

Welcome

- Find a seat
- Sign the sign-in sheet
- Put cell phones away
- No books, papers, etc. on tables
- Training is 8 hours

Mandatory Survey

- Will receive survey relating to UOF and CEPS training through city email
- Complete survey immediately
- Average time is less than 5 minutes
- Welcome Constructive Criticism and Praise (Be Professional)
- Be specific in comments. Include module, topic, instructor, etc.

Recording Training in LMS

- Use of Force:
 - Enter actual date attended
 - Click Submit
- CEPS:
 - Enter actual date (Should be different from UOF)
 - Three files to download at bottom
 - Useful Community Contact Cards
 - Download, save, and print.
 - Click Submit
- Can access these forms through “My History” in the LMS.
- Will be verified by Academy Staff

2019 COMMUNITY
ENGAGEMENT AND PROBLEM-
SOLVING TRAINING

Student Expectations

- Each student will be assessed on their participation, in a scenario, and with a final test.
- Failures will be remediated; if remediation is unsuccessful then the student will be treated as a firearms failure until they successfully pass all assessments

Student Expectations

Regardless of rank or assignment:

- Participation is mandatory, if you do not participate, you will be removed from class
- If you are disruptive to the classroom environment, you will be removed from class
- Students removed from class will be subject to the disciplinary process

Student Expectations

- Students will be treated professionally and respectfully. Students will treat other students and instructors with professionalism and respect
- Questions are welcomed and instructors will attempt to explain all aspects of the lesson plan

Student Expectations

- Complaints, opinions, and perceived roadblocks to the successful implementation of the CPOP plan do not support the learning goals of this training and will not be allowed to disrupt training
- Return from breaks and lunch on time as instructed, failure to do so will result in removal from class

Student Expectations

- This training session may have outside visitors observing the training.
- We may have organizations including partner police agencies, the Monitoring Team, the DOJ, OPS, CPC, etc.
- Students will not interact with them and visitors will not interact with students while training is being conducted.

Student Performance Objectives

At the end of this topic, the student will be able to:

- Practice community engagement and collaborative problem-solving skills
- Create partnerships
- Adhere to the principles of procedural justice in decision-making during community encounters

2018 Community Engagement and Problem-Solving Training Review



2018 COMMUNITY ENGAGEMENT AND PROBLEM-SOLVING



Commander Johnny Johnson
Bureau of Community Relations



The purpose of this video is to review some of the content that was covered in the 2018 Community Engagement and Problem-Solving training to ensure that the concepts are understood and reinforced.

Clarity, not Retraining



Chief Ramsey Video



History of Policing





Understanding Mistrust

Adverse police actions, real or perceived, can cultivate distrust in communities who have been the object of that action. It doesn't matter if the action happened here or abroad. For many, negative perceptions of police can be based on things that happened to others, not just to them.



When we understand that the mistrust exists, and why it exists in some cases, then the interactions with the affected communities have a better chance of being successful. Meaning, when you understand that the distrust and in some cases anger, expressed during encounters with some community members is not necessarily directed at you personally, you can better focus on the task at hand; which is to provide whatever service that the person requires.



Negative Experiences

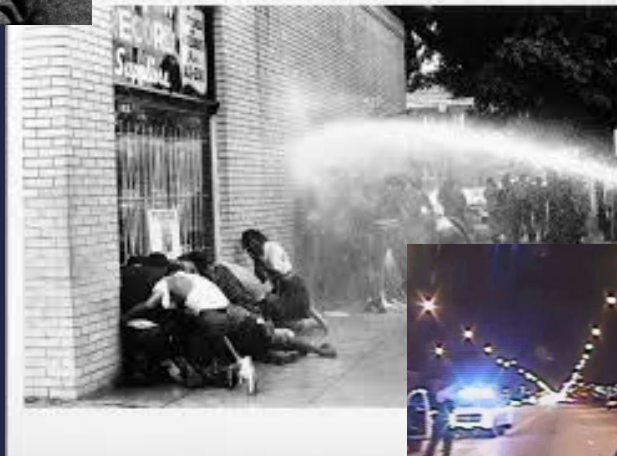
You WILL listen to me!!



LASTING AFFECTS?

PERCEPTIONS?





LASTING AFFECTS? PERCEPTIONS?



Moving Forward



Neutrality

Trustworthiness



COMMUNITY ENGAGEMENT

PROBLEM-ORIENTED POLICING

Respect

Voice



Practices

Problem-Solving

Guardians

Social Media

Resource Allocation

Organizational Strategy

Recruitment

Partnerships

Community Input

COMMUNITY &

SARA

20%

PROBLEM-ORIENTED

POLICING PLAN

Promotion

Wellness

District Awareness

District Policing Committees

Community Meetings and Events

Training

Town Hall

Evaluation

Policies

Bureau of Community Relations



Community Policing is:

MINDSET

OPERATIONAL APPROACH

EVERYONE'S RESPONSIBILITY



Community Policing is not:

TACTIC

A PROGRAM

BUREAU OR SPECIALIZED UNIT



The End



Community and Problem-Oriented Policing Actions or the 20% Expectation

- You may have heard about a new requirement that officers will use 20% of their time engaging with the community.
- That comes from a goal that the Division has set in its CPOP Plan. It's where we want to go as an organization.

Community and Problem-Oriented Policing Actions or the 20% Expectation

- The process of getting there is going to happen in stages.
- The first stage is implementing that Plan through our policy.
- Right now, we are working on a new Community Policing policy.

Community and Problem-Oriented Policing Actions or the 20% Expectation

- That policy is going to provide specific expectations about how all of this will work – including what is considered “community engagement” and “problem-solving” time, what is NOT considered community engagement and problem-solving time, and how the 20% goal will work.

Community and Problem-Oriented Policing Actions or the 20% Expectation

- We know, for instance, that an officer assigned to basic patrol may have many more opportunities to meet this goal than an officer who works in the records division.

Community and Problem-Oriented Policing Actions or the 20% Expectation

- So, the Division will provide a specific policy and specific training on how this requirement, and requirements to log and account for time spent engaging with the community outside of calls for service and enforcement activity, will operate.

Community and Problem-Oriented Policing Actions or the 20% Expectation

- Again, only after there has been a new policy and you have received instruction will there be any requirements that you need to adhere to.
- This policy and training is currently scheduled happen during the Summer and Fall of this year, and you will be kept updated.

Community and Problem-Oriented Policing Actions or the 20% Expectation

- Nevertheless, we are going to talk today about how, even before a policy and training occur, you can think about engaging the community in your day-to-day work.

What Constitutes CPOP Activity?

Define Community Engagement:

Community engagement is any interaction with an individual or group other than a criminal investigation or brief, casual encounter.

Group Exercise

- Brainstorm practical things that you can do that would constitute community engagement consistent with the 20% obligation.
- Designate a scribe to write down activity on provided paper.
- Designate a speaker who will provide the top three examples to the larger group during a report-out.

Example # 1

- Officers receive a call for service for domestic violence. After conferring with the victim and making the proper notifications, the officers engage the children. Eventually, they play ball with the children and refer the parent to the local rec center for after-school activities.
- The moment that the officers engaged the children and the parent outside of the call for service, the interaction will be considered community engagement.

Example # 2

- Officers receive a call for service for a domestic violence incident. The officers advise the victim to the Children Who Witness Violence program and to a domestic violence advocacy group.
- This is not considered community engagement or problem-solving activity because you are expected to make those connections as a part of the call for service, the same as if completing a report.

Class Discussion # 1:

How might this incident count towards CPOP activity?

Example # 3

- While patrolling, a community member asks an officer for directions. After giving the instructions, the officer and the community member engage in a conversation lasting several minutes about topics ranging from the weather to safety.
- This is an example of the 20% expectation because the officer provided more of service than just a brief, casual encounter. It doesn't matter what they talk about in so much as they just have a conversation.

Example # 4

- Officers are approached by a community member who needs help finding a location. The officers point the person in the right direction, and the conversation is ended.
- This is an example of a brief, casual encounter and will not count towards the 20%. If, after giving directions, the officers provide safety tips, talk to him/her about the city, sports teams, learn their name, the neighborhood where they live, their concerns, etc., then it would count towards the 20%. At that moment, the officer and community member created a connection, making it more than a brief encounter.

