

LISTENING SKILLS

SPENDING SKILLS



stepforward

CELEBRATING

55 YEARS

OF SERVICE IN OUR COMMUNITY

2019-2020 COMMUNITY CONNECTION REPORT

A MESSAGE FROM OUR **BOARD CHAIR & PRESIDENT**

Dear Friends,

For years, as an agency, we have quietly, steadfastly opened our doors. We have been a part of this community for more than half a century. We were created in 1964, and have been assisting low-income individuals and families in Cuyahoga County ever since. A lot has changed in the past 55 years; as an agency, our programs have evolved to provide the appropriate skills training for the unemployed or underemployed - meeting the needs of area employers. Our Early Head Start and Head Start programs now integrate technology in all aspects of learning, including utilizing apps and digital programs to involve parents in long-term curriculum. Our footprint has expanded with the addition of Head Start and Neighborhood Opportunity centers in areas of the county where people most need our services. Our Board of Directors is made up of a diverse group of parents and professionals, more accurately reflecting the demographics of the community we serve. Our services are vital to low-income families in our community. The devastating economic impacts of COVID-19 meant the number of people who needed our assistance rose significantly. With that, like so many other area businesses and nonprofits, we rose to the challenge. We made our services available via telecommunication and updated internal protocols to keep our locations safe and clean for our employees and for the people we serve. We've been honored to expand, learn and grow over these 55 years.

Now, another change.

We recently underwent a two-year self-evaluation. We took a deep look into what we're doing well, what we can do better and how we can best meet the needs of all Cuyahoga County residents.

With that, we've decided to reintroduce ourselves to the community we so passionately serve. ***The Council for Economic Opportunities in Greater Cleveland is now Step Forward.***

As we transition into our new identity as **Step Forward**, we do not leave the past behind. We are eternally grateful for and proud of the lives we've affected as CEOGC, but the future is bright and the focus is moving forward. Simply put, our name has changed, but our mission remains the same: provide high-quality programs and services to children and families in Cuyahoga County. As we move ahead as **Step Forward**, we ask for your continued support.

Step Forward: Transforming Lives + Strengthening Communities.

