



GLOBAL CLEVELAND

Immigrant

Resource Guide



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Government Services & Public Benefits

Emergency Numbers

- Who Should I Call In Case of An Emergency?

In the case of an emergency, it is always best to call 9-1-1 for assistance. A call to a 9-1-1 can be made from any phone and is always free. Text messages can also be sent to 9-1-1, but a phone call is the most typical and reliable way to contact emergency services. Tell the operator your exact location and describe the emergency. Depending on your type of emergency, a police car, ambulance, and/or fire truck will be sent to your location. Do not hang up the phone until emergency services arrive. All people are encouraged to call 9-1-1 where there is an emergency. You will not be asked your immigration status when calling. If you are unable to communicate in English, say the language you speak, and an interpreter will be provided.

- Calling or Texting 911 is Appropriate when:

- * Someone is hurt and needs help
- * Someone is hurting someone else
- * There is smoke or fire
- * Someone is taking something which is not theirs
- * There is suspicious activity: "If you see something... say something"
- * Text-to-911: "Call if you can... text if you can't"

- What Happens When 911 Is Called

- * The City's (IP based NG911) phone system captures the phone number, carrier and estimated location/address the call is coming from- for example, from a residence, business, cell phone tower, or cell phone handset
- * The 911 telecommunicator answers "911 what is your Emergency: Police, Fire, or EMS?" and stays on the line until the requested department answers
- * The telecommunicator asks questions- including verification of the location and phone number- to determine needs and prioritize the call, then sends the appropriate emergency service
- * Callers requesting service from any agency outside of Cleveland are transferred directly by the Telecommunicator
- * Cell phones that are not "active" or have no service plan can dial 9-1-1, however if the call is disconnected they can't be called back to verify the location or to check if an emergency exists

Government Services & Public Benefits Continued...

Reporting Emergencies To Police

- Callers should remain calm and give information slowly. All calls, emergency or not, are answered by the same operators. Callers are asked to report:
- Name, address and phone number
- Type of incident
- Whether the crime is in progress or has already happened and the time it happened, if known
- Details which may include: type of weapon, descriptions of suspects, license plate numbers, direction of travel or other details
- Callers are asked to remain on the telephone to assist the telecommunicator as much as possible, a response will not be delayed by answering questions. The more information given to the police, the better the emergency can be served. Safety is key and the caller and his/her family should stay out of harm's way. After the incident is reported, it is a good idea for the caller to write down everything that happened, as they may be contacted for additional information.

Cleveland Specific Emergency Numbers
 Police non-emergency number: 216.621.1234
 Traffic Signal: 216.420.8273
 After 4 pm: 216.621.1234
 Water Main: 216.664.3060
 CPP Power Outage: 216.664.3156
 Dead Animal: 216.664.2000
 FBI: 216.522.1400
 County Sheriff: 216.443.6085
 Dangerous Animal: 216.664.3069

City Government Departments

- Mayor's Action Center
 - * W: <https://mayor.clevelandohio.gov/#mac>
- Office of Government Affairs
 - * Government Affairs is the primary contact agency on state and national issues and has the responsibility of establishing, maintaining, and coordinating activities with international dignitaries, delegations, or visitors.
 - * 601 Lakeside Ave. Cleveland, Ohio 44114
 - * P: 216.664.3544 | P: 216.420.7713
 - * W: https://www.clevelandohio.gov/CityofCleveland/Home/Government/MayorsOffice/Office_of_Government_Affairs

- **Department of Public Safety**
 - * The Cleveland Department of Public Safety strives to meet its objectives by providing efficient and effective service, establishing public trust through the development of strong partnerships within the community, and by focusing on public safety and improving the quality of life in Cleveland neighborhoods
 - * 601 Lakeside Ave., Rm 230 Cleveland, Ohio 44114
 - * P: 216.664.2200
 - * W: <https://www.clevelandohio.gov/CityofCleveland/Home/Government/CityAgencies/PublicSafety>
- **Department of Public Utilities**
 - * The Department of Public Utilities includes the following: Cleveland Public Power; Cleveland Division of Water; Water Pollution Control; The Division of Fiscal Control; The Division of Radio Communication
 - * 1201 Lakeside Ave. Cleveland, Ohio 44114
 - * P: 216.664.2444
 - * W: <https://www.clevelandohio.gov/CityofCleveland/Home/Government/CityAgencies/PublicUtilities>
- **Public Works**
 - * Public Works is responsible for core services. Annually the department picks up approximately 156,000 tons of waste, uses 70,000 tons of salt for snow, paints over 7,000 crosswalks, and provides over 49,000 vacant property service visits. The department also maintains city parks and parking lots, and provides leisure opportunities to residents.
 - * 500 Lakeside Ave. Cleveland, Ohio 44114
 - * P: 216.664.2485
 - * W: <https://www.clevelandohio.gov/CityofCleveland/Home/Government/CityAgencies/ParksRecreationandProperties>
- **211/First Call For Help**
 - * Serving 4 counties and covering 1.5 million people in Ohio, the United Way 2-1-1 Help Center provides free and confidential 24-hour access to a compassionate professional who will review your options for help, develop a plan and act as your advocate if you are faced with barriers to service. Simply dial 2-1-1 or chat with us for assistance. Se habla Espanol.
 - * Service areas includes: Donations and Volunteering; Education, Recreation and the Arts; Employment and Income Support; Family Support & Parenting; Food, Clothing, and Household Items; Health Care; Housing & Utilities; Legal Services & Financial Management; Mental Health & Counseling; Municipal & Community Services; and Substance Abuse & other addictions
 - * W: <http://www.211cleveland.org>



Government Services & Public Benefits Continued...

U.S. Census

Why is the US Census so important?

Also known as the Population and Housing Census, the Decennial U.S. Census is designed to count every resident in the United States. It is mandated by Article I, Section 2 of the Constitution and takes place every 10 years. The data collected by the decennial census determine the number of seats each state has in the U.S. House of Representatives and is also used to distribute hundreds of billions of dollars in federal funds to local communities.

What if Non-citizen or lacking proper immigration documents?

The U.S. Census Bureau is required by law to protect your information. The Census Bureau is not permitted to publicly release your responses in a way that could identify you. Per the Federal Cybersecurity Enhancement Act of 2015, your data are protected from cybersecurity risks through screening of the systems that transmit your data.

How can I complete a census form?

The last census was April 1, 2020, and is repeated every 10 years. You can complete the census online or by phone or mail in several different languages. Because your response is required by law, the Census Bureau will send a representative to your home to collect the necessary data if you do not submit.

What are public benefits and how can they help?

- Public Benefits are help from the government for basic needs like health care, housing, food, or cash. They can be from the federal, state, or local government.

Examples:

- SNAP (food stamps)
- Child Nutrition Programs
- Women, Infants and Children (WIC)
- School Lunch and Breakfast
- Medicaid programs (except for long-term care/nursing home benefits)
- Affordable Care Act
- Medicare, County hospitals and clinics
- COVID-19 testing, treatment & vaccination
- Public Housing/Section 8 subsidies
- Local shelters/other housing assistance
- Unemployment
- Social Security Retirement/Disability
- Workers compensation

Note for mixed-status families

- Mixed immigration/citizenship status families can apply with non-applicant protections:
 - * Some family members of applicants may choose not to apply for coverage for themselves. In that case, they do not have to provide information about their citizenship or immigration status, that information is only needed for family members who are seeking coverage.
 - * In other words, if you have a dependent or a household member, you can still apply for benefits without having to include any members who would be ineligible because of their status
- Public Charge Rule: Some immigration applications have a Public Charge test. An immigration officer uses this test to decide if a person is likely to use certain public benefits in the future.
- Your rights:
 - * Public Charge does not apply to everyone
 - * Most Public Benefits do not affect a person's immigration status
 - * Only a few benefits are considered in a public charge test
 - * Non-cash benefits used by family members will not impact your immigration status
 - * Your personal information is protected
- Ohio Department of Jobs and Family Services
 - * Various locations: Cuyahoga County Directory - check site for further information and view local services
 - * W: https://jfs.ohio.gov/County/County_Directory.stm
- Cuyahoga Children and Family Services
 - * DCFS works to assure children at risk of abuse and neglect are protected and nurtured within a family and with the support of the community as we strive to end the over-representation of people of color in the child welfare system. Safety, permanency, and well-being are the goals for every child and family we encounter. Employees investigate allegations, assess child safety and risk contributors, and help stabilize families that have been weakened through poverty, illness or crisis. DCFS provides safe and appropriate placement for children in County custody, and helps achieve permanency through reunification, legal custody or adoption.
 - * Virgil E. Brown Building, 1641 Payne Ave., Ste. 520, Cleveland, OH 44114
 - * Phone/Ext: (216) 987-6640
 - * W: <https://hhs.cuyahogacounty.us/divisions/detail/children-and-family-services>
- Cleveland Social Security Office
 - * 11601 SHAKER BLVD CLEVELAND, OH 44120
 - * 1-877-635-3546
 - * W: <https://www.ssa.gov/locator>
- USCIS Application Support Center (ASC), Cleveland
 - * Anthony J. Celebreeze Federal Building- 1240 East 9th St, Rm 1259, Cleveland, OH 44199
 - * 1-800-375-5283
 - * W: <https://www.immigrationdirect.com/uscis-office-locator/uscis-service/application-support-center/Cleveland/10168>

Legal Services

Do's

- Accredited Representatives
 - Accredited Representatives are trained professionals with special training and accreditation from the U.S. Dept. of Justice. They may only work for State Department certified non-profits. You may be able to find them at community centers and local events.
- "Pro Bono" Immigration Lawyers
 - These are licensed immigration lawyers who are willing to provide their services free of charge. To do this work they are required to have graduated law school and be certified by the State BAR Association. You may find pro bono attorneys at the Legal Aid Society of Cleveland.
- Low-Cost Immigration Lawyers
 - Sometimes called "low bono", low-cost immigration lawyers work for non-profit organizations and offer professional legal services at a fraction of the cost of private attorneys. Some "low bono" agencies will ask for proof of income and might favor those who earn less. Catholic Charities of Cleveland offers low-cost immigration legal services.

Dont's/Be Cautious

- Private Immigration Lawyers
 - Private lawyers can ask for any fee to help with your immigration legal case. Although many private attorneys are excellent, some abuse their clients by providing poor legal services at very high prices. It is common to find a private attorney through a trusted recommendation.
- "Notarios"
 - Immigrants have been falling victims of scams that involve "notarios." These "notarios" claim to be able to assist the families in gaining legal status. Immigrant families have a misconception on the word "notarios." Notarios in the United States, do not necessarily have to be a legal professional as in their countries.

