

Helpful Human Service Numbers

(available 24 hours)

ABUSE

Child

Cuyahoga County Dept. of Children
and Family Services (216) 696-KIDS (5437)

Domestic

Domestic Violence Center (216) 391-4357

Elder

Cuyahoga County Dept. of Senior
and Adult Services (216) 420-6700
(answered by the Child Abuse Hotline after-hours)

Sexual

Cleveland Rape Crisis Center (216) 619-6192

ALCOHOL/DRUG ABUSE INFORMATION

211/First Call For Help (for a referral) .. dial 211 or (216) 436-2000

Recovery Resources (216) 431-4131

AMBULANCE/EMS 911

FIRE/POLICE 911

HEALTH INFORMATION

MetroHealth Line (216) 778-7878

HUMAN SERVICE/SOCIAL SERVICE INFORMATION

211/First Call For Help dial 211 or (216) 436-2000

MENTAL HEALTH EMERGENCIES

Mental Health Services (216) 623-6888

POISON CONTROL CENTER (800) 222-1222

TIME/WEATHER (216) 931-1212

TRANSPORTATION

RTA AnswerLine (automated after hours) (216) 621-9500

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Dominion[®]

A Directory
for Cuyahoga County
2008-2009

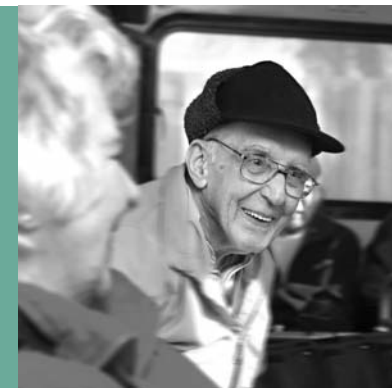
Senior Services Directory

Resources for adults
60 and older

A publication of



or (216) 436-2000
24 hours a day, every day
211cleveland.org



United Way of
Greater Cleveland

HOW TO USE THIS GUIDE

Older adults may have a need for many services such as health care, help finding housing, home delivered meals, legal or tax assistance and other services. This guide will help you find these.

- Call the phone numbers listed under the services you need.
- Ask for information about the services and how to receive them.
- When you call, it is a good idea to have in front of you your Social Security number and information such as what town you live in and your income sources and amount. It would also be good to have paper and a pen or pencil to write down what agencies tell you.
- Some entries in this guide will direct you to helpful Web sites. If you do not have a computer, your local library may be able to help you use one free of charge.

If you need something you can't find in this guide, call United Way's 211/First Call For Help, a free program that will provide you with information 24 hours a day, every day. We list all kinds of services, not just those for emergencies, and we're glad to help you.



The listings in this directory are based on information supplied by agency representatives. Inclusion in this directory does not imply endorsement nor does exclusion imply disapproval. Every effort has been made to supply complete and accurate information; however, United Way's 211/First Call For Help makes no representation with respect to the accuracy and completeness of the contents of this directory and specifically disclaims any implied responsibility for the accuracy of the information provided, and shall in no event be held liable for any loss or damage. No part of this publication may be reproduced by any means without the prior written permission of United Way's 211/First Call For Help.

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AARP

For those 50 or older (888) 687-2277
aarp.org

ADULT DAY CARE

211/First Call For Help dial 211 or (216) 436-2000
 Referral to nonprofit/government agencies

Western Reserve Area Agency on Aging (216) 621-0303

BENEFITS SCREENING

Cuyahoga County Dept. of
 Senior and Adult Services (216) 420-6840
benefitscheckup.org/link/cuyahoga

Benefit Bank thebenefitbank.com
 For a referral to the nearest location dial 211 or (216) 436-2000

CAREGIVER SUPPORT

Grandparents Raising Grandchildren/Kinship Caregivers

Older adults who care for or have custody of young children.
 211/First Call For Help dial 211 or (216) 436-2000
 Support group and respite care referrals

Bellflower Center for Prevention of Child Abuse
 Family Helpline (24 hours) (216) 229-8800

Cuyahoga County Dept. of Senior and Adult Services
 Grandparent/Kinship Care Program (216) 420-6772

