

Health and Human Services Located in Ward 5

Prepared for

Sisters of Charity Foundation

By

The Center for Community Solutions

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INTRODUCTION

This report provide descriptive analyses of the number and type of health and human services located Ward 5.

The ward includes almost all of the Central Statistical Planning Area (SPA), as well as major portions of Fairfax and Kinsman SPAs. See the map below. The report provides a comparison of the ward to the City of Cleveland and Cuyahoga County.

Agencies providing health and human services should be located in areas accessible to their target populations. Table 1 lists agencies and their major service categories located in Ward 5 as of October, 2006 in the 211-First Call for Help information and referral database maintained by United Way of Greater Cleveland. For each agency, the database contains information on site locations and services delivered at those sites. These services are classified by a taxonomy of service terms, which provide common definitions for similar services delivered by different agencies.

We present below an analysis of services associated with agency sites in Ward 5 based on the major categories of service terms. Although more than one service term may be used to describe a single service, we have used the total number of service terms associated with sites in the ward as an approximate measure of the level of each type of service in the ward. We also compare the distribution of services by type and within the ward with that of Cuyahoga County as a whole and the ward's share of the total number of services in the county; this analysis is summarized in Table 2.

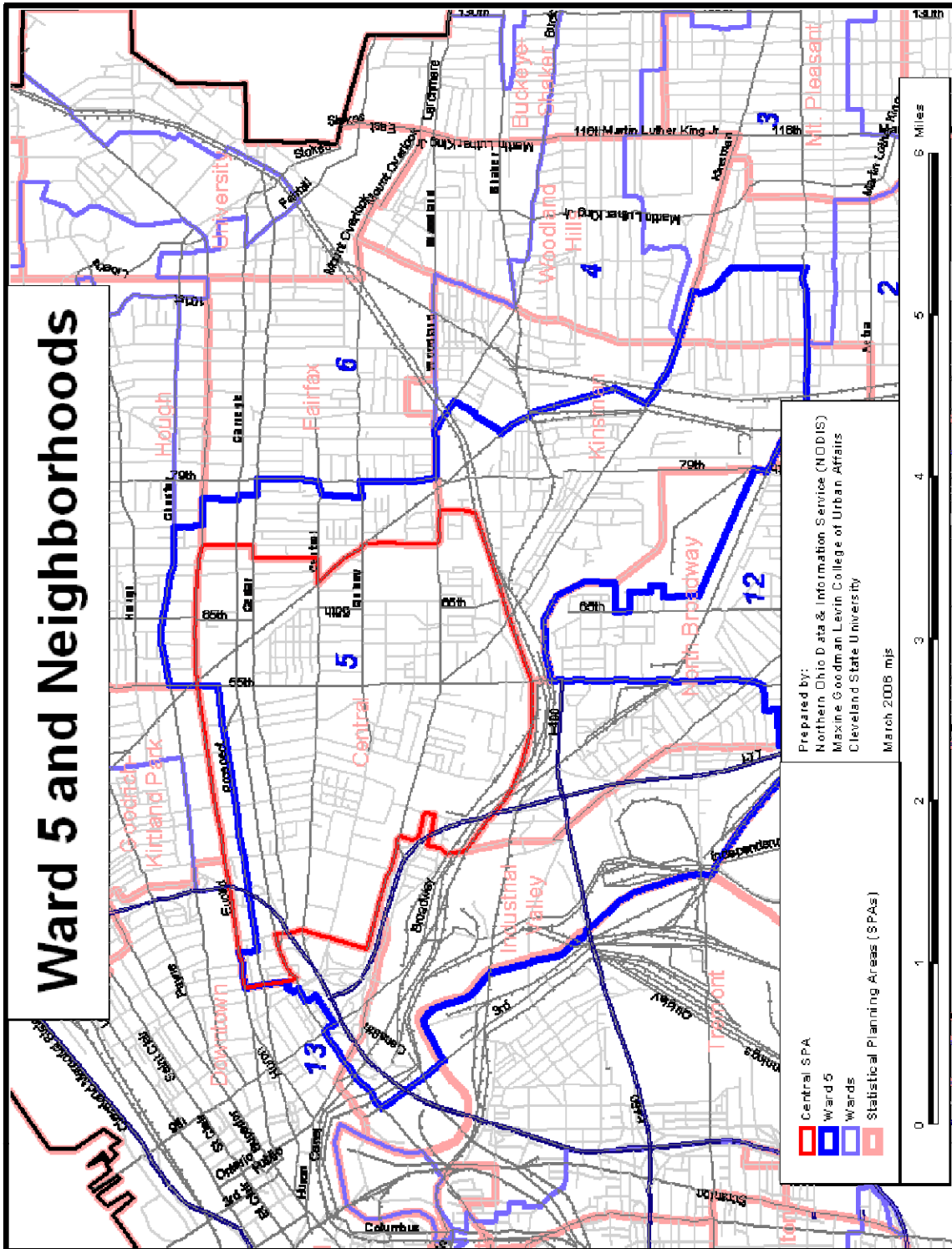
There are some limitations to these data that should be taken into account. Site locations may not accurately reflect the actual geographic service area. Some sites draw their client population from a small area close by, while others draw from a larger area. Throughout Ward 5, (and especially in the northwest corner of the ward, which corresponds to the southeast corner of downtown Cleveland) a number of agencies have their main administrative sites and may not necessarily deliver targeted services to the neighborhoods in the ward. As shown in Table 1, 83 agencies, or 56 percent of the 148 agencies in the ward deliver services to the entire county. Nevertheless, we believe that for many agencies, decisions on site location reflect an awareness of populations in need, and that our analysis is valuable in showing the level of different types of services in the ward.

It should be noted that the Cuyahoga Metropolitan Housing Authority (CMHA) has made a concerted effort to bring agencies together to deliver a variety of neighborhood-based services at one location. This effort has resulted in the Carl B. Stokes Social Services Mall located in CMHA's King-Kennedy Estate at 6001 Woodland Avenue. The following agencies deliver services at the mall:

- Beech Brook Family Drop-In Center
- Bellefaire Jewish Children's Bureau
- Care Alliance

- Central Family Resource Center
- Central Neighborhood Foster Care Program
- Cleveland Municipal Court Probation Department Satellite Office East
- CMHA Public Housing Applications Office
- Progressive Action Council
- Salvation Army Railton House
- Y-Haven II (East)
- Y-Haven III (East)

For further information on specific agencies and services maintained in the 211-First Call for Help database, please visit www.211cleveland.org.



Health and Human Services

Total Services

Our analysis counted 730 services of all types at 148 agency locations in the ward, or 6 percent of all services in Cuyahoga County. In contrast, less than two percent of the county's population, households, and families are located in Ward 5. As noted above, the service area of many of these locations may not include the entire ward or may extend beyond the ward boundaries.

Analysis of Services by Type

1. Basic Subsistence – 45 sites, 80 services

Basic subsistence services such as food, housing, clothing, and other material resources, are well represented in Ward 5, making up 11 percent of all services in the ward, compared to 7 percent of all services in Cuyahoga County. Nine percent of all basic subsistence services in the county are located in Ward 5.

