



# CLEVELAND HEIGHTS

## **Community Resources & Emergency Relief Guide**

The City of Cleveland Heights has compiled a list of resources for residents affected by the COVID-19 pandemic.

## FOOD/GROCERY ASSISTANCE

- **Food drives** continue around Cleveland Heights to help many of our neighbors in need. The Greater Cleveland Food Bank will be providing fresh fruit and vegetables at the **First Baptist Church of Greater Cleveland** (3630 Fairmount Blvd). Please check the [website](#) for instructions.
- **The Heights Emergency Food Center**, which is located within the Disciples Christian Church at 3663 Mayfield Road, provides more than 575 families with a three-day supply of food once each month. Those eligible must meet certain income guidelines as set by the U.S. Department of Agriculture. Details are available on the [website](#).
- **[The Abundance Pantry](#)** at Forest Hill Church Presbyterian distributes food to more than 560 families that meet low-income requirements established by the State of Ohio. Pantry Outside Distribution during COVID crisis is on Tuesdays, 11am-2pm. Details are available on the Forest Hill Church [website](#).
- The **Greater Cleveland Food Bank** partners with more than 1000 programs and agencies in Northeast Ohio to provide [hot meals and a food pantry](#). Those in need can register to attend a [drive-thru food distribution](#).
- **[The Father Michael Wittman Ozanam Center \(FMWOC\)](#)**, a local food pantry and clothing bank located at St. Philomena Church in East Cleveland, provides families in the area with free food and clothing every week. FMWOC is an all-volunteer organization and a registered agency with the Greater Cleveland Food Bank. It is supported by 14 churches in the eastern suburbs including Communion of Saints Parish and Church of the Saviour in Cleveland Heights.
- **CH-UH School District:** Weekly free produce pickup through June 25 at Heights High school thanks to the Farmers to Families program. Check the [website](#) for details.
- The free [Grab and Go](#) breakfast and lunch bags to all children in the community aged 18 and under continues from 10am to 1pm each weekday. Pick up is in school entrances.
- **Pandemic-Electronic Benefit Program:** Because of COVID-19, children who missed out on their free or reduced-price breakfast and lunch at school are receiving a credit to spend at local grocery stores and other retailers. For most families with children who participate in the [Supplemental Nutrition Assistance Program \(SNAP\)](#), the [Pandemic-Electronic Benefit Transfer \(P-EBT\) Program](#) benefit is loaded onto their card. For those families with children who do not receive SNAP benefits, a P-EBT card was sent in the mail. This benefit is automatic and requires no sign-up. Call the Ohio Department of Job and Family Services at 866-244-0071 with any questions.
- **Limited SNAP Online Ordering:** To reduce Coronavirus exposure while grocery shopping, [Cuyahoga Job and Family Services](#) has announced several retailers will provide an option for online ordering using SNAP benefits. Curbside pickup will be available with payment made inside

the store or, where available, with a mobile point-of-sale device curbside. Participating stores include Giant Eagle and Walmart:

- Giant Eagle: All locations in Ohio (online account required) - Minimum purchase amount is \$35
- Walmart: All locations in Ohio (online account required) - Minimum purchase amount is \$30

- **Senior Adults Food Assistance**

The Office on Aging partners with the [Heights Emergency Food Center](#) to distribute a supply of food to needy seniors. The Cleveland Heights Office on Aging is also working with [The Western Reserve Area Agency on Aging](#) to deliver shelf-stable items to seniors. Call the Senior Center at 216-691-7377 to sign up for this program.

**Grocery stores with senior hours. It is recommended checking with the store for any updates:**

**Aldi's:** vulnerable shopper hours 8:30-9:30am Tuesday & Thursday

**Dave's Markets:** seniors can shop 7-8am Monday-Sunday

**Dollar General:** first open store hour is reserved for seniors

**Fresh Thyme Farmers Market:** dedicated time for 60+ and those with compromised immune systems is Monday, Wednesday and Friday 6-8am

**Giant Eagle:** 6-7am Monday-Wednesday

**Heinen's:** 60+ can shop 8-9am before the store is open to the public

**Marc's:** 6-7am Tuesday, Wednesday and Thursday

**Save-A-Lot:** seniors can shop 7-8am Monday-Sunday

**Target:** first hour of shopping each Wednesday reserved for vulnerable guests including elderly and those with underlying health concerns

**Trader Joe's:** 8-9am

**Walmart:** each Tuesday, those 60+ can shop the store and pharmacy 6-7am, one hour before store opening

**Whole Foods:** 60+ at high risk or with disabilities can shop 7-8am on Fridays, one hour before store is open to the public; at home delivery through Amazon Prime

**Zagara's Marketplace:** senior shopping is 7:30-8am Monday-Saturday, 8:30-9am on Sunday

## LOCAL OUTREACH NON-PROFIT PROGRAMS

- The [Home Repair Resource Center](#) performs its housing counseling services remotely for mortgage/foreclosure delinquency, rental assistance, utility service resources, home repair referrals and assistance, and financial coaching and planning.
- [The Heritage Home Program](#) has been working remotely to continue to provide its services for homeowners who are interested in various rehab topics and project financing.
- [Family Connections](#) provides parenting support and educational opportunities for families with children from birth through age 6. They are offering some of their programs virtually during the pandemic.