Fairhill Center - Care and Caregiving Center (216) 421-1350

Family Caregivers

Family members or other individuals who care for older adults.
 Fairhill Center - Care and Caregiving Center (216) 421-1350

U.S. Dept. of Labor
 Family and Medical Leave Act
 (FMLA) Information (216) 357-5400
dol.gov

Western Reserve Area Agency on Aging (216) 621-0303
 Family Caregiver Support Program
 (information, linkage, respite care and care planning)

COMPLAINTS

Government Services

City of Cleveland Services:
 Mayor’s Action Center (216) 664-2900

Cuyahoga County Services:
 Citizens of Cuyahoga County
 Ombudsman Office (216) 696-2710

General Government Services (Cleveland residents only):
 Cleveland Dept. of Aging
 Ombudsman Office for Elders (216) 664-2833

Nursing Homes/Assisted Living/Adult Care Homes/Home Care
 Long Term Care Ombudsman (216) 696-2719

Purchases

Better Business Bureau (216) 241-7678
clevelandbbb.org

Office of the Ohio Attorney General
 Consumer Protection Section (877) 244-6446
www.ag4ohio.gov

Utilities

For complaints about your utility service, please contact the customer relations/customer service department of your utility provider (listed on page 17). If the complaint is not resolved to your satisfaction, you may contact the following organizations:

Ohio Consumers’ Counsel (OCC) (877) 742-5622
 Public Utilities Commission of Ohio (800) 686-7826
 (All suppliers except Cleveland Public Power)

City of Cleveland
 Mayor’s Action Center (216) 664-2900
 (Cleveland Public Power and Cleveland
 Division of Water Consumers)

EDUCATION

Many schools, colleges and municipalities offer classes for credit or personal enrichment. Some are free to persons 60 and older. Call your local board of education, city hall (see listing on pages 21 and 22), senior center or any of the following:

- Baldwin-Wallace College
Institute for Learning in Retirement (440) 826-3188
- Case Western Reserve University
Senior Scholars (216) 368-2090
- Cleveland State University
Project 60 (216) 687-9379
- Cuyahoga Community College
Senior Adult Education (216) 987-2274
- Laura and Alvin Siegal College of Judaic Studies
Senior Learning – Fridays at the College (216) 464-4050
- Notre Dame College Senior Growth Program (216) 373-5213
- Ursuline College Lifelong Learning (440) 646-8108

EMPLOYMENT

The following programs assist low-income, older workers in finding temporary, part-time or full-time jobs:

- AARP
Senior Community Service
Employment Program/Worksearch Program . . . (216) 881-1155
- Cleveland Dept. of Aging (216) 664-3573
Senior Strides Program
- Mature Services, Inc. Senior Employment Center . . (216) 731-4664
- National Caucus and Center on Black Aged (216) 721-9197

FOOD

Food Stamps

Cuyahoga Employment & Family Services (216) 987-7000

Other

Home-delivered, community and holiday meals; hunger centers
211/First Call For Help (for referral) . . dial 211 or (216) 436-2000

FORECLOSURE ASSISTANCE

If you own your home and are behind in your payments or think you may not be able to make your payments, you may be in danger of **foreclosure** (losing your home). Phone **211 or (216) 436-2000** for referrals to agencies that may be able to help you.

FUNERAL/BURIAL SERVICES

For bereavement help, please see the Counseling/Support Group section on page 5.

- Callistian Guild
(burial for Catholics without resources) (216) 641-7575
- Cleveland Dept. of Public Health - Bureau of Vital Statistics
(cremation for those without resources) (216) 664-2317
- Cleveland Jewish Sacred Society
(ceremony in the Orthodox tradition) (216) 371-5717
- Cleveland Memorial Society
(funeral pre-planning for members) (216) 751-5515

You may also want to contact your city hall to see if they may provide assistance (see pages 21 and 22).

GOLDEN BUCKEYE CARDS

goldenbuckeye.com (800) 422-1976

The Golden Buckeye Card allows seniors to receive discounts on meals, entertainment, prescriptions, merchandise and services at selected providers throughout the State.