Respectfully,



Kathryn M. Hall

Kathryn M. Hall, Chairman, Board of Directors



Jacklyn A. Chisholm

Dr. Jacklyn A. Chisholm, President and CEO

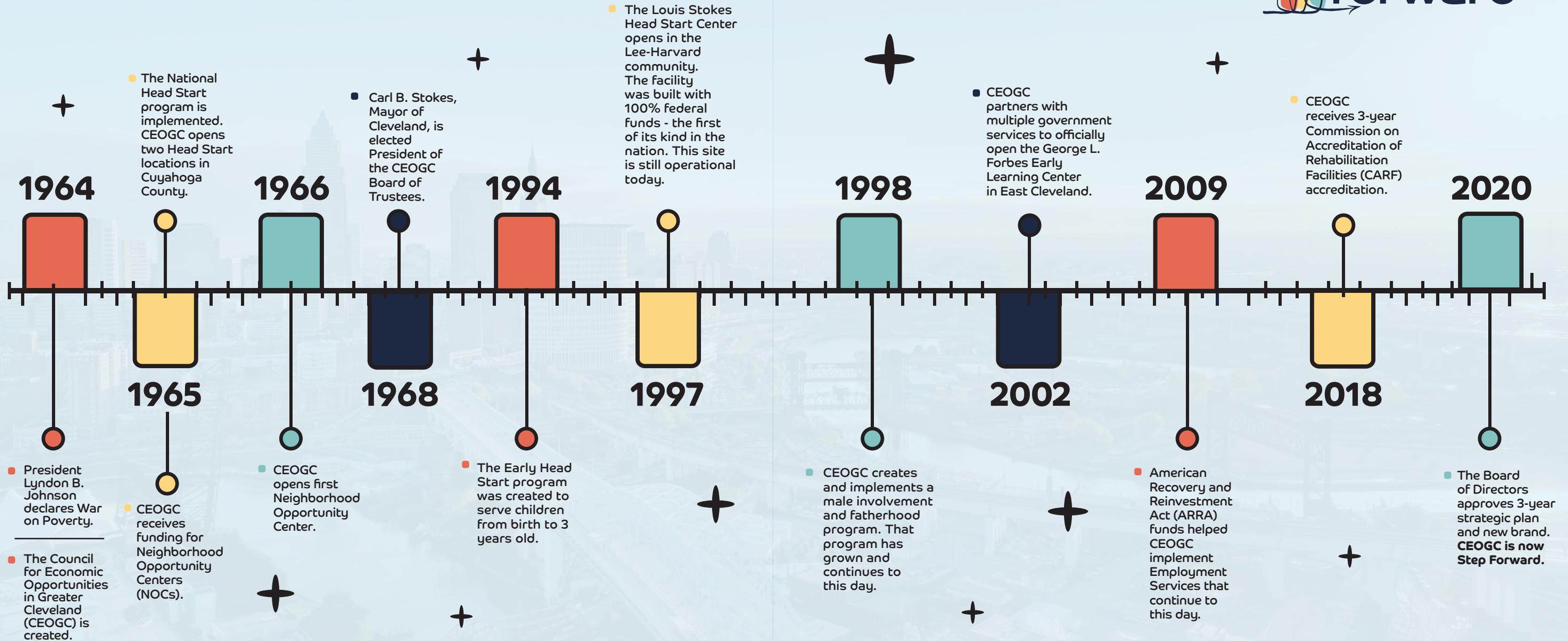
| OFFICERS |

| | |
|---|---|
| CHAIRMAN . . . Kathryn M. Hall | TREASURER . . . LaRese Purnell |
| VICE CHAIRMAN . . . Yvonne N. Sims | SECRETARY . . . Attorney Kenneth Lumpkin |

| DIRECTORS |

Quiana Baskin, Cassandra Brown-Collier, Jim Kenny, Marc Nathanson
Eugenia Cash-Kirkland, Yomarie Gonzalez, Shadonna Griffin
Dr. DeLois Long, Michael Moore, Judge Michael J. Ryan

Celebrating *55 years* of Service and Leadership



IMPACT ON THE COMMUNITY

THE FIRST HEAD START PROGRAM was funded for \$815,000 in 1965. Today, the agency's annual Head Start budget is \$25,546,775.

In 1998, the M.A.L.E INVOLVEMENT PANCAKE BREAKFAST began with 100 dads to increase father engagement. Today, the Pancake Breakfast has received national recognition from the Fatherhood Initiative and now features consistent engagement activities and a specific Dad/Fathering curriculum.

When the Head Start program first began, CEOGC only served 300 children. Today, we serve 2,753 STUDENTS each year!

Originally, the agency had 10 total Head Start classrooms in total across all locations. TODAY, STEP FORWARD'S HAS 67 TOTAL EARLY HEAD START AND HEAD START CLASSROOMS!

When it was first created, the agency had 52 employees at the main office. Now, we have 113 main office employees - with MORE THAN 420 EMPLOYEES AGENCY-WIDE!

Since its inception, THE AGENCY'S OPERATING BUDGET HAS NEARLY TRIPLED, allowing Step Forward to create and implement programs and services to improve the lives of children and families in Cuyahoga County.

The agency has continued to MODIFY JOB AND CAREER PROGRAMMING to keep up with the ever-changing job market; adding Customer Service Trainings, Computer Literacy courses and Young Adult programs!



- Orane McDonald,
Cleveland Resident • Step Forward Parent

“ Participating in [Step Forward's] many programs have helped me realize that there isn't just one way to provide for my children. Providing for my children means that I afford them every opportunity to grow, mature, learn, and succeed, not only monetarily. Attending the Head Start program gave them **exactly what they needed**, a “head start” on this long journey of life. ”



- Natoya Walker-Minor,
Chief of Public Affairs, City of Cleveland • Head Start Alumna

“ I really believe the basic fundamentals that were taught in Head Start have stuck with me; I've always been very focused on success. That penchant for achievement has really allowed me to get where I am today. Head Start implanted in my head that **I can do it, I can be successful.** ”