- [Reaching Heights](#) is a citizen voice for public education.
- Starting June 2, **Heights Libraries** began transitioning to limited lobby service. Please check their [website](#) for service updates.
- Thanks to funding from the City of Cleveland Heights, [Gesher](#) provides assistance with access to community resources, benefits and government programs. Services available during the pandemic include: benefits assistance, senior assistance, job search assistance, aptitude testing, employment training, and job placement services. Contact Gesher by emailing [info@geshercleveland.org](mailto:info@geshercleveland.org) or calling 216-862-4599. [The Bhutanese Community of Greater Cleveland \(BCGC\)](#) was founded in response to the acute need of refugees and immigrants in Greater Cleveland. Thanks to funding from the City, the organization continues to offer free services virtually. Please email [bcgccleveland@gmail.com](mailto:bcgccleveland@gmail.com) or call 216-543-3195. COVID-19 services include: basic PPE, grocery shopping, consultations, medical connections, safety instructions and counseling. Contact Ganesh Pradhan at 216-269-6973, Sourav Timsina 931-743-6142 or Tila Adhikari 216-255-8678 for more information.
- [The Greater Cleveland COVID-19 Rapid Response Fund](#) was established to complement the work of public health officials and expand local capacity to address the outbreak by providing grant awards on a rolling basis to nonprofit organizations.

## MENTAL HEALTH AND ADDICTION RESOURCES

### COVID-19 Mental Health Supports

- **NAMI Greater Cleveland is now offering support groups on the phone!** More info at [namigreatercleveland.org](http://namigreatercleveland.org)
- **NAMI Greater Cleveland's Family-to-Family** course is now online! Register online at [NAMIGreaterCleveland.org](http://NAMIGreaterCleveland.org) or phone: 216-875-7776.
- **NAMI Greater Cleveland's Peer-to-Peer** course is now online! Register online at [NAMIGreaterCleveland.org](http://NAMIGreaterCleveland.org) or phone: 216-875-7776.
- **Courage To Caregivers Support Groups:** <https://www.couragetocaregivers.org/services#details>
- [Virus Anxiety](#)
- [Alcohol, Drug Addiction & Mental Health Services Board of Cuyahoga County](#)
- **National Disaster Distress Helpline** – 1-800-985-5990 or text “TalkWithUs” to 66746. Spanish speakers text “Hablanos” to 66746, 1-800-846-8517 TTY
- Addiction Policy Forum's new [Recovery App](#)

- Virtual Recovery Meetings:

- [e-aa.org/](http://e-aa.org/)
- [narcotics.com/narcotics-anonymous/narcotics-anonymous-online-meetings/](http://narcotics.com/narcotics-anonymous/narcotics-anonymous-online-meetings/)
- [na-recovery.org/](http://na-recovery.org/)
- [virtual-na.org/](http://virtual-na.org/)
- [intherooms.com/home/how-can-in-the-rooms-help-me/](http://intherooms.com/home/how-can-in-the-rooms-help-me/)
- [smartrecovery.org/](http://smartrecovery.org/)
- [ma-online.org/](http://ma-online.org/)
- [12stepforums.net/narcotics\\_anonymous.html](http://12stepforums.net/narcotics_anonymous.html)
- [al-anon.org/al-anon-meetings/electronic-meetings/](http://al-anon.org/al-anon-meetings/electronic-meetings/)

- [Ohio Department of Mental Health and Addiction Services](#)

- Ohio MHAS COVID Emotional Support Careline is 800-720-9616

- Cuyahoga County [Project DAWN](#) Deaths Avoided with Naloxone

- **24-Hour Suicide Prevention/Mental Health & Addiction Crisis Services**

Call the 24-Hour Cuyahoga County Suicide Prevention Hotline operated by Frontline Service, Inc. at 216-623-6888. **24-hour Crisis Text "4HELP" to 741741**. A live, trained crisis counselor will respond within five minutes. The crisis counselor helps you move from a hot moment to a cool calm to stay safe and healthy using effective active listening and suggested referrals – all through text message using Crisis Text Line’s secure platform.