Ohio residents who hold a current Ohio Driver’s License or State ID Card will automatically receive a free card by mail in the month of their 60th birthday. If you have not received a card, or need a replacement, call the number above for assistance or apply at a participating public library or senior center. Take proof of your age, such as a driver’s license or birth certificate.

HEALTH/MENTAL HEALTH CONCERNS

Abuse/Neglect of Older Adults

See back cover for listings

Alcohol and Other Drug Addiction Treatment

211/First Call For Help (for referral) . . . dial 211 or (216) 436-2000

Recovery Resources (216) 431-4131

Blood Pressure, Diabetes and Other Screenings

211/First Call For Help (for referral) . . . dial 211 or (216) 436-2000

Counseling/Support Groups

211/First Call For Help (for referral) . . . dial 211 or (216) 436-2000

Dental Care

Case Western Reserve University
(no new patients accepted in May) (216) 368-3200

Cuyahoga Community College
(preventive, August - May) (216) 987-4413

Cuyahoga County District Board of Health
Dental Options Program
(service linkage for low-income persons) (888) 765-6789

Free Medical Clinic of Greater Cleveland (216) 721-4010

Greater Cleveland Dental Society (referrals) (440) 717-1891

MetroHealth (216) 778-4725

Northeast Ohio Neighborhood
Health Services (NEON) (216) 231-7700

Eye Care

Care Alliance (homeless) (216) 781-6724

Cleveland Sight Center (216) 791-8118
(low-vision services/services for the blind;
does NOT provide general eye care services)

Lions Eye Clinic/St. Vincent (216) 363-2523

MetroHealth (216) 778-5830

Northeast Ohio Neighborhood Health Services (216) 231-7700

Prevent Blindness Ohio (440) 842-1284

Flu Shots

Cleveland Dept. of Public Health
Recorded Information (216) 664-4621

Cuyahoga County District Board of Health
(suburbs except Shaker Hts.)
— Contact your local senior center or city hall
(see listing on pages 21 and 22)

Shaker Heights Health Dept. (216) 491-1480

Geriatric Assessment

These outpatient programs assess the mental and physical health of older adults and recommend a plan of care.

Cleveland Clinic Main Campus (216) 444-5665

Euclid Hospital (216) 692-8876

Lakewood Hospital (216) 521-2228

MetroHealth Medical Center
Old Brooklyn Campus (216) 778-8788

Southwest General Health Center (440) 816-4065

University Foley ElderHealth Center (216) 844-6300

Visiting Nurse Assn. (216) 931-1333

Health Clinics (community-based general medical care)

- Care Alliance (homeless) (216) 781-6724
- Cleveland Dept. of Public Health. (216) 664-2324
- Free Medical Clinic of Greater Cleveland (216) 721-4010
- MetroHealth
 - Senior Health and Wellness Center (Outpatient). . (216) 957-2100
- Neighborhood Family Practice
 - Ridge Rd (216) 281-0872
 - Tremont. (216) 334-2800
- North Coast Health Ministry (age 64 and younger) .. (216) 228-7878
- Northeast Ohio Neighborhood
 - Health Services (NEON) (216) 231-7700
- Parma Health Ministry (some west suburbs)
 - (age 64 and younger). (440) 843-8087

Health Information

- AIDS Taskforce of Greater Cleveland. (216) 621-0766
- Alzheimer’s Assn. - Cleveland Area Chapter (216) 721-8457
- American Cancer Society (888) 227-6446
- American Diabetes Assn. (888) 342-2383
- American Heart Assn. (216) 791-7500
- Arthritis Foundation (800) 245-2275 ext. 114
- Cleveland Clinic Nurse on Call. (216) 444-1234
- Diabetes Assn. of Greater Cleveland (216) 591-0800
- MetroHealth Line (216) 778-7878
- Southwest General Health Center. (440) 816-5050

Hearing Services

- Contact your doctor, local hospital or the agency below.
- Cleveland Hearing and Speech Center (216) 231-8787