- **Legal Aid Society of Cleveland**

- * Legal Aid helps clients get more stable immigration status in the United States and secure safety for them and their families.
- * 1223 West Sixth Street, Cleveland, OH 44113
- * 216-687-1900 (English)
- * W: <https://lasclev.org/get-help/specific-populations/immigrants/>

- **Catholic Charities Diocese of Cleveland**

- * Clients are charged nominal service fees, which may be reduced or waived according to financial need. The consultation fee is \$40. Additional fees may be required depending on the service requested. At the conclusion of the consultation, clients will be informed of services that may be provided by the agency and the fees required.
- * 7800 Detroit Ave., Cleveland, OH 44102- (inside St. Augustine Towers)
- * P:(216) 939-3769
- * W: <https://www.ccdocle.org/programs/immigration-legal-services>

- USCRI Cleveland
 - * The USCRI Cleveland Field Office, formerly the International Services Center (ISC), has been welcoming newcomers to Cleveland, Ohio since 1916
 - * Phone: 216-781-4560
 - * Email: info@uscrioh.org
 - * W: <https://refugees.org/uscri-cleveland/>
- ASIA Ohio
 - * We offer statewide services and consultations from our offices in Northeast Ohio. Additionally, we provide interpreters for those whose primary language isn't English.
 - * 3631 PERKINS AVE., STE. 2A-W, CLEVELAND, OH 44114
 - * 216-881-0330 TELEPHONE
 - * W: <https://www.asiaohio.org/services/legalservices/>
- Building Hope In The City
 - * The Hope Center is much more than a place for operating programs – it gives refugees and immigrants a place to belong, where they become part of a larger “family” of newcomers. We partner with refugees and immigrants at The Hope Center to provide community connections, family mentorship, employment, immigration counsel, after-school enrichment and tutoring – as well as human connections for daily life. Over 250 refugees and immigrants served each week.
 - * 15135 Triskett Road, Cleveland, OH, 44111
 - * Phone number: (216) 241-9400
 - * General Inquiries: hopecenter@buildinghopeinthecity.org
 - * Legal Services: immigration@buildinghopeinthecity.org
 - * W: <https://www.buildinghopeinthecity.org/refugees-immigrants>
- Brown Immigration Law
 - * The team of attorneys at Brown Immigration Law assists individuals, families, small businesses, and major corporations in finding effective solutions to a variety of immigration legal issues.
 - * (216) 861-4414
 - * 1468 W 9th St, Suite 705, Cleveland, OH 44113
 - * W: <https://www.brown-immigration.com/>
- Margaret W. Wong & Associates LLC
 - * founded and headquartered in Cleveland, Ohio, with offices in New York City, Chicago, Atlanta, Memphis, Nashville, Minneapolis, Columbus, and Raleigh, Margaret W. Wong & Associates, LLC represents and advises immigrants and companies on a wide range of complex United States immigration issues
 - * (216)438-9735
 - * W: <https://www.imwong.com/>
- CSU Law Clinic – Civil Litigation Clinic (These are law students working these cases)
 - * The Civil Litigation Clinic offers students the unique opportunity to represent real clients in a wide variety of cases.
 - * 2121 Euclid Ave, LB 138, Cleveland, OH, 44115
 - * W: <https://www.law.csuohio.edu/academics/clinics/civillitigation>

Legal Services Continued...

- National Resources
 - * United We Dream
W: <https://unitedwedream.org/>
 - * TheDream.US
W: <https://www.thedream.us/resources/>
 - * National Immigration Law Center (NILC)
W: <https://www.nilc.org/resources-covid19-crisis-and-consequences/>
 - * Immigrant Rising
W: <https://immigrantsrising.org/legalintake/>

Becoming A U.S. Citizen

What Should I Know About My Green Card?

What is a Green Card?

Green Cards are the document that certify you are legal permanent resident (LPR) of the United States. An up-to-date Green Card is important for you to exercise all your abilities as an LPR. Without an up-to-date Green Card, you may not be able to travel abroad, get a job or start a business, or get assistance from government agencies. As such your Green Card is your most important document as an LPR.

How do I renew or replace my Green Card?

To renew or replace your green card you must apply to the DHS using an I-90 Form. The I-90 form can be found here (Insert Link later). With processing times, it is recommended that you apply for Green Card renewal up to 6 months before your previous card expires. With your I-90 Form you must send in personal information with a photo of your previous Green Card. If you are replacing a lost or stolen Green Card please report it as stolen to the police. You can use the police report in place of a photo of your old Green Card with your I-90.

How do I apply for a fee waiver?

The standard cost for an I-90 is \$540 and there is approximately a 6-month waiting period. You may be eligible for an I-912 Fee Waiver if you are on government benefits or are low-income. If you are approved for this fee waiver you would not have to pay to replace your Green Card.

Who can help me?

Certified non-profits and lawyers can help you



Becoming a citizen through naturalization is a process in which a non-U.S. citizen voluntarily becomes an American citizen

- Owe their allegiance to the United States
- Are entitled to its protection
- Should exercise their rights and responsibilities as citizens

What documents do you need to start your citizenship process?

- Have had a Permanent Resident (Green) Card for at least five years, or for at least three years if you're filing as the spouse of a U.S. citizen.
- You must renew your Permanent Resident Card before applying for citizenship if:
 - * Your card will expire within six months of applying, or
 - * Your card has already expired
- You can apply for naturalization before you receive your new Green Card. But, you'll need to submit a photocopy of the receipt for your Form I-90, Application to Replace Permanent Resident Card, when you receive it.
- Meet certain eligibility requirements. To see if you're eligible, click on the link that is most similar to your situation. Some requirements may include being:
 - * At least 18 years old when you apply
 - * Able to read, write, and speak basic English
 - * Of good moral character
- Go through the 10-step naturalization process which includes:
 - * Determining your eligibility to become an American citizen
 - * Completing form N-400, the application for naturalization, and creating a free account to submit your form online
 - * Taking the U.S. Naturalization Test and having a personal interview

Becoming A U.S. Citizen Continued...

What are the fees? Can I apply for a waiver?

- [\\$640](#) (Add the \$85 biometric fee for a total of \$725, where applicable. See exceptions below.)
- If you're applying for naturalization (Form N-400), you might qualify for a fee reduction. There is currently no option to reduce the filing fee for a family or marriage green card (Form I-485), although you may qualify for a fee waiver (see below for more information about fee waivers).
 - * To qualify for a fee reduction, your total annual household income must equal between 150% and 200% of the Federal Poverty Guidelines
 - * To apply for the fee reduction, you must submit Form I-942 (officially called the "Request for Reduced Fee") with Form N-400 ("Application for Naturalization"), the reduced amount of the fees, and all supporting documentation. USCIS will not accept Form I-942 if you submit it after filing Form N-400
 - * Only the application filing fee will be reduced (by 50%, from \$640 to \$320). The biometrics fee will remain \$85. Therefore, if eligible for the fee reduction, you will pay only \$405. (If you're 75 or older, however, your exemption from the biometrics fee means you'll pay only \$320.)

What can prevent me from becoming a citizen?

- Excessive travel outside of the United States can interfere with the continuous residence requirement mentioned above. Failing to pay taxes, lying to the government, or being convicted of a crime can have a negative impact on the "good moral character" requirements. If you have these problems, you can consult with an immigration attorney before starting the application process



What can I do if ICE stops me?

- Who/what is ICE?
 - * The U.S. Immigration and Customs Enforcement is a federal law enforcement agency under the U.S. Department of Homeland Security. ICE's stated mission is to protect America from the cross-border crime and illegal immigration that threaten national security and public safety.
- What rights do I have if I am stopped by ICE?
 - * When ICE agents arrest someone in public, it typically happens quickly. They may call your name out loud and ask you to confirm your name and then detain you.
 - * Before you say your name or anything else, ask, "AM I FREE TO GO?"
 - » If they say YES: Say, "I don't want to answer your questions" or "I'd rather not speak with you right now." Walk away.
 - » If they say NO: Use your right to remain silent! Say, "I want to use my right not to answer questions" and then "I want to speak to a lawyer."
 - * If ICE starts to search inside your pockets or belongings, say, "I do not consent to a search."
 - * DON'T LIE or show false documents. Don't flee or resist arrest.
 - * Don't answer questions about your immigration status or where you were born. They will use any information you provide against you. Do not hand over any foreign documents such as a passport, consular IDs, or expired visas.
 - * If you are in Criminal Court for a court date, ask to speak to your defender before they take you away.
 - * You do NOT have to give them your consular documents or passport unless they have a warrant from a judge.
 - * You do not have to sign anything.
- What can I do if a friend or loved one is arrested by ICE? How can I help a family member who is being held in ICE detention?
 - * If someone you know or care about has been arrested or detained by ICE or transferred to an immigration detention center, locating them is the first step to supporting them. You can still find someone in detention even if they have not reached you by phone.
 - * People arrested by ICE will first be processed by officers in an ICE Detention and Removal Office or a short-term facility (such as a county jail) for up to 72 hours. Then, they may be transferred to another place for a longer-term stay, often out-of-state. Some people may be transferred several times in the first few weeks. Transfers usually occur without notice to family members or lawyers.
 - * Here is how to find someone in immigration detention over the age of 18.
W: <https://locator.ice.gov/odls/#/index>
 - * Here is how to find someone in immigration under the age of 18.
W: <https://www.ice.gov/contact/ero>
 - * Here is what to expect if you visit someone in immigration detention.
W: <https://www.detentionwatchnetwork.org/sites/default/files/DWN%20Visitation%20Guide.pdf>

Medical Services

Where can I get free preventative health services?

- What is preventative health services?
 - * Preventive care helps detect or prevent serious diseases and medical problems before they can become major. Annual check-ups, immunizations, and flu shots, as well as certain tests and screenings, are a few examples of preventive care. This may also be called routine care.
- WIC
 - * WIC is the Special Supplemental Nutrition Program for Women, Infants, and Children. WIC helps income eligible pregnant and breastfeeding women, women who recently had a baby, infants, and children up to five years of age who are at health risk due to inadequate nutrition.
 - » See all Cuyahoga County Ohio WIC Clinics
W: <https://www.wicprograms.org/co/oh-cuyahoga>
- Any city/state services
 - * Public Health Department
 - » The department is charged with improving quality of life by promoting healthy behavior, protecting the environment, preventing disease, and making the City a healthy place to live, work, and play.
 - » 75 Erieview Plaza, 2nd Floor, Cleveland, Ohio 44114
 - » P: 216.664.2324
 - » W: <https://www.clevelandohio.gov/CityofCleveland/Home/Government/CityAgencies/PublicHealth>
 - * Ohio Department of Health: Ohio Benefits
 - » Learn more about benefits you could be eligible for
 - » W: <https://benefits.ohio.gov/>

Free/Affordable Health Clinics

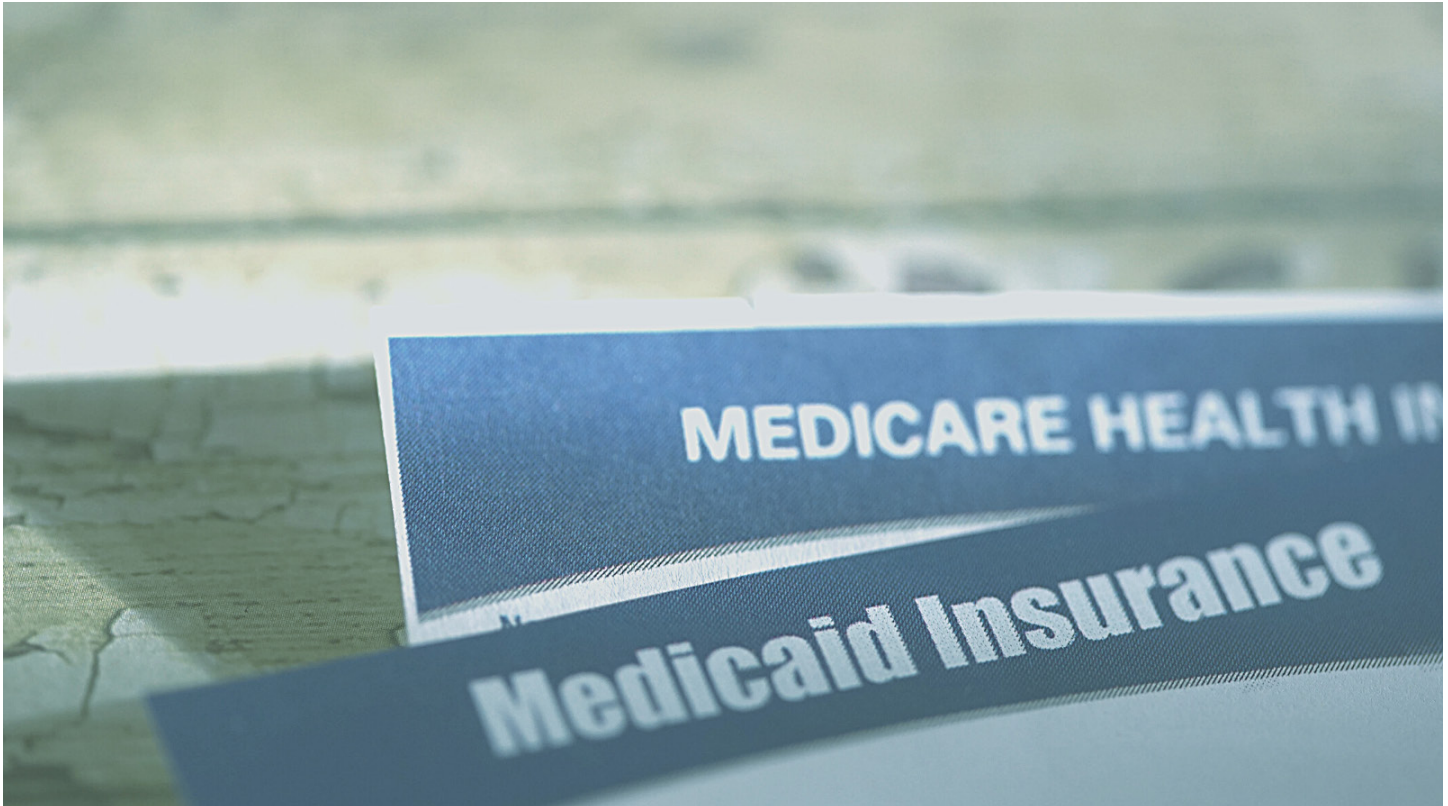
- The Centers
 - * Circle Health Services is now The Centers. We merged under a unifying goal: to create life-changing solutions for people in Northeast Ohio to lead healthier and more successful lives. Three focus areas: Integrated Health and Wellness; Early Learning and Family Support; and Workforce Development
 - * Find a Location; multiple locations for different focuses
 - * W: <https://thecentersohio.org/>
- Care Alliance
 - * Care Alliance Health Center is a Federally Qualified Health Center and is a leading provider of high-quality medical, dental, behavioral health care, and more.