- Adam Sabo,
Cleveland Resident • MOVERS Graduate

“ It has been a great opportunity to be a part of the MOVERS program at [Step Forward]. I'm grateful to have earned my computer certification, and to get my life moving on the right track. I now have a job and **my future is looking bright!** ”



- Brianne Bryant,
International Recording Artist • Head Start Alumna

“ Head Start has quite literally offered me an advantage in life, teaching me to believe in myself by applauding all of the ‘stepping-block’ moments conquered as a child. Today I'm offering the same lessons to children and adults alike through the gift of music and art **Head Start gave me the confidence I needed** to believe in me and help others believe in themselves. ”

PREGNANCY SUPPORT + EARLY HEAD START

Step Forward helps ensure every child has the opportunity to begin an education right and develop a love of learning from the start. That's why we offer support from the moment you find out you're expecting.

The Early Head Start program was established in 1994 as a way to serve pregnant moms and children from birth until age three. For 25 years, Step Forward's Early Head Start program has provided education and assistance to expectant parents and a safe and engaging learning environment for our community's youngest children.

Early Head Start offers prenatal support and assistance to the mother, including coaching, nutritional counseling, childbirth education and newborn and parenting classes.

Once your child is born, Step Forward offers Early Head Start as either a center-based or home-based program.

Both programs offer age-appropriate activities, qualified teachers and supportive staff. **Early Head Start is free for income-eligible families.**

Parents and families will watch their child grow from a curious newborn to a clever toddler, all while getting the support and resources they need to aid in their child's learning at home.



HEAD START PROGRAM

Once a child turns three, he or she is ready for the **Step Forward Head Start program!** Step Forward is one of the State's leading providers of Head Start, the preschool program that offers a holistic approach to learning for children and their families.

We combine classroom instruction, learning through play and field trips for a rich educational environment that engages children and prepares them for kindergarten. Children receive individualized observations, plus health, dental and nutrition support.

Step Forward delivers Head Start three ways: as a center-based program, a home-based program and through partnerships with school districts and dozens of childcare centers across the county.

Each of Step Forward's 11 directly-operated Head Start centers is rated high-quality by the State of Ohio's *Step up to Quality* program. This ensures

quality based on national standards for curriculum, technology and kindergarten readiness. The nine Head Start centers located in the City of Cleveland are also PRE4CLE partners.

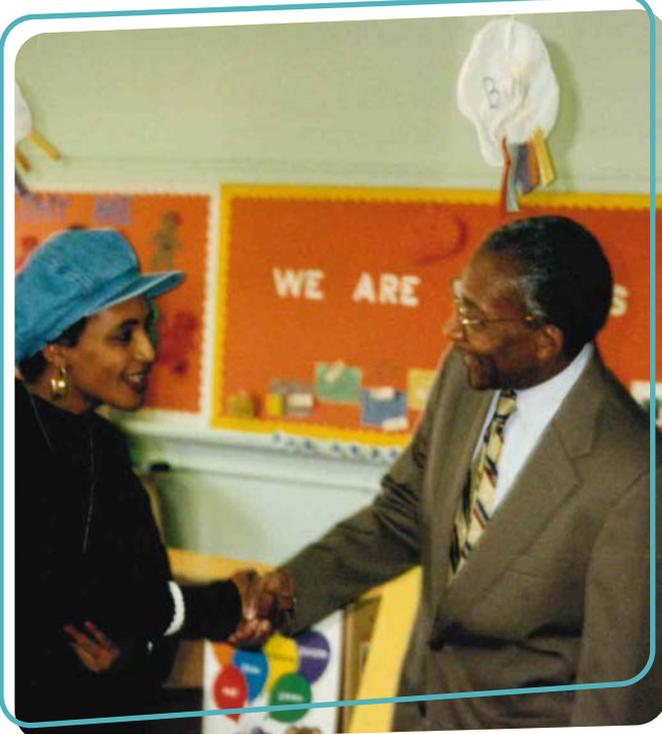
The COVID-19 pandemic forced our centers to close for in-person learning during March of 2019, but parent and family engagement still continued with virtual meetings, educational resources and the delivery of necessary items like daily lunches.

