patrick Gaul, EASE@Work Sales Manager: 216/325-9375

• The Behavioral Health program launches an on-site pharmacy that serves behavioral health clients and integrates pharmacy staff as part of the treatment team.

• CFC expands re-entry services through the former Returning Home program and Women's Re-Entry program.

• The Early Learning program launches the Breakthrough Preschool Project in collaboration with Citizens Academy.



on-site pharmacy

CFC CREATED AN ON-SITE PHARMACY FOR OUR BEHAVIORAL HEALTH CLIENTS

to address their needs and to expand CFC's revenue base beyond public and private grant support. It officially launched in March 2010 and is led by pharmacist Tod Grimm and supported by pharmacy technicians and a host of interns. We utilize student interns who are currently in training to become pharmacy technicians or pharmacists as this gives us greater service capacity and fosters a learning environment. We began pharmacy services by stocking and filling the psychotropic medications most commonly prescribed by our psychiatrists and advanced practice nurses. We are also now gradually stocking some medications commonly prescribed by our clients' primary care physicians and medical teams.

By creating CFC's pharmacy as another level of service for our clients, we have been able to improve the overall service available to them; provide a greater depth of medication education; eliminate the stigma clients have experienced in their neighborhood pharmacies; and support medication compliance by clients. Over 1400 individuals have received prescriptions from the pharmacy and an average of 750 prescriptions are filled each week.

advocating for greater impact

Our Government and Community Relations Department leads CFC's public policy advocacy activities and focuses on...

- maintaining and expanding government funding for CFC's client services
- influencing public policies that support the success of our clients and our programs
- building and strengthening the relationships that connect CFC to its community partners

The core of this work involves collective action, working with partners across multiple sectors—including government, workforce, education and business—to leverage resources for the greatest positive impact on the clients we serve.

For more info, please contact Alesha Washington, Government and Community Relations Manager: 216/325-9325

