The COUNCIL for ECONOMIC OPPORTUNITIES in Greater Cleveland

Invest

Nurture

Transform

Community

2017 - 2018 REPORT TO THE COMMUNITY
The Council for Economic Opportunities in Greater Cleveland's overall mission is to promote economic self-sufficiency among low-income families and individuals of Cuyahoga County.
Dear Friends,

We all know change can be scary, but change is often necessary. After a year of change at the Council for Economic Opportunities, especially with its governing body, I am thrilled to lead the new Board of Directors as we strengthen our roots here in Cleveland.

Our Board of Directors is made up of diverse people with a range of interests and strengths, but we all have two important things in common: we all love the City of Cleveland and Northeast Ohio and we all want to see it and every one of its people succeed.

The Council for Economic Opportunities in Greater Cleveland has been a part of our community since 1964. More than ever, the Council’s board, leadership team and hard-working staff is making sure the services offered are necessary, accessible and high-quality.

The Council has more than 200 partners in the Cleveland area. Some of those partners help financially, others offer collaborative services, but each one works to fulfill the needs of the most vulnerable citizens among us.

KATHRYN M. HALL
Chairman, Board of Directors

Our community is thriving. More young people are moving back to the Cleveland area to begin or further their careers.

Downtown Cleveland is seeing residential living in record numbers, and the rest of the country is taking notice. We must keep this momentum and make sure we’re leaving no Greater Clevelander behind.

To see how you can help the Council and support its mission, please visit ceogc.org.

Thank you for your continued support.

Sincerely,

KATHRYN M. HALL
Chairman, Board of Directors

Dear Friends,

The Council for Economic Opportunities in Greater Cleveland has been a part of the community for more than 50 years.

Since its inception in 1964, the goal of the agency has not changed: CEOGC helps Greater Clevelanders move from poverty to self-sufficiency.

It’s a lofty goal. And it’s one we do not take lightly.

Since I became the President and CEO of CEOGC in 2015, I have worked with our dedicated staff to make sure our agency is meeting the needs of the people we serve. That meant taking a look at the programs we offer and seeing how we could work with other community organizations to best serve our neighbors in need.

We continue to deliver a high-quality Head Start education to thousands of children and their families each school year.

In the spring, we received our CARF certification, proving that we are providing the best accredited behavioral health and job readiness/workforce services to those community members looking for assistance with personal and professional development.

Our community members living in poverty are an important part of the fabric of the Greater Cleveland community -- they are employees, parents and friends. Our agency helps those who need it, but we need your help, too.

• Volunteer at our community events to spread the word about Council programs
• Download our Council awareness kit from ceogc.org and distribute information at places you frequent
• Donate to our Annual Fund

CEOgc is an important contributor to the success of children and families in Cuyahoga County. With our partners, and help from individuals like you, we look forward to growing even stronger in the years to come.

With gratitude,

DR. JACKLYN A. CHISHOLM
President and CEO
Cuyahoga Energy Coalition
Cuyahoga County – Invest in Children
Cuyahoga Jobs and Family Services
Cuyahoga Metropolitan Housing Authority
Daily Dose of Reading
Dave’s Supermarkets
digitalC
Discount Drug Mart
Donna Smallwood Senior Center
Dress for Success
East Cleveland Schools – Pre-Kindergarten Program
Euclid City Schools – Pre-Kindergarten Program
Family and Children First Council
First Energy
The Free Clinic
Friendly Inn Settlement
Garfield City Schools – Pre-Kindergarten Program
Greater Cleveland Benefit and Resource Center
Goodwill
Great Lakes Science Center
Greater Cleveland Food Bank
Greater Cleveland Regional Transit Authority
Help Me Grow
Hilton Hotels
Hunger Network of Greater Cleveland
IdeaStream
JACK Casino
Lakewood Community Services Center
The Literacy Cooperative
Manufacturers Advocacy Growth Network (MAGNET)
Maple Heights City Schools
May Dugan Center
The MetroHealth System
Meyer Design
Moms First
Music Settlement
National Community Action Foundation
National Head Start Association
National Head Start Association
National History Museum
Nature Explore
NEO Skill Corps (Americorps Volunteers)
Northeast Ohio Neighborhood Health Services, Inc. (NEON)
Northeast Ohio Regional Sewer District
Ohio Association of Community Action Agencies
Ohio Department of Job and Family Services (ODJFS)
Ohio Head Start Association
Ohio Partners for Affordable Energy
Ohio Urban Resources System (OURS)
Pastors in Mission
Playhouse Square
PNC Bank – Grow Up Great Initiative
PRE4CLE – Cleveland Metropolitan Schools
Progressive
Radio One Cleveland – WZAK 93.1 and WENZ 107.9
Rainey Institute
Recovery Resources
The Rock and Roll Hall of Fame
State Representative Janine Boyd
State Representative Martin J. Sweeney
State Representative Stephanie Howse
State Senator Sandra Williams
Shaker Lakes Nature Center
Shaw High School – Early Childhood Program
Slavic Village Development Corporation
Spanish American Committee
Starting Point
Stella Maris
Talent NEO c/o Towards Employment
Turning Point
U.S. Representative Marcia Fudge
U.S. Representative David Joyce
U.S. Representative Marcy Kaptur
U.S. Representative Jim Renacci
U.S. Senator Sherrod Brown
U.S. Senator Rob Portman
Union Miles Development Corporation
United Way
Universal Pre-Kindergarten – Invest in Children
University Hospitals Case Medical Center
University Settlement
Urban League of Greater Cleveland
Women, Infants and Children (WIC)
Workforce Investment Board – Youth Council
Youth Opportunities Unlimited
Thanks to our dental partners, 2,358 Head Start students received professional dental care during the 2017-2018 school year.