To learn more about the Early Head Start and Head Start programs, please visit stepforwardtoday.org.



PERSONAL DEVELOPMENT PROGRAMS

People dream about someday - how their lives will be different or how they will be able to better provide for themselves and their families. When they are ready to make those dreams a reality, **Step Forward is here to help.**



Our Family Development Specialists and Licensed Social Workers will work one-on-one with each person or family to address immediate concerns, create a personal development plan, identify barriers to success and map out resources and free workshops to build skills that enable them to step toward a better life.

We have three Neighborhood Opportunity Centers in Cuyahoga County where low-income individuals and families can access resources and get support to build long-term skills and capitalize on opportunities to transform their lives.

Someday can start today.

PROFESSIONAL DEVELOPMENT PROGRAMS

Step Forward helps low-income individuals and families stabilize and strengthen their situations, enhance their skills and take steps toward a brighter future. From young adults just starting out in the workforce, to those seeking a midlife change, our teachers and mentors can help prepare you for the career of your dreams.

Our community has good-paying, quality jobs available in new and expanding industries, such as healthcare, technology, hotel and hospitality, manufacturing and shipping, but we lack qualified workers. Through a variety of classes and workshops,

Step Forward helps people build necessary skills and matches potential candidates with available jobs.

*We have worked with companies to host hiring events and job fairs for years. This year, due to COVID-19, we made those job fairs virtual! From July through October, we held 4 virtual fairs, leading to at least **75 Cuyahoga County residents securing employment.***



COUNSELING

Through one-on-one sessions, licensed social workers help clients deal with difficult situations and provide tools to help them achieve their personal goals.

FAMILY DEVELOPMENT

The Family Development program focuses on reducing barriers and connecting clients with appropriate services to improve their situation through case management services, mediation, and resources and referrals for families.

BABY AND MOMMY SUPPORT

This wellness workshop addresses questions about pregnancy, childbirth and the uncertainties of parenting. It provides a safe place of support so a mother-to-be can gain the knowledge and confidence she needs to prepare for this new stage in her life.

ANGER MANAGEMENT

This curriculum-based workshop is run by our licensed social workers who teach participants how to effectively manage their anger. Participants will monitor their own emotions, work on communication skills and learn how to respond instead of react. Successful participants receive a certificate at the conclusion of the workshop.

DOMESTIC VIOLENCE

This workshop will walk participants through this difficult topic and provide strategies to deal with anger in a non-violent way. Licensed social workers assist men in resolving conflicts to avoid self-defeating consequences. In addition to the workshop, staff can assist the entire family by providing resources to treat all who are involved. Successful participants receive a certificate at the conclusion of the workshop.

ENERGY ASSISTANCE

These programs assist income-eligible Cuyahoga County residents with heating and cooling bills. The HEAP (Home Energy Assistance Program) office is open year-round to assist residents with long-term solutions and/or short-term needs.

EMPLOYMENT SERVICES

These services provide a customized approach to job search techniques, job search toolkit documentation with a client's work experience, education background and aspirations and turning the experience into a viable career.

CUSTOMER SERVICE TRAINING I & II PROGRAM(S)

The Customer Service/Computer Based Training course is a blend of the Workforce Development training composed of instructor-driven curriculum and the online courses. The program is designed to prepare individuals for an office/computer-based work environment.

DIGITAL CONNECTION

Students who have successfully completed the Customer Service Training Program will work alongside the Digital Connection Personal Computer Technician in learning skills designed to assist them in installing and setting up their personal computers in the convenience of their own home.

JOB READINESS

This workshop provides each student with the necessary tools to apply for work, (i.e. employment documentation, job search techniques, online job application, resume building, soft skills, and interview skills practice).

MICROSOFT OFFICE SUITE TRAINING

This workshop helps individuals learn how to operate Microsoft Office software, hardware, operating systems and more while working alongside certified IT professionals.