Example # 5

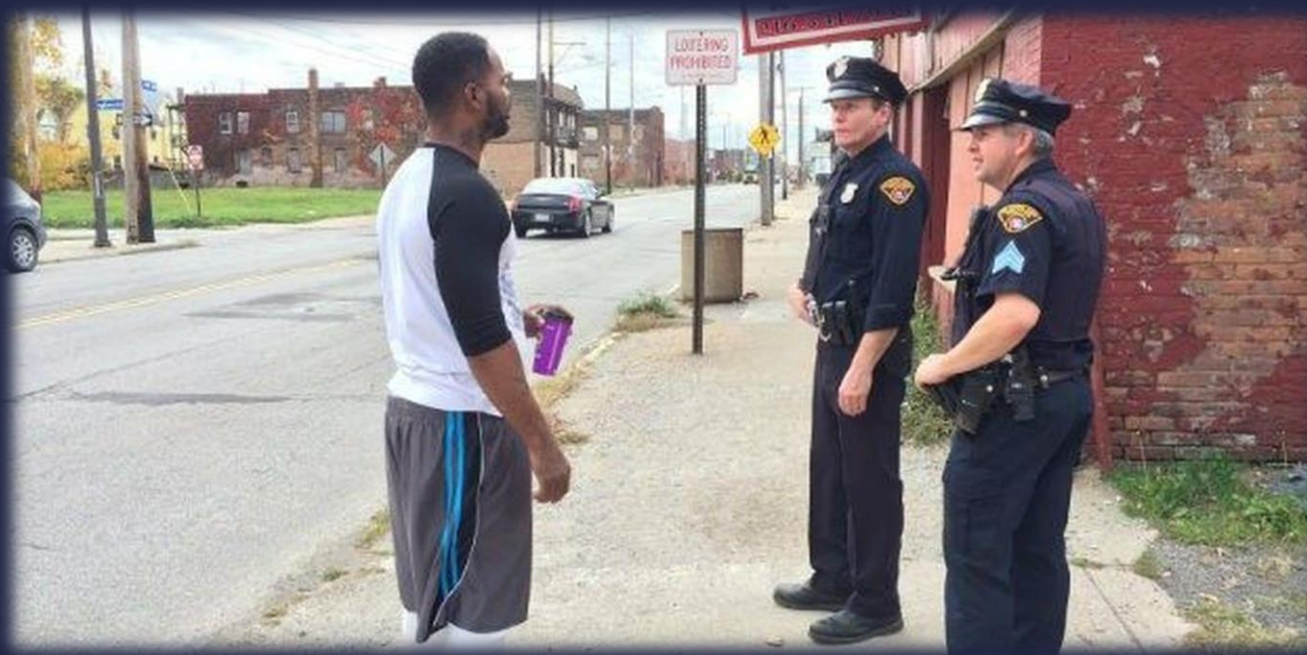
- Officers spend time at a location in their zone (e.g., business, community/rec center, faith-based establishment, park, school, etc.) and engage with community members, merchants, teachers, etc., asking them about the problem they may have and how the police may assist.
- This example goes beyond a casual encounter and thus counts towards the 20%.

Other Examples of Community Engagement



Bike patrols

Other Examples of Community Engagement



Foot patrols

Other Examples of Community Engagement



Neighborhood walks

Other Examples of Community Engagement



Community events

Other Examples of Community Engagement



Community meetings

Other Examples of Community Engagement

CLEVELAND POLICE

The Fourth District

For more Information call 623-5405

TAKE A BITE OUT OF CRIME

Proudly Presents a
Safety Fair
Saturday, June 22nd
11am- 3 pm
Williams Ave.
(East of 116th and Shaker Blvd- Behind the Call & Post)

FEATURING

- A visit from McGruff
- Cleveland Police Motorcycle and Mounted Units
- Cleveland Fire Department Smokehouse
- Cleveland EMS
- Cleveland Police Canine Unit
- Cleveland Police Explorers
- And more.....

CITY OF CLEVELAND
Mayor Frank G. Jackson



Safety Fairs

Other Examples of Community Engagement



Please join us for the City of Cleveland's



CITY OF CLEVELAND
Mayor Frank G. Jackson

Public Safety Career Fair

Saturday, July 28 ♦ 10 a.m. to 1 p.m.

East Professional Center at 1349 East 79 St.

Looking for a fulfilling career helping others in our community? Meet with the City of Cleveland Public Safety recruitment team. We are hiring for positions in the Division of Police, Division of Fire and Cleveland EMS. They include patrol officers, firefighters, dispatchers, traffic controllers and more. Learn more about civil service and other testing needed to apply.

Questions? Contact us at cpdrecruitment@city.cleveland.oh.us or 216-623-5233.



Division presentations and training such as personal safety, career day, Citizens Academy, etc.

Other Examples of Community Engagement

Providing a community service such as:

- Providing maintenance
- Giving a ride
- Purchasing food or supplies

Other Examples of Community Engagement

Using data to identify and resolve problems, or things that happen multiple times, for both the community and police, such as finding the top ten addresses for calls for service in the zone.

Other Examples of Community Engagement

Identify and solve problems in ways other than arrest.

Problem-Oriented policing initiatives including special attention.

Doing outreach to a particular group if/when there is an incident elsewhere in the country targeting a class of people.

Class Discussion #2

Ask the class of examples of community outreach that they can do.

Remember:

Community engagement is any interaction with an individual or group other than a criminal investigation or brief, casual encounter.

Community Engagement to Improve Safety and Prevent Crime

Partnerships

Class Discussion #3:

When we say partnership, what are we referring to?

Any arrangement, formal or informal, that the Division or officer makes with an individual or an organization that is community-based, public or private, that provides a program, service, or resource that will increase public safety.

Partnerships

Partnerships promote community trust in the Division, and they are an asset when officers are using the Scanning, Analysis, Response, Assessment or SARA Model to identify and resolve public safety concerns.

SARA Model

Scanning:

- Involves searching for recurring issues in a community.
- It requires analyzing data in terms of who frequent victims are, the severity and type of crimes, and when and where crimes are taking place.
- It also involves analyzing the community's perception of the problem and an individual's relationship to the crime and the police.

SARA Model

- Analysis:
- Crime reports are analyzed and community members consulted to determine the root cause of the crimes being committed in a community.
- These causes are often nuanced and complex.
- Therefore, this step in the process requires extensive and thorough research to complete.

SARA Model

- Response:
- Once a root cause has been identified, law enforcement works with community members to come up with a comprehensive and long-term plan to address problems.
- They strive to respond to the root causes of problems in such a way that prevents them from occurring in the first place.

SARA Model

- Assessment:
- Once the response is in place, law enforcement and community members conduct an ongoing assessment of their actions to evaluate it's effectiveness.
- Adjustments are made if they are found to be appropriate and useful.
- Data is collected throughout the ongoing assessment.

- The overall goal of SARA is to be a comprehensive system that works with a community to prevent a chronic problem from recurring.
- This is deemed more cost-effective and beneficial than addressing issues after the fact.
- If successful, the steps taken in a particular implementation of SARA can be applied in similar situations elsewhere.

Partnerships

- To create partnerships, we must reach out and engage the community.
- Therefore, all officers are expected to engage the community that they patrol and to get to know them and their safety needs and wants.

- Safety needs and wants may be similar or different across a district, or distinct across certain neighborhoods, communities, or streets.
- When community members regularly communicate with officers in their district, they are more likely to provide officers with more information to prevent and solve a crime than if those partnerships didn't exist.

Officers must form partnerships with all communities that include, but are not limited to:

- Civilians and community organizations
- Youth
- LGBTQ
- Religious and ethnic communities
- Homeless
- Mental health organizations and communities

Street Card

This Street Card is a resource guide for the people on the street or who do not have housing. All of the following programs help homeless people directly. If an address is listed, they also accept walk-ins. This document is now on-line under FND HELP at www.neoch.org. Please make as many copies as you need.

THIS CARD IS FREE!! Feel Free to Make Copies

This card was made by the

NORTHEAST OHIO COALITION FOR THE HOMELESS (NEOCH)
For a free copy of the Street Card please call NEOCH at (216)432-0540.
If's on left correspond to Bus Route Assistance on Back

Y=Housing
Accessible
H=Se Habla
Español

#	Meal Sites	Address	Phone #	Breakfast	Lunch	Dinner	
	Antioch Baptist Church	8869 Cedar	421-1516		T-Th, 11-12 Noon	Mon, 4-5pm	Y
1	St. Augustine Center	2486 W 14th	781-5530	7 days/wk 7:30-8:30 am	7 days/wk 11:30-12:30 pm	M-F only 4:30-5:30p	Y
3	CLOSED	FIRST WEEK		OF THE MONTH	MONTH		
8	Cosgrove Center Catholic Charities	1736 Superior	781-8262	M-F 8:00-9:00a	M-F 12:00-1:30p		Y
		CLOSED	SECOND	OF	MONTH		
	Mercy Seat Mission	3510 Broadview	749-7778		M, W, Sat, Fri, 12-1pm		N
4	Salvation Army Mobile Center	E Cleve-Hayden & Doan Ave	619-4722		No weekends	M-F Arriving at 5:30p-6p	H
5	St. Herman's	4410 Franklin	961-3806	7 days/wk 6-6:30 am	7 days/wk 11:30-12:00 Noon	7 days/wk 5:30-6pm	Y
	ARRIVE 30 MINS BEFORE MEAL						
9	St. Melchior Church	Corner of W 25th at Detroit	861-5343	Mon-Sat 8:30-3pm	Sun-Holidays 8:30-1pm	Mon, 5:45 pm-6:30pm	Y
1	St. Patrick's Evening Meals	3610 Bridge Av	281-5854			T-Th, 5:30-6:30 pm	Y
1	West Side Catholic	3135 Lorain Ave	631-4741	M-F 9:00-10am	M-F noon-1pm	Sat only 4:30-5:15p	H