- * We exist to eliminate disparities in healthcare and have been serving the Cleveland community for more than 35 years.
- * Main line at 216-535-9100 to make appointments
- * After hours/Urgent Care: 216-535-9100
- * Locations in St Clair, Central Neighborhood, and Stokes
- * W: <https://www.carealliance.org/>
- Medworks - Dental Clinic
 - * Medworks plays an integral role in linking people who are uninsured and under-insured with healthcare. Since 2009, Medworks has held more than 60 clinics in Northeast Ohio and provided more than 16,000 individuals with 40,000 appointments and services. These large-scale medical, dental and vision clinics serve those who otherwise would not have access to this essential care.
 - * Dental Clinic Schedule
 - * W: <https://medworksusa.org/dental-clinic/>
- Neighborhood Family Practice- Community Health Centers
 - * Also provide Refugee Services: NFP began serving refugees in 2010 in response to this community's need for health screenings and ongoing primary care. NFP now provides health screenings for more than 95% of new arrivals in Cuyahoga County and is one of five refugee health screening sites in Ohio
 - * 3569 Ridge Road, Cleveland, OH, 44102
 - * info@nfpmedcenter.org
 - * Call us: (216) 281-0872
 - * W: <https://www.nfpmedcenter.org/refugee-services>
- Cleveland IBN Sina Clinic – focuses on free services for uninsured populations*
 - * Ibn Sina Clinic provides free, volunteer-based care management to the uninsured population in our region. By collaborating with local healthcare institutions, We Care clinics, and other faith-based organizations, our work improves public health, lowers healthcare costs and reduces the burden of non-emergency care and the treatment of acute and chronic diseases placed on local hospital emergency rooms.
 - * 6055 W130 St, Parma, OH 44130, United States
 - * (440) 644-0511
 - * info@clevelandibnsina.com
 - * W: <https://clevelandibnsina.com/>
- ASIA-ICHC International Community Health Center
 - * ASIA-ICHC, International Community Health Center, offers excellent quality healthcare to those in Cleveland and Akron, including substance abuse and mental health services. ASIA-ICHC serves all patients regardless of ability to pay
 - * 2999 PAYNE AVENUE, STE. 140, CLEVELAND, OH 44114
 - * 216-361-1223
 - * W: <https://www.asiaohio.org/services/ichc/>
- Birthing Beautiful Communities (BBC)
 - * Nonprofit that is a community of birth workers, or doulas, primarily providing social support to pregnant women at highest risk for infant mortality during the perinatal period
 - * 1464 East 105th #202, Cleveland, Ohio 44106
 - * P: 216-307-1538
 - * W: <https://www.birthingbeautiful.org/#>

Medical Services Continued...

What does it mean to have health insurance?

- What is health insurance?
 - * Health coverage pays for provider services, medications, hospital care, and special equipment when you're sick. It is also important when you're not sick. Most coverage includes immunizations for children and adults, annual visits for women and seniors, obesity screening and counseling for people of all ages, and more for free. Keep your coverage by paying your monthly premiums (if you have them).
- Are all health insurance plans the same?
 - * Insurance plans can differ by the providers you see and how much you have to pay. Medicaid and CHIP programs also vary from state to state. Check with your insurance company or state Medicaid and CHIP program to make sure you understand what services and providers your plan will pay for and how much each visit or medicine will cost. Ask them for a Summary of Benefits and Coverage document that summarizes the key features of the plan or coverage, such as the covered benefits, cost sharing provisions, and coverage limitations and exceptions.
- How can I get health insurance?
 - * You can get health care coverage through:
 - » A group coverage plan at your job or your spouse or partner's job
 - » Your parents' insurance plan, if you are under age 26
 - » A plan you purchase on your own directly from a health insurance company or through the Health Insurance Marketplace
 - » Government programs such as
 - Medicare- <https://www.medicare.gov/>
 - Medicaid- <https://www.medicaid.gov/>
 - Children's Health Insurance Program (CHIP)- <https://www.medicaid.gov/chip/index.html>
 - * The Veterans Health Administration or TRICARE for military personnel
 - * Your state (<https://www.usa.gov/states-and-territories>), if it provides a health insurance plan
 - * Continuing employer coverage from your former employer, on a temporary basis under the Consolidated Omnibus Budget Reconciliation Act (COBRA)
- If I have health insurance, how do I use it?
 - * You probably received a membership package with information about your coverage from either your health plan or your state Medicaid or CHIP program. Read this information because you will need it when you see a provider or if you call your insurance company to ask a question. If you can't read or understand it, call your health plan or state Medicaid or CHIP program and ask them to explain it to you
 - * Although you can get health care many different places, including the emergency department, it's best for you to get routine care and recommended preventive services from a primary care provider. There are some big differences between visits to your primary care provider and visits to the emergency department, such as cost, time spent waiting for care, and follow up



Organizations that can help connect

- **Somali Community Center**
 - * The Somali Bantu Community Corporation of Cleveland (SBCOC) is an officially recognized 501 (C)(3) non-profit organization founded by Somali immigrants in 2005. It is Central Ohio's leading voice for Somali immigrants and first grass-roots organization to serve the Somali refugee community.
 - * 12808 Bellaire Road, Cleveland, OH 44135
 - * somalibantu216@gmail.com
 - * 216-938-6071
 - * W: <https://www.somalicentercle.org/>
- **The Refugee Response**
 - * The Refugee Response empowers resettled families to grow roots, supporting them in becoming engaged, self-sufficient and contributing members of their new communities.
 - * 2115 W. 42nd St. Cleveland, OH 44113
 - * info@refugeerresponse.org
 - * (216) 236-3877
 - * W: <https://www.refugeerresponse.org/>
- **Catholic Charities - Health and Wellness Support**
 - * With the support of the case management team and a full-time health care navigator, refugees receive necessary health services and treatment, as well as education on the U.S. health care system and how to maintain a healthy lifestyle.
 - * 7800 Detroit Ave, Cleveland, OH 44102
 - * 216.939.3737
 - * W: <https://www.ccdocle.org/programs/health-and-wellness-support>

Medical Services Continued...

What if I can't afford to see a doctor?

- What is Ohio Medicaid
 - * Ohio Medicaid is here to help Ohioans in times of need. Learn about various types of Medicaid eligibility, how to enroll, health care services covered by Ohio Medicaid, and other programs to strengthen your health and well being.
- Can immigrants receive Ohio Medicaid?
 - * “Qualified non-citizen” means:
 - » An LPR; or
 - » An asylee who has been granted asylum under section 208 of the Immigration and Nationality Act (INA) (as in effect October 1, 2019); or
 - » A refugee admitted to the United States under section 207 of the INA (as in effect October 1, 2019); or
 - » A parolee allowed into the United States under section 212(d)(5) of the INA (as in effect October 1, 2019) for a period of at least one year; or
 - » A person whose deportation is being withheld under section 243(h) of the INA (as in effect prior to April 1, 1997) or whose removal has been withheld under section 241(b)(3) of the INA (as in effect October 1, 2019); or
 - » A person granted conditional entry pursuant to section 203(a)(7) of the INA (as in effect prior to April 1, 1980); or
 - » A Cuban or Haitian entrant as defined in section 501(e) of the Refugee Education Assistance Act of 1980; or
 - » An Amerasian immigrant as defined in Section 584 of the Foreign Operations, Export Financing, and Related Programs Appropriations Act of 1988 (Pub. L. No. 100-202); or
 - » A non-citizen or non-citizen's child who has been battered or subjected to extreme cruelty in the United States under Section 501 of Pub. L. No. 104-208, under certain circumstances as defined in 8 U.S.C. 1641(c) (as in effect October 1, 2019); or
 - » An Afghan or Iraqi non-citizen granted special immigrant visa status under Section 8120 of the December 19, 2009 Defense Appropriations Bill (Pub. L. No. 111-118) and section 101(a)(27) of the INA (as in effect October 1, 2019).
- What is the Federal Health Insurance Marketplace?
 - * Those who do not qualify for Medicaid can apply for membership in a health insurance program that is offered by a private insurance agency by visiting the Federal Health Insurance Marketplace at www.healthcare.gov. You can enroll in low-cost health insurance plans on the Marketplace website between November 1 and December 15, and your coverage will begin January 1. However, there are exceptions called “special enrollment periods” that might allow you to enroll at any time. To apply for health coverage through the Marketplace, visit www.healthcare.gov or call 1-800-318-2596.

Housing and Jobs

Housing Resources

- CHN Housing Partners
 - * CHN Housing Partners Online Rental Assistance Application
 - * The mission of CHN Housing Partners is to leverage the power of affordable, stable housing to change lives and improve communities.
 - * 2999 Payne Ave., Suite 134, Cleveland, OH 44114
 - * help@chnhousingpartners.org
 - * (216) 574-7100
- Cuyahoga Metropolitan Housing Authority
 - * The mission of the Cuyahoga Metropolitan Housing Authority is to create safe, quality, affordable housing opportunities and improve the quality of life for the communities we serve.
 - * 8120 Kinsman Road, Cleveland, OH 44104-3101
 - * (216) 348-5000
- Recovery Resources (for individuals receiving treatment for mental illness and/or substance abuse disorders)
 - * This service is for individuals who are receiving treatment for mental illness and/or substance abuse disorders, aged 18 and above, and are residents of Cuyahoga County. Recovery Resources' permanent and transitional housing sites were developed to meet the needs of individuals and designed to be sufficiently flexible to change as needs change over time. The individual's choice and particular needs are paramount in determining placement.
 - * 4269 Pearl Road Cleveland, Ohio 44113
 - * 216-431-4131
- Great Cleveland Habit for Humanity
 - * Cleveland Habitat is dedicated to eliminating substandard housing locally and worldwide through constructing, rehabilitating, and preserving homes; by advocating for fair and just housing policies; and by providing training and access to resources to help families improve their living conditions.
 - * 2110 W 110th St. Cleveland, OH 44102 (west-side)
 - * (216)429-1299 (west side)
 - * 4601 Northfield Rd. North Randall, OH 44128 (east side)
 - * (216) 413-3035 (east side)

Housing and Jobs Continued...