Home Health Services

- 211/First Call For Help (referral to nonprofit/government services) . . . dial 211 or (216) 436-2000
- Western Reserve Area Agency on Aging (216) 621-0303
(list of home providers and PASSPORT assessment)

Hospice Care (care for the terminally ill)

- You also may ask your doctor or local hospital for assistance.
- Holy Family Home. (440) 885-3100
- Hospice of the Western Reserve (216) 383-2222
- Malachi House
 - (housing for those without resources) (216) 621-8831
- Montefiore (216) 910-2500
- Visiting Nurse Assn. (216) 931-1450

Medical Equipment

- 211/First Call For Help (referral to nonprofit/government services) . . . dial 211 or (216) 436-2000
- Western Reserve Area Agency on Aging
 - (list of medical equipment providers). (216) 621-0303

Mental Health Emergencies

- Mental Health Services (216) 623-6888

Personal Care

Bathing, grooming and other personal hygiene assistance.

Benjamin Rose (ask for intake) (216) 791-8000

Cuyahoga County Dept. of Senior and Adult Services

- Home Support Dept. (216) 420-6817

- Cuyahoga Options for Elders Program
(community-based; must not be
eligible for PASSPORT) (216) 420-6800

Jewish Family Service Assn. (216) 378-8660

Visiting Nurse Assn. (216) 931-1400

Western Reserve Area Agency on Aging

PASSPORT Program (216) 621-0303

Physician Referral

American Medical Assn. ama-assn.org

State Medical Board of Ohio med.ohio.gov

Prescription Assistance

Cuyahoga MedRefer. 211 or (216) 436-2000

Explains options for prescriptions, including retail generic drug programs, and assists clients to apply for drug company help.

Ohio’s Best Rx (866) 923-7879

ohiobestrx.org

Provides a prescription discount card which can be used at participating pharmacies.

Medicare Prescription Drug Plan (Medicare Part D)

Prescription drug coverage is available through the Medicare Prescription Drug Plan (Medicare Part D) for those receiving Medicare (see page 13).

HELP IN THE HOME

The services listed are government programs that offer lower-cost options. Many other private services are available.

Home Repair Loans/Grants

Cleveland Residents:

Cleveland Dept. of Aging

Senior Homeowner Assistance Program. (216) 664-2833

Cleveland Dept. of Community Development

Division of Neighborhood Services. (216) 664-2045

- Repair a Home Program
- Home Weatherization Assistance Program

Suburban Residents:

Suburban residents may also contact their city hall listed on pages 21 and 22.

Cuyahoga County Dept. of Development (216) 348-4066

(Residents of most suburbs)

- Housing Rehabilitation Loan Program
- Home Weatherization Assistance Program
- Senior Deferred Loan Program

Cuyahoga County Treasurer

Housing Enhancement Loan Program. (216) 443-2149

Homemaker Services

Cleaning, cooking, laundry and other services.

Cleveland Dept. of Aging

CHORE program (Cleveland residents) (216) 664-4694

Cuyahoga County Dept. of Senior and Adult Services

Home Support Services (216) 420-6817

Cuyahoga Options for Elders Program

(Community-based; must not be
eligible for PASSPORT) (216) 420-6800

Western Reserve Area Agency on Aging

PASSPORT Program (216) 621-0303

Yard Maintenance

Suburban residents should contact their city hall listed on pages 21 and 22.

Cleveland Dept. of Aging

CHORE program (Cleveland residents) (216) 664-4694

HOUSING ALTERNATIVES

Government Subsidized Housing

Cuyahoga Metropolitan

Housing Authority (CMHA) - Applications (216) 361-3700

U.S. Dept. of Housing and

Urban Development (HUD). (216) 522-4058

Rental Listings - Affordable Housing

<p>A FREE service for finding affordable rental housing in Cuyahoga County</p> <p style="text-align: center;"><i>Check out housingcleveland.org or dial 2-1-1 or (216) 436-2000 It's FREE!</i></p>	<p>Find information about:</p> <ul style="list-style-type: none"> • Apartments, duplexes, single homes and more • Properties that meet your individual needs • Properties available in a specific neighborhood • Details of each property • Neighborhood resources, maps, photos • Housing support programs, rental resources • How to avoid problems when renting • How much rent you can afford
 <p>housingcleveland.org housing you can access. rent you can afford.</p>	

Nursing Homes/Assisted Living/Adult Care Homes

Information:

Long Term Care Ombudsman

Options Program (selection assistance) (216) 696-2719

Ohio Dept. of Aging ltcoho.org

Assessment for Nursing Home Placement:

Western Reserve Agency on Aging

PASSPORT Program (216) 621-0303

Residential State Supplement (RSS) Program:

Cash supplement for low-income people living in adult care homes who need personal care assistance.

