

Our sincere hope is that your visit will be enjoyable and fun, both for you and for your child(ren), and we will try very hard to make this possible.

If you have any questions which have not been answered in this brochure, please feel free to write them down here and pass them along to your social worker or to the staff at the site where your visit took place

Questions: _____

Social Worker's Name: _____ Phone: _____

Supervisor's Name: _____ Phone: _____

Chief's Name: _____ Phone: _____



COMMISSIONERS
Jimmy Dimora
Peter Lawson Jones
Tim McCormack

Cuyahoga County Department of Children and Family Services
James McCafferty, Director

FAMILY

VISITATION

AGENCY MISSION

The purpose of the Cuyahoga County Department