- Northeast Ohio Coalition for the Homeless
 - * Since 1988, NEOCH has sought to break the cycle of homelessness in Northeast Ohio. We exist to eliminate the root causes of homelessness while loving our diverse community through organizing, advocacy, education, and street outreach.
 - * Address: 3631 Perkins Ave, Suite 3A-3, Cleveland, OH 44114
 - * Phone: 216-432-0540
 - * Email: neoch@neoch.org
- Housing Cleveland – tabs of resources to local assistance +
- Catholic Charities Diocese of Cleveland – helps find housing for immigrants
 - * (216) 939-3737
- Global Cleveland
 - * 1422 Euclid Ave, #1652, Cleveland, Ohio 44115
 - * Call: 216-472-3282
 - * Email: info@globalcleveland.org
- National Center for Healthy Housing – national resource
 - * Our mission is to ensure that everyone has a safe and healthy home. With more than six million families living in substandard housing, we equip leaders across the public health, housing, and environmental sectors with the data, tools, policies, and best practices needed to improve housing quality in their communities. We channel the powerful energy and deep-rooted interests of the healthy housing movement into a force for change.
 - * 410.992.0712
- Front Steps Housing and Services – services for individuals and families Facing Homelessness
 - * Front Steps Housing and Services in Cleveland, Ohio is dedicated to ending homelessness by providing individuals and families in Cuyahoga County with permanent housing and lifelong solutions to increase self-sufficiency and independence.
 - * 2554 West 25th Street, Cleveland Ohio, 44113
 - * PHONE: (216) 781-2250
- Smart Development
 - * Smart Development strives to continuously spread our message of opportunity, hope, and equity. When communities struggle, we focus on not only short-term but long-term recovery for more diverse, equitable communities we call home. While we help all in need, we pride ourselves on being from the communities we serve, emphasizing refugee and immigrant communities be able to grow roots and become self-sufficient with access to the same opportunities for all.
 - * 1192 E 40th Street, Cleveland, Ohio,
 - * P: 216-309-0833
 - * Email: Info@smartdevelopmentinc.org

How can I keep my home safe?

- Call 9-1-1 if you smell gas
 - * Natural gas is non-toxic, colorless, odorless and lighter than air. An odor is added to help you detect a potential gas leak. Signs include:
 - » A rotten egg odor.
 - » Discolored or dead vegetation over or near the pipeline.
 - » A hissing, whistling, or roaring sound near a gas appliance or pipeline.
 - » Dirt or debris blowing into the air; persistent bubbles in water-covered areas.
 - » Flames (if a leak has ignited).
 - * If a leak/suspected leak occurs leave the area immediately, warn others to stay away, from a safe place, call 911
- Install and test smoke and carbon monoxide detectors
 - * Residents are asked to check smoke alarms and change batteries when necessary, practice an escape plan, and have a pre-planned meeting place in the event of a fire. Assistance is available from the Red Cross Operation Save-A-Life Program (216.361.5535).
- Be careful of lead poisoning, especially for children
 - * Lead is poisonous to a child's body, and can harm the brain and cause learning difficulties and behavioral problems. Many homes built before 1978 have paint containing lead. The city recommends that parents living in homes built before 1978 have their children tested.
 - * The Lead Hazard Control (LHC) Grant Program is designed to strategically advance efforts to increase lead-safe affordable housing while eliminating the possibility of childhood lead poisoning in the City of Cleveland. The LHC program provides lead risk assessments, identifies lead-based paint and provides grants to control lead-based paint hazards. The program strives to use a single approach to address various housing, health, and safety needs for low- and very low-income families with children under the age of six. These efforts will significantly improve the health of the community and quality of the housing stock.
 601 Lakeside Ave. Room 302, Cleveland, Ohio 44114
 P: 216.664.2929
- Keep insects and rodents out of your home
 - * Cover or close all holes in your walls to prevent insects and rodents from getting in, store food in sealed containers, and throw out the trash as often as you can.
- Weatherize your home
 - * The Home Weatherization Assistance Program (HWAP) provides energy efficiency grants to income-eligible homeowners and tenants. The grants pay State of Ohio approved contractors for providing energy efficiency services for income-eligible residents' homes, which lowers energy bills. The Home Weatherization Assistance Program is administered by Cleveland Housing Network.
 - * Interested residents may contact the Cleveland Housing Network at 216.574.7100 for information or to apply for the program. In addition, there is a Consumer Info Hotline with information regarding Ohio's Home Weatherization Assistance Program at the Ohio Department of Development, Office of Community Assistance at 1.800.848.1300.

Housing and Jobs Continued...

How can I find a good job?

- Finding and getting a job can be a challenging process. Knowing more about job search methods and application techniques can help. To begin looking for jobs in your area, search by job title at CareerOneStop. Or, post your resume and register your job search with your state job bank.
- What is “part-time” versus “full-time”?
 - * “Part-time” means working fewer than 30 hours per week at one job. Part-time jobs typically do not offer job benefits, like paid vacation or employer contributions to a health insurance plan. “Full-time” means working at least 40 hours per week at one job and typically includes job benefits. However, each employer defines the terms of “part-time” and “full-time”, so it is important to ask about job benefits before you are hired.
- What documents do I need to get a job?
 - * The most common form of work authorization is a Social Security card, but an Employment Authorization Document or Green Card is also sufficient. Nearly all employers will provide you with a formal job application and ask you to complete it with your personal information, previous jobs, history of education, and a list of job references. Job references are people who can tell a new employer that you will be a reliable employee. Typically, they are your former employers or former co-workers, and not your family. For most skilled jobs, you will also need to create and submit a résumé. A résumé is a unique document that lists your name, contact information, skills, previous jobs, and history of education
- What should I be careful about when getting a job?
 - * While some companies want to help you find a job, others are more interested in taking your money. Learn how to recognize scams and file a complaint:
 - » Job scams and how to avoid them: Scammers advertise jobs the same way legitimate employers do — online (in ads, on job sites, and social media), in newspapers, and sometimes on TV and radio. They promise you a job, but what they want is your money and your personal information.
 - » Work at home schemes to avoid
 - » If you were scammed, you can file a complaint online or call the Federal Trade Commission (FTC).
- What does it mean to “climb the ladder”?
 - * “Climbing the ladder” means seeking better jobs after building experience and trust at your current job. Doing this is essential to success in the United States and requires you to ensure that your current employer will serve as a good job reference for future jobs. If you are a good employee, you will likely be paid more or earn the job references and experience you need to find a better job. If you are planning to leave a job, it is a cultural requirement to tell your employer a minimum of two weeks beforehand. If you do not do this, your employer will be unlikely serve as a job reference. Asking your employer for more responsibility or returning to school for diplomas and degrees are also good ways to “climb the ladder”
- Who can help me with all this?
 - * Global Cleveland

- **Job Resources/ Workforce Development**
 - * **Global Cleveland – Workforce Development**
 - » As part of our mission at Global Cleveland, we work toward growing and tapping into Cleveland’s powerful economic ecosystem in order to provide opportunities for individuals from around the world to learn, build, grow, and flourish.
 - » Email: info@globalcleveland.org
 - * **Global Cleveland – Global Rising**
 - » Global Cleveland is offering a 9-month program for international newcomers. This program will give you the opportunity to network with other international newcomers and to meet with, as a group, various leaders in our community once a month. The Global Rising Program aims to prepare our region’s foreign-born residents with the skills, knowledge, and tools required to grow and thrive in our community.
 - » Email: info@globalcleveland.org
 - * **Catholic Charities Diocese of Cleveland**
 - » As part of our employment services, we work with local businesses to offer work placement opportunities to newly-arrived refugees. We rely on the willingness of local businesses to open their doors and hearts to help refugees become self-sufficient as they begin their new lives in our communities.
 - » 7911 Detroit Avenue, Cleveland, OH 44102
 - » (216) 334-2900
 - * **Ohio Means Jobs- Cleveland-Cuyahoga County**
 - » Welcome to OhioMeansJobs|Cleveland-Cuyahoga County (OMJ|CC), a collaborative workforce system of the City of Cleveland and Cuyahoga County. Whether you are a local employer with human capital needs or a job seeker needing unemployment or career assistance, we’re here to help at this challenging time
 - » 1910 Carnegie Avenue, Cleveland OH 44115
 - » 216-777-8200
 - * **City of Cleveland- Career Center Department**
 - » The newly remodeled 30,000 square-foot facility will help individual jobs seekers as well as local businesses in need of skilled workers. Its new downtown location provides a professional, welcoming environment for customers with plenty of free parking at a significant cost savings over the previous location. It also houses the Youth and Young Adult Resource Center specializing in customers ages 14-24
 - » 601 Lakeside Ave. Room 121, Cleveland, Ohio 44114
 - » P: 216.664.2493
 - * **City of Cleveland- Senior Employment Services – for Senior individuals**
 - » The Senior Community Service Employment Program (SCSEP) is the nation’s oldest program to help low-income, unemployed individuals aged 55+ find work.
 - » 4614 Prospect Ave, Suite 211, Cleveland, OH 44103
 - » 216.881.1155

Housing and Jobs Continued...

- Towards Employment
 - * We are a proven leader in workforce development that connects people to careers, which changes people's lives, advances businesses, and strengthens community in Northeast Ohio.
 - * 1255 Euclid Avenue, Suite 300, Cleveland, OH 44115
 - * (216) 696-5750
 - * Info@towardsemployment.org
- Recovery Resources Employment Assistance – for individuals receiving treatment for mental illness and/or substance abuse disorders)
 - * Recovery Resources provides employment services through a job placement division known as the Employment Alliance. At the Employment Alliance, we can help you find meaningful employment, with all the benefits that come with having a job.
 - * 4269 Pearl Road, Cleveland, Ohio 44109 | P: 216.431.4131
 - * 14805 Detroit Avenue, Suite 200, Lakewood, Ohio 44107 | P: 216.431.4131
- Ohio Department of Job and Family Services- Office of Workforce Development
 - * The Office of Workforce Development (OWD) offers a variety of services, provided by county, state, and various partners to people seeking employment. OhioMeansJobs centers offer resource rooms with access to computers, office equipment, job-related workshops, supportive services, individual training accounts, and other activities.
- Ohio Workforce Coalition – webinars and resources
- Building Hope in the City – Housing & Community Development
 - * Our holistic efforts include affordable housing, education enrichment, resident leader development, and active collaboration with local faith communities and key neighborhood organizations.
 - * 3274 West 58th St., Cleveland, OH 44102
 - * Email: info@buildinghopeinthecity.org
 - * Phone: (216) 281-4673
- US Together – Economic Integration Programs + Refugee Microenterprise & Development
 - * US Together's Refugee Support Services Program is funded by the Ohio Department of Job and Family Services (ODJFS) and designed to remove barriers to employment and financial independence for certain eligible groups who have been in the U.S. for under five years.
 - * 2800 Euclid Avenue, Suite 200, Cleveland, OH 44115
 - * P: 216-456-9630
 - * *There are also locations in Columbus and Toledo



- Joseph's House – a partnership between four Catholic Churches in the Diocese of Cleveland
 - * Our ministry in the St. Clair-Superior neighborhood is twofold:
 - » Refugee Housing: By working closely with Cleveland Catholic Charities Migration and Refugee Services (MRS), we provide affordable housing and support to refugees resettling in Cleveland. MRS refers refugees to live at Joseph House based on apartment availability and the specific needs of each family.
 - » Clothing Bank: We provide clothing and shoes to local neighbors and newly arriving refugees each week through our Clothing Bank Ministry.
 - * 6108 St. Clair Avenue, Cleveland, OH 44103
 - * Email: josephhouseofcleveland@gmail.com
 - * Phone: 216-431-7200
 - * W: <http://www.josephhouseofcleveland.org/>

What are my rights and responsibilities as a tenant?

- Tenants and landlords both have rights and responsibilities under Ohio law. For example, landlords must make repairs, keep the electrical, plumbing and sanitary fixtures in good working order, and give the tenant reasonable notice before entering the house or apartment. Tenants must keep their unit clean, use the fixtures and appliances properly, and not disturb their neighbors. The parties' lease may impose additional requirements on landlords and tenants.
- What must a tenant do?
 - * Pay rent on time and in full to avoid eviction
 - * Keep the property clean and safe
 - * Dispose of rubbish in the proper manner
 - * Keep the plumbing fixtures as clean as their condition permits
 - * Use electrical and plumbing fixtures properly
 - * Comply with housing, health, and safety codes that apply to tenants
 - * Refrain from damaging the property and keep guests from causing damage
 - * Maintain appliances supplied by the landlord in good working order
 - * Conduct yourself in a manner that does not disturb any neighbors and require guests to do the same
 - * Permit landlord to enter the dwelling unit if the request is reasonable and proper notice is given
 - * Comply with state or municipal drug laws in connection with the property and require household members and guests to do the same
- What is Renter's Insurance?
 - * You will only be required to get renters insurance if your landlord or property management company requires that tenants have it. Landlords might make renters insurance mandatory to limit the risk that tenants will come after them for personal property damages or liability costs. It's not uncommon for a landlord to require renters insurance, but fortunately, the best renters insurance companies make it easy to compare quotes online and purchase a policy.