- The ward has 17 food pantries and 12 soup kitchens, most operated by faith-based organizations and neighborhood centers such as Friendly Inn, Garden Valley and University Settlement. The King-Kennedy Golden Age Center, the North Broadway Multi-Purpose Center and the Eagle's Nest program of Vocational Guidance Services all offer both congregate and home-delivered meals to older adults.
- The City Mission operates its main homeless shelter site and homeless drop-in center in the ward. The City Mission, the Salvation Army, and University Settlement also offer transitional housing services. The Cuyahoga Metropolitan Housing Authority, with several estates in the ward, also operates an application office there.
- Several faith-based organizations in the ward operate clothing programs. Shoes and Clothes for Kids has its headquarters in the ward, and Goodwill Industries operates a thrift store.
- Although operating county-wide, temporary financial assistance for rent, mortgage, and utility payments is available from the Council for Economic Opportunities office in the ward. The Cuyahoga County Veterans Service Commission is also located there for temporary financial assistance to veterans and their families.

2. Consumer Services – 7 sites, 12 services

Consumer services make up less than 2 percent of all services in Ward 5, compared to 3 percent in the county. Three percent of all consumer services in Cuyahoga County are located in Ward 5.

- Located in the ward, Housing Advocates offers loan counseling and predatory loan assistance. The Ohio Department of Motor Vehicles also operates a license bureau and testing site in the ward.

3. Criminal Justice and Legal Services – 29 sites, 48 services

Criminal justice and legal services comprise 7 percent of all services in Ward 5, compared to 8 percent in the county. Five percent of all services in this category in the county are located in the ward.

- The Cuyahoga County Juvenile Court and Juvenile Detention Center are the major criminal justice institutions in the ward, although the Northeast Pre-Release Center is also located there.
- A number of services associated with juvenile justice, both public and private, are located in the ward. In particular, Berea Children’s Home and Family Services operates juvenile diversion and ex-offender counseling at its offices in the ward.
- The probation department of Cleveland Municipal Court offers adult referral, diversion, and probation services. Fresh Start operates ex-offender halfway houses for recovering substance abusers.
- Located on the fringe of Ward 5, Cleveland-Marshall College of Law at Cleveland State University offers general legal assistance.

4. Education Services – 23 sites, 40 services

Six percent of all services in Ward 5 are related to education, compared to 7 percent in the county. Four percent of all education services in the county are located in Ward 5.

- The Metro campus of Cuyahoga Community College is the predominant educational institution in the ward, offering academic, technical, and professional continuing education.
- The Jane Addams Business Career Center, a part of the Cleveland Municipal School District, offers vocational education in the ward.
- GED instruction is available in the ward at Cuyahoga Community College, Central Family Resource Center, Goodwill Industries, and Garden Valley Neighborhood House; the latter two agencies also offer adult literacy programs.

- Tutorial services are available at several locations in the ward, such as the downtown YMCA, Cuyahoga Community College, Central Recreation Center, the City Mission, and Garden Valley Neighborhood House.

5. *Environmental Quality Services* – 12 sites, 24 services

Environmental quality services make up 3 percent of services located in the ward, compared to 11 percent of services in the county. Less than 2 percent of all environmental services in the county are located in Ward 5.

- The City of Cleveland maintains a waste collection and disposal site in the ward. In addition, four sites of the Division of Fire are available to conduct carbon monoxide testing and distribute fire prevention information.
- Care Alliance and the Cleveland Treatment Center distribute AIDS prevention supplies at three sites in the ward.

6. *Health Care Services* – 32 sites, 119 services

One-sixth of all services in Ward 5 are related to health care, a slightly lower proportion than the 18 percent for the county as a whole. Five percent of all health care services in the county were located in Ward 5. This category also includes substance abuse treatment services.

- St. Vincent Charity Hospital is the only site in the ward for inpatient and emergency medical care. Examples of outpatient clinics in the ward include Care Alliance at City Mission and at the King-Kennedy Estates; and the Faith Baptist Community Center, a clinic which is operated by volunteer health care professionals.
- In addition, the main office of Visiting Nurse Association Healthcare Partners of Ohio is located in Ward 5. This agency provides in-home health care services throughout the Cleveland area. Although it does not have any walk-in clinic site in the ward, its services are counted as being in the ward, and may result in an over-estimation of primary health care services available in the ward.
- Screenings for health conditions such as high blood pressure, cholesterol, and diabetes are available at several sites in the ward in addition to St. Vincent Charity Hospital; among these sites are Care Alliance at the City Mission and at the King-Kennedy Estates; and the King-Kennedy and Union Square Golden Age Centers.
- Health supportive services, such as mobility aids; disease and disability information; and health and nutrition education, are available from several agencies in the ward, such as the United Labor Agency, the Northern Ohio

Chapter of the ALS Association, the Center for Mental Retardation, the YWCA, and the Central Family Resource Center.

- St. Vincent Charity Hospital and Care Alliance at King-Kennedy Estates provide prenatal care in the ward.
- Some examples of rehabilitation services available in the ward include:
 - Activity centers for the developmentally disabled, provided by Goodwill Industries;
 - Early intervention for infants and toddlers with disabilities, provided by Help Me Grow of Cuyahoga County and the William Patrick Day Early Childhood Center;
 - Occupational, physical and speech therapy, provided by St. Vincent Charity Hospital and the Visiting Nurse Association Healthcare Partners of Ohio.
- Childhood immunizations in the ward are provided by Care Alliance at King-Kennedy Estates and by the Cleveland Department of Public Health at Friendly Inn Settlement and University Settlement.
- The Visiting Nurses Association Healthcare Partners of Ohio provides in-home nursing and home health aides.
- Dental care is provided by Care Alliance at King-Kennedy and by Cuyahoga Community College. St. Vincent Charity Hospital offers eye and foot care. Foot care is also provided to older adults at the King-Kennedy and Union Square Golden Age Centers.
- Several agencies in the ward offer substance abuse treatment services. Rosary Hall at Saint Vincent Charity Hospital offers inpatient and comprehensive outpatient services; Matt Talbot Inn at Saint Vincent's provides residential treatment for women. Fresh Start and Y-Haven II and III also provide residential treatment, and Fresh Start offers comprehensive outpatient treatment.

7. Income Security and Employment Services – 17 sites, 57 services

With the presence of major vocational development and job training agencies such as Cuyahoga Community College, Vocational Guidance Services, and Goodwill Industries, Ward 5 is especially rich in services to prepare people for employment. Eight percent of services in the ward are employment related, compared to 4 percent in the county. Ten percent of all employment-related services in the county are located in Ward 5.

- In addition to academic and employment-related courses, Cuyahoga Community College offers career awareness and career exploration services to youths in the

community, and assists its students with career counseling and employment acquisition.

- Vocational Guidance Services, whose main site is located in the ward, provides prevocational training; vocational assessment and rehabilitation; pre-job guidance and, employment acquisition services.
- Goodwill Industries offers vocational assessment, pre-job guidance, job training, sheltered employment, and employment acquisition assistance.
- Cuyahoga Community College, Vocational Guidance Services, and Goodwill Industries all offer employment programs specially targeted to welfare recipients.
- Some examples of other agencies in the ward offering employment assistance services include:
 - AARP Senior Community Service Employment Program
 - International Services Center
 - United Labor Agency
 - Jane Addams Business Career Center
 - Youth Employment Program at Youth One-Stop Center
 - Berea Children's Home and Family Services – Wraparound Family Services Center

8. Individual and Family Life Services – 52 sites, 174 services

This category includes family substitute services, family support services, leisure activities, and social and spiritual development. Services in this category make up almost a quarter of all services in Ward 5, a slightly higher proportion than for the county as a whole. Six percent of all services of these types in the county are located in Ward 5.