Western Reserve Area Agency on Aging (216) 621-0303

Retirement Community and Senior Apartment Listings

Western Reserve Area Agency on Aging (216) 621-0303

Shelter Information

Homeless, domestic violence and transitional shelter.

211/First Call For Help (for referral) . . . dial 211 or (216) 436-2000

INSURANCE

Insurance Information

Ohio Dept. of Insurance. ohioinsurance.gov

Consumer Services Hotline (800) 686-1526

(Shoppers' guides for automobile, homeowners' and health-related insurance as well as annuities; accepts insurance-related complaints)

Ohio Senior Health Insurance

Information Program (OSHIIP). (800) 686-1578

(Shoppers' guides for health-related insurance; general information)

Medicaid

Cuyahoga Employment & Family Services (216) 987-7000

Medicare

Medicare is federal health insurance. It covers a portion of your hospital and doctor bills. You can apply for Medicare beginning three months before your 65th birthday. If you apply for Social Security benefits at age 65, you are automatically enrolled in Medicare Part A (free hospital insurance) and Medicare Part B (medical insurance) but you can choose to decline Part B coverage.

If you choose to stay enrolled in Medicare Part B, you will have to pay a monthly premium. Those with lower incomes may receive help in paying the premiums (see QMB/SLMB on page 14).

Medicare Prescription Drug Plan (Medicare Part D)

Enrollment is available from private companies and offers prescription drug coverage for people receiving Medicare. Monthly premiums and drug co-payments/co-insurance vary by plan, so you will need to compare plans carefully before making a choice.

- You can enroll in Medicare Part D any time from three months before through three months after the month of your 65th birthday. If you do not enroll during this time, you may have to wait until an open enrollment period and pay a higher premium.
- Open enrollments will occur the last six weeks of every year.
- Those with lower incomes and assets may receive extra help in paying for the plan through the Low Income Subsidy.

Medicare Part A and B - Enrollment:

Social Security Administration (800) 772-1213

Medicare Part D - Enrollment/Plan Comparison Assistance:

Medicare Helpline (800) 633-4227
medicare.gov

Greater Cleveland Access to Benefits Coalition

Benjamin Rose (216) 373-1650

Fairhill Center. (216) 421-1350 ext. 185

Medicare Part D Low Income Subsidy - Enrollment:

Social Security Administration (800) 772-1213

Questions/Information:

Medicare Helpline (800) 633-4227
medicare.gov

Ohio Senior Health Insurance

Information Program (OSHIIP)..... (800) 686-1578

Problems/Complaints/Advocacy:

KePRO Medicare Beneficiary Helpline (800) 589-7337

QMB/SLMB

Qualified Medicare Beneficiary/Specified Low-Income Medicare Beneficiary. Based on income, may pay monthly Medicare Part B premium or premium and deductible/co-insurance.

Cuyahoga Employment & Family Services (216) 987-7000

LEGAL SERVICES

Case Western Reserve University (216) 368-2766

Cleveland Metropolitan Bar Assn. (referrals) (216) 696-3532

Cleveland State University (employment law) (216) 687-3947

Cleveland Tenants Organization (216) 432-0609
(information only; does not serve Parma, East Cleveland or Euclid)

Legal Aid Society of Cleveland (216) 687-1900

Pro Seniors (800) 488-6070
(can assist with pension law and pension rights)

LONG-TERM CARE PLANNING & CARE COORDINATION

Alzheimer's Assn. – Cleveland Area Chapter (216) 721-8457

Jewish Family Service Assn.