## SENIOR ADULTS

### Free Daily Wellness Calls:

- The Ohio Department of Aging (ODA) announced a **free, daily check-in by phone service for Ohio’s older residents** to ensure their well-being amid the ongoing Coronavirus (COVID-19) public health emergency and beyond. The “Staying Connected” service is open to Ohio residents age 60 or older who have a valid phone number. Those living alone in the community are encouraged to enroll. The automated service, which is available 7am to 6pm seven days a week, contacts participants each day within a one-hour window selected by them during sign-up. Eligible Ohio residents can learn more, or [sign up](#) or calling **1-833-ODA-CHAT (1-833-632-2428)**.

- **Future Heights** is also offering "check-in calls" to seniors and other residents of Cleveland Heights. Staff and volunteers will call residents to ensure they are safe during this pandemic, answer any questions they might have, and direct them to resources if needed. [Sign up](#) to have someone from FutureHeights give you a check-in call.

- The **Cleveland Heights Senior Center** is also available to check on and assist our elder population. Our office has remained open for your calls and emails and to help in whatever ways we can. We began by making check-in calls to Senior Center members and have kept contact with repeated calls and emails. Please let us know if a call would be helpful and we'll be sure to check in with you regularly. Call **216 691-7377** or email [ajenkins@clvhts.com](mailto:ajenkins@clvhts.com).
- [Senior Transportation Connection](#) provides coordinated, efficient and affordable transportation to seniors and adults with disabilities throughout Cuyahoga County.
- [Cuyahoga County Division of Seniors and Adult Services](#) is committed to ensuring the physical and mental well-being of senior adults in the county.

## SHELTER AND HOUSING

- [Cuyahoga County Homeless Services](#) Coordinated Intake (1736 Superior Ave., 2<sup>nd</sup> floor of Cosgrove Building, Superior entrance) is the FRONT DOOR to Emergency Shelter for individuals and families with no place to safely sleep. Coordinated Intake provides exploration of alternatives to shelter and shelter placement. Call 211 or 216-674-6700 Monday-Friday, 8am-8pm.
- A list of emergency shelters can be found on the [Cuyahoga County Children and Family Services website](#) as well as on the [Homeless Shelter Directory](#).
- [Family Promise of Greater Cleveland](#) helps homeless families secure independent housing and the means to sustain it.
- [Northeast Ohio Coalition for the Homeless](#) seeks to break the cycle of homelessness in Northeast Ohio by organizing and empower homeless and at-risk men, women and children through public education, advocacy and the creation of nurturing environments.
- Local agencies provide a range of services, including food, housing, health, and safety. Visit the [HUD website](#) for a wide range of resources.
- If you are in need of emergency shelter for you and/or your family, please call the [Domestic Violence Child Advocacy Center's](#) confidential **24-hour Helpline** at 216-391-HELP (4357). The DVCAC operates the only domestic violence, emergency shelter in Cuyahoga County, accepting individuals and their children 24-hours a day who are in need of immediate relief from violence and abuse. Another resource is the [Ohio Domestic Violence Network](#) at 800-934-9840. A full list of resources can also be found on the [Cuyahoga County Children and Family Services website](#).
- **Tenant FAQs:** The ["What are Tenants Rights during COVID-19?"](#) page on the [Legal Aid Society](#) website clarifies which properties are covered by the federal law delaying evictions, utility protections, and more. When needed, tenants and landlords can make use of [Community Mediation Services](#), which normally has a staff member at eviction court to work out agreements over the phone, and to make sure to get any new agreements in writing. Here are some

agencies/organizations that can help give advice and counsel renters: [Cleveland Metropolitan Bar Association](#) (216-696-3532) and [Northeast Ohio Apartment Association](#) (NOAA) (216-241-1635). With the September 7 extension of the eviction ban through the end of 2020, many Americans face the possibility of massive back rent payments in January. Click for a [guide](#) which provides expert advice negotiating rent reduction; tips on how to successfully prepare for a conversation with a landlord; and additional resources for rent assistance.

- [Emerald Development & Economic Network's \(EDEN\)](#) programs are designed to help persons with disabilities and/or coming from homelessness realize their full potential.
- [Empowering and Strengthening Ohio's People \(ESOP\)](#) provides individuals with the knowledge and tools they need to ensure their financial wellness and housing stability.
- [HUD Rental Assistance](#)

## FINANCIAL HELP

- The [Hebrew Free Loan Association \(HFLA\)](#) is offering expedited interest-free loans up to \$1,500 for purposed including (but not limited to): lost wages due to inability to go to work, childcare costs due to school closures, small business losses, related medical costs. Call 216-378-9042 or email [team@interestfree.org](mailto:team@interestfree.org), [brady@interestfree.org](mailto:brady@interestfree.org).