MOVERS PROGRAM

The young adult participants complete a six-week course inclusive of computer-based training. Students participate in activities designed to build character, workplace etiquette, essential skills and cultural awareness.

FOR MORE INFORMATION,

including eligibility requirements and upcoming workshop dates, **PLEASE VISIT www.stepforwardtoday.org.**

COMMUNITY PARTNERS

2019 - 2020

AMBASSADOR: Champion Step Forward's mission

| | | |
|--------------------------------------|---|---|
| CAPLAW | Ohio Association of Community Action Agencies | State Representative Bride Rose Sweeney |
| The Center for Community Solutions | Ohio Head Start Association | State Senator Kent Smith |
| Citizen's Coalition | Ohio Partners for Affordable Energy | State Senator Sandra Williams |
| Cleveland City Council | Ohio Urban Resources System (OURS) | U.S. Representative Marcia Fudge |
| Community Action Partnership | PRE4CLE – Cleveland Metropolitan Schools | U.S. Representative David Joyce |
| Cuyahoga County Council | State Representative Janine Boyd | U.S. Representative Marcy Kaptur |
| Family and Children First Council | State Representative Juanita Brent | U.S. Senator Sherrod Brown |
| National Community Action Foundation | State Representative Stephanie Howse | U.S. Senator Rob Portman |
| National Head Start Association | State Representative Phillip Robinson | |

FUNDER: Provide funding from private or public sources to Step Forward

| | | |
|---------------------------------------|---------------------------|-------------------------------------|
| Arby's Foundation | DigitalC | PNC Bank – Grow Up Great Initiative |
| Cleveland Foundation | Early Childhood Education | United Way of Greater Cleveland |
| Cuyahoga County Fatherhood Initiative | First Energy | |
| Cuyahoga County – Invest in Children | Step Up to Quality | |

IN-KIND SUPPORTER: Give time, donate services or provide funding to Step Forward's Head Start program

| | | |
|---|---|------------------|
| Case Western Reserve University School of Dental Medicine | Cleveland Clinic Foundation | Meyer Design |
| CareSource* | Cleveland Metropolitan School District* | Progressive |
| CEOGC Board of Directors | Cuyahoga Metropolitan Housing Authority | Radio Adventista |
| CEOGC Policy Council | East Cleveland School – Pre-Kindergarten Program* | Standstill Radio |
| ChildPlus | Euclid City Schools – Pre-Kindergarten Program* | |
| Children's Museum of Cleveland | Friends and Family of CEOGC Head Start | |
| City of Cleveland Police Department | Ideastream* | |

REFERRAL PARTNER: Refer individuals or families to Step Forward for programs and services

| | | |
|--|--|--|
| Breakthrough Schools | Julia De Burgos Cultural Arts Center | Shaw High School – Early Childhood Program |
| The Centers for Families and Children | Lisette Quiñones Ministries | Slavic Village Development Corporation* |
| Cleveland Neighborhood Progress | Manufacturers Advocacy Growth Network (MAGNET) | Stella Maris |
| Cleveland Municipal Court | May Dugan Center | Spanish American Committee |
| Cleveland State University | MedCerts | Starting Point |
| Community of Faith Collaborative | The MetroHealth System | United Pastors in Mission |
| Cuyahoga Community College | Ministerio Dorcas | University Hospitals Case Medical Center |
| Cuyahoga County Children and Family Services | Molina Health Care | Union Miles Development Corporation |
| Cuyahoga County Library System | Moms First | Urban League of Greater Cleveland* |
| Cuyahoga County Office of Reentry | Nueva Luz | Women, Infants and Children (WIC) |
| Cuyahoga Jobs and Family Services | Northeast Ohio Neighborhood Health Services, Inc. (NEON) | Women's Recovery Center |
| Donna Smallwood Senior Center | Northeast Ohio Regional Sewer District* | Workforce Investment Board – Youth Council |
| Help Me Grow | | |
| Hilton Hotels | | |
| JACK Casino | | |