Maturing Family Services. (216) 292-3999

Long-Term Care Ombudsman

(phone consultation – housing) (216) 696-2719

National Assn. of Professional Geriatric Care Managers

(referral to a local professional) caremanager.org

Western Reserve Area Agency on Aging

Long-Term Care Consultants (216) 621-0303

MONEY MANAGEMENT

Budgeting, financial management and credit counseling.
 Consumer Credit Counseling Service (800) 355-2227
 Consumer Protection Assn. (216) 881-3434

RECREATION AND SOCIAL PROGRAMS

211/First Call For Help (for referral) . . . dial 211 or (216) 436-2000

SENIOR CENTERS

Senior centers provide a variety of services and activities, such as meals, health screenings, recreation, and transportation. These programs vary from center to center.

For information on a senior center near you, contact any of the following:

- 211/First Call For Help dial 211 or (216) 436-2000
- Golden Age Centers of Greater Cleveland. (216) 231-6500
- City Halls (see pages 21 and 22)
- Western Reserve Area Agency on Aging (216) 621-0303

SOCIAL SECURITY ADMINISTRATION

To apply for Social Security benefits, contact the Social Security Administration three months before you want your benefits to begin. Retirement benefits may be paid as early as age 62, but at a reduced rate. For Social Security questions, call **(800) 772-1213**, M-F: 7:00 a.m. – Midnight or visit the Social Security Administration’s Web site at ssa.gov.

Medicare is federal health insurance. You enroll in Medicare by contacting the Social Security Administration (see page 13 for information about Medicare and enrollment).

TAX ASSISTANCE AND INFORMATION

Estate Tax Information

Cuyahoga County Auditor (216) 443-7040

Federal Income Tax Assistance

Internal Revenue Service (IRS) (800) 829-1040
irs.gov

Local Income Tax Assistance

Central Collection Agency (CCA) –
 Division of Taxation. (216) 664-2070
 Regional Income Tax Agency (RITA). (440) 526-0900

Property Tax Assistance

Cuyahoga County Auditor
 • 2-1/2% Property Tax Reduction (216) 443-7089
 • Homestead Exemption (apply between
 1st Mon. in Jan. and 1st Mon. in June) (216) 443-7050
 Cuyahoga County Treasurer. (216) 443-7420

State Income Tax Assistance

Ohio Dept. of Taxation
 • Income Tax Information (800) 282-1780
 • Refund Hotline (800) 282-1784

Tax Preparation Assistance (Income Tax)

211/First Call For Help
 (for referrals to other programs) . . . dial 211 or (216) 436-2000
 AARP Tax Aide Program (Jan. - April). (888) 227-7669

TRANSPORTATION

Driver Training

AARP 55 Driver Safety Program (888) 227-7669

Handicapped Parking Permits

any State Driver’s License Bureau (800) 589-8247

Municipal Transportation

Senior Transportation Connection
of Cuyahoga County (800) 983-4782

For people 60 and older who live in Berea, Brook Park, Columbia Station, Garfield Hts., Maple Hts., Middleburg Hts., North Olmsted, Olmsted Falls, Olmsted Twp. and Strongsville.

The community where you live may offer transportation.
Phone your city hall for information (see pages 21 and 22).

Public Transportation

Regional Transit Authority (RTA)

Regular fixed-route bus service:

Route/Fare information (216) 621-9500

Senior Discount Cards (65 and older). (216) 566-5285

Paratransit service:

(For people who cannot use regular RTA services because of disability or persons born before 1932)

People with a disability (216) 566-5124

Seniors (born before 1932). (216) 566-5285

Reservations/Scheduling (216) 781-1110

UTILITY ASSISTANCE AND PAYMENT PLANS

Electric

Cleveland Public Power (CPP)
Customer Service/Payment Plans (216) 664-4600

The Illuminating Company - First Energy
Customer Service/Payment Plans (800) 589-3101

Gas

Columbia Gas of Ohio
Customer Service/Payment Plans (800) 344-4077

Dominion East Ohio
Customer Service/Payment Plans (800) 362-7557

Heating and Cooling Assistance

Council for Economic Opportunities of Greater Cleveland (CEOGC)

Emergency Home Energy Assistance Program (E-HEAP)
(Winter heating help) (216) 518-4014

Summer Home Energy Assistance Program
(Summer cooling help; availability
depends on funding and weather) (216) 518-4014

Ohio Dept. of Development
Home Energy Assistance Program (HEAP)
(Winter heating discount) (800) 282-0880

Other Assistance

There are other programs not listed in this guide that may provide assistance with utility bills to those who qualify. Contact 211/First Call For Help for more information by dialing 211 or (216) 436-2000.