Meals Once a Week

Cleveland Victory Church of Nazarene	1632 E 55th	Dinner: Thu, 5:30-6:30	881-3115
Faith Baptist Community Ctr.	2355 E 55th	Lunch: W, 11:30 am-1pm	881-8816
Trinity Cathedral	2230 Euclid	Lunch: Sun, 12-1	771-3630
Rescue the Perishing	Parking lot at NW corner of 19th and Payne	Dinner served between 7:00-8:00 pm TUESDAY ONLY	440 237-3740
3 Divine Outreach Ministries / Care on the Square	1744 Payne	Lunch: Sat, 12-3pm	355-4953

If you need food from a FOOD PANTRY call 211 for locations

For shelter availability go to Coordinated Intake 674-5700

All requests for shelter assistance go to Coordinated Intake at 1736 Superior Ave, 2nd Floor. Enter in the front from 8 a.m. to 8 p.m. Mon - Fri to complete application for help. After hours and weekends: Men go to 2100 Lakeside; Women go to 2227 Payne Ave. Families call 2-1-1 or use the callbox at the Coordinated Intake site to get a shelter bed. To access every publicly funded shelter in the community, you must complete a coordinated intake application. You can get a referral to 2100 Lakeside, Norma Herr Women's Shelter, Y-Haven, Harbor Light, PASS, City Mission, Family Promise, West Side Catholic, and VOA shelters from Coordinated Intake.

Coordinated Intake (access to guaranteed shelter):			
From the Coordinated Intake: 674-6700 Y			
Main Public Shelters (Must go to Coordinated Intake first, M-F 8a-3p, see above)			
Men:	2100 Lakeside Avenue	556-0047	
Women:	Norma Herr Women's Shelter, 2227 Payne Ave.	479-0020	
Men's Private Shelters:			
2	City Mission Shelter	431-3515	Y
5	St. Herman's House of Hospitality	961-3806	Y
Privately funded Women/Women with Children /Family Shelters			
	Laurel's Home	472-5500	Y H
Domestic Violence			
	Domestic Violence Center/24-hour hotline for shelter	391-4357	N H
Youth Shelters			
	Next Step Shelter for Youth (formerly West Haven)	941-0062	Y H

For information on homeless services: Call United Way's

"FIRST CALL FOR HELP" Call 211 or 436-2000

24 Hours, 7 days/week. Or go to www.211cleveland.org

For available housing go to housingcleveland.org

ALL EMERGENCIES: DIAL 911

Cuyahoga County



Thanks to University Hospitals for assistance in printing the Cuyahoga County Street Card

#	Housing	Days/Time	Phone Number	
1	Cuyahoga Metropolitan Housing Authority-CMHA	M-F 8am-5pm 5123 Kironen Rd. 44104	348-5000	H Y
	HEAP and Housing Office (CEOCG)	M-F 8am-5:30 pm by appointment Hotline 24/7 1935 Prospect Ave.	518-4014 24 Hrs.	H
	May Dugan Center	For help with housing: Mon, Tues & Thurs at 10am, Wed at 5pm 4115 Bridge Ave.	631-5800	Y
	Affordable housing	www.housingcleveland.org		H
#	Income/Job Training	Address/Hours	Phone Number	
3	Cuyahoga Jobs and Family Services	Vinyl Brown Center 8e-4:30p	1-877-644-6562 (unemployment only)	H Y
	BENEFIT APPLICATION: Cash Assistance, SNAP, Childcare, Medical Ins., PRC - walk-in or call hotline	1641 Payne Ave 8e-4:30p or call hotline 24/7	Walk in for assistance or call 416-4440	
	Job Corps (Age 16-30)	13421 Coll Rd	941-5500	
	Ohio Means Jobs	11699 Brookpark Rd, Parma M-F 8e-5p	696-1366	H
	Opportunity for Ohioans with Disabilities	14550 Detroit #200 8am-5:00 pm	227-3250	H Y
	Social Security Administration www.socialsecurity.gov	17513 Detroit Ave/ 7517 Lorain /1240 E.9th Room 703 M, T, Th, F 9-4, W 9-12p	1-800-772-1213 Call and enter zip code for location	Y
	Towards Employment	1255 Euclid Ave #300 M-F 8am-4:30pm	696-5750	H Y

#	Health Clinics	Address	Phone Number	
	Collinwood Health Center	15322 St. Clair	851-1500	
	Care Alliance (East and West 3800+4 locations)	1931 St. Clair, 2018 Central, 6001 Woodland, 1795 W 25th St, 2nd Floor	781-6724 -for all clinics	H
10	Orion Health Svcs. (formerly Free Clinic)	12201 Euclid	721-4010	
11	J. Glen Smith Health Center	11100 St. Clair	957-5600	
	MetroHealth Express/Care Clinics: (Several East & West locations)	For East & West locations and wait times call:	957-1600	
10	MetroHealth Medical Center	2500 MetroHealth Dr.	778-7800	H
	NEON Hough Health Ctr	8300 Hough Ave	231-7700	
	McCafferty Health Center	4242 Lorain Ave	957-4848	
	CC Steph. Tubbs Jones	13944 Euclid Ave.	767-4242	H
	SE Medical Center/NEON	13301 Miles Ave	751-3100	H
	St. Vincent Charity Psych.	2351 East 22nd St	363-2538	H
	Superior Health Ctr/NEON	12100 Superior	851-2600	H

Y All health clinics are accessible for those with mobility issues.

Free Health Care

Faith Baptist Community Center	2355 E 55th	881-8816 Call for hrs.	Thurs all day Sat. morning	H
St. Melchior Center	2416 Superior Viaduct	771-3036	Mon 8am-12 noon Fri 8am-12 noon	H

#	Legal Services	Address	Phone #	Hours	
	Legal Aid Society of Cleveland	1223 W. 6th St.	587-1900 or 888-817-3777	M, W, F 9-4pm Tue, Th 9-2pm	H Y

#	Drop-in centers	Address	Phone #	Hours	
4	Catholic Worker Shelterfront (All welcome)	4241 Lorain Ave (Showers)	465-9397	Wed/Thurs 7pm-9 pm, Fri 3-5 pm, Sat 9:30-11:30 am, Sun, 3-6 pm	
	The LGBT Center	6600 Detroit Ave.	651-5428	Mon-Fri 10-6pm Sat 10-2pm	
	Cosgrove Center	1736 Superior	781-8262	Mon-Fri 8am-5:30pm	
8	CLOSED 2ND Season of Hope (Women Only)		421-0536	7 pm to 7 am	
	St. Melchior Center	2416 Superior Viaduct	771-3036	M-Thurs 7:30-10 am Fri 7:30-11:00 am	
9	AVAILABLE FOR SHOWERS & MEDICAL			ASSIST ONLY	
	St. Paul's Community Church	4427 Franklin Blvd	651-6250	Tues to Friday 9-12:30	
1	West Side Catholic Center	3135 Lorain Ave. (Drop in center)	631-4741 and showers)	Mon-Fri 9-3pm	
5	Melania Project @ St. Melchior	St. Melchior School's Social Hall 2459 Washington	771-3036 Walter Only W41 Northside Apt	Fri/Sat/Sun 7 pm to 7 am Meals - Fri/Sat/Sun	

Y= facility is fully accessible to physically disabled
N= facility is not fully accessible
H= facility has an individual able to speak Spanish (Se Habla Espanol)
All numbers are 216 area code unless stated. The numbers correspond to the Directory of Bus Routes on the back of this card.—REV Sept 2017

Street Card

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THIS CARD IS FREE!!! Feel Free to Make Copies