Housing and Jobs Continued...

- How can I recycle to become more environmentally friendly?
 - * All City of Cleveland residents and homeowners who live in a single-family household or a multi-family building up to four (4) units, serviced by the City of Cleveland Division of Waste are eligible to participate in the curbside recycling program
 - » To participate in the program residents must opt-in to receive curbside recycling services. Enrollment opens May 2, 2022. To enroll complete the online form at clerecycles.com or call 216.664.3030.
 - * Other Recycling options:
 - » When recycling services resume, drop off recycling containers will also be available for City of Cleveland residents at two locations:
 - East Side - Located at the corner of East 55th and Euclid Avenue (Monday-Saturday, 9am-3pm)
 - West Side- 3727 Ridge Road (Monday-Saturday, 9am-3pm)
- What must a landlord do?
 - * Keep property in livable condition
 - * Keep the common areas clean and safe
 - * Comply with building, housing, health, and safety codes
 - * Keep in good working order all electrical, plumbing, heating, and ventilation equipment
 - * Maintain all appliances and equipment supplied by the landlord
 - * Provide running water, hot water and heat (unless the hot water and heat are controlled entirely by the tenant and supplied by a direct public utility hook-up)
 - * Provide garbage cans and trash removal (if the landlord owns four or more residential units in the same building)
 - * Give at least 24 hours notice, unless it is an emergency, before entering a tenant's unit, and enter only at reasonable times and in a reasonable manner
 - * Evict the tenant when informed by a law enforcement officer of drug activity by the tenant, a member of the tenant's household, or a guest of the tenant occurring or otherwise connected with the tenant's premises
- What is a security deposit?
 - * A landlord may collect a security deposit to cover potential unpaid rent and repair costs for damage caused by the tenant. For more information about how to request return of a security deposit, and to complete documents to request return of a security deposit, visit: <https://lasclev.org/getbacksecuritydeposit/> or text FAQ DEPOSIT to 216.242.1544 to get this link sent to your phone
- What are some important tips for tenants?
 - * Before renting, you should always ask for a written lease from the landlord and read it carefully, using a translator if needed. It is a good practice to also seek the advice of a lawyer before signing a lease. Tenants should never make any cash payments to a landlord without keeping a record of having paid or receiving a written receipt from the landlord. Finally, keep in mind that your landlord might serve as a reference for future jobs or rental applications, so be sure to maintain as positive a relationship as you can.

ESL and Continuing Education

ESL Classes and Resources

- **Tri-C Free ESOL Classes**
 - * Works with Catholic Charities Diocese of Cleveland
 - * We have beginning, intermediate and advanced classes that include grammar, conversation and civics. You can learn at your own pace.
 - * *Multiple locations- check site for more information
- **Aspire Greater Cleveland**
 - * If you need to learn English or improve your language skills, we can help. Aspire Greater Cleveland offers FREE beginner, intermediate and advanced-level English for Speakers of Other Languages (ESOL) classes. Daytime, evening and weekend classes available.
 - * 833.ASPIRE2 (1.833.277.4732)
- **Polaris Career Center**
 - * In-person classes will be available at Polaris Career Center, North Olmsted Evangelical Friends Church and North Royalton Library for the Winter/Spring session. Online classes will be available for students that qualify.
 - * Pat Dolezal at 440-891-7647



ESL and Continuing Education Continued...

- CWRU ESL Center
 - * Located on the campus of the prestigious Case Western Reserve University, this program to learn English in Cleveland is within walking distance of many restaurants and coffee shops. Experience American culture and get to know the friendly people of Northwest Ohio at local theaters, shows, and sporting events in the Cleveland City Center.
 - * 11321 Juniper Road, Cleveland, Ohio, United States 44106
 - * (216) 368-2716
 - * cle@ELS.edu
- CSU ESL + IELP
 - * The English as a Second Language (ESL) Program provides English instruction for individuals who need to improve their language skills.
 - * esl@csuohio.edu
 - * m.s.bowman@csuohio.edu or call 216-875-9669

Pre K-12 Education

- International Newcomers Academy
 - * For students who have just arrived in Cleveland from other countries and Puerto Rico, Thomas Jefferson International Newcomers Academy provides a welcoming learning environment to help you get used to your new surroundings. The PreK-12 school is designed to help you find your way in a new country with a different language and different customs. Thomas Jefferson International Newcomers Academy provides rigorous English as a Second Language (ESL) intervention classes and a comprehensive academic program to help you graduate and go on to college and a career.
 - * 3145 West 46th Street, Cleveland, OH 44102
 - * 216.838.7150

Continuing Education

- CSU – Division of Continuing and Extended Education
 - * Cleveland State University delivers training solutions in a variety of ways including virtually, in-person as well as customized solutions for the unique requirements of your organization's workforce. Contact us today to learn more about how we can deliver training solutions for you.
 - * n.pratt@csuohio.edu
 - * 216-875-9710



- **Tri-C – Continuing Education Courses**
 - * Tri-C offers programs that can be completed in one day to several weeks. They are designed to meet specific job or career requirements and are ideal for individuals looking to enter the workforce, employees who need to upgrade their skills or experienced professionals who want to advance in their career. Tri-C's Workforce Division provides both non-credit and credit training for individuals and business
 - * Tri-C: 216-987-6000
 - * Corporate College: 216-987-2800
- **City of Cleveland – Adult Education**
 - * 601 Lakeside Ave, Cleveland, Ohio 44114
 - * P: 216.664.2000
 - * W: <https://www.clevelandohio.gov/CityofCleveland/Home/Community/Education-andLearning/AdultEducation>
- **Cleveland Institute of Art – art related**
 - * Our courses for adults and young artists cover a wide range of processes and mediums, and can accommodate all skill levels. Through in-person programming our community can access state-of-the-art technology and equipment, including ceramics and metal studios, digital labs, and more. Our online courses allow students to learn from the comfort of their home. No matter what type of class you take, you'll get a unique and in-depth learning experience from our instructors, who are practicing artists and designers, and often faculty here at CIA.
 - * 11610 Euclid Ave, Cleveland OH 44106
 - * ce@cia.edu
 - * 216-421-7460
 - * W: <https://www.cia.edu/continuing-education/classes-and-workshops>
- **Polaris Career Center**
 - * Polaris Career Center offers dozens of continuing education courses for people just like you who want to gain skills. Just because you're not in school anymore, doesn't mean there aren't plenty of opportunities to learn new things, meet new people and develop new interests.
 - * 7285 Old Oak Blvd., Middleburg Heights, OH 44130
 - * 440.891.7600
 - * W: <https://www.polaris.edu/adult-education/aetestfolder/course-offerings>
- **Ohio Higher Ed- Lifelong Learning opportunities + Resources**
 - * A lifelong learning institute (LLI), or institute for learning in retirement (ILR), is a community-based organization of retirement-age people interested in continuing their educations beyond retirement. Most are sponsored by a college or university and provide non-credit academic programs developed by the members. LLIs are structured like typical college programs, with regular semesters and coursework.
 - * 25 South Front Street, Columbus, OH, 43215, US
 - * hotline@highered.ohio.gov
 - * (614) 466-6000
 - * W: <https://www.ohiohighered.org/students/lifelong-learning>

ESL and Continuing Education Continued...

Can my child attend public school?

- In the United States, all children are required by law to enroll in school, and all children may attend public schools for free, regardless of immigration status or ability to speak English.
- How does the public school system work?
 - * To find what school district you reside in, you can use Ohio Department of Taxation's Look Up School District Tax Rate Tool to find what school district your child belongs in
 - * W: https://thefinder.tax.ohio.gov/StreamlineSalesTaxWeb/default_schooldistrict.aspx
 - * Cleveland Metro Schools has many public schools that offer education to children as young as 3 and as old as 18 in three basic levels: "Pre-K through 5" (prekindergarten through 5th grade), "Middle School" (6th grade through 8th grade), and "High School" (9th grade through 12th grade).
- How can I enroll my child in school?
 - * Parents/Legal Guardians may register children at any neighborhood school. See the School Directory for a list of schools, addresses and hours. Students also may be registered at the Office of School Choice & Enrollment, 1111 Superior Avenue, 216.838.3675.
 - * The following documents are required for registration:
 - » Birth Certificate
 - » Immunization Record (Baby Shots)
 - » Proof of Address
 - » Withdrawal Form, most recent Report Card, or Transcript
 - » Guardian's State ID
 - » Guardianship/Custody Documents (if applicable)
 - * Parents/Guardians are encouraged to print the Enrollment Form. The completed form should be taken to the registration site along with all required documents.
 - * The Registration Checklist can be downloaded on the Forms page.
 - » W: <http://clevelandmetroschools.org/domain/168>
- What if my child does not speak English?
 - * Students who speak a language other than English or live in a household where another language is spoken must register at the Multilingual Welcome Center, 3145 West 46th, Cleveland, Ohio 44102. Telephone number 216.404.5159 or 216.404.5113.
 - * Families that are homeless, doubled-up with other families or in some other type of transition, should contact Project ACT, 1111 Superior Avenue, 216.838.0210.



Federal Rights

Title VI of the Civil Rights Act of 1964

Provide that no person shall be subjected to discrimination on the basis of race, color or national origin under any program or activity that receives Federal financial assistance.

Under U.S. law, if you are seeking services from a government agency or an organization funded by the U.S. government, you must be provided with assistance in your language. Language access services include a free interpreter and free translation of important documents. An agency cannot force you to provide your own interpreter (such as a friend or family member, and it is recommended that you do not use a family member or friend even if they volunteer) or ask you to pay for an interpreter or translation provided by the agency.

The Family Educational Rights and Privacy Act (FERPA)

A federal law enacted in 1974 that protects the privacy of student education records. FERPA applies to any public or private elementary, secondary, or post-secondary school and any state or local education agency that receives funds under an applicable program of the US Department of Education. The Act serves two primary purposes. It gives parents or eligible students more control over their educational records, and it prohibits educational institutions from disclosing “personally identifiable information in education records” without the written consent of an eligible student, or if the student is a minor, the student’s parents.

Title III - English Language Acquisition, Language Enhancement, and Academic Achievement Act

Part A of Title III is officially known as the English Language Acquisition, Language Enhancement, and Academic Achievement Act. Title III is a part of the federal No Child Left Behind Act of 2001. It is specifically targeted to benefit Limited English Proficient (LEP) children and immigrant youth. The Act states that LEP students must not only attain English proficiency but also meet the same academic standards as their English-speaking peers in all content areas (CA Dept. of Education). Federal funding is provided to assist districts in meeting these requirements.