Medical Certification

Delays disconnection and allows reconnection of gas or electric service, when shut-off would be especially dangerous to the health of a permanent member of the household. Contact your utility company to see if they have a program that may serve you.

Payment Plan Negotiation Assistance

Consumer Protection Association (216) 881-3434

Telephone

AT&T Customer Service (800) 660-1000

AT&T Lifeline (USA) Program
(Discounted telephone service). (800) 335-8721

Water

Cleveland Division of Water
Customer Service/Homestead Program (216) 664-3130
(Serves residents of Cleveland and all suburbs except Bedford, Berea, Chagrin Falls, Cleveland Heights, East Cleveland and Lakewood. Residents of these suburbs should contact their City Hall listed on pages 21 and 22.)

This Senior Services Directory is printed as a public service by Dominion, a natural gas distribution company for Northeast Ohio. Listed below are some of the special services offered to Dominion customers.

Energy Assistance

A variety of energy assistance programs, special payment plans and other payment assistance options are available for Dominion customers. Contact Customer Service at 1-800-362-7557.

Manage Your Account

Allows you to manage your Dominion account(s) online 365 days a year and provides up-to-the-minute account information. Visit www.dom.com to register in Manage Your Account.

EnergyShare

Offers a fuel assistance program for eligible households who face financial hardships. Provides heating assistance in winter (for any heating source). Administered through Salvation Army. Contact 211/First Call For Help at 211 or 216-436-2000 for information about this program and other programs that may offer heating assistance.

Braille Bills and Large-Print Bills

Braille and large-print bills upon request at no cost. These special bills are abbreviated versions of the complete customer bill. Contact Dominion at 1-800-362-7557 to request these special bills.



VETERANS' SERVICES

- Cuyahoga County Veterans
Service Commission..... (216) 698-2600
- U.S. Dept. of Veterans Affairs va.gov
Regional Office..... (800) 827-1000

VOLUNTEER OPPORTUNITIES

- Business Volunteers Unlimited (216) 736-7711
- Retired and Senior Volunteer Programs
RSVP of Greater Cleveland..... (216) 391-9500
- RSVP Southwest Suburban (216) 676-6441
(19 southern and western suburbs)
- Service Corps of Retired Executives (SCORE) ... (216) 522-4194

VOTING AND GOVERNMENT PROCESSES

- Cuyahoga County Board of Elections
(absentee ballots are available) (216) 443-3298
- League of Women Voters of Cleveland (216) 781-8375

CITIES, VILLAGES AND TOWNSHIPS

Bay Village	(440) 871-2200
Beachwood.....	(216) 464-1070
Bedford.....	(440) 232-1600
Bedford Hts.....	(440) 786-3200
Bentleyville.....	(440) 247-5055
Berea.....	(440) 826-5800
Bratenahl	(216) 681-4266
Brecksville	(440) 526-4351
Broadview Hts.....	(440) 526-4357
Brooklyn	(216) 351-2133
Brooklyn Hts.	(216) 749-4300
Brook Park	(216) 433-1300
Chagrin Falls Township	(440) 247-8422
Chagrin Falls Village.....	(440) 247-5050
Cleveland	(216) 664-2000
Cleveland Hts.	(216) 291-4444
Cuyahoga Hts.	(216) 641-7020
East Cleveland	(216) 681-5020
Euclid	(216) 289-2700
Fairview Park	(440) 333-2200
Garfield Hts.....	(216) 475-1100
Gates Mills	(440) 423-4405
Glenwillow	(440) 232-8788
Highland Hills.....	(216) 283-3000
Highland Hts.	(440) 461-2440
Hunting Valley	(440) 247-6106
Independence.....	(216) 524-4131
Lakewood	(216) 521-7580
Linndale	(216) 251-6000
Lyndhurst	(440) 442-5777