Y-Handicapped Accessible
H - See Habla Español

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	Arbocch Baptist Church	8869 Cedar	421-1516		T-Th. 11 - Noon	Mon. 4 - 5pm	Y
1 3	St Augustine Center CLOSED	2486 W 14th FIRST	781-5530 WEEK	7 days/wk 7:30-8:30 am OF THE	7 days/wk 11:30 - 12:30 pm MONTH	M-F only 4:30-5:30p	Y
8	Cosgrove Center/ Catholic Charities	1736 Superior CLOSED	781-8262 SECOND	M-F 8:00-9:00a MONDAY	M-F 12:00-1:30p OF		Y
	Mercy Seat Mission	3510 Broadview	749-7778		M, W, Last Fri. 12-1pm		N
4	Salvation Army Mobile Canteen	E Cleve-Hayden & Doan Ave	619-4722		No weekends	M-F Arriving at 5:30p-6p	H
5	St Herman's ARRIVE	4410 Franklin 30 MINS	961-3806 BEFORE	7 days/wk 6-6:30 am MEAL	7 days/wk 11:30 - Noon TIMES	7 days/wk 5:30 - 6pm	Y
9	St. Malachi Church 2459 Washington	Corner of W 25th at Detroit	861-5343	Mon-Sat 8:30-3pm	Sun + Holidays 8:30-1pm	Mon. 5:45 pm-6:30pm	Y
1 4	St. Patrick's Evening Meals	3610 Bridge Av	281-5854			T - Th. 5:30 - 6:30 pm	Y H
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	May Dugan Center 4115 Bridge Ave.	For help with housing: Mon, Tues & Thurs at 10am, Wed at 5pm	631-5800	Y H
	Affordable housing	www.housingcleveland.org		
#	Income/Job Training	Address/Hours	Phone Number	
3	Cuyahoga Jobs and Family Services	Virgil Brown Center 8a-4:30p	1-877-644-6562 (unemployment only)	H Y
	BENEFIT APPLICATION: Cash Assistance, SNAP, Childcare, Medical Ins., PRC - walk-in or call hotline	1641 Payne Ave 8a-4:30p or call hotline 24/7	Walk in for assistance or call 416-4440	
	Job Corps (Age 18-24)	13421 Coit Rd	541-2500	
	Ohio Means Jobs ohiomensjobs.com/cuyahoga	11699 Brookpark Rd, Parma M-F 8a-5p	898-1366	H
	Opportunity for Ohioans with Disabilities	14650 Deboit #200 8am-5:00 pm	227-3250	H Y
	Social Security Administration www.socialsecurity.gov	17513 Deboit Ave/ 7517 Lorain /1240 E. 9th, Room 700 M, T, Th, F 9-4; W 9-12p	1-800-772-1213 Call and enter zip code for location	H Y
	Towards Employment	1255 Euclid Ave #300 M-F 8am-4:30pm	696-5750	H Y

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10	Circle Health Svcs. (formerly Free Clinic)	12201 Euclid	721-4010	
11	J. Glen Smith Health Center	11100 St. Clair	957-5600	
	MetroHealth Express/Care Clinics: (Several East & West locations)	For East & West locations and wait times call:	957-1680	

	ARRIVE	30 MINS BEFORE	am MEAL	Noon TIMES	6pm		
9	St Malachi Church 2459 Washington	Corner of W 25th at Detroit	861-5343	Mon-Sat 8:30-3pm	Sun + Holidays 8:30-1pm	Mon. 5:45 pm- 6:30pm	Y
14	St. Patrick's Evening Meals	3610 Bridge Av	281-5854			T - Th. 5:30 - 6:30 pm	Y H
15	West Side Catholic	3135 Loras Ave	631-4741	M-F 9:00- 10am	M-F noon -1pm	Sat only 4:30- 5:15p	Y H

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If you need food from a FOOD PANTRY call 211 for locations

For shelter availability go to Coordinated Intake | 674-6700

All requests for shelter assistance go to Coordinated Intake at 1736 Superior Ave, 2nd Floor. Enter in the front from 8 a.m. to 8 p.m. Mon - Fri to complete application for help. After hours and weekends: Men go to 2100 Lakeside; Women go to 2227 Payne Ave. Families call 2-1-1 or use the callbox at the Coordinated Intake site to get a shelter bed. To access every publicly funded shelter in the community, you must complete a coordinated intake application. You can get a referral to 2100 Lakeside, Norma Herr Women's Shelter, Y-Haven, Harbor Light, PASS, City Mission, Family Promise, West Side Catholic, and VOA shelters from Coordinated Intake.

Coordinated Intake (access to guaranteed shelter):

Frontline Coordinated Intake: **674-6700** Y

Main Public Shelters: (Must go to Coordinated Intake first, M-F 8a-8p, see above)

Men: 2100 Lakeside Avenue 566-0047

Women: Norma Herr Women's Shelter, 2227 Payne Ave 479-0020

Men's Private Shelters:

2 City Mission Shelter 431-3515 Y

5 St. Herman's House of Hospitality 961-3806 Y

Privately funded Women/Women with Children /Family Shelters

Laura's Home 472-6500 Y H

Domestic Violence

Domestic Violence Center/24-hour hotline for shelter 391-4357 N H

Youth Shelters

Next Step Shelter for Youth (formerly West Haven) 941-0062 Y H

For information on homeless services: Call United Way's "FIRST CALL FOR HELP" Call 211 or 436-2000

Towards Employment	1255 Euclid Ave #300 M-F 8am-4:30pm	696-5750	H Y
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#	Health Clinics	Address	Phone Number	
	Collinwood Health Center	15322 St. Clair	851-1500	
	Care Alliance (East and West sides - 4 locations)	1538 St. Clair; 2018 Central; 6011 Woodland; 1795 W 25 th St, 2 nd Floor	781-6724 -for all clinics	H
10	Circle Health Svcs. (formerly Free Clinic)	12201 Euclid	721-4010	
11	J. Glen Smith Health Center	11100 St. Clair	957-5600	
	MetroHealth ExpressCare Clinics: (Several East & West locations)	For East & West locations and wait times call:	957-1680	
18	MetroHealth Medical Center	2500 MetroHealth Dr.	778-7800	H
	NEON Hough Health Ctr	8300 Hough Ave	231-7700	
	McCafferty Health Center	4242 Lorain Ave	957-4848	
	CC Steph. Tubbs Jones	13944 Euclid Ave.	767-4242	H
	SE Medical Center NEON	13301 Miles Ave	751-3100	H
	St. Vincent Charity Psych.	2351 East 22 nd St	363-2538	H
	Superior Health Ctr NEON	12100 Superior	851-2600	H

Y All health clinics are accessible for those with mobility issues.

Free Health Care

	Faith Baptist Community Center	2355 E 55 th	881-8816 Call for hrs.	Thurs all day Sat. morning	H
	St. Malachi Center	2416 Superior Vieduct	771-3036	Mon 8am -12 noon Fri 8am - 12 noon	H

#	Legal Services	Address	Phone #	Hours	
	Legal Aid Society of Cleveland	1223 W. 6 th St.	687-1900 or 888-817-3777	M, W, F 9-4pm Tue, Th 9-2pm	H Y

#	Drop-in centers	Address	Phone #	Hours
16	Catholic Worker Slovefront (All welcome)	4241 Lorain Ave (Showers)	465-9397	Wed/Thurs 7pm -9 pm, Fri 3-5 pm, Sat 9:30-11:30 am, Sun. 3-5 pm
	The LGBT Center	6600 Detroit Ave.	651-5428	Mon -Fri 10 -8pm Sat 10 -2pm
8	Cosgrove Center CLOSED 2 ND	1736 Superior MONDAY	781-8262	Mon-Fri 8am-2:30pm
	Season of Hope (Women Only)		421-0536	7 pm to 7 am
9	St. Malachi Center AVAILABLE FOR SHOWERS & MEDICAL ASSIST ONLY	2416 Superior Vieduct	771-3036	M-Thurs 7:30-10 am Fri 7:30-11:00 am
	St. Paul's Community Church	4427 Franklin Blvd	651-6250	Tues to Friday 9 -12:30
15	West Side Catholic Center (Drop in center)	3135 Lorain Ave.	631-4741 and showers)	Mon -Fri 9 - 3pm
	Melanois Project @ St. Malachi	St. Malachi School's Social Hall 2459 Washington	771-3036 Winter Only Mid Nov-Mid April	Fri/Sat/Sun 7 pm to 7 am Meals - Fri/Sat/Sun



National Call Center for Homeless Veterans
 TOLL-FREE 1-877-424-3838 or 1-877-4AID-VET
 Live 24/7 Chat on VA's Homeless Veterans website www.va.gov/homeless
 Veterans Crisis Line – 1 (800)-273-8255 then press 1

DOWNTOWN

Agency	Address	Phone	Hours	Restrictions	Services Provided
2100 Lakeside Men's Shelter	2100 Lakeside Avenue	(216) 696-2715	24/7	Shelter Beds for Vets Section Available	
Veterans Upward Bound—Cuyahoga Community College	2900 Community College Ave	(216) 987-4938	8:30 a – 5 p Mon - Fri	H	bilingual
Dept. of Veterans Affairs—Regional Office	1240 E. 9th St A. J. Celebrezze Bldg.	1 800 827-1000 www.ebenefits.va.gov/ebenefits/homepage	Phone: 8a-9 p M-F offc 8a-4:30p M-F	None	benefits assistance
Veterans Service Commission	1849 Prospect Ave Rm. 100	(216) 698-2600	8:30 am-4:30 pm Mon - Fri	H	* \$
Bishop Cosgrove Center/Catholic Charities	1736 Superior Ave First Floor	(216) 781-8262	M-F 8 a -9 am (Meal) M-F 12:00p -1:30pm (Meal) open-8a-2:30p	None (closed 2nd Monday)	
Supportive Services for Veteran Families/Frontline Services	1736 Superior 3rd Floor, Superior Entrance	(216) 674-6700, vets Press 1	8:00a to 5:30p Mon- Fri	Men, Women, Families - any discharge but Dishonorable	Rapid Rehousing, Case Management, Homeless Prevention