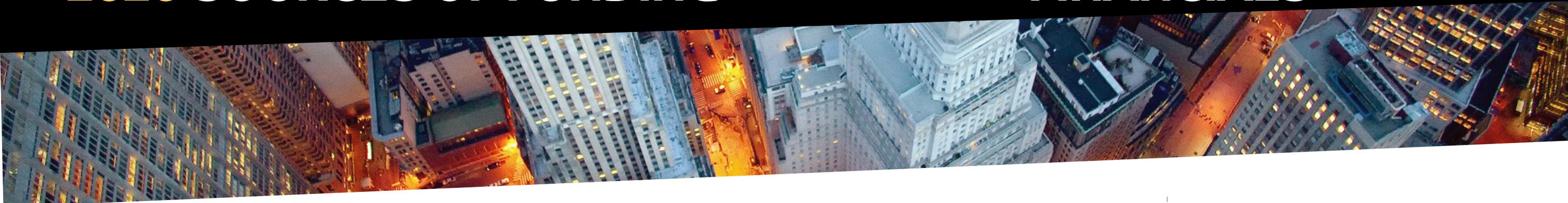
SERVICES PARTNER: Provide integral/complementary services to the people Step Forward serves

| | | |
|--|--|--|
| Achievement Centers for Children | Daily Dose of Reading | Music Settlement |
| Applewood Centers | Dave's Supermarkets | Nature Explore |
| Asian Services in Action, Inc. | Discount Drug Mart | NEO Skill Corps (Americorps Volunteers) |
| Beech Brook | Dress for Success | Ohio Department of Job and Family Services (ODJFS) |
| Burlington Coat Factory | East Inn Neighborhood House | OhioMeansJobs - Cleveland-Cuyahoga County |
| Case Western Reserve University Francis Payne Bolton School of Nursing | The Free Clinic | Playhouse Square |
| Case Western Reserve University Mandel School of Applied Social Sciences | Gesher Cleveland Benefit and Resource Center | Rainey Institute |
| CHN Housing Partners | Goodwill | The Rock and Roll Hall of Fame |
| Cleveland Furniture Bank | Greater Cleveland Food Bank | Shaker Lakes Nature Center |
| Cleveland Job Corps | Greater Cleveland Regional Transit Authority | Towards Employment |
| Cleveland Public Library System | Hunger Network of Greater Cleveland | Youth Opportunities Unlimited |
| Community Housing Solutions | Ibn Sina Free Clinic | |
| | The Literacy Cooperative | |

*denotes partner meets criteria to fit into more than one category

2020 SOURCES OF FUNDING

FINANCIALS



U.S. Department of Health and Human Services

| | |
|------------------------------|--------------|
| PY 54 Federal Head Start | \$25,543,762 |
| PY 54 Non-Federal Head Start | 6,225,863 |

First Energy Company

| | |
|---------------------------------|---------|
| Dollar Fuel Fund VII | 54,316 |
| Dollar Fuel Fund VIII | 2,367 |
| First Energy Service Grant 2019 | 508,564 |
| First Energy Service Grant 2020 | 38,473 |

Early Childhood

| | |
|---------------------------------|---------|
| Early Childhood Education - VI | 221,542 |
| Early Childhood Education - VII | 295,448 |

USDA

| | |
|---------------|---------|
| USDA-USDA0919 | 620,884 |
| USDA-USDA0920 | 525,690 |

Cuyahoga County

| | |
|------------------------------------|---------|
| Universal Pre-Kindergarten - 2.0-3 | 326,777 |
| Universal Pre-Kindergarten - 2.0-2 | 394,335 |

Ohio Department of Development

| | |
|------------------------------------|-----------|
| HEAP Administrative Program | |
| 19-HA-115 | \$867,806 |
| 20-HA-115 | 569,862 |