- Family substitute services : The HELP Foundation provides group homes and semi-independent living residences for children and adults with mental retardation and developmental disabilities. Foster parent recruitment services are provided by the Central Neighborhood Foster Care Program and the Foster Care Program at University Settlement.
- Family support services : These services include case management, adult and child mentoring programs, family preservation programs, homemaker and personal care assistance, support groups for individuals and families in special circumstances, expectant and new parent assistance, parenting skills development, social responsibility programs for youth, and respite care. Several agencies in the ward provide various services of these types in the ward; some examples of these agencies include:
 - The Center for Mental Retardation
 - The Salvation Army

- The Visiting Nurse Association Healthcare Partners of Ohio
 - Help Me Grow of Cuyahoga County
 - Berea Children’s Home and Family Services
 - North Broadway Multi-Purpose Center
 - Garden Valley Neighborhood House
 - University Settlement – Family Resource Center
 - Central Family Resource Center
 - King-Kennedy Golden Age Center
 - Union Square Golden Age Center
 - Northern Ohio Recovery Association
 - William Patrick Day Early Childhood Center
 - Friendly Inn Settlement
 - YWCA of Greater Cleveland
 - Boy Scouts of America
- Leisure Activities : These services include day camps for youths, physical fitness and recreational activities for youths, working-age adults and older adults; arts and crafts instruction, computer classes, music instruction, and sports instruction. These activities are offered by a variety of neighborhood centers, city recreation centers, and libraries in the ward, for example:
 - Downtown YMCA
 - Cuyahoga Community College
 - Garden Valley Neighborhood House
 - Phyllis Wheatley Association
 - The Salvation Army
 - Boy Scouts of America
 - Central Recreation Center
 - Lonnie L. Burton Recreation Center
 - Friendly Inn Settlement
 - King-Kennedy Golden Age Center
 - Union Square Golden Age Center
 - North Broadway Multipurpose Center
 - University Settlement
 - The City Mission
 - Broadway School of Music and the Arts
 - Broadway Library
 - Garden Valley Library
 - Sterling Library
 - Union Library
 - Woodland Library
 - Cuyahoga Community College
 - Faith Baptist Community Center
 - Jane Addams Business Career Center

- Social Development : This category of services includes leadership development, parent/child activity groups, social clubs and events, literary societies, music groups, boys and girls clubs, and youth community service clubs. Many of the same agencies providing leisure activities in Ward 5 also provide social development services; some examples of these agencies include:
 - Central Family Resource Center
 - YMCA Community Services Branch
 - Friendly Inn Settlement
 - Garden Valley Neighborhood House
 - University Settlement
 - Broadway Library
 - Garden Valley Library
 - Sterling Library
 - Union Library
 - Woodland Library
 - King-Kennedy Golden Age Center
 - Union Square Golden Age Center
 - Phyllis Wheatley Association
 - Boys and Girls Clubs of Cleveland
 - The City Mission
 - Boy Scouts of America

9. Mental Health Care and Counseling Services – 14 sites, 31 services

This category includes inpatient mental health facilities, outpatient mental health care, and psychiatric supportive services. Four percent of the services in Ward 5 are related to mental health, about the same percentage as in the county as a whole, and 6 percent of all mental health services in the county are located in the ward.

- St. Vincent Charity Hospital has the only inpatient psychiatric unit in the ward; the hospital also has a psychiatric emergency room.
- Several agencies in the ward provide outpatient mental health services, some for general counseling, and others for special populations such as youth or older adults, or for people with specific diagnoses such as anger management, postpartum depression, or sexual assault offenders or victims. Some examples of these include :
 - Applewood Centers
 - Beechbrook – Family Drop-In Center
 - Northern Ohio Recovery Association
 - Cuyahoga Community College
 - Bellefaire Children’s Bureau at CMHA
 - Friendly Inn Settlement
 - Murtis H. Taylor Multi-Service Center

- Visiting Nurse Association Healthcare Partners of Ohio
 - Berea Children’s Home and Family Services
- Some examples of psychiatric support services available from agencies in the ward include:
 - Clinical evaluation, offered for youths by Applewood Centers and for adults by Murtis Taylor Multi-Service Center;
 - Psychiatric case management provided for children by Berea Children’s home and for adults by Murtis Taylor;
 - Medication monitoring for adults, offered by Murtis Taylor;
 - Psychosocial evaluation, provided by Friendly Inn.

10. Organizational and Community Services – 43 sites, 145 services

This category includes arts and culture, community economic development, community groups and services, information services, and organizational development. Services in this category comprise 20 percent of services in Ward 5, compared to 17 percent of all services in the county. Seven percent of all organizational and community services in the county are located in Ward 5.

- Arts and Culture : Cuyahoga Community College presents music, theater and dance performances. Other musical performances are presented by the Broadway School of Music and the Arts and by the Phyllis Wheatley Association. Film presentations are offered by the Broadway, Garden Valley, Sterling, Union and Woodland libraries. The Cleveland Restoration Society, located in the ward, is dedicated to local historic preservation. Public lectures and discussions are presented by the libraries in the ward and by the Friendly Inn Settlement, the Phyllis Wheatley Association, and the YWCA.
- Community Economic Development : Economic development organizations with offices in the ward include the Cleveland Neighborhood Development Coalition; Midtown Cleveland; the Burton, Bell, Carr Development organization; and Business Advisors of Cleveland. The Workforce and Economic Development Division at Cuyahoga Community College also is engaged in small business development, and the Cleveland-Marshall College of Law at Cleveland State University is involved in nonprofit corporation development.
- Community Groups and Services : Among the community groups located in Ward 5 that have not already been mentioned are:
 - The Saint Luke’s Foundation of Cleveland;

- The International Services Center, which provides cultural transition and refugee assistance services;
- The Retired and Senior Volunteer Program (RSVP) of Greater Cleveland, which provides volunteer recruitment and placement for older adults.

In addition, many of the libraries, neighborhood centers, and other agencies in the ward provide meeting space, services to seniors, and Christmas toys to children in need.

- Information Services : In addition to the five public libraries in the ward and the academic library at Cuyahoga Community College, several organizations in the ward offer specialized information and referral, for example:
 - Center for Mental Retardation
 - Central Neighborhood Foster Care
 - Cleveland Neighborhood Development Coalition
 - Help Me Grow of Cuyahoga County
 - United Labor Agency.

In addition, the public libraries offer audio-visual services, reference and information, and large print materials. Several organizations in ward also offer outreach services, speakers bureaus, and workshops covering various subjects.