CEOGC Head Start fathers & father figures participated in the 2017 Cuyahoga County hosted Father’s Walk.

CEOGC assisted 7,716 families in Greater Cleveland through its HEAP Winter and Summer Crisis programs.

CEOGC works directly with more than 130 Community Partners.

3,212 Greater Clevelanders enrolled in our personal and professional development programs in 2017.

78 moms in the community completed the Baby and Mommy Support program and demonstrated proper care for their newborns.
A COMMUNITY OF SUPPORT

This year, our services became CARF accredited. CARF, the Commission on Accreditation of Rehabilitation Facilities, is a nonprofit accreditor of health and human services. Our 3-year accreditation shows CEOGC’s commitment to continually improving services, encouraging feedback and serving the community.

Greater Clevelanders enrolled in the Council’s programs will receive one-on-one assistance from a Family Development Specialist, who will help them establish and meet their personal and professional goals. We believe that your mental health is just as important as your physical health. We understand that many people need support with dealing with their feelings and emotions so we have Licensed Social Workers on staff who are trained to help you deal with your daily stress.

Whether you’re a soon-to-be parent looking for support for your baby, or you’re looking for support for yourself, the Council’s Family Development Specialists are here to help!

CEOGC wants to help you through each stage of your life. We offer counseling services as well as workshops related to pregnancy, parenting, domestic violence and anger management.

We are here to help you succeed. We will work with you and connect you to the resources you need to start living your best life.

Pregnant women, and parents with young children, will also receive information about the Council’s high-quality Early Head Start program. Babies can begin Early Head Start at six weeks old, and can continue until they’re three when they’re ready to move on to Head Start. The program provides a safe place for your baby, offers interaction with other babies and young toddlers and fosters a love of learning from a young age.

This year, our services became CARF accredited. CARF, the Commission on Accreditation of Rehabilitation Facilities, is a nonprofit accreditor of health and human services. Our 3-year accreditation shows CEOGC’s commitment to continually improving services, encouraging feedback and serving the community.
A COMMUNITY OF PEERS

Our Head Start classrooms encourage learning and teamwork. Students work with teachers and each other to learn important academic and social skills.

Our Head Start teachers use the Creative Curriculum in the classroom. This research-based curriculum encourages students to learn through exploration and discovery, which helps them develop confidence, creativity and lifelong critical thinking skills.

Our students learn both inside and outside the classroom. We work with dozens of community partners to take the children on field trips to some of the most well-known places in and around Cleveland!

All 13 of CEOGC’s Head Start directly-operated centers are rated high-quality (12 have five stars, one has 4 stars) through Ohio’s Step Up to Quality initiative.

Your child’s well-being is our number one priority. We understand that a Head Start center may not be what is best for your child or your family. So, CEOGC also offers a Home Base learning program, where qualified teachers come to you to teach your child or children. We also work with more than 60 early childhood education providers across Cuyahoga County to deliver Head Start through our community partners. To learn more about these options, visit www.ceogc.org/early-childhood-education/head-start/.

Our Friendship through Reading program, created in collaboration with the Cleveland Police Department, brings uniformed members of the Cleveland Police Department to our Head Start centers. Those officers read to the students and answer any questions they may have about the police.

The Friendship through Reading program was recognized by OACAA as a 2017 Exemplary Program Award winner.
Finding the right job can make you feel empowered and even more connected to your community. At CEOGC, our Job Development Specialists will help you foster the skills you need to land the job that’s right for you.