SOUTH AND WEST

Agency	Address	Phone	Hours	Restrictions	Services Provided
Spanish American Committee	4407 Lorain Ave.	(216) 961-2100	8:30 a.m. – 5 p.m. M-F	Emphasis on Hispanic/Latino	bilingual
Vet Center—West	5700 Pearl Rd. Ste. 102, Parma	(440) 845-5023	M, T & Th 8 a - 7:30p W & F 8 a-4:30 p	Counseling for Combat zone vets	
Dept. of Veterans Affairs McCafferty Outpatient Clinic	4242 Lorain Ave	(216) 939-0699	8 a - 4:30 p Mon - Fri	None	podiatry, bilingual

EAST

Agency	Address	Phone	Hours	Restrictions	Services Provided
Veterans Community Resource Referral Center **Go here first*	7000 Euclid Ave. Ste. 202	(216)- 391-0264 Ext. 2001	8:00 a—5:00p Mon - Fri	None	housing
Paralyzed Veterans of America—Buckeye Chapter	26250 Euclid Ave. Ste. # 115	(216) 731-1017 (216) 731-6404fax	9 a.m. – 5 p.m. Mon - Fri	Spinal Cord Injury or Disease	Social Svc programs-members only
Eastside Vet Center	5310 1/2 Warrensville Ctr. Rd. Maple Hts.	(216) 707-7901	M, Tue, Thurs, Fri. 8 a-4:30 p Wed: 8a to 7:30p	Readjustment Counseling for Combat zone vets	
Veterans Affairs—Medical Center at Wade Park	10701 East Blvd	(216) 791-3800 x 2718	8 a.m. – 4:30 p.m. Mon - Fri	None	
VOA Domiciliary at Wade Park Residential Rehabilitation Treatment Program - Men/Women's treatment	1563 East Blvd	(216) 485-2525 Ext. 2042	Residential -24/7 Office 6a-6p	Referral only H	
Northeast Ohio Coalition for the Homeless	3631 Perkins Ave 3rd Floor	(216) 432-0540	9 a.m. – 4:30 p.m. Mon - Fri	None	
VOA Veterans Resource Center (meals available to any veteran for breakfast, lunch & dinner)	775 E 152nd St	(216) 541-9000	M-F 9 a – 5 p Break 7-7:30am; Lunch 12-12:30p; Din 5-5:30p	H	
Congresswoman Marcia L. Fudge's Office	4843 Richmond Rd. Warrenville Hts. St.150	(216) 522-4900	9 a.m. – 5 p.m. Mon - Fri	None	
VOA Veterans Family First Center	4415 Euclid Ave Suite 110	(216) 302-2602	8 a.m. – 5 p.m. Mon-Friday	Can serve other than honorable discharge	



National Call Center for Homeless Veterans
TOLL-FREE 1-877-424-3838 or 1-877-4AID-VET
 Live 24/7 Chat on VA's Homeless Veterans website www.va.gov/homeless
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DOWNTOWN

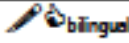
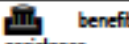






Agency	Address	Phone	Hours	Restrictions	Services Provided
2100 Lakeside Men's Shelter	2100 Lakeside Avenue	(216) 696-2715	24/7	Shelter Beds for Vets Section Available	*
Veterans Upward Bound— Cuyahoga Community College	2900 Community College Ave	(216) 987-4938	8:30 a – 5 p Mon - Fri	H	bilingual
Dept. of Veterans Affairs— Regional Office	1240 E. 9th St A. J. Celebrezze Bldg.	1 800 827-1000 www.ebenefits.va.gov/ebenefits/homepage	Phone: 8a-9 p M-F offic 8a-4:30p M-F	None	benefits assistance
Veterans Service Commission	1849 Prospect Ave Rm. 100	(216) 698-2600	8:30 am-4:30 pm Mon - Fri	H	* \$
Bishop Cosgrove Center/Catholic Charities	1736 Superior Ave First Floor	(216) 781-8262	M-F 8 a -9 am (Meal) M-F 12:00p -1:30pm (Meal) open-8a-2:30p	None (closed 2 nd Monday)	
Supportive Services for Veteran Families/Frontline Services	1736 Superior 3 rd Floor, Superior Entrance	(216) 674-6700, vets Press 1	8:00a to 5:30p Mon- Fri	Men, Women, Families - any discharge but Dishonorable	Rapid Rehousing, Case Management, Homeless Prevention

SOUTH AND WEST

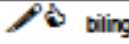





Agency	Address	Phone	Hours	Restrictions	Services Provided
Spanish American Committee	4407 Lorain Ave.	(216) 961-2100	8:30 a.m. – 5 p.m. M-F	Emphasis on Hispanic/Latino	bilingual
Vet Center—West	5700 Pearl Rd. Ste. 102, Parma	(440) 845-5023	M, T & Th 8 a- 7:30p W & F 8 a-4:30 p	Counseling for Combat zone vets	
Dept. of Veterans Affairs McCafferty Outpatient Clinic	4242 Lorain Ave	(216) 939-0699	8 a – 4:30 p Mon - Fri	None	podiatry, bilingual

EAST



















Agency	Address	Phone	Hours	Restrictions	Services Provided
Veterans Community Resource Referral Center **Go here first*	7000 Euclid Ave. Ste. 202	(216)- 391-0264 Ext. 2001	8:00 a—5:00p Mon - Fri	None	housing
Paralyzed Veterans of America—Buckeye Chapter	26250 Euclid Ave. Ste. # 115	(216) 731-1017 (216) 731-6404fax	9 a.m. – 5 p.m. Mon - Fri	Spinal Cord Injury or Disease	Social Svc programs-members only
Eastside Vet Center	5310 1/2 Warrensville Ctr. Rd. Maple Hts.	(216) 707-7901	M, Tue, Thurs, Fri. 8 a-4:30 p	Readjustment Counseling for Combat	

Veterans Upward Bound— Cuyahoga Community College	2900 Community College Ave	(216) 987-4938	8:30 a – 5 p Mon - Fri	H	 bilingual
Dept. of Veterans Affairs— Regional Office	1240 E. 9th St A. J. Celebrezze Bldg.	1 800 827-1000 www.ebenefits.va.gov/ ebenefits/homepage	Phone: 8a-9 p M-F offc 8a-4:30p M-F	None	 benefits assistance
Veterans Service Commission	1849 Prospect Ave Rm. 100	(216) 698-2600	8:30 am-4:30 pm Mon - Fri	H	* \$ 
Bishop Cosgrove Center/Catholic Charities	1736 Superior Ave First Floor	(216) 781-8262	M-F 8 a -9 am (Meal) M-F12:00p -1:30pm (Meal) open-8a-2:30p	None (closed 2nd Monday)	 
Supportive Services for Veteran Families/Frontline Services	1736 Superior 3rd Floor, Superior Entrance	(216) 674-6700, vets Press 1	8:00a to 5:30p Mon- Fri	Men, Women, Families - any discharge but Dishonorable	   Rapid Rehousing, Case Management, Homeless Prevention

SOUTH AND WEST

Agency	Address	Phone	Hours	Restrictions	Services Provided
Spanish American Committee	4407 Lorain Ave.	(216) 961-2100	8:30 a.m. – 5 p.m. M-F	Emphasis on Hispanic/Latino	 bilingual
Vet Center—West	5700 Pearl Rd. Ste. 102, Parma	(440) 845-5023	M, T & Th 8 a- 7:30p W & F 8 a-4:30 p	Counseling for Combat zone vets	  
Dept. of Veterans Affairs McCafferty Outpatient Clinic	4242 Lorain Ave	(216) 939-0699	8 a – 4:30 p Mon – Fri	None	  podiatry, bilingual

EAST

Agency	Address	Phone	Hours	Restrictions	Services Provided
Veterans Community Resource Referral Center **Go here first*	7000 Euclid Ave. Ste. 202	(216)- 391-0264 Ext. 2001	8:00 a—5:00p Mon - Fri	None	  Ω, housing
Paralyzed Veterans of America—Buckeye Chapter	26250 Euclid Ave. Ste. # 115	(216) 731-1017 (216) 731-6404fax	9 a.m. – 5 p.m. Mon – Fri	Spinal Cord Injury or Disease	 Social Svc programs-members only
Eastside Vet Center	5310 ½ Warrensville Ctr. Rd. Maple Hts.	(216) 707-7901	M, Tue, Thurs, Fri. 8 a-4:30 p Wed: 8a to 7:30p	Readjustment Counseling for Combat zone vets	 
Veterans Affairs—Medical Center at Wade Park	10701 East Blvd	(216) 791-3800 x 2718	8 a.m. – 4:30 p.m. Mon - Fri	None	 
VOA Domiciliary at Wade Park Residential Rehabilitation Treatment Program - Men/Women's treatment	1563 East Blvd	(216) 485-2525 Ext. 2042	Residential -24/7 Office 6a-6p	Referral only H	  
Northeast Ohio Coalition for the Homeless	3631 Perkins Ave 3rd Floor	(216) 432-0540	9 a.m. – 4:30 p.m. Mon - Fri	None	
VOA Veterans Resource Center (meals available to any veteran for breakfast, lunch & dinner)	775 E 152nd St	(216) 541-9000	M-F 9 a – 5 p Break 7-7:30am; Lunch 12-12:30p; Din 5-5:30p	H	  
Congresswoman Marcia L. Fudge's Office	4843 Richmond Rd. Warrenville Hts. St.150	(216) 522-4900	9 a.m. – 5 p.m. Mon - Fri	None	
VOA Veterans Family First Center	4415 Euclid Ave Suite 110	(216) 302-2602	8 a.m. – 5 p.m. Mon-Friday	Can serve other than honorable discharge	  \$ 

FAMILY EDITION



Publication of the Family Street Card is made possible through the generous support of a local Religious Community.