- Organizational Development : This category includes assistance in one or more of the following: community organizing, staff development, program evaluation, service planning and delivery; strategic planning, and volunteer utilization. Some examples of organizations in the ward offering these services include:
 - Cleveland Neighborhood Development Coalition
 - Business Advisers of Cleveland
 - Center for Mental Retardation
 - Cuyahoga Community College, Unified Technologies Center, Workforce and Economic Development Division
 - Applewood Centers
 - Cleveland Marshall College of Law
 - Retired and Senior Volunteer Program of Greater Cleveland

Table 1
Health and Human Services Offered in Ward 5, by Agency and Category
October, 2006

Name	County-wide service	B Basic Subsistence	D Consumer Services	F Criminal Justice and Legal Services	H Education	J Environmental Quality	L Health Care	N Income Security	P Individual and Family Life	R Mental Health Care and Counseling	T Organizational and Community Services
AARP Senior Community Service Employment Program (SCSEP)	x							x			
ALS Assn. - Northern Ohio Chapter	x						x			x	x
Aluminum Cans for Burned Children	x					x					
Applewood Centers - Main Site	x				x					x	x
Beech Brook - Family Drop-In Center									x	x	
Bellefaire Jewish Children's Bureau at Cuyahoga Metropolitan Housing Authority										x	
Berea Children's Home and Family Services - Wraparound Family Services Center	x			x			x	x	x	x	
Berea Children's Home and Family Services - Community and Family Services - Prospect	x			x					x	x	
Berea Children's Home and Family Services - Community and Family Services - Center City Office	x			x					x	x	x
Boy Scouts of America - Greater Cleveland Council	x				x			x	x		
Boys and Girls Clubs of Cleveland - King Kennedy Club									x		
Broadway Hunger Center Of University Settlement - Hunger Network Site		x									
Broadway Library									x		x
Broadway School of Music and the Arts									x		x
Broadway United Methodist Church		x									
Burten, Bell, Carr Development		x	x						x		x
Business Advisers of Cleveland	x										x
Care Alliance at City Mission						x	x				
Care Alliance at King Kennedy Estates						x	x				
Carl B. Stokes Social Services Mall		x									
Center For Mental Retardation	x			x	x		x		x		x
Central Family Resource Center					x		x		x		
Central Neighborhood Foster Care Program at CMHA Carl B. Stokes Social Service Mall									x		x
Central Recreation Center					x				x		
City Mission - Main Site	x	x	x		x				x	x	
Cleveland City of - Dept. of Public Health - Div. of Health at Friendly Inn Settlement							x				
Cleveland City of - Dept. of Public Health - Div. of Health at University Settlement House							x				
Cleveland City of - Dept. of Public Service - Div. of Waste Collection and Disposal						x					
Cleveland City of - Div. of Fire - Battalion #2 - Company #13						x					
Cleveland City of - Div. of Fire - Company #26						x					
Cleveland City of - Div. of Fire - Company #7						x					
Cleveland City of - Div. of Fire - Company #9						x					
Cleveland City of - Municipal Court - Judicial Div. - Probation Dept. Satellite Office East				x							
Cleveland Neighborhood Development Coalition	x										x
Cleveland Police Athletic League at Lonnie L. Burten Recreation Center									x		
Cleveland Restoration Society	x	x									x
Cleveland State University - Convocation Center	x										x
Cleveland Treatment Center at Carl B. Stokes Social Services Mall						x	x				x
Cleveland-Marshall College of Law	x			x	x						x
CMHA Police Dept.	x			x							
CMHA Public Housing Applications Office	x	x									
Community Hiring Hall Services	x							x			
Community Services Branch YMCA	x			x				x	x		
Community United Head Start and Day Care	x				x						
Custody Mediation Services - Whitlatch Bldg.	x			x							
Cuyahoga Community College - Main Site	x				x			x			
Cuyahoga Community College - Metro Campus	x			x	x		x	x	x	x	x
Cuyahoga Community College - Unified Technologies Center - Workforce and Economic Development	x				x			x	x		x
Cuyahoga County Common Pleas Court - Juvenile Div. - Clerk's Office	x		x	x							
Cuyahoga County Common Pleas Court - Juvenile Div. - Main Site	x			x							
Cuyahoga County Common Pleas Court - Juvenile Div. - Metzenbaum Bldg.	x			x							
Cuyahoga County Common Pleas Court - Juvenile Div. - Whitlatch Bldg.	x			x							
Cuyahoga County Public Defender - Juvenile Div.	x			x							
Cuyahoga Metropolitan Housing Authority Police Activities League	x								x		
DePaul Family Center at St. Vincent Charity Hospital Nursing School	x				x						

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Downtown YMCA	x				x		x		x		x
Dress for Success Cleveland	x	x							x		
Dunham Tavern Museum	x										x
Early Childhood Options	x	x				x					
Council for Economic Opportunities E-Heap and Housing Office	x	x									
Experience Corps at Retired and Senior Volunteer Program (RSVP) of Greater Cleveland	x				x						x
Faith Baptist Community Center		x					x		x		
Fifth Church of God		x							x		
First Beulah Baptist Church - Hunger Network Site		x									
Foster Care Program at University Settlement									x		
Freedom Covenant Center		x									
Fresh Start - Cedar Ave. Site	x			x			x				
Fresh Start - Main Site	x			x			x				
Friendly Inn Settlement									x	x	x
Friendly Inn Settlement - Hunger Network Site		x									
Garden Valley Library									x		x
Garden Valley Neighborhood House					x				x		
Garden Valley Neighborhood House - Hunger Network Site		x									
Golden Ciphers	x			x					x		
Golgotha Baptist Church		x									
Goodwill Industries of Greater Cleveland - Main Site and Thrift Store	x	x			x		x	x			x
Guardian Ad Litem Project	x			x							
Help Foundation - Main Site	x								x		
Help Housing	x								x		
Help Inc.	x								x		
Help Me Grow of Cuyahoga County	x						x		x		x
Help Six Chimneys	x	x							x		
Housing Advocates	x	x	x	x							
Housing Advocates at Burten, Bell, Carr Development			x								
Hunger Bus at E 40th and Central		x									
International Services Center	x			x	x			x	x		x
Jane Addams Business Career Center					x			x	x		
Joseph's Home	x	x									
Juvenile Detention Center	x			x							
Key Career Place - Metro	x							x			
Key Career Place - Unified Technologies Center	x							x			
King Kennedy Golden Age Center - East Side Cluster		x					x		x		x
Lane Metropolitan Church - Hunger Network Site		x									
Lions Eye Clinic	x						x				
Little Shop Of Treasures	x	x									
Living In Cleveland Center	x										x
Lonnie L. Burten Recreation Center									x		
Matt Talbot for Women at St. Vincent Charity Hospital	x						x				
Midtown Cleveland						x					x
Mt. Sinai Baptist Church - Main Site		x									
Murtis H. Taylor Multi-Service Center - Adult Behavioral Health Center	x									x	
North Broadway Multi-Purpose Center		x							x		x
Northeast Pre-Release Center	x			x							
Northern Ohio Academy Of Pharmacy	x				x		x				x
Northern Ohio Recovery Assn. - Main Office	x								x	x	
Ohio Bureau of Motor Vehicles - Downtown - Cleveland East			x								
Ohio State Highway Patrol - East 55th St. Driver Examination Station			x								
Open Door Missionary Baptist Church		x									
Partnership for a Safer Cleveland	x			x							
Phillis Wheatley Assn.		x							x		x