- **Utilities discount programs**

As a reminder, residential customers who are facing a **hardship in paying their utility bills** due to the lack of income during this time should contact each utility to discuss options such as budget billing as well as energy assistance programs or other payment arrangements based on customers' situations. Please visit [www.firstenergy.com](http://www.firstenergy.com) for more information. Cleveland Water is temporarily stopping and restoring disconnections. Please visit [www.clevelandwater.com](http://www.clevelandwater.com) for more information. And Dominion Energy Ohio is also suspending service disconnections for nonpayment during the pandemic. For more information visit [www.dominionenergy.com/coronavirus](http://www.dominionenergy.com/coronavirus). Additionally, you should have recently received your Cleveland Heights utilities bill. We understand that during this challenging time, it may be difficult for some people to make their full payment. If you are a struggling household, please call **216-291-5995** (and leave a message) so we can discuss possible special payment arrangements.

- [Ohio Department of Job and Family Services SharedWork Ohio Program](#)
- [File for Unemployment](#)
- [Coronavirus Tax Relief](#)

- The Legal Aid Society web page ["What are Worker Rights and Benefits during COVID-19?"](#) includes information on unemployment eligibility as well as medical leave. Legal Aid also launched a [Worker Information Line](#) to support those who have questions about their rights at work or unemployment benefits. Call **216-861-5899** and leave a message with any questions. A

Legal Aid staff member will return calls weekdays between 9:00am and 5:00pm within 1-2 business days. Additionally, you can view [Frequently Asked Questions](#) related to COVID-19.

- The State of Ohio has a special [COVID-19 job site](#), that has a number of job openings with immediate needs. Another resource is [Ohio Means Jobs](#), that is Ohio's free, online career counseling center that helps connect businesses to job seekers and provides career services to all Ohioans. They help guide your career search and provide a wide variety of available jobs all across Ohio.

## COVID-19 HEALTH RESOURCES

- [Cuyahoga County Board of Health](#)
- [Cleveland Department of Public Health](#)
- **MetroHealth** is offering medical support for district families. As a District partner, MetroHealth is offering prescription deliveries, telehealth visits and more for CH-UH families during the COVID-19 outbreak. Information on these programs can be found on the [MetroHealth COVID-19 website](#). Or contact Nancy Pepler, CH-UH Community and School Partnerships, at [n\\_pepler@chuh.org](mailto:n_pepler@chuh.org). The MetroHealth **COVID-19 support line** at 1-440-592-6843 can assist persons with questions, allow people to talk through symptoms they may be experiencing, and if necessary, connect them to a doctor for a telehealth or video consult to assess if direct care is needed.
- [Ohio Department of Health](#) or call the **COVID-19 Information Line** 7 days a week at 833-427-5634.
- [Center for Disease Control and Prevention](#) for the most updated information on COVID-19
- [World Health Organization](#) for the most updated information on COVID-19

## INTERNET CONNECTIVITY

- [Free Wi-Fi Access](#) In addition, free Wi-Fi is available in all the branch parking lots of Heights Library.
- [Keep Ohio Connected](#) is a list of Ohio high-speed internet providers who have pledged not to terminate service to any residential or small business customer for failure to pay during the pandemic.

## FRAUDULENT PRACTICES

- **Scammers** are contacting people claiming to be tracing COVID-19 contacts. While legitimate health agencies, including the Cuyahoga County Board of Health and the Cleveland Department of Public Health, are calling people to complete contact tracing, they will never ask for your Social Security number or bank account information. Do not click on links or respond to texts

saying you have been exposed to COVID-19. Please report suspicious calls or texts to <http://ConsumerAffairs.CuyahogaCounty.US> or call 216-443-SCAM.

- **Price gouging** is when a business or other sellers drastically raises the price of an item that is temporarily in short supply, as toilet paper and surgical masks currently are. In Ohio, a state law bans unconscionable sales practices, which would include price gouging even though the law doesn't define what constitutes gouging. For more information, see [this press release](#). *If you believe a business is charging unfair prices, contact the Ohio Attorney General's Office at [www.OhioProtects.org](http://www.OhioProtects.org) or 1-800-282-0515.*

- **Medicare** urges you to stay alert for fraud during the coronavirus national emergency because scammers like to take advantage of people when they're distracted. Remember that Medicare will never contact you for your Medicare number or other personal information unless you've given them permission in advance. You can't be enrolled over the phone unless you called Medicare first. And never, ever give out your Medicare number. Report anything suspicious to Medicare by calling 1-800-MEDICARE. And learn [how to spot fraud](#).