Refugee and Asylee Services

Immigrant + Refugee Organizations

- Global Cleveland
 - * Global Cleveland attracts, welcomes, and connects international newcomers to economic, social, and educational opportunities in Cleveland and Cuyahoga County to help our region grow and thrive.
 - * 1422 Euclid Ave, #1652, Cleveland, Ohio 44115
 - * Call: 216-472-3282
 - * Email: info@globalcleveland.org
 - * W: <http://globalcleveland.org>
- Asian Serviced in Action (ASIA)
 - * Asian Services in Action (ASIA) is the largest health and human services agency serving the Asian American/Pacific Islander (AAPI) community of Northeast Ohio. ASIA runs two federally qualified health centers—one in Cleveland and one in Akron—that specialize in linguistically and culturally competent care for immigrants and refugees. ASIA also provides all of the wrap around social services for this community to thrive in Northeast Ohio.
 - * 3631 PERKINS AVE., STE. 2A-W, CLEVELAND, OH 44114
 - * 216-881-0330 TELEPHONE
 - * W: <https://www.asiaohio.org/>
- Building Hope in the City
 - * The Hope Center is much more than a place for operating programs – it gives refugees and immigrants a place to belong, where they become part of a larger “family” of newcomers. We partner with refugees and immigrants at The Hope Center to provide community connections, family mentorship, employment, immigration counsel, after-school enrichment and tutoring – as well as human connections for daily life. Over 250 refugees and immigrants served each week.
 - * Address: 15135 Triskett Road, Cleveland
 - * Phone number: (216) 241-9400
 - * General Inquiries: hopecenter@buildinghopeinthecity.org
 - * Legal Services: immigration@buildinghopeinthecity.org
 - * W: <https://www.buildinghopeinthecity.org/>
- Catholic Charities – Migration and Refugee Services
 - * We welcome refugees, asylees, and immigrants from around the world who have been forced to flee their homes in fear of persecution. We “welcome the stranger” by providing services that help individuals adapt and thrive to life in America.
 - * 7911 Detroit Avenue, Cleveland, OH 44102
 - * (216) 334-2900
 - * W: <https://www.ccdocle.org/service-areas/migration-refugee-services>



- **US Committee for Refugees and Immigrants**
 - * Our mission is to protect the rights and address the needs of persons in forced or voluntary migration worldwide and support their transition to a dignified life.
 - * 2103 Clark Ave, Cleveland, OH 44109
 - * info@uscirioh.org
 - * 216-781-4560
 - * W: <https://refugees.org/>
- **US Together**
 - * US Together provides a variety of refugee and immigrant integration programs around Ohio. Click on the icons below to learn more about each program, or visit Our Offices to learn what is offered in your city.
 - * 2800 Euclid Avenue, Suite 200, Cleveland, OH 44115
 - * 216-456-9630
 - * W: <https://www.ustogether.us/>
- **Hola Ohio – Latinx focused**
 - * HOLA Ohio is a member of the UnidosUS Affiliate Network, building a stronger America by creating opportunities for Latinos.
 - * PO Box 3066, Ashtabula, Ohio 44005-3066
 - * (567) 743-9673
 - * W: <http://holatoday.org/>
- **InterReligious Task Force on Central America**
 - * The InterReligious Task Force on Central America (IRTF) is a Cleveland-based interfaith group that promotes peace and human rights in Central America and Colombia
 - * 3606 Bridge Ave, Cleveland, OH 44113
 - * (216) 961-0003
 - * IRTF@IRTFCLEVELAND.ORG
 - * W: <https://www.irtfcleveland.org/>

Refugee and Asylee Services Continued...

What should I know about my first year as an asylee?

If you have been granted asylum, you have the right to live and work in the United States and apply for public benefits. Your first year as an asylee will be very important for your long-term success.

What documents will I need?

You should have been given a signed and stamped I-94 document or card, which is your primary form of identification as an asylee. If any information on your I-94 is incorrect, including your status or the spelling of your name, you should return to where it was given to you and ask that the incorrect information be changed. You may also contact an immigration attorney, instead. With your I-94, you can apply for a Social Security number and card, which are what nearly all United States residents use to identify themselves to employers, government offices, and many private institutions, like banks and health insurance providers. To apply for a Social Security number and card, go to www.ssa.gov (click “Languages” for a foreign language translation). You may also apply for an Employment Authorization Document (EAD) using USCIS Form I-765. Although an EAD will feature your photo and a Social Security card will not, a Social Security card will provide you with more ability to register with public and private institutions.

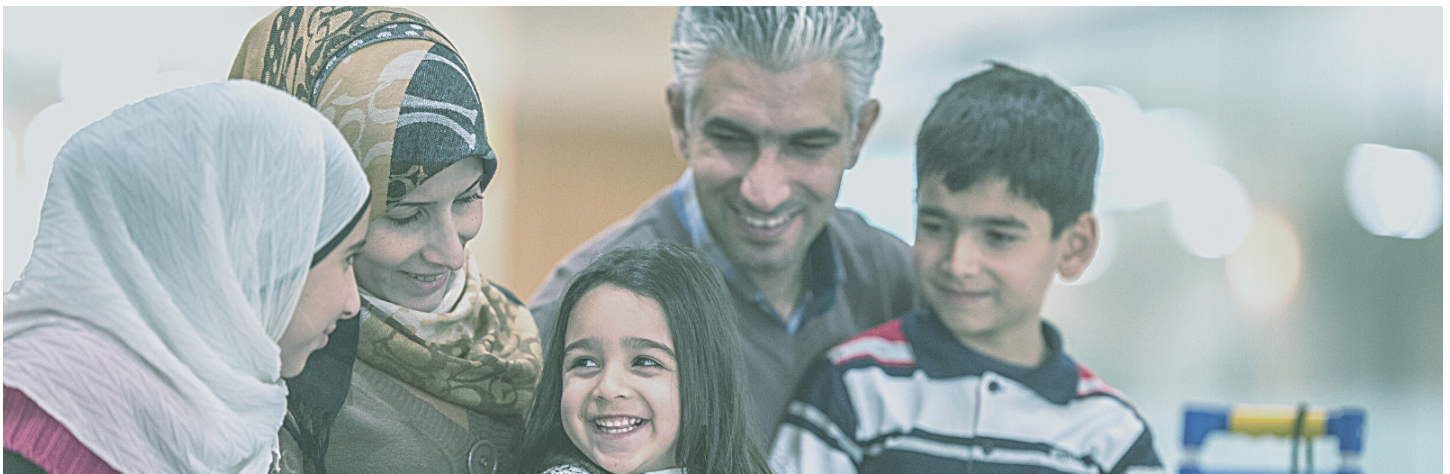
What documents will I need?

As an asylee, you may apply for a Green Card one year after being granted asylum, which is a process called “adjustment of status” that requires submitting USCIS Form I-485 and other documents. Although adjustment of status is not required by law, going through this process and getting a Green Card will make you a Lawful Permanent Resident, which provides stronger protections against possible changes in immigration rules and is a required step toward becoming a U.S. citizen. It is important to plan and budget for your adjustment of status application. Asylees are not eligible for a USCIS Fee Waiver and must pay the application fee, which can be as high as \$1,225. You will need to include a completed USCIS Form I-693, which requires a report from a specialized doctor called a civil surgeon and may cost an additional \$200 or more.

Immigrant Women and Youth

Youth Organizations

- Cleveland Public Library – Youth Services
 - * Main Library: Main Building
 - * 325 Superior Avenue, 4th Floor, Cleveland, OH 44114
 - * 216.623.2834
 - * youth.services@cpl.org
 - * Manager: Annisha Jeffries
 - * W: <https://cpl.org/aboutthelibrary/subjectscollections/youth-services/>
- MyCom
 - * MyCom Network is a group of stakeholders and/or capacity building organizations working to elevate youth access to caring adults and quality programs throughout the community to lead our young people into the 21st Century with the skills needed to become successful adults.
 - * 13815 Kinsman Rd, Suite 104, Cleveland, OH 44120
 - * P: (216) 905-0803
 - * info@mycomcle.org
 - * W: <https://www.mycomcle.org/>
- Say Yes Cleveland
 - * Say Yes was founded in 1987 by money manager George Weiss who promised to prepare 112 Philadelphia sixth graders for college and to pay their college tuition if they graduated high school. In 2008, Say Yes grew to help entire communities make a similar commitment to every public high school student. Say Yes Cleveland, which launched in January 2019, is the fourth community chapter in the country.
 - * E: sayyesscholarship@collegenowgc.org
 - * P: 216.454.5400
 - * W: <https://sayyescleveland.org/>



Immigrant Women and Children Continued...

- True2U – mentorship for 8th grade CMSD students
 - * True2U is a volunteer mentoring program that helps every 8th grader in the Cleveland Metropolitan School District develop good decision-making skills and encourages them to leverage their strengths and interests as they start out on their paths to high school, college, and/or career choices. Mentors use their unique backgrounds and the True2U curriculum to assist students in better understanding themselves and the opportunities available to them
 - * 5246 Broadway Avenue, Cleveland, Ohio 44127
 - * P: (216) 812-8700
 - * E: true2u@neighborhoodleadership.org
 - * W: <https://www.true2umentor.org/>
- Cleveland Peacemakers Alliance- focused on preventing violence
 - * In late 2015, Boys & Girls Clubs of Cleveland stepped up its efforts to curb street violence by taking over management of the Cleveland Peacemakers Alliance, an anti-crime initiative. Under BGCC management, the Peacemakers Alliance is an independent, neighborhood-based entity dedicated to maintaining peace and keeping young people out of gangs.
 - * 6114 Broadway Ave., Cleveland, OH. 44127
 - * 216.883.2106
 - * W: <http://www.clevelandkids.org/cleveland-peacemakers-alliance/>
- Towards Employment- Young Adult Resource Center
 - * A downtown center for 14-24 year-olds looking for employment, career planning, academic assistance, training, and support for life's challenges. Operated on behalf of OhioMeansJobs|Cleveland-Cuyahoga County in collaboration with Youth Opportunities Unlimited (Y.O.U.) and Towards Employment, the YRC connects young adults to a vast array of services including job readiness training and credentialing programs.
 - * 1910 Carnegie Avenue, Garden Level, Cleveland, OH 44115
 - * Phone: 216-777-8222
 - * W: <https://www.towardsemployment.org/youth-services/>
- ASIA Ohio – Children, Youth & Family Services
 - * CYF provides programming for pre-K through 12th-grade development, acculturation, academic support, and enrichment through a culturally competent lens by creating opportunities for positive peer experiences and leadership building. As ASIA's oldest social services department, we arrange language-specific peer support groups for women, parenting education, and advocacy for refugee/immigrant parents of children and youth.
 - * 3631 PERKINS AVE., STE. 2A-W, CLEVELAND, OH 44114
 - * 216-881-0330 TELEPHONE
 - * [kle@asiaohio.org](mailto:k1e@asiaohio.org)
 - * W: <https://www.asiaohio.org/services/youthprograms/>

- Catholic Charities Diocese of Cleveland
 - * 7911 Detroit Avenue, Cleveland, OH 44102
 - * (216) 334-2900
 - * Child Care & Education
 - » Catholic Charities provides an array of chances for kids to learn and thrive. From our home visiting program to after-school activities and summer camps, our staff strives to provide opportunities for children to learn, explore and prosper.
 - » W: <https://www.ccdocle.org/service-areas/child-care-education>
 - * Early Learning & Head Start
 - » Early childhood education is crucial in providing the foundation for lifelong learning. Catholic Charities Early Learning & Head Start provides a high-quality, comprehensive approach for both children and families that includes early learning education, professional development, family engagement, health and nutrition, mental health and disability services.
 - » W: <https://www.ccdocle.org/service-areas/early-learning-head-start>
 - * Families & Children
 - » Many of these services are offered at our three family centers located throughout Cleveland, while county offices provide programs based on the current needs of the community. By using a holistic approach that focuses on education, recreation and mental health, we aim to empower each individual, strengthen families and ultimately foster communities that thrive.
 - » W: <https://www.ccdocle.org/service-areas/families-children>
- Esperanza inc - focused on supporting Hispanic students and families in NE Ohio
 - * The mission of Esperanza is to improve the academic achievement of Hispanics in Greater Cleveland by supporting students to graduate high school and promoting post-secondary educational attainment.
 - * 3104 W 25th St, 4th Floor, Cleveland, OH 44109
 - * (216) 651-7178
 - * W: <https://esperanzainc.org/>
- Refugee Response- Corner 65
 - * Corner65 is a refugee, youth-led program geared to spark creativity, community engagement, and overall health & wellness.
 - * 2054 W47th St. Cleveland, OH 44102
 - * (216) 236-3877
 - * info@refugeerresponse.org
 - * W: <https://www.refugeerresponse.org/corner65>
- Refugee Response- Corner 65
 - * Corner65 is a refugee, youth-led program geared to spark creativity, community engagement, and overall health & wellness.
 - * 2054 W47th St. Cleveland, OH 44102
 - * (216) 236-3877
 - * info@refugeerresponse.org
 - * W: <https://www.refugeerresponse.org/corner65>

Immigrant Women and Children Continued...