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October, 2006

Name	County-wide service	B Basic Subsistence	D Consumer Services	F Criminal Justice and Legal Services	H Education	J Environmental Quality	L Health Care	N Income Security	P Individual and Family Life	R Mental Health Care and Counseling	T Organizational and Community Services
Progressive Action Council	x			x							
Recovery Resources at Metzenbaum Center	x						x				
Retired And Senior Volunteer Program of Greater Cleveland (RSVP) - Main Site	x				x						x
Rosary Hall	x						x				
Saint Luke's Foundation of Cleveland	x										x
Salvation Army	x	x		x		x			x		x
Salvation Army Project Share Site	x	x									
Salvation Army Railton House at CMHA Carl B. Stokes Social Service Mall	x						x				
Seeds of Literacy at Garden Valley Neighborhood House					x						
Shoes and Clothes for Kids	x	x									
St. Andrew's Episcopal Church		x									
St. Catherine's Church		x									
St. John AME Church - Credit Union Building		x									
St. Teresa Holiness Church		x									
St. Timothy Missionary Baptist Church		x									x
St. Vincent Charity Hospital - Main Site	x						x			x	
Sterling Library									x		x
Triedstone Baptist Church - Hunger Network Site		x									
True Gospel Missionary Baptist Church		x									
Union Hill Missionary Baptist Church		x									
Union Library									x		x
Union Square Golden Age Center - East Side Cluster							x		x		x
United Labor Agency - Main Site	x	x					x	x			x
University Settlement - Family Resource Center									x		
University Settlement - Hunger Center		x									
University Settlement - Main Site		x							x		
Veterans Service Commission - Cuyahoga County	x	x		x	x			x			x
Visiting Nurse Assn. Healthcare Partners of Ohio	x						x		x	x	
Vocational Guidance Services - Community Center (Eagle's Nest)		x							x		x
Vocational Guidance Services - Main Site	x						x	x			
Voices for Children of Greater Cleveland	x										x
William Patrick Day Early Childhood Center	x						x		x		
Women's Re-Entry Resource Network at Northeast Pre-Release Center	x			x							
Woodland Library									x		x
Y-Haven II (East)	x						x				
Y-Haven III (East)	x						x				
Youth Employment Program at Youth One-Stop Center	x							x			
YWCA of Greater Cleveland - Main Site	x			x	x		x		x		x
Total (148 agencies)	83	45	7	29	23	12	32	17	52	14	43

Source: 211-First Call for Help, United Way of Greater Cleveland,
 Compiled by The Center for Community Solutions

Table 2							
Community Services Located in Cleveland Ward 5							
October, 2006							
Type of Service	Number of Services by Type			Percent of All Services			Ward 5 as
	Ward 5	Remainder of county	Cuy. Co. Total	Ward 5	Remainder of county	Cuy. Co. Total	Percent of County Total
BD Food	38	392	430	5.2%	3.1%	3.2%	8.8%
BH Housing	17	205	222	2.3%	1.6%	1.7%	7.7%
BM Material Resources	16	140	156	2.2%	1.1%	1.2%	10.3%
BR Temporary Financial Aid	9	71	80	1.2%	0.6%	0.6%	11.3%
BT Transportation	0	53	53	0.0%	0.4%	0.4%	0.0%
B Basic Subsistence Total	80	861	941	11.0%	6.9%	7.1%	8.5%
DD Consumer Assistance and Protection	6	131	137	0.8%	1.0%	1.0%	4.4%
DF Consumer Regulation	6	271	277	0.8%	2.2%	2.1%	2.2%
D Consumer Services Total	12	402	414	1.6%	3.2%	3.1%	2.9%
FC Courts	4	97	101	0.5%	0.8%	0.8%	4.0%
FF Criminal Correctional System	18	118	136	2.5%	0.9%	1.0%	13.2%
FJ Judicial Services	6	38	44	0.8%	0.3%	0.3%	13.6%
FL Law Enforcement Agencies	1	61	62	0.1%	0.5%	0.5%	1.6%
FN Law Enforcement Services	4	427	431	0.5%	3.4%	3.2%	0.9%
FP Legal Assistance Modalities	1	15	16	0.1%	0.1%	0.1%	6.3%
FR Legal Education/Information	0	15	15	0.0%	0.1%	0.1%	0.0%
FT Legal Specializations	14	216	230	1.9%	1.7%	1.7%	6.1%
FX Tax Organizations and Services	0	43	43	0.0%	0.3%	0.3%	0.0%
F Criminal Justice and Legal Services Total	48	1,030	1,078	6.6%	8.2%	8.1%	4.5%
HD Educational Delivery System	7	102	109	1.0%	0.8%	0.8%	6.4%
HH Educational Programs	19	358	377	2.6%	2.9%	2.8%	5.0%
HL Educational Support Services	14	416	430	1.9%	3.3%	3.2%	3.3%
H Education Total	40	876	916	5.5%	7.0%	6.9%	4.4%
JB Animal Services	0	206	206	0.0%	1.6%	1.6%	0.0%
JD Environmental Improvement	1	21	22	0.1%	0.2%	0.2%	4.5%
JF Environmental Maintenance	5	615	620	0.7%	4.9%	4.7%	0.8%
JJ Environmental Protection	0	2	2	0.0%	0.0%	0.0%	0.0%
JP Public Health	7	116	123	1.0%	0.9%	0.9%	5.7%
JR Public Safety	11	422	433	1.5%	3.4%	3.3%	2.5%
J Environmental Quality Total	24	1,382	1,406	3.3%	11.0%	10.6%	1.7%
LD Emergency Medical Care	1	26	27	0.1%	0.2%	0.2%	3.7%
LF Health Screening/Diagnostic Services	35	767	802	4.8%	6.1%	6.0%	4.4%
LH Health Supportive Services	22	385	407	3.0%	3.1%	3.1%	5.4%
LJ Human Reproduction	6	244	250	0.8%	1.9%	1.9%	2.4%
LL Inpatient Health Facilities	1	19	20	0.1%	0.2%	0.2%	5.0%
LN Outpatient Health Facilities	4	66	70	0.5%	0.5%	0.5%	5.7%
LR Rehabilitation	13	200	213	1.8%	1.6%	1.6%	6.1%
LT Specialized Treatment	9	222	231	1.2%	1.8%	1.7%	3.9%
LV Specialty Medicine	12	185	197	1.6%	1.5%	1.5%	6.1%
LX Substance Abuse Services	16	201	217	2.2%	1.6%	1.6%	7.4%
L Health Care Total	119	2,315	2,434	16.3%	18.5%	18.3%	4.9%
ND Employment	56	422	478	7.7%	3.4%	3.6%	11.7%
NL Income Maintenance Programs	0	55	55	0.0%	0.4%	0.4%	0.0%
NS Social Insurance Programs	1	39	40	0.1%	0.3%	0.3%	2.5%
N Income Security Total	57	516	573	7.8%	4.1%	4.3%	9.9%