Whether you’re looking for a way to get your foot in the door, or you’re working to climb the corporate ladder, the Council’s Job and Career workshops will help you gain the knowledge and skills we know employers are looking for when they’re hiring.

We will meet with you one-on-one to recommend workshops, share information about upcoming job fairs and offer support. We will work with you to understand what kind of job you’re looking for, and we will work with our staff and our partners to make sure you’re getting the resources you need to be successful.

Our centrally-located Job and Career Training Center is equipped with computers with internet access, printers and a staff that is ready to help you succeed!

This year, CEOGC partnered with more than two dozen community businesses to put on informational sessions and hiring events. These events offered the opportunity for job seekers to meet with employers, learn about a company and interview for available positions on-the-spot! Check out ceogc.org for a complete list of future hiring events.

CEO GC works with local employers who have jobs to fill! Each week, we update a job board with the latest available jobs in the area. There are opportunities that fit all skill and education levels! To see the most up-to-date list each week, visit ceogc.org/professional-development/job-board/.
WORKSHOPS & PROGRAMS

Movers Program
The Council, Ohio Means Jobs, local colleges, universities and companies teamed up to create this program and introduce Cleveland’s young adults to post-high school opportunities. Participants receive classroom instruction, tour local schools and businesses and learn about job placement opportunities in the Cleveland area.

Baby and Mommy Support
This wellness workshop addresses questions about pregnancy, the childbirth experience and the never-ending uncertainties of parenting. It provides a safe place of support as a mother-to-be prepares for this new stage in her life.

Energy Assistance
The Council offers ENERGY ASSISTANCE programs for income-eligible Greater Clevelanders who need assistance with heating and cooling bills. Our HEAP (Home Energy Assistance Program) office is open year-round to assist residents with long-term solutions and/or immediate needs. For more information about these programs, including eligibility requirements, please visit www.ceogc.org/energy-assistance/.

Customer Service Certification
The Customer Service Training Program teaches industry-proven customer service skills needed to be an International Customer Service Representative. The curriculum offers interactive instruction that prepares participants for the real experience. The course is led by certified instructors.

Job Readiness
This workshop covers such topics as human relations in the workplace, interviewing skills and résumé and cover letter writing. The sessions conclude with each student engaging in a mock interview with a Job Development Specialist, answering questions and preparing to meet with potential employers.

Microsoft Office
For those who have a basic grasp of Microsoft Office but want to learn more and sharpen their skills, the Council hosts a Microsoft Office workshop to help them advance their knowledge in Word, Excel, PowerPoint and Outlook.

Anger Management
This book follows the curriculum laid out in the book “Anger Management for the Twenty-First Century”. It’s run by our Licensed Social Workers who teach participants how to effectively manage their anger. Participants actively engage with our social workers, monitor their own emotions, work on communication skills and learn how to respond instead of react. Successful participants receive a certificate at the conclusion of the workshop.

Domestic Violence
The Council’s Licensed Social Workers are able to walk participants through this difficult topic and provide strategies to deal with anger in a non-violent way. This workshop assists men in resolving conflicts to avoid self-defeating consequences. We also realize that domestic violence impacts the entire family and are able to provide resources to treat all who are involved. Successful participants receive a certificate at the conclusion of the workshop.

Counseling
We all deal with stress that interferes with our ability to focus. The Council’s Licensed Social Workers assist clients through one-on-one counseling sessions to help them get back on track and reach their personal goals. Our social workers are trained to help clients deal with difficult situations and find inner strength to face them.

Life Skills
These workshops help participants learn and master skills they can utilize in everyday life. We teach participants about time management, anger management, self-esteem and the importance of nutrition and exercise.

Baby and Mommy Support
This wellness workshop addresses questions about pregnancy, the childbirth experience and the never-ending uncertainties of parenting. It provides a safe place of support as a mother-to-be prepares for this new stage in her life.

Job Placement Assistance
We know there are jobs out there, it’s a matter of matching potential job candidates with available jobs. The Council for Economic Opportunities’ job placement coaches work with clients in one-on-one sessions to teach them how to look for the right job.

Energy Assistance
The Council offers ENERGY ASSISTANCE programs for income-eligible Greater Clevelanders who need assistance with heating and cooling bills. Our HEAP (Home Energy Assistance Program) office is open year-round to assist residents with long-term solutions and/or immediate needs. For more information about these programs, including eligibility requirements, please visit www.ceogc.org/energy-assistance/.