HEAP Energy Assistance Program

| | |
|-----------|---------|
| 19-HE-215 | 368,835 |
| 20-HE-215 | 511,527 |

HEAP Summer Cooling

| | |
|-----------|---------|
| 19-HC-215 | 192,445 |
|-----------|---------|

Percentage of Income Payment Plan

| | |
|-----------|---------|
| 19-PA-115 | 102,117 |
| 20-PA-115 | 8,264 |

Community Services Block Grant

| | |
|-------------|-----------|
| CSBG18-1916 | 3,101,029 |
| CSBG20-2116 | 225,826 |

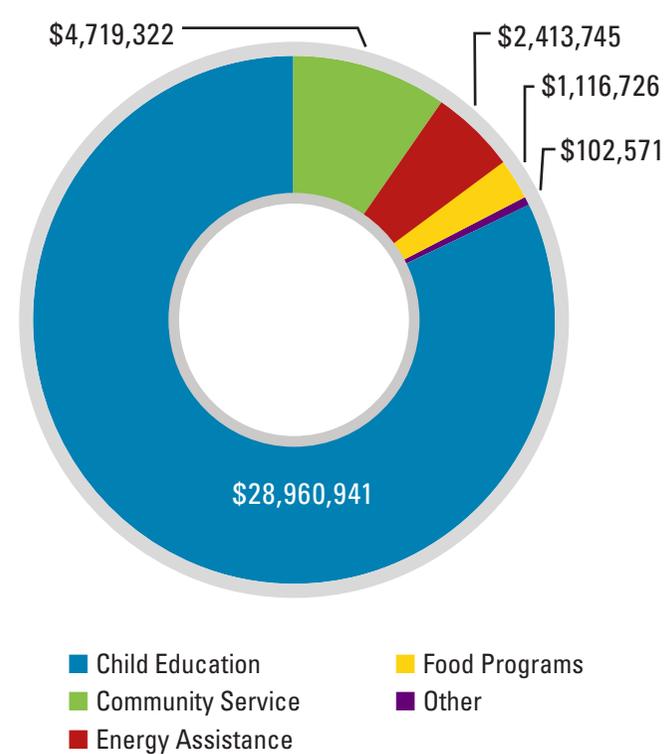
Cleveland Foundation Grant

| | |
|----------------------|--------|
| Cleveland Foundation | 80,625 |
|----------------------|--------|

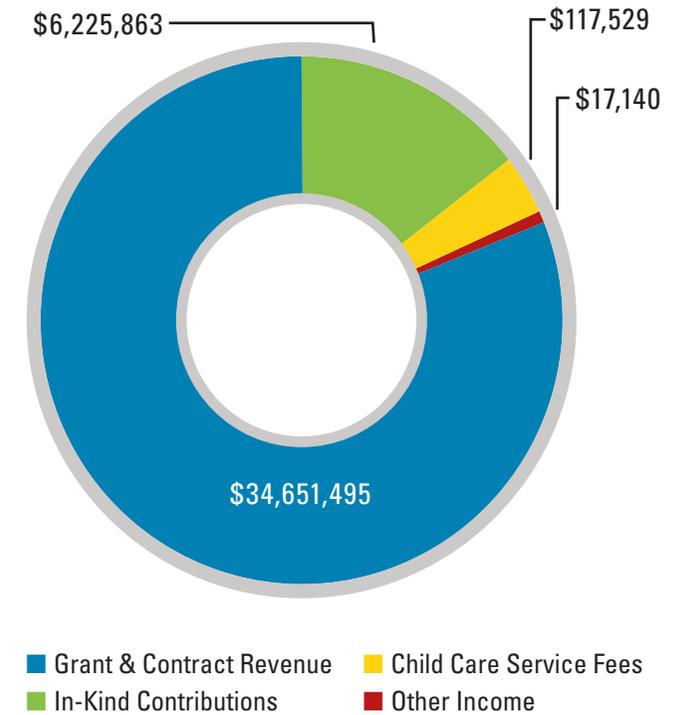
United Way of Greater Cleveland

| | |
|-----------------------------|--------|
| United Way Services-EHS | 52,717 |
| United Way Services 2.0-EHS | 53,718 |

2020 Expenditures
Total: \$37,313,305



2020 Revenue
Total: \$41,012,027





Follow our evolving story

stepforwardtoday.org @stepfwrtdtoday

1801 superior avenue, suite 400
cleveland, oh 44114
216-696-9077



CELEBRATING
55 YEARS
OF SERVICE IN OUR COMMUNITY