Table 2							
Community Services Located in Cleveland Ward 5							
October, 2006							
Type of Service	Number of Services by Type			Percent of All Services			Ward 5 as
	Ward 5	Remainder of county	Cuy. Co. Total	Ward 5	Remainder of county	Cuy. Co. Total	Percent of County Total
PB Death Certification/Burial Arrangements	0	8	8	0.0%	0.1%	0.1%	0.0%
PF Family Substitute Services	8	119	127	1.1%	0.9%	1.0%	6.3%
PH Family Support Services	54	743	797	7.4%	5.9%	6.0%	6.8%
PL Leisure Activities	84	1,445	1,529	11.5%	11.5%	11.5%	5.5%
PS Social Development	26	248	274	3.6%	2.0%	2.1%	9.5%
PV Spiritual Enrichment	2	44	46	0.3%	0.4%	0.3%	4.3%
PX Volunteer Opportunities	0	2	2	0.0%	0.0%	0.0%	0.0%
P Individual and Family Life Total	174	2,609	2,783	23.8%	20.8%	21.0%	6.3%
RD Counseling Approaches	1	12	13	0.1%	0.1%	0.1%	7.7%
RM Mental Health Facilities	1	36	37	0.1%	0.3%	0.3%	2.7%
RP Outpatient Mental Health Care	20	316	336	2.7%	2.5%	2.5%	6.0%
RR Psychiatric Support Services	9	124	133	1.2%	1.0%	1.0%	6.8%
R Mental Health Care and Counseling Total	31	488	519	4.2%	3.9%	3.9%	6.0%
TA Arts and Culture	22	375	397	3.0%	3.0%	3.0%	5.5%
TB Community Economic Development	7	77	84	1.0%	0.6%	0.6%	8.3%
TD Community Groups	9	171	180	1.2%	1.4%	1.4%	5.0%
TF Community Services	29	362	391	4.0%	2.9%	2.9%	7.4%
TH Disaster Services	3	91	94	0.4%	0.7%	0.7%	3.2%
TJ Information Services	58	892	950	7.9%	7.1%	7.2%	6.1%
TL International Exchange	0	1	1	0.0%	0.0%	0.0%	0.0%
TN Occupational/Professional Associations	2	7	9	0.3%	0.1%	0.1%	22.2%
TP Organizational Development	15	80	95	2.1%	0.6%	0.7%	15.8%
T Organizational/Community Services Total	145	2,056	2,201	19.9%	16.4%	16.6%	6.6%
All Services Total	730	12,535	13,265	100.0%	100.0%	100.0%	5.5%
Population, 2000	23,059	1,370,919	1,393,978				1.7%
Households, 2000	8,376	563,230	571,606				1.5%
Families, 2000	5,153	351,068	356,221				1.4%
Source: 211-First Call for Help, United Way of Greater Cleveland, Compiled by The Center for Community Solutions							

Appendix: Definitions of Service Categories

Source: *A Taxonomy of Human Services: A Conceptual Framework with Standardized Terminology and Definitions for the Field, Third Edition.* Developed by Georgia Sales, INFO LINE of Los Angeles. Published by The Information and Referral Federation of Los Angeles County, Inc. (INFO LINE) and the Alliance of Information and Referral Systems (AIRS).

1. Basic Subsistence (B)

Programs that furnish survival level resources including food, housing, material goods, transportation and temporary financial assistance for low and fixed-income, indigent or elderly people or people with disabilities who are otherwise unable to adequately provide for themselves and their families. Also included are related services that are available to the community at large.

- **Food (BD):** Programs that seek to meet the basic nutritional needs of the community by providing access to free or low cost food products.
- **Housing (BH):** Programs that seek to meet the basic shelter needs of the community by providing temporary shelter for people who are in emergency situations, home improvement programs, housing location assistance and a variety of housing alternatives.
- **Material Resources (BM):** Programs that furnish and/or repair basic household, work-related, and personal necessities for people who cannot afford to purchase and/or repair these items at retail prices and who qualify for this service on the basis of income.
- **Temporary Financial Aid (BR):** Programs that provide assistance for people who are experiencing an unexpected financial crisis and have insufficient resources to meet their basic needs, or which offer special services that support people's ability to make essential payments. Monetary assistance may be in the form of immediate cash, loans, checks or vouchers which can be used to pay delinquent bills for essential services which would otherwise be terminated or that offer special services which support people's ability to make essential payments.
- **Transportation (BT):** Programs that provide for the basic transportation needs of the community including the local and long-distance conveyance of people and goods, and special arrangements for older adults, people with disabilities and other community residents who have no personal transportation and are unable to utilize public transportation.

2. Consumer Services (D)

Programs that provide for the education and protection of individuals who purchase, use, maintain and dispose of products and services. Included are programs that establish and/or enforce pricing policies, credit reporting and debt collection practices, quality and

safety standards for goods and services and other trade practices that affect the consumer; programs that provide information and/or counseling to help consumers manage their finances and make informed credit and purchasing decisions; and programs that provide access for consumers to fair hearings, mediation, or binding arbitration when they have complaints regarding consumer products and services and to appropriate remedies when their complaints are justified.

- ***Consumer Assistance and Protection (DD)***: Programs that provide information and guidance for consumers who need assistance in managing their financial resources, evaluating competitive products and services and choosing the most favorable option, understanding their rights as consumers and seeking redress when they believe their rights have been violated.
- ***Consumer Regulation (DF)***: Programs that protect individuals and organizations, including commercial entities, from fraudulent or unfair trade or credit practices or unsafe or poor quality goods and services through the enactment of protective legislation, the enforcement of laws and regulations relating to trade in the marketplace, the establishment and application of licensing, certification and accreditation standards to regulate the activities of businesses and service providers, and the review of professional and business practices to assure compliance with accepted standards.

3. Criminal Justice and Legal Services (F)

Programs that promote and preserve the conditions that enable community residents to live in a safe and peaceful environment through the enforcement of laws that protect life and property and the administration of justice according to the principles of law and equity. Included are crime prevention programs as well as programs that investigate and make arrests for criminal behavior; provide support for witnesses to and victims of crimes; and provide for the arraignment, prosecution, and defense, judgment, sentencing, confinement, and eventual release and resettlement of offenders.

- ***Courts (FC)***: Federal and state, and county judicial bodies whose function is to resolve disputes and dispense justice according to the principles of law and equity. Court processes involve interpreting the laws; presiding over encounters between the prosecution and defense in criminal matters and plaintiffs and defendants in civil matters; examining evidence and the credibility of witnesses; instructing juries; and awarding judgments and dispensing justice in the form of sentencing the adjudged guilty party to a correctional institution, granting restraining orders and injunctions or other restrictions to the aggrieved party, or awarding monetary judgments or other forms of settlement agreed to by the parties to the dispute.
- ***Criminal Correctional System (FF)***: Programs that provide for the detention, confinement, rehabilitation and care of offenders who are inmates in correctional facilities or participants in alternative programs; and/or which are responsible for

the supervision and support of ex-offenders upon release from a correctional facility.