CITIES, VILLAGES AND TOWNSHIPS (cont'd)

Maple Hts.	(216) 662-6000
Mayfield Hts.	(440) 442-2626
Mayfield Village	(440) 461-2210
Middleburg Hts.....	(440) 234-8811
Moreland Hills	(440) 248-1188
Newburgh Hts.	(216) 641-4650
North Olmsted	(440) 777-8000
North Randall	(216) 662-0430
North Royalton	(440) 237-5686
Olmsted Falls	(440) 235-5550
Olmsted Township	(440) 235-3051
Oakwood.....	(440) 232-9988
Orange	(440) 498-4400
Parma	(440) 885-8000
Parma Hts.	(440) 884-9600
Pepper Pike	(216) 831-8500
Richmond Hts.	(216) 486-2474
Rocky River	(440) 331-0600
Seven Hills	(216) 524-4421
Shaker Hts.....	(216) 491-1400
Solon.....	(440) 248-1155
South Euclid.....	(216) 381-0400
Strongsville	(440) 580-3100
University Hts.	(216) 932-7800
Valley View	(216) 524-6511
Walton Hills	(440) 232-7800
Warrensville Hts.	(216) 587-6500
Westlake.....	(440) 871-3300
Woodmere	(216) 831-9511



Advocacy. Assistance.
Answers on Aging.

211/First Call For Help’s Senior Information Service is funded in part by the Western Reserve Area Agency on Aging (WRAAA), Title III-B funds from the Older Americans Act.

The mission of the Western Reserve Area Agency on Aging (WRAAA) is to empower and support older adults to maintain wellness, independence and dignity. WRAAA serves Cuyahoga, Geauga, Lake, Lorain and Medina Counties.



SENIOR SUCCESS VISION COUNCIL

As the number of older people in Cuyahoga County increases, the Community Vision Council realizes the importance of providing services to meet their needs and assure quality of life.

GOAL: To support full lives with dignity for seniors.

PRIORITIES:

- Establish a system to increase the number of eligible non-participating older adults enrolled in major benefits programs.
- Develop a coordinated senior transportation system that is accessible to and affordable for all seniors in Cuyahoga County.
- Increase the community capacity to meet the formal care-giving needs of older people.

For more information on this community-wide effort to improve the lives of seniors, call (216) 436-2231 or visit uws.org/community/senior.asp

OUT-OF-COUNTY INFORMATION

The information in this guide is provided by United Way’s 211/First Call For Help. 211/First Call For Help is available 24 hours a day, every day, and offers free telephone information about where to meet your health and human services needs in Cuyahoga County. If you do not live in Cuyahoga County, please call your local information provider for help.

Some Northeastern Ohio services are listed below. For a referral to an information provider in other areas across the United States, please call the **Eldercare Locator Service at (800) 677-1116** or visit their Web site at **eldercare.gov**.

Ashtabula County

211 ASHTABULA COUNTY..... dial 211 or (800) 874-8545
accaa.org

Cuyahoga County

UNITED WAY’S 211/FIRST CALL FOR HELP.. dial 211 or (216) 436-2000
211cleveland.org

Gauga County

UNITED WAY’S 211/FIRST CALL FOR HELP.. dial 211 or (440) 285-3194
211geauga.org

Lake County

LAKE COUNTY COUNCIL ON AGING (800) 755-1402
lccoa.org

Lorain County

UNITED WAY OF GREATER LORAIN COUNTY..... (800) 275-6106

Medina County

UNITED WAY’S 211/FIRST CALL FOR HELP.. dial 211 or (888) 330-4211
211medina.org

Portage County

UNITED WAY 211 PORTAGE dial 211 or (800) 961-0191
uwportage.org

Summit County

SENIOR INFO LINE..... (330) 374-0333
infoinc.org