Customer Service Certification
The Customer Service Training Program teaches industry-proven customer service skills needed to be an International Customer Service Representative. The curriculum offers interactive instruction that prepares participants for the real experience. The course is led by certified instructors.

Job Readiness
This workshop covers such topics as human relations in the workplace, interviewing skills and résumé and cover letter writing. The sessions conclude with each student engaging in a mock interview with a Job Development Specialist, answering questions and preparing to meet with potential employers.

Microsoft Office
For those who have a basic grasp of Microsoft Office but want to learn more and sharpen their skills, the Council hosts a Microsoft Office workshop to help them advance their knowledge in Word, Excel, PowerPoint and Outlook.

Anger Management
This book follows the curriculum laid out in the book “Anger Management for the Twenty-First Century”. It’s run by our Licensed Social Workers who teach participants how to effectively manage their anger. Participants actively engage with our social workers, monitor their own emotions, work on communication skills and learn how to respond instead of react. Successful participants receive a certificate at the conclusion of the workshop.

Domestic Violence
The Council’s Licensed Social Workers are able to walk participants through this difficult topic and provide strategies to deal with anger in a non-violent way. This workshop assists men in resolving conflicts to avoid self-defeating consequences. We also realize that domestic violence impacts the entire family and are able to provide resources to treat all who are involved. Successful participants receive a certificate at the conclusion of the workshop.

Counseling
We all deal with stress that interferes with our ability to focus. The Council’s Licensed Social Workers assist clients through one-on-one counseling sessions to help them get back on track and reach their personal goals. Our social workers are trained to help clients deal with difficult situations and find inner strength to face them.
2018 SOURCES OF FUNDING

U.S. Department of Health and Human Services
- PY 52 Federal Head Start: $23,990,664
- PY 52 Non-Federal Head Start: $8,333,855
- Update the Plate: $2,000

Commission on Minority Health
- Minority Health Month 17-04: $2,554
- Minority Health Month 18-24: $1,193

Fuel Fund
- Dollar Fuel Fund V: $69,500
- Dollar Fuel Fund VI: $69,500

Early Childhood
- Early Childhood Education - IV: $331,618
- Early Childhood Education - V: $135,592

USDA
- USDA-USDA0916: $856,440
- USDA-USDA0917: $415,201

Ohio Child Care Resource and Referral Association
- Step Up To Quality VII: $6,448
- Step up to Quality VIII: $15,750

Ohio Department of Job and Family Services
- Responsible Fatherhood: $2,499

Ohio Department of Development
- HEAP Administrative Program
  - 17-HA-115: $814,997
  - 18-HA-115: $454,952
- HEAP Energy Assistance Program
  - 17-HE-215: $698,067
- HEAP Summer Cooling
  - 17-HE-215: $294,558
- Percentage of Income Payment Plan Plus
  - 17-PA-115: $17,343
- Community Services Block Grant
  - CSBG 1617-18: $181,657
  - CSBG 18-1916: $3,298,642
  - TANF: $25,144

Cuyahoga County
- Universal Pre-Kindergarten: $226,782
- Universal Pre-Kindergarten - 2: $213,296
- Universal Pre-Kindergarten - 3: $255,765
- Universal Pre-Kindergarten - 2.01: $274,504

First Energy Company
- First Energy Service Grant 2017: $258,947
- First Energy Service Grant 2018: $24,114

2018 Expenditures
Total: $40,991,710
- $255,719
- $3,410,764
- $1,071,641
- $3,482,843
- $1,071,641
- $3,482,843

2018 Revenue
Total: $40,909,320
- $3,410,764
- $1,071,641
- $3,482,843
- $1,071,641
- $3,482,843

FINANCIALS
The Council for Economic Opportunities in Greater Cleveland is a nonprofit organization and the designated Community Action Agency for Cuyahoga County that operates programs and services dedicated to transforming the lives of residents. The Council operates the largest Head Start program in Ohio and delivers early childhood education, personal and professional development programs and support services to residents of Cuyahoga County. Programs include Early Head Start (birth to three); Head Start (three to five); individual assessments for classes and coaching sessions on topics including parenting, anger management and life skills; job readiness, customer service training, and job placement. The Council also delivers the Home Energy Assistance Program (HEAP).

The Council has 13 high-quality Head Start centers and three Neighborhood Opportunity centers.

1801 SUPERIOR AVENUE, SUITE 400  •  CLEVELAND, OHIO 44114  •  216-696-9077

FOLLOW and SHARE OUR EVOLVING STORY  •  visit ceogc.org  •  @TheCouncilCle