- **Judicial Services (FJ):** Programs within the court system or which operate in cooperation with the courts that carry out the administrative functions required for handling the disposition of people who have been accused of a crime prior to trial; and the indictment, arraignment, trial and sentencing of people who have been arrested and charged with a crime.
- **Law Enforcement Agencies (FL):** Agencies that are part of city, county, state or federal government or university departments that are responsible for preserving peace in the community, protecting life and property, preventing and detecting crime, and apprehending and arresting suspects.
- **Law Enforcement Services (FN):** Programs offered by law enforcement agencies and other organizations that provide specific measures for discouraging preventable crime, obtaining information from the public about suspected criminal activity, investigating alleged crimes, providing support for witnesses to and victims of crimes and reducing targeted types of crime.
- **Legal Assistance Modalities (FP):** Programs that protect the rights of individuals or groups who are involved in civil, criminal or administrative actions or who have been denied services or other benefits or privileges to which they are entitled by law by furnishing legal advice, advising the party of his or her rights and possible solutions, negotiating a settlement, preparing legal documents, appearing in court on behalf of the party, preparing the party to represent him or herself in court and/or attending trials to monitor court proceedings.
- **Legal Education/Information (FR):** Programs whose primary purpose is to inform the public of the rights and responsibilities of individuals under the law, the need for crime prevention, protection and swift and effective administration of justice, the availability of resources to meet these needs and the issues and problems that relate to the provision of services in the criminal justice and legal area.
- **Legal Specializations (FT):** Programs that provide assistance services in the form of advocacy, arbitration, certificates/forms assistance, class action litigation, legal counseling, legal representation, mediation, paralegal counseling, self-representation assistance and/or court watching which focus on a particular area of law.
- **Tax Organizations and Services (FX):** Organizations that assess and collect taxes from individuals, businesses, corporations and other entities; supply copies of appropriate tax forms and tax relief application documents; provide information and guidance on an individual or group basis for people who need to understand

the implications of the tax laws for individuals in their situation; and help people file their tax returns.

4. Education (H)

Programs that provide opportunities for people in the community to acquire the knowledge, skills, desirable qualities of behavior and character, wisdom and general competence that will enable them to fully participate in and enjoy the social, political, economic and intellectual life of the community.

- **Educational Delivery System (HD):** Schools, colleges, universities, technical institutes and other educational establishments that have well defined curriculums and courses of instruction which comprise the formal, structured framework through which educational services are provided for the mainstream population in the community.
- **Educational Programs (HH):** Programs within the context of the formal educational system or offered as an adjunct to the traditional school curriculum which provide instructional services that are individualized or specialized to meet the special needs and interests of learners.
- **Educational Support Services (HL):** Programs within the formal education system or offered by outside agencies which provide non-instructional services that support the admission of students to an educational program, their living conditions while students, and their ability to choose an appropriate course of study and to adjust to and remain in school through the completion of their degrees.

5. Environmental Quality (J)

Programs that preserve, protect and, where possible, improve both the artificial and natural aspects of the physical environment and/or which develop and implement measures for accident prevention and intervention in the case of emergencies in order to promote the public health and safety and enable human beings to live in ecological balance and harmony with their surroundings.

- **Animal Services (JB):** Programs that provide for the humane care, protection and control of the domestic and wild animals who are a part of the living environment.
- **Environmental Improvement (JD):** Programs that are responsible for the conserving endangered land, water, energy, wildlife and other natural resources and for the protection, beautification, and improved accessibility of the urban environment.
- **Environmental Maintenance (JF):** Programs that are responsible for the development and upkeep of the urban environment. Activities include the construction, maintenance, and repair of roads, bridges, tunnels, and other public ways, sewers and drainage systems; the lighting and sign-posting of public streets;

the management of waste materials; and the operation of other public works projects.

- ***Environmental Protection (JJ)***: Programs that protect the physical environment and promote the health of the public by establishing minimum standards for environmental quality, developing and enforcing compliance with regulations for pollution abatement and control, monitoring pollution levels, investigating complaints regarding violations and, when warranted, initiating litigation against individuals and organizations who have failed to comply with environmental protection regulations.
- ***Public Health (JP)***: Programs that protect and improve the health of the community through comprehensive efforts to prevent, control and eradicate communicable disease; eliminate environmental health hazards; and recognize, prevent and control occupational health hazards and illnesses.
- ***Public Safety (JR)***: Programs whose primary purpose is to ensure the safety of the community by sponsoring educational activities which make the public aware of measures they can take to eliminate safety hazards, prevent accidents and avoid behaviors which place them in peril; by supplying safety equipment; by warning the public of public health hazards or impending disasters; and by providing relief for people who are lost, stranded, or the victim of an accident or major disaster.

6. Health Care (L)

Programs whose primary purpose is to help community residents achieve and maintain physical well-being through the study, prevention, screening, evaluation and treatment of people who have illnesses, injuries, disabilities or substance abuse problems; and the provision of family planning, maternity and other services that relate to human reproduction.

- ***Emergency Medical Care (LD)***: Programs that provide immediate short-term assistance for accident victims and acutely ill or injured individuals whose lives or future well-being are in jeopardy.
- ***Health Screening/Diagnostic Services (LF)***: Programs that utilize one or a combination of diagnostic tools to test large groups of people who are assumed to be well for the presence of a particular disease or condition or for certain risk factors that are known to be associated with that disease or condition; or which conduct in-depth tests to establish the cause and nature of an individual's presenting illness.
- ***Health Supportive Services (LH)***: Programs that provide equipment, information, social services or other forms of support which supplement the treatment or habilitation of people who have illnesses, injuries or disabilities or facilitate their ability to function, or which are instrumental in the prevention of illnesses, injuries, or disabilities prior to their occurrence.

- ***Human Reproduction (LJ)***: Programs that provide medical, educational and counseling services which relate to the conception, delivery and care of offspring.
- ***Inpatient Health Facilities (LL)***: Long or short-term health care institutions such as hospitals and nursing homes that provide beds for people who need diagnostic, treatment or convalescent care services which require that they remain at least overnight and often for extended periods of time.
- ***Outpatient Health Facilities (LN)***: Health centers, clinics, departments within hospitals, and other facilities that provide walk-in, walk-out diagnostic and treatment services for people whose care does not require confinement or a hospital stay.
- ***Rehabilitation (LR)***: Programs that provide a combination of treatment and education services which are designed to restore maximum functioning, a sense of well-being and a personally satisfying level of independence for individuals who have temporary or permanent disabilities.
- ***Specialized Treatment (LT)***: Programs that offer medical or surgical procedures or behavior management interventions that have been especially developed to ameliorate or cure a specific disease, disability or condition or which modify the circumstances under which health care is provided based on the condition and mobility of the patient.
- ***Specialty Medicine (LV)***: Programs that offer diagnostic and treatment services that are provided by physicians who have special training and expertise in one clinical area of practice which focuses on a specific age group (e.g., geriatrics, pediatrics), an organ or system of the body (e.g., internal medicine, obstetrics/gynecology) or on complex scientific techniques developed to diagnose or treat certain types of disorders (e.g., nuclear medicine, radiology).
- ***Substance Abuse Services (LX)***: Programs that provide preventive, diagnostic and inpatient, outpatient and residential treatment services as well as transitional support for people who have a physical and/or psychological dependency on one or a combination of addictive substances including tobacco, alcohol and/or other drugs; or whose use of these substances has impaired their physical or mental health or their personal, social, or occupational functioning.

7. Income Security (N)

Programs that provide for the economic needs of the community by helping those who are able and willing to prepare for and obtain gainful employment; by securing public assistance and support for the eligible needy; and by ensuring that retirees, older adults, disabled people and other eligible individuals receive the social insurance benefits to which they are entitled.