Health and Social Services

- Frontline Services – Access to Integrated Behavioral Healthcare
 - * FrontLine Service is a private, non-profit organization that reaches out to adults and children in Northeast Ohio to end homelessness, prevent suicide, resolve behavioral health crises and overcome trauma.
 - * 1744 Payne Avenue, Cleveland OH 44114
 - * 216.623.6555
 - * W: <https://www.frontlineservice.org/>
- New Avenues to Independence – support for people w/ Developmental Disabilities
 - * The mission of New Avenues to Independence is to provide opportunities for people with disabilities and special needs to become more independent and productive members of society by offering the highest quality support services and developing innovative and inclusive programs.
 - * W: <https://www.newavenues.net/>
- Front Steps Housing and Services – services for individuals and families Facing Homelessness
 - * To provide individuals and families who are mentally disabled and/or economically disadvantaged in Cuyahoga County with permanent supportive housing and lifelong solutions to increase self-sufficiency and independence.
 - * 2554 West 25th Street, Cleveland Ohio, 44113
 - * PHONE: (216) 781-2250
 - * W: <https://www.frontstepsservices.org/>

Women Focused Organizations/Clinics

- YMCA- Norma Herr Women's Center
 - * YWCA recognizes the systemic barriers to housing such as racism, sexism, and ableism and every day YWCA staff work with women at Norma Herr to navigate these barriers.
 - * Address: 2227 Payne Ave, Cleveland, OH 44114
 - * Phone: (216) 479-0020
 - * W: <https://www.ywcaofcleveland.org/end-homelessness/norma-herr-womens-center/>
- The City Mission – Laura's Home Women's Crisis Center
 - * The City Mission empowers men, women, and children in crisis to overcome their unique, complex paths to homelessness. Because no one person's needs are the same, we create individualized, comprehensive programs to assist clients in building their stabilized and independent future. Our mission to reach hearts and change lives in Cleveland has not waivered since 1910, and we will continue to provide basic needs, critical recovery resources, and practical paths to a sustainable future to all seeking help and hope here.
 - * 5310 Carnegie Avenue, Cleveland, OH 44103
 - * (216) 431-3510
 - * W: <https://www.thecitymission.org/lauras-home/>

- **West Side Catholic Center – Moriah House**
 - * The Moriah House Family Shelter accepts female veterans and families who are homeless or have resided in substandard living conditions.
 - * 1736 Superior Ave 2nd floor of Cosgrove Building (Superior Entrance)
 - * 216-674-6700
 - * W: <https://www.wsccenter.org/family-shelter>
- **Women of Hope – helping homeless women & families**
 - * Provide safe housing and supportive services to homeless women and children in order to equip and empower them towards healthy life styles and self-sufficiency.
 - * P.O. Box 46896, Bedford Heights, Ohio 44146
 - * 440-945-6579
 - * womenofhope2007@gmail.com
 - * W: <https://womenofhopeoh.org/>
- **Providence House: A Crisis Nursery**
 - * Providence House is Ohio's first and one of the nation's longest operating crisis nurseries among the 70+ in operation in the US and Canada today. We offer free, voluntary, non-custodial emergency shelter to children newborn through twelve years old, actively living in crisis situations which place them at risk of abuse or neglect.
 - * West Campus 2050 West 32nd Street, Cleveland, OH 44113
 - * East Campus 11801 Buckeye Road, Cleveland, OH 44120
 - * Phone 216.651.5982
 - * Email info@provhouse.org
 - * W: <https://www.provhouse.org/#>



LGBTQ+ Services

How is LGBTQ+ connected with immigrants?

The LGBT Community Center of Greater Cleveland has had a visible and award-winning track-record for providing programming, resources, and services to the LGBTQ+ individuals in Northeast Ohio since their founding nearly 45 years ago. In 2020, at the height of a global pandemic and national unrest, the Center has found new ways to serve the LGBTQ+ community, who have historically been vulnerable and the most-at-risk during social-economic downturns and health crises in the United States, COVID-19 has been no exception. One of those ways the Center has expanded their work in advocating for social justice, equity, and inclusion is by providing medical needs and funding to queer immigrants, asylum-seeking, and refugee individuals.

LGBTQ+ Organizations

- **LGBT Community Center – Greater Cleveland**
 - * Fundraiser to support queer immigrants and refugees
 - * To enrich the lives of the diverse LGBTQ+ community through advocacy, support, education, and celebration.
 - * 6705 Detroit Ave., Cleveland, OH 44102
 - * 216.651.5428
 - * W: <https://lgbtcleveland.org/lgbt-resources/>
- **Color+ - Youth Center**
 - * It is our mission to strengthen LGBTQ+ youth and allies by promoting individual and community wellness. We use a holistic mind and body approach and have a safe space to empower LGBTQ+ youth and allies to grow as individuals and within their community. Our intention is to strengthen the LGBTQ+ youth community and allies through advocacy, support, education, and celebration.
 - * 21430 Lorain Rd Suite 400 Fairview Park, Ohio 44126
 - * (330) 529-5667
 - * info@colorsplus.org
 - * W: <https://www.colorsplus.org/>



- **Equality Ohio- state focused**
 - * Equality Ohio identifies and transforms systems and institutions so LGBTQ+ Ohioans can fully access legal and lived equality.
 - * info@equalityohio.org
 - * P: (614) 224-0400
 - * W: <https://equalityohio.org/>
- **Plexus- LGBTQ-focused business organization**
 - * Plexus is a strategic partner in the economic development of Northeast Ohio and serves as a point of connection for corporations, supporters, LGBT businesses and professionals. As the only LGBTQ business and professional organization in the region, we are more than a chamber of commerce; Plexus is a unique and influential network.
 - * PO Box 91697, Cleveland, OH 44101
 - * 216.243.7510
 - * info@thinkplexus.org
 - * W: <https://www.thinkplexus.org/>
- **Metrohealth- LGBTQI+ Pride Network (healthcare services)**
 - * We provide comprehensive and compassionate care for all patients regardless of sexual orientation or gender identity. Lesbian, gay, bisexual, and transgender (LGBTQ+) patients have historically been an underserved community with unique health needs. We aim to eradicate long-standing health disparities while furthering the care, research, educational, and service goals of the Cleveland Clinic enterprise.
 - * Lakewood Family Health Center
 - * 14601 Detroit Ave. Lakewood, Ohio 44107
 - * 216.237.5500
 - * W: <https://my.clevelandclinic.org/about/community/lgbt-health>
- **Pride in CLE – FB group and festival**
 - * Pride in the CLE(SM) kicks off a month of pride with a week of events from 5/29 to 6/4. March and festival is June 3 on Public Square!
 - * <http://www.lgbtcleveland.org/pride>
 - * marketing@lgbtcleveland.org

LGBTQ+ Services Continued...

- 216 Teens – for LGBTQ teens + allies
 - * 216Teens welcomes all teenagers in Cuyahoga County, including those who identify as lesbian, gay, bisexual, transgender or questioning. This website is a safe space for you to learn about sexual health, discover more about yourself, your friends and your place in the world.
 - * W: <https://216teens.org/lgbtq/>
- PFLAG Cleveland
 - * PFLAG Cleveland was established in July, 1985 by Jane Daroff, LISW-s & Dr. Jes Sellers. Through our monthly support group meetings we foster understanding and acceptance within families. Through education and advocacy we change hearts and minds in the Greater Cleveland community.
 - * 615 Prospect Road, Berea, OH 44107
 - * mail@pflagcleveland.org
 - * 216.220.7030
 - * W: <https://www.pflagcleveland.org/links-resources>
- GayChurch.org - national website help finds local churches supportive of the LGBTQ community
 - * The intent of our Affirming Church Directory™ is to provide an online resource for people to locate and visit welcoming Christian churches around the world. We list congregations that meet on a regular basis in a physical location for worship, prayer, service and fellowship. All churches in this directory have confirmed that their congregation, in some form or fashion, is an affirming Christian church. For more details about what we consider affirming and Christian, visit the About our Directory page.
- GayintheCle.com- LGBT Resources of local LGBTQ-owned/operated businesses and resources
 - * This blog is about LGBTQ people and all of our interests. It is filled with history, coming out stories, pop culture, lifestyle posts, and much more, to help others understand who we are and provide help and resources for every LGBTQ person.
 - * gayinthecele@gmail.com



Volunteer + Connect

Why would I volunteer with an immigrant organization?

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Organizations To Volunteer At

- Global Cleveland
 - * Global Cleveland attracts, welcomes, and connects international newcomers to economic, social, and educational opportunities in Cleveland and Cuyahoga County to help our region grow and thrive.
 - * info@globalcleveland.org
 - * W: <https://globalcleveland.org/volunteer/>
- ASIA Ohio
 - * Volunteers at ASIA provide an important role to play in our mission to empower and advocate for the community. ASIA offers a variety of options for skilled professionals, corporate and student volunteers with a diversity of backgrounds. We invite volunteers at Asian Services In Action, Inc. (ASIA) to explore public interest work and gain exposure to community social service.
 - * Volunteer Site Application
 - * W: <https://www.asiaohio.org/get-involved/volunteer/>

Volunteer + Connect Continued...

- **Building Hope In The City**
 - * Building Hope in the City is a Christian mission organization focused on the renewal of urban Cleveland. It uniquely links local congregations and volunteers with the many people it serves to foster relationships and spur personal and community transformation. Programs and initiatives include building the capacity of faith leaders, community development and affordable housing, refugee and immigrant integration and social enterprise ventures, which seek to make the hope of the Gospel tangible across our city.
 - * 3274 West 58th St., Cleveland, OH 44102
 - * Email: info@buildinghopeinthecity.org
 - * Phone: (216) 281-4673
 - * W: <https://www.buildinghopeinthecity.org/get-in-touch>
- **Cleveland Heights – University Heights City School District**
 - * The purpose of volunteers in the schools is to augment the educational and support resources available to students through the use of the diverse talents and skills of community members. The Board recognizes that community volunteers can make valuable contributions to the educational program. The use of community volunteers is endorsed by the Board, subject to legal requirements and administrative procedures.
 - * 2155 Miramar Boulevard • University Heights, OH 44118
 - * 216-371-7171 • info@chuh.org
 - * W: <https://www.chuh.org/Volunteers.aspx>
- **Catholic Charities**
 - * At Catholic Charities, our mission of creating hope in our communities has only grown stronger amid the coronavirus pandemic. In order to continue providing help to all those in need, we have taken action at our sites to ensure the safety of our staff, program participants and volunteers.
 - * Volunteer Application
 - * W: <https://www.ccdocle.org/volunteer/volunteer-application>
- **US Together**
 - * Volunteering is a rewarding experience on behalf of both the client and volunteer. Throughout the duration of their work, volunteers develop close relationships with our clients and families, gain cultural perspectives, and witness the process of refugee and immigrant integration firsthand. Volunteers routinely help clients overcome barriers to integration and work with them to reach their self-sufficiency goals through unique opportunities such as cultural integration activities and language proficiency practice.
 - * volunteers@ustogether.us
 - * W: <https://www.ustogether.us/volunteer-intern>

Financial Literacy

How can I open a bank account?

- To open a bank account, you will have to complete an application at the bank, provide personal information, and present verifying documents. Typically, you will need these documents:
 - * An official identification card with your picture
 - * A passport from the United States or other country
 - * Proof of where you live, which is typically a piece of mail containing an official document or a bill
 - * A Social Security number or an Individual Taxpayer Identification Number (ITIN)
- What are a checking account and a savings account?
 - * A checking account lets you keep your money safe and still be able to spend it. A checking account lets you pay for things without using cash. Instead, you might pay with a check or a debit card. A savings account is for money you want to save. A savings account can help keep the money you are saving separate from the money you need to spend now.
- How can I keep my bank account safe?
 - * Do not give your account numbers or debit card numbers to anyone. If you lose your debit card, call the bank immediately. Regularly check your bank documents for any unusual charges or activities. Generally, banks' official websites and official apps are secure and offer an easy way to be careful about fraud and to receive alerts from the bank.



Financial Literacy Continued...

What about paying taxes?