Street Card

This Street Card is a resource guide for the people who either do not have housing, all of the housing programs help homeless people directly. These are programs that help families to move or help in the meantime. One-to-one under supervision at www.noch.org. Please make sure you are using this card. **THIS CARD IS Bilingual.**
 This card was made by the **NORTHEAST OHIO COALITION FOR THE HOMELESS (NEOCH)**
 For a printable copy of this Street Card please visit www.noch.org
 Also available in Vietnamese and Spanish Editions
 Please feel free to make copies of this card.

MEAL SITES						
Meal Sites	Address	Phone #	Breakfast	Lunch	Dinner	
Catholic Relief Council	1174 Cedar	431-1801		Tu-Th 11:30-12:00	Mon-Fri 4:00-6pm	Y
St. Augustine Center	1400 W 14 th	687-8884	7 days 7:00-9:30	7 days 11:30-1:00	Mon-Fri 4:30-5:30	Y
CLOSED	FRST	WEBB	OF EACH	MONTH		
St. Ignace Center	1135 Superior	731-1300	5 th 9:30-10:30	12:00-1:00		Y
Catholic Charities	2 nd	520-6647	OF EACH	MONTH		
Way Back Mission	3510 Frank Ave	750-7778	5 days 8:00-11:00	5 days 11:30-1:00		N
St. Vincent de Paul	11300 Frank Ave	476-4722		5 th 11:30-12:00	5 th 4:00-6:00	H
St. Monica	4410 Frank	561-3626	7 days 8:30-10:30	7 days 11:30-1:00	7 days 4:00-6:00	Y
ADAR 90	11018 Cedar	471-4742	7 days 8:30-10:30	7 days 11:30-1:00	5 th 4:00-6:00	Y
St. Andrew Family Mass	1010 Maple	761-6284			Tu-Th 11:30-12:00	Y
West Side Bible	1130 Lorain Ave	681-4141	5 days 8:00-10:00	5 th 11:30-1:00	5 th 4:00-6:00	Y

If you do not have a Food Pantry call 211 for locations

Meal/Dining for Youth	Address	Hours	Phone #
Lebanon-211 Community Center (211 location)	7724 Lehigh Ave	11 th Tues-Fri	551-4122
Shelton Children's Center	11111 Lorain Rd	11 th Tues-Fri	471-2525
Sight of Grace Children's Center and Family Location	967 E 90 th St 14711 Cedar, Ste 370 (513) 4663 5131 Lorain St/Parrot	11 th Tues-Fri 11:30-1:00 11:30-1:00 11:30-1:00	687-5000 687-5000 687-5000
St. Ignace Family Center	1135 Superior	5 th 9:30-10:30	731-1300
St. Vincent de Paul	11300 Frank Ave	5 th 11:30-12:00	476-4722
St. Monica	4410 Frank	7 days 11:30-1:00	561-3626
ADAR 90	11018 Cedar	7 days 11:30-1:00	471-4742
St. Andrew Family Mass	1010 Maple	Tu-Th 11:30-12:00	761-6284
West Side Bible	1130 Lorain Ave	5 days 8:00-10:00	681-4141

To Find Affordable Housing in Cuyahoga County go to the Housing Cleveland website at www.housingcleveland.org



Dropt centers	Address	Phone Number	Hours
Catholic Relief Council	424 Lorain Ave	465-2627	Mon-Fri 7:00-11:30 Sat 9:00-12:00 Sun 10:00-12:00 Mon-Fri 10:00-11:30 Sat 10:00-11:30 Closed Sundays
The LGBT Center	5900 Oak Ave	591-5425	
Catholic Center	1706 Superior	461-4282	Mon-Fri 8:00 am - 2:00 pm
St. Ignace Center	1135 Superior	731-1300	Mon-Fri 9:00-11:30 Sat 9:00-11:30 Closed Sundays
ADAR 90	11018 Cedar	471-4742	MONDAY ONLY
St. Vincent de Paul	11300 Frank Ave	476-4722	Mon-Fri 10:00-11:30 Sat 10:00-11:30 Closed Sundays
St. Monica Family Center	4417 Lorain Ave	561-3222	Mon-Fri 10:00-11:30 Sat 10:00-11:30 Closed Sundays

Free Health Care	Address	Phone #	Hours
First Baptist Community Center	2700 26 th	671-1574	Thurs 8:00 am - 8:00 pm

Child Support Services	Address	Phone #
Cuyahoga County Dept of Children's Services	1900 Superior Ave	213-4411 800-421-4421 (Toll Free)

Women's/Children's Shelters	Phone #
For All Shelters, a family should complete an application of Coordinated Intake. Coordinated Intake is at 1193 Superior on the Second Floor (enter in front). They are open 8am to 5pm Mon-Fri. On the weekend and after 5 call 3-1-1. Many shelters now have Central Intake Point Referral.	
West Hill Center Community Women's Shelter	476-0023
St. Vincent de Paul	476-4722

Domestic Violence Shelters	Phone #
Domestic Violence and Child Advocacy Center	391-4864

Youth Shelters	Phone #
St. Vincent de Paul (211 location)	471-4742
Providence (211 location)	561-2662 ext. 746

Counseling/Referrals Services	Phone Number
Angeline's Center Inc.	687-6611/441-2041
Talavera Women's Home	381-2227
Dorothy O'Rourke Center	561-3168
Center for Families & Children's Support	561-3027
Cleveland Rape Crisis Center - Follow	476-4196 or (216) 421-2022
Catholic Victim Child Advocacy Center	201-HEAR (4327)
Crowdsource Center (211 location)	761-6700
Way Dagar Center	63-5306
West Hill Center	476-0023
Family Partnership of Cleveland	62-1320
Spanish American Center	62-2100
Wilkes Victim Services Center	443-7145
Catholic Family Services Center	476-7251
St. Vincent de Paul (211 location)	471-4742
Shelton Children's Center and Early Educator	1-800-330-3811
First Baptist Bible	687-1774
Programs for Experiencing Parents, Inmates, Toddlers	866-4502

For information on homeless services: Call United Way's "FIRST CALL FOR HELP" Call 211 or 436-2000 24 Hours, 7 days/week. Or go to www.211cleveland.org
 For available housing go to housingcleveland.org
ALL EMERGENCIES: 911

FAMILY EDITION



Publication of the Family Street Card is made possible through the generous support of a local Religious Community

Street Card

This Street Card is a resource guide for the people on the street or who do not have housing. All of the following programs help homeless people directly. These are programs that help families by serving or talking to. This document is now on-line under resources at www.neoich.org. Please make use of any website as you read. **THIS CARD IS BILINGUE**

This card was made by the **NORTHEAST OHIO COALITION FOR THE HOMELESS (NEOCH)**

For a printed copy of this Street Card please **CALL** www.neoich.org. Also available in **Vietnam and Regular Editions**. Please **don't** forget to make copies of this card!

MEAL SITES

Meal Site	Address	Phone #	Breakfast	Lunch	Dinner	
Central Baptist Church	8874 Center	431-1001		Tu-Th, 11:00 Noon	Mon 4:00-6pm	Y
St. Augustine Center	5426 W 14th	681-8604	7 days/week 7:00-8:30a	7 days/week 11:30a-12:30p	Mon-Fri 4:30-5:30pm	Y
CLOSED	FRST	WEEK	OF EACH	MONTH		
Community Center	1735 Superior	761-3300	5a-7p	3:30-5:30p	12:00-1:00p	Y
Central Baptist Church	8874 Center	431-1001				Y
St. Vincent Mission	3510 Franklin	720-7778	Emergency Shelter MF	5:00-6:00p	Fr 12:00pm	N
Delaware Ave. Homeless Outreach Center	E. Clark - between 5th & 6th	419-4410		Mo - Fri 10:00-11:00 PM	No weekend	H
Homeless St	4410 Frankl	561-3600	7 days/week 8-8:30am	7 days/week 11:30-12:00	7 days/week 5:30-6pm	Y
ARRIVE 30 MINUTES BEFORE MEAL	MEAL	SINCE				
St. Michael's Church	2200 W 25th St	681-8242	7:00-8:30a	5:00-6:00p	5a-7p	Y
St. Paul's Church	1510 14th St	761-3084			Tu-Th 5:00-6:00pm	Y
West Side Community Center	3130 Lorain Ave	681-4141	5:00-6:00p	MF Noon-1p	Sat Only 4:00-6:00p	Y

If you don't see a Food Party call 211 for locations

Meal/Clothing for Youth	Address	Hours	Phone #
Lawrence St. Community Center (2-11 year olds)	7724 Lawrence Ave.	MF Thurs-6pm	561-4100
Central Baptist Church for Kids	8874 Center	MF Thurs-6pm	419-441-1001
St. Vincent Mission	3510 Franklin	MF, Thurs 11:30-12:00	720-7778

Drop-in centers	Address	Phone Number	Hours
Central Baptist Church	4241 Lorain Ave	465-2627	Mon-Fri 7:00am-10:30am Sat 9:00-10:00am Sun 10-12pm
The LGBT Center	6900 Delia Ave.	681-5425	Mon-Fri 10am-3pm Sat 10am-5pm Closed Sundays
Community Center	1735 Superior	761-3300	Mon-Fri 8:00am-2:30pm M-Thurs 10am-10:30am Fri 10am-10:30am
AVAILABLE FOR	7:00-8:00am	7:00-8:00am	MONDAY
West Side Community Center	3130 Lorain Ave	681-4141	Mon-Fri 8am-3pm
St. Paul's Community Center	1417 Franklin Ave	681-5200	Tue-Fri 9am-12:00pm

Free Health Care	Address	Phone #	Hours
Food Bank Community Center	2700 15th	681-8378	Thurs 10am-5pm

OHIO Support Services	Address	Phone #
Cuyahoga County Support Transient Agency - OH Support Assistance	190 Superior Ave	216-435-6121 800-433-1431 (Toll Free)

Women's/Children's Shelters	Phone #
For All Shelters, a family should complete an application at Coordinated Intake. Coordinated Intake is at 1735 Superior on the Second Floor (entrance in front). They are open 8am to 3pm Mon-Fri. On the weekend and after 5 call 2-1-1. Many services now involve Central Intake Point Referral.	
Homeless Center Community Women's Shelter	431-0627
Laurel Homeless	419-2601

All other shelters are by referral only. Please call the Government Intake Call Center: access to Family Promise, Toledo George Stokes, West Side Catholic.

Domestic Violence Shelters	Phone #
Domestic Violence and Child Advocacy Center Intake Shelter	681-4357
Youth Shelters	
West Side Catholic Youth Shelter (Homeless/Women's Home)	681-4360
Providence Home (children only)	681-2882 ext. 290

Counseling/Medical Services	Phone Number
Advanced Center, Inc.	681-6601/441-0241
Behavioral Health	681-6287
Central Ohio Child Services	681-3168
Center for Families & Children's Behavioral Health	681-7607
Central Ohio Child Center - Homeless	419-2196 or (419) 435-3022
Domestic Violence Child Advocacy Center (Homeless) (24 hours)	201-HEUP (4327)

Meal Sites	Address	Phone #	Breakfast	Lunch	Dinner	
Catholic Relief Agency	1114 Center	471-1011		Tu-Th, 11:00-1:00p	Mon 4:00-6pm	Y
St. Augustine Center	2400 W 14th	981-8884	7 days 7:00-9:00a	7 days 11:30-1:30p	Wed-Fri 4:30-5:30am	Y
CLOSED	FIRST	WEEK	OF EACH	MONTH		
Catholic Charities	1231 Superior	291-1900	50-500	11:00-1:00p		Y
King's Road Mission	3510 Broadway	750-7778	50-500	11:00-1:00p		N
St. Ann's Center	4100 Frankl	961-3606	7 days 6-9:30am	7 days 11:30-1:30p	7 days 5:00-8pm	Y
ARRIVE 30	MINUTES	BEFORE	MEAL	STARTS		
St. Michael's	2100 W 25th St	961-8942	50-500	11:00-1:00p	Mon 5:00-8:00p	Y
St. Patrick's	1110 Maple St	961-8884			Tu-Th 1:00-3:00pm	Y
West Side Center	3130 Lorain Ave	681-4141	50-500	11:00-1:00p	Sat Only 4:00-6:00p	Y

If you need food for a Food Party call 211 for locations

Meal/Clothing for Youth	Address	Hours	Phone #
Leakage & Co. Community Center (24-27 year olds)	7724 Lorain Ave.	MF 10am-6pm	961-4122
Shelton Center for Kids	1410 Lorain Ave. (at 14th St)	MF 10am-5pm	471-2665 or 471-2664
Sight of Grace Cleveland Lakewood and Parma Locations	967 E. 96th St 14731 Lorain St J70 6151 Broadway (Parma)	MF, Tue-Thu 10am-12pm Fri 10am-12pm	687-6600-6900 216-835-6100 687-6600-6900
Catholic Charities Food Bank Senior Meal Program	Ashtabula Ave. (at 14th St), Norcross, Ohio	Just this July/Aug-September	Call for Food Bank Help. Contact 216-758-7255 or call "FOOD" to 877-877
Meals Once a Week	Address	Hours	Phone #
Cleveland Family House of Nazareth	1022 E 59th	Open Thu, 5:30-7:00	771-1113
John Baptist Community Ch. Trinity Cathedral	2666 E. 95th	Lunch W, 11:30am-1pm	881-4816
	2224 Euclid	Lunch Sat, 11-1	771-0701
St. Vincent Mission (LCH) - Corner Euclid & 11th	1194 Payne	Lunch Sat 11-1	325-6251

To Find Affordable Housing in Cuyahoga County go to the Housing Cleveland website at www.housingcleveland.org

Meal Sites	Address	Phone #	Breakfast	Lunch	Dinner
St. Michael's	2100 W 25th St	961-8942	50-500	11:00-1:00p	Mon 5:00-8:00p
West Side Center	3130 Lorain Ave	681-4141	50-500	11:00-1:00p	Sat Only 4:00-6:00p
St. Paul's Community Church	4177 Franklin Ave	921-0200	50-500	11:00-1:00p	Mon-Fri 4:30-5:30am

Free Health Care	Address	Phone #	Hours
Food Relief Community Center	2100 W 25th	961-8942	Thurs, Sat, Sun, 10am-12pm

Child Support Services	Address	Phone #
Cuyahoga County Support Enforcement Agency Child Support Assistance	1900 Superior Ave	216-436-1111 800-421-4427 (Toll Free)

Women's/Children's Shelters	Phone #
For All Shelters, a family should complete an application at Coordinated Intake. Coordinated Intake is at 1758 Superior on the Second Floor (entrance in front). They are open 8am to 3pm Mon-Fri. On the weekend and after 8 call 2-1-1. Many shelters now include Central Intake Point Referral.	
Normal Hill Center/Community Women's Shelter	478-0603
Leakage & Co.	471-2665

All other shelters are coordinated only. Please call the Coordinated Intake Call Center: 216-436-1111

Domestic Violence Shelters	Phone #
Cuyahoga Women and Child Advocacy (CWA) Shelter	961-4667

Youth Shelters	Phone #
West Side Mission (at Food Bank) (for Family Who Home)	961-2662
Providence House (children only)	961-2662 ext. 240

Counseling/Mediation Services	Phone Number
Applied Behavior Inc.	961-6612 / 471-2664

Tolman Women's Hotline	381-0207
Catholic Charities Services	961-3168
Center for Families & Children (Hispanic Behavioral Health)	961-3607
Coordinated Rape Crisis Center - Lakewood	471-2665 or 471-2664
Domestic Violence Child Advocacy (CWA) Home Hotline (weekdays 24 hours)	216-HEIP (4327)
Domestic Violence Center (Lakewood)	761-8704
May Day Center	621-5300
Mission of Counseling	622-7390
Parma Parishhood of Cleveland	881-4830
Spanish American Center	621-2100
Witness Within Bowles Center	413-7143
Center for Families & Children	471-2664
Cleveland Children's Advocacy Center	438-4233
Sharing Partners (Childcare and Early Education)	1-800-330-3871
Food Bank & Home	681-4141
Programs for Expectant Mothers, Infants, Toddlers	Phone Number
Myths Free	961-4502

For information on homeless services: Call United Way's "FIRST CALL FOR HELP" Call 211 or 436-2000 24 Hours, 7 days/week. Or go to www.211cleveland.org
For available housing go to housingcleveland.org
ALL EMERGENCIES: 911

Getting acquainted with the community requires officers to engage the community outside of enforcement or investigative activities.

Officers may be seen as authorities, the authority that people fear, especially by those who have been oppressed, and abused. To help community members feel safer, visit and go to those places where they are comfortable.

Class Discussion # 4:

Why is it important to meet community member where they are comfortable?

Class Discussion # 5:

Name other places where community members may feel comfortable?

Go to their meetings, visit barber shops, hair stylists, laundromats, places of worship, recreation centers, schools, and other neighborhood-based gathering places.

Why is this important?

- Make personal, one on one contact.
- Remember, first impressions are crucial.
- Be professional.
- Make eye contact.
- Introduce yourself by name and remember the person's name you meet.
- Tell them why you are there.
- Ask how you can work together to address issues that they have.

- Be sure to listen and show respect for what they have to say.
- Do not rush.

Class Discussion # 6:

Why is this important?

- Be trustworthy

- If you tell them that you are going to do something, follow through. Tell them once you have done what you promised. It's okay to do some easy things first and then try the more difficult things. Report back.
- Do not make promises that you cannot keep.
- If something is told to you in confidence, keep it in confidence.

- Do not ignore troubles.
- Make sure that referrals to another city/governmental agencies/organizations are made in accordance with Division policy.
- If there are relatively minor concerns that need to be addressed, address them.

- For example:
 - If an empty trash can is in the middle of the street blocking traffic, move the can out of the street.
 - If a street sign is down, notify dispatch.

Behave and communicate with decency and respect

Remain professional as you work on building a working partnership.

Do not use or acknowledge offensive speech or gestures.

Be ethical

- Ethics is defined as moral principles that govern a person's behavior or the conducting of an activity. Officers are expected to show a high degree of ethical integrity on and off the job.
- There are ways to assess and guide the ethical decision. Remember, adverse police actions can negatively impact the community's perception of us.

Admit when you get it wrong and apologize.

- Community members understand that officers are human and make mistakes.
- If needed, ask other officers for help.

Class Discussion # 7:

Ask the class:

What do they believe is meant by being compassionate, understanding, and feeling?

Does this mean not to arrest?

Does it mean to take abuse?

Does it mean to understand that incidents are very traumatic?

Does it mean to understand that it is ok to let someone vent frustrations?

Why is there a difference between the communication style officers prefer as opposed to what the community wants?

Principles of Procedural Justice and its Goals

One key concept that cuts across our job-whether it is engaging in enforcement activity or problem-solving activity-is procedural justice.

What is Procedural Justice?

Procedural Justice is defined as the procedures used by officers in which citizens are treated fairly and with proper respect as humans.

The principles of procedural justice should be incorporated into all activities of officers – traffic stops, business visits, and calls for service.

Use of the principles of procedural justice is an essential first step towards building trust and rapport with all and particularly with populations that might feel marginalized.

Procedural justice is also the best tool or avenue towards achieving or strengthening Police legitimacy.

Employing procedural justice principles will make you more effective in policing and engaging communities in creating partnerships.

The Four Pillars of Procedural Justice:

- **Neutrality:** being neutral and transparent in decision-making.
- **Voice:** Giving individuals a voice during an encounter.
- **Respect:** treating people with dignity and respect.
- **Trustworthiness:** conveying trustworthy motives.

Policing based on the concept of procedural justice recognizes that people form assessments of legitimacy based on how the police exercise their authority and interact with members of the public.

When we give citizens a voice (listen) and are neutral, respectful, and transparent, we gain the trust of the citizenry. This creates better or more positive encounters and experiences for all.

What does it mean to give citizens a voice?

Why do you think that giving citizens a voice creates better encounters?

Benefits of utilizing Procedural Justice and gaining Legitimacy

- **Increased Safety:** Happens when one is feeling less threatened or defensive, which results in a safer environment for officers and the community.
- **Lower Stress:** When everyone is treated with decency and respect, the atmosphere tends to be happier and more pleasant at work and at home.
- **Fewer Complaints:** By talking to others professionally, we tend to get fewer complaints.

Benefits of utilizing Procedural Justice and gaining Legitimacy

- **Greater Cooperation from Citizens:** When we build rapport with the community by utilizing procedural justice, we are more likely to gain information about incidents occurring in the neighborhoods.
- **Voluntary Compliance Gained from Citizens:** When we treat others how we want to be treated, we are more likely to walk offenders into a pair of cuffs.
- **Reduced Crime:** When talking to others in the proper manner, there is a greater likelihood that there will be fewer assaults on officers.

Collaborative Problem-Solving

CPOP stands for “Community and Problem-Oriented Policing.”

What does it mean for our policing to be “Problem-Oriented?”

Collaborative Problem-Solving

In the 2018 training, you were introduced to the SARA model.

The SARA model is a tool that all CDP personnel can use to address a problem. Think of a problem as something that happens more than once, vs an incident that is a onetime occurrence. For example, tragically a person is killed in a motor vehicle crash when another vehicle didn't stop at a stop sign. That is an incident. If that happens again, in the same intersection in the same fashion, it is a problem that the SARA model can help remedy.

What is a Problem?

A problem can be something that community members say is a serious issue, even aside from any pattern of incidents or calls for service.

This can be obtained from one-on-one interactions, or it may come from feedback from community meetings such as District Policing Committee meetings.

What is a Problem?

Example:

Officers receive multiple calls for cars being broken into on a particular street.

They confer with radio and learn that the incidents happen between 1am and 5am.

They also observe that the street is dark, and doesn't have sufficient lighting.

The officers believe that the problem can be resolved with better lighting.

Therefore, they request that the lights are replaced or repaired.

After the lighting is repaired, there are no more car break-ins.

Problem-solving engagement will be tracked and uploaded into a system in the same fashion as community engagement stats.

As of today, the process of inputting the data has not been finalized.

When the process is created, training on how to input the data will follow.

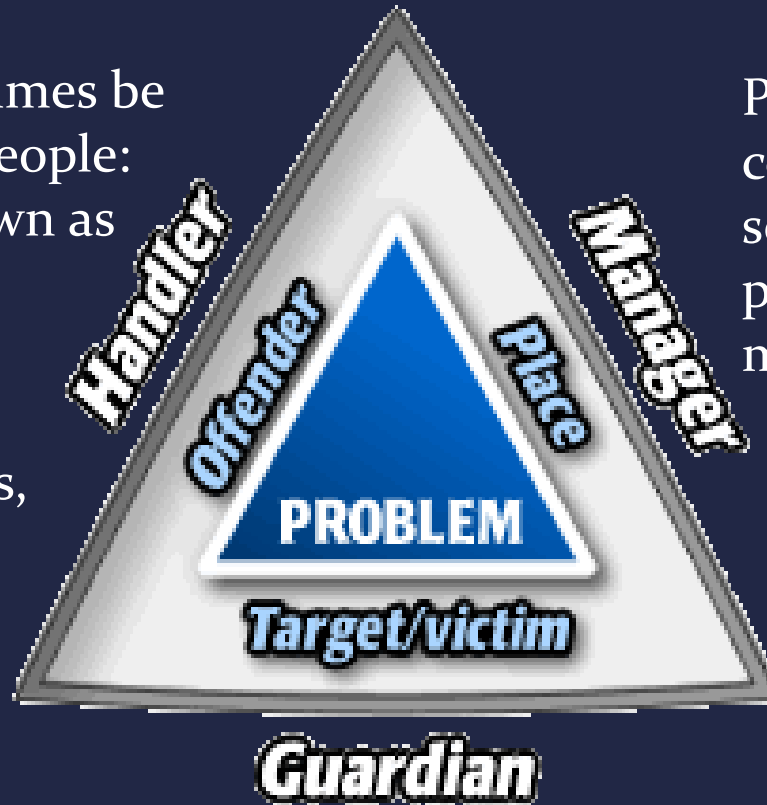
Problem Triangle

While the SARA model is useful as a way of organizing the approach to recurring problems, it is often challenging to figure out just exactly what the real problem is. The problem analysis triangle (sometimes referred to as the crime triangle) provides a way of thinking about recurring problems of crime and disorder. This idea assumes that crime or disorder results when likely offenders and suitable targets come together in time and space, in the absence of capable guardians for that target.

This is what the Problem Triangle looks like:

Offenders can sometimes be controlled by other people: those people are known as handlers.

For example:
Prostitutes and pimps,
drug users and drug
dealers.



Places are usually controlled by someone: those people are known as managers.

Targets and victims can sometimes be protected by other people as well: those people are known as guardians. For example: Police, teachers, advocates.

Effective problem-solving requires an understanding of how offenders and their targets/victims come together in places and understanding how those offenders, targets/victims, and places are or are not adequately controlled.

Understanding the weaknesses in the problem analysis triangle in the context of a particular problem will point the way to new interventions.

SARA Model (review)

- Scanning:
- Identifying, prioritizing and selecting problems that need addressing using both data from police and other sources as well as community and citizen input.

SARA Model (review)

- Analysis:
- Deeply analyzing the causes of the problem, including the underlying causes of repeated calls for service and crime incidents.

SARA Model (review)

- Response:
- Determining and implementing a response to a particular problem. Ideas for responses should be “evidence-based” when possible or at least tailored to the specific problem at hand using general principles of good crime prevention.

SARA Model (review)

- **Assessment:**
- Often the most ignored part of the SARA model, this requires assessing and evaluating the impact of a particular response and being willing to try something different if the response was not effective.

SCENARIO

Scenario

- This will be a role play scenario.
- All officers will participate.
- Officers will respond to a call for service with a partner.
- The scenario is the same for all officers, regardless of rank or assignment.

Scenario

- Officers will only be graded on their community engagement and problem-solving skills.
- Cover/contact tactics are not graded.
- Report writing is not graded.
- No guns will be allowed during the scenario.

Any questions so far?