- ***Employment (ND)***: Programs that provide employment opportunities for people who are searching for jobs; which assist people who are able and willing to work by helping them prepare for, find, secure and retain suitable employment; which provide work site evaluation and/or modification support; and/or which seek to develop employment opportunities in various fields for people who need a position.
- ***Income Maintenance Programs (NL)***: Programs that provide financial assistance in the form of cash grants or purchase of services for eligible low-income and indigent individuals and families to ensure that they have a basic income and access to essential medical, nutritional and supportive services.
- ***Social Insurance Programs (NS)***: Programs that have been established by law and are generally compulsory in nature which provide cash income on a regular basis or payments to meet a designated need for people who are entitled to benefits based on their own or their employer's contributions to the program or their service to the country.

8. Individual and Family Life

Programs that promote the personal, social and spiritual development of people in the community by providing services that replace or supplement the care and support that is generally available through the family unit, and by offering social, religious and leisure-time activities that are personally satisfying and lead to optimal social functioning.

- ***Death Certification/Burial Arrangements (PB)***: Programs that help people arrange for funeral services and the shipping, interment, entombment, scattering or release of the remains of a family member who has died; or which investigate and establish the cause of death in prescribed situations.
- ***Family Substitute Services (PF)***: Programs that provide a suitable alternative living arrangement for people who have no birth family; for individuals whose physical, developmental, sensory, social and/or emotional disabilities or conditions make it difficult or impossible for them to remain with their families; or for children whose birth family environment is abusive.
- ***Family Support Services (PH)***: Programs that provide services that augment and expand the protection, supervision, care and support that are provided through the primary family unit, or which enhance the recipient's mobility or ability to communicate and live more comfortably.
- ***Leisure Activities (PL)***: Programs that provide access to a variety of pursuits for people who want to make constructive and satisfying use of their free time. Included are programs that provide facilities, equipment, supplies, coaching and/or instruction that allow individuals to participate in or enjoy the recreational, artistic, cultural or volunteer activities of their choice.

- ***Social Development (PS)***: Programs that provide opportunities for individuals of all ages to participate in a variety of group activities that are personally satisfying and/or designed to transmit social values and customs, to facilitate learning of social skills and self-expression in a group setting, to elicit and stimulate leadership potential and to otherwise promote the social growth and development of participants.
- ***Spiritual Enrichment (PV)***: Programs that provide opportunities for people to satisfy their inner needs and enhance their spiritual growth through the practice of organized religion or through independent spiritual pursuits.
- ***Volunteer Opportunities (PX)***: Organizations that are actively seeking individuals with the requisite skills and experience who are willing, on a voluntary basis without remuneration, to help them attract qualified individuals to fill volunteer positions and to coordinate their activities.

9. Mental Health Care and Counseling (R)

Programs that provide preventive, diagnostic and treatment services in a variety of community and hospital-based settings to help people to achieve, maintain and enhance a state of emotional well-being, personal empowerment and the skills to cope with everyday demands without excessive stress. Treatment may include emotional support, introspection and problem-solving assistance utilizing a variety of modalities and approaches, and medication, as needed, for individuals who range from the severely chronically mentally ill through those who are experiencing difficult life transitions or who are having problems coping with daily living.

- ***Counseling Approaches (RD)***: Programs that specialize in providing treatment services which represent a particular theoretical orientation or incorporate specialized techniques, methods or practices for people who have mental, emotional or social problems.
- ***Mental Health Facilities (RM)***: Long or short-term care inpatient facilities, counseling agencies and therapists in private practice that offer diagnostic and treatment services for children, adolescents and/or adults who have acute or chronic mental or emotional disturbances or for people who are experiencing difficult life transitions or are having problems coping with daily living.
- ***Outpatient Mental Health Care (RP)***: Programs that provide diagnostic and treatment services for individuals whose psychiatric problems or other emotional difficulties are not severe enough to require twenty-four hour care but who can benefit from regular consultation and therapy with a mental health professional.
- ***Psychiatric Support Services (RR)***: Programs that offer early intervention, preventive, diagnostic or treatment services, medication, case management, transitional care or other services that supplement and facilitate primary and adjunctive therapies; which offer community mental health education programs;

or which link people who are in need of treatment with appropriate private providers.

10. Organizational/Community Services (T)

Programs that provide any of a broad spectrum of services for the community as a whole including opportunities for individuals or groups to participate in community improvement or service projects, to have a voice in the political process, to have access to information services, or to benefit from the availability of a variety of services for residents, travelers, newcomers, community agencies, organizations, businesses and industry.

- **Arts and Culture (TA):** Programs that are devoted to the promotion and support of the arts and humanities and other services which encourage creativity and reflect and preserve the collective artistic, intellectual and cultural heritage of the community.
- **Community Economic Development (TB):** Programs that provide a variety of services and activities that are intended to stimulate the economy, expand employment opportunities, encourage the establishment and growth of commerce and industry and otherwise enhance the economic development of the community.
- **Community Groups (TD):** Organizations or groups of individuals who have common interests or concerns who have joined together on a voluntary basis to provide targeted services for the community; to provide advice and guidance regarding the planning, implementation and evaluation of needed services; to advocate for changes that will have a beneficial effect on the community; or to introduce other ways of improving the social, cultural, economic, or environmental conditions of the community.
- **Community Services (TF):** Programs that facilitate the settlement of new residents in the community, assure that travelers' needs are met, marshal community resources on behalf of disadvantaged residents, provide for volunteer development, assure the availability of adequate space for meetings and service delivery, provide centralized administrative services, provide outlets for financial transactions, offer access to office equipment, manage the delivery of mail, encourage participation in the political process, administer services associated with the armed forces, promote the development of community business and industry, and/or offer similar services for community residents.
- **Disaster Services (TH):** Public and private programs that provide emergency planning, preparedness, mitigation, response, relief and/or recovery services prior to, during and after a major fire, flood, hurricane, earthquake, tornado, tsunami, volcanic eruption, landslide, mudslide, snowstorm, drought, famine, explosion or nuclear accident, the outbreak of civil unrest, or other large-scale disasters.

- ***Information Services (TI):*** Programs that provide for the collection, classification, storage, retrieval and dissemination of recorded knowledge for the community. Included are electronic information resources, information and referral programs, information lines, library services, media services, public awareness/education campaigns, research data and rumor control activities.
- ***International Exchange (TL):*** Programs that develop, implement, promote and/or manage exchange programs in which high school students, undergraduate and graduate students, university and college faculty or other professional personnel from the United States study, teach or engage in other educational activities abroad while foreign students, scholars and professionals from those countries come to the United States.
- ***Occupational/Professional Associations (TN):*** Programs that promote the interests of a specific trade or profession and provide informal educational and professional development opportunities under the auspices of a membership professional or occupational group or association, often through the medium of learned journals, periodicals, professional conferences, trade shows and expositions and other similar gatherings. Some of these programs may also establish standards which relate to the qualifications and performance of members and may accept and investigate complaints from the public concerning the practices of members; may maintain a service which refers the public to member individuals, groups, agencies, or businesses; and may act as advocates for their own members, for association goals and/or for the recipients of their services.
- ***Organizational Development (TP):*** Programs that strengthen and support human service organizations, small businesses and other groups and enhance their capacity to deliver products and services by providing management consulting services in the area of program planning, development, administration and/or evaluation; or which relate to specific technical facets of operation including board development, community economic development, community organizing, conference planning, facility administration, fiscal administration, fund disbursement and allocations, fund raising, personnel management, public relations, resource system development, service planning, and delivery or strategic planning.