- Paying taxes is one of the most important responsibilities for all people living in the United States. Failure to pay taxes is illegal and can jeopardize your immigration status and your ability to become a citizen.
- Some important tax terms:
 - * Internal Revenue Service (IRS) is the government agency responsible for collecting taxes from all employees and businesses.
 - * Annual income taxes are a requirement for all people to report to the IRS between January 1 and April 15 exactly how much money they earned in the previous calendar year. Typically, annual income taxes are filed using IRS Form 1040.
 - * Tax withholdings are deductions taken from each of your paychecks so the IRS can collect taxes for specific government programs. Tax withholdings require you to complete IRS Form W-4 before starting to work.
 - * Pay stubs are receipts that document each time your employer pays you, as well as your tax withholdings and annual earnings.
 - * An Individual Tax Identification Number (ITIN) is a number issued by the IRS so that people without proper work authorizations or immigration status can still file taxes.
- How do I pay annual income taxes?
 - * Every year, everyone who works in the United States and earns substantial annual income must file income taxes with the IRS between January 1 and April 15. To “file” income taxes means using a special form to declare to the IRS how much income you earned in the last calendar year. The most typical form used to file annual income taxes is IRS Form 1040. Although you can file your taxes without professional help, it is widely agreed that filing taxes in the United States is a confusing process, and many people find accountants for assistance. Similar to attorneys, you can find low-cost and pro bono accountants, and it is important to verify that an accountant is properly licensed. The website www.irs.gov is also helpful and has several language options.
- How can I pay annual income taxes if I do not have work authorization?
 - * The ITIN is issued by the IRS to people living in the United States who do not have access to typical work authorizations but still want to obey the law by paying income taxes. It is important to know that the IRS, generally, does not share ITIN information with the Department of Homeland Security. This means that if an undocumented immigrant applies for an ITIN, it is unlikely that immigration enforcement will be able to find their personal information. If you are fearful, you can always talk to a licensed immigration attorney. Using an ITIN to pay income taxes might be helpful if you plan to seek permanent status or assistance from the government. To apply for an ITIN, you must submit the IRS Form W-7. Go to www.irs.gov and type “ITIN” in the search menu.

- What does it mean to work “off the books”?
 - * Working “on the books” usually means that you are paid with a paycheck that comes with an attachment called a pay stub. A pay stub shows how much you have been paid for a given period and the entire year, and it lists your tax withholdings. Working “on the books” almost always means you will be asked to complete an IRS Form W-4 Employee’s Withholding Allowance Certificate before beginning work, and you will be given a W-2 Wage and Tax Statement at the end of every calendar year. If you do not complete a W-4 when you begin working, you are probably not working “on the books” and could be employed illegally- Failure to pay taxes and report income can jeopardize your immigration status and compromise your ability to become a citizen.
- What if my employer says I am “freelance”?
 - * If an employer asks you to complete IRS Form W-9 when you start working (instead of Form W-4), they will pay you as a “freelance employee” or “independent contractor” without deducting tax withholdings. This means you are responsible for paying “self-employment taxes” four times a year using the IRS Form 1040-ES, in addition to filing annual income taxes. Paying employees as “freelancers” is a common way for corrupt employers to avoid the responsibility of filing and paying taxes, and many people are cautious when being paid this way. Always ask the person paying you for a written receipt of payment that shows your name and Social Security number (or ITIN), the amount you are paid, the date, and the employer’s name and address.
- Do I need to pay property taxes for my home?
 - * If you do not own a home and are a renter, you do not need to pay property taxes. Your landlord should pay property taxes, and these tax costs cannot be added to your monthly rent bill. If you own a home or other real estate property, you make payments to the Cuyahoga County Treasury.
- What if I have other questions about taxes?
 - * Speaking to a certified accountant is the best option for professional advice, but be certain to verify an accountant’s credentials by going to www.irs.gov and typing “preparer credentials” in the search menu. The www.irs.gov website is also an excellent source of information, with several language options.
 - * Cleveland Public Library Offers Free Tax Assistance
 - » We’re offering free tax preparation services through our partners, Cuyahoga EITC Coalition and AARP. Trained volunteers will assist with federal and state tax returns. Participants must bring their documents, including an ID and previous year’s tax return.
 - » PH: (216) 623-2800
 - » W: <https://cpl.org/filing-taxes-cleveland-public-library-offers-free-tax-assistance/>

Financial Literacy Continued...

- Ohio's Regional Income Tax Agency — RITA
 - * Website designed to make your municipal tax administration service more easily accessible and navigable online. With forms, tools and communication strategies that simplify and increase transparency, we are helping individuals, businesses and tax professionals navigate the obligations of local taxes in their RITA member municipality.
 - * Main office: 10107 Brecksville Road Brecksville, Ohio 44141
 - * Phone: 800.860.7482
 - * W: <https://www.ritaohio.com/>

What are credit cards and debit cards?

- What is a debit card?
 - * A debit card is given to you by your bank when you open a checking account. You can use your debit card to buy things, and the payment will be made electronically using the money you have in your checking account. When your bank gives you a debit card, you will need to record a private personal identification number or a "PIN". Your PIN is usually four digits, and when you buy something with your debit card, you will need to enter your PIN in the same machine that reads your card. Your PIN is private; do not read it out loud to the cashier or let anyone see you enter the numbers. It is possible to use all of the money in your checking account and still buy things with your debit card, but this will result in substantial fees from your bank called "overdraft penalties". Your debit card is also needed when you use an automated teller machine (ATM) to withdraw cash from your checking account. It is important to know that even though your debit card looks like a credit card, using it does not build your credit score.
- What is a credit card?
 - * A credit card is given to you by a finance corporation that believes you will be able to buy things with their card and then pay them back over time. To apply for a credit card, you will typically need a Social Security number or an Individual Taxpayer Identification Number (ITIN), proof that you earn money, and a documented history of paying debts, and you must be at least 18 years old. When you buy something with your credit card, you will not need a four-digit PIN, but you will usually have to write your signature. Be very careful not to share your credit card number, and if you suspect someone has used your credit card fraudulently, call the phone number on the back of the card or on your monthly statement immediately. It is important to know that when you buy things with a credit card, you are paying with borrowed money, and you will receive a bill each month asking you to pay for the items you bought. Many Americans inadvertently find themselves unable to pay their credit card bills and are burdened by credit card debt. To learn more about credit and credit scores, read the information found elsewhere in this section of the Resource Guide.

What is a credit score?

- Your credit score is a measurement of your ability to earn and spend money responsibly. Your credit score is created by private credit reporting agencies that collect information about how you spend money and pay bills over time. If you are seeking to rent an apartment, apply for a loan from a bank, or buy a car, your credit score will be used to measure how much you can be trusted to make payments. Having a good credit score is essential to your financial stability and long-term success in the United States.
- How can I earn a good credit score?
 - * When you first come to the United States as an immigrant, any history of spending outside the U.S. will not contribute to your credit score. You will not have a credit score, which can be just as limiting as having a bad credit score. First, build good credit by always paying your bills on time, and never going into debt. Second, build good credit by using a credit card and always paying all of your monthly bills. Using a debit card will not build credit.
- What is a good credit score?
 - * Credit scores are numbers that typically range from 300 to 850. “Good credit” is generally considered a score of 700 or above, and “bad credit” is generally below 600. There are three major credit reporting agencies in the United States, and they might not all report the same exact credit score for the same person. By law, the three credit reporting agencies must provide you with a free credit score report once a year. One of the best websites to find more information is www.usa.gov/credit-reports.



Financial Literacy Continued...



What is wage theft?

- Wage theft is when an employer fails to pay you for your work. This might be a failure to pay you for your overtime hours, the tips that your employer collected on your behalf, or the last wages you earned before leaving a job. Unfortunately, immigrants and low-wage earners are most at risk of wage theft. The Economic Policy Institute found that the average wage theft committed against an Ohio worker through nonpayment of the mandatory minimum wage was \$2,800. In Ohio, theft of \$2,800 is a felony punishable by a jail or prison term of up to 12 months
- How can I avoid wage theft?
 - * First, you should never work “off the books”, which means you are paid only in cash without tax deductions or a written record of your wages and hours. Second, you can keep your own record of the days you work, the times you started and ended your work, and the wage your employer agreed to pay you. If your employer has failed to pay any portion of your wages, you should immediately ask to be paid properly. It is important to know that all wage earners, documented or undocumented, are protected from wage theft by federal law.
- What can I do if I am a victim of wage theft?
 - * First, you reach out the City of Cleveland Office of Equal Opportunity: The office is responsible for the administration, monitoring and enforcement of the City’s minority and female-owned business enterprise programs; the new programs for smaller, local businesses; Fannie M. Lewis Cleveland Resident Employment Law programs; and prevailing wage compliance.
 - » Michael Curry, Interim Director
 - » 601 Lakeside Ave, Room 335 Cleveland, Ohio 44114
 - » P: 216.664.4152
- Second, you can file a complaint with the U.S. Department of Labor’s Wage and Hour Division by calling 908-317-8611 or by visiting www.dol.gov/whd/howtofilecomplaint.htm.
 - » When you call, you will be asked questions about your employment, but you will not be asked your immigration status.

Transportation and General Needs

Food Pantries

- **Greater Cleveland Food Bank**
 - * The Greater Cleveland Food Bank is proud to partner with more than 1,000 programs and agencies in Northeast Ohio. Use the interactive map to find your nearest food pantry or hot meal site, or contact our Help Center at 216.738.2067 to locate additional free local resources. While we work to keep this map updated, last-minute changes occur at the site. We encourage you to call them directly before visiting.
 - * 15500 South Waterloo Road, Cleveland, OH 44110
 - * (216) 738-2265
 - * W: <https://www.greaterclevelandfoodbank.org/get-help/find-food>
- **FoodPantries.org**
 - * Below is our current list of Cleveland food pantries. We not only provide listings of pantries, but we also provide information on: food closets, food banks, soup kitchens, congregate meal locations, food boxes, vouchers, etc.
 - * W: <https://www.foodpantries.org/ci/oh-cleveland>
- **Catholic Charities Food Pantries**
 - * Bishop William M. Cosgrove Center
1736 Superior Ave, Cleveland, OH 44114 | P: (216) 781-8262
 - * Fatima Family Center
6600 Lexington Ave, Cleveland, OH 44103 | P: (216) 391-0505
 - * St. Martin de Porres Family Center
1264 E. 123rd St., Cleveland, OH 44108 | P: (216) 268-3909
 - * St. Philip Neri Family Center
799 E. 82nd St., Cleveland, OH 44103 | P: (216) 391-4415
 - * W: <https://www.ccdocle.org/programs/food-pantry/cuyahoga-county-pantries>

How can I ride the bus, train, or other public transportation?

- Cleveland's Regional Transit Authority (RTA) runs free trolley buses on weekdays, as well as nights and weekends. RTA also operates a rail line between Cleveland Hopkins International Airport and Tower City Center every 15 minutes. Cleveland's transit system is rather substantial with bus, trolley and train lines all throughout the city. Be sure to visit RTA's website to plan your routes and purchase fares online before heading to the city.

Transportation and General Needs Continued...

Do I really need a mobile phone?

- Yes. Access to a smartphone will increase your ability to stay safe, connect with jobs and services, and maintain relationships. The United States culture can seem impatient and demanding, and it is very rare that an employer will call your home, leave a message, or wait for you to call back. If friends or people you know have job recommendations or things they would like to share, it is likely that they will send a text message rather than visit you in person. Making international calls using web-based apps on a smartphone can be much cheaper than using a landline phone or buying phone cards. And in the case of an emergency, a mobile phone might be the only way to call 9-1-1 for help.
- Where can I get a mobile phone?
 - * Many mobile phone companies offer different plans. Most times, you must buy a phone and pay monthly bills. Typically, you can buy a plan that offers minutes and texts only, or a plan that also includes Internet data. The cost of plans usually ranges from \$25 to \$60 per month.
- What are “scam” calls?
 - * Around the world, criminals use smartphones to harm to people with “scam” calls or text messages. In the United States, it is extremely rare for any federal government agency to contact you by phone. The Internal Revenue Service (IRS) will never call your phone and ask for your Social Security number or Individual Tax Identification Number (ITIN). If someone contacts you on your phone and asks you for personal information or to make a payment, you should be suspicious and wait for a letter in the mail, which is the customary way of sending official communications in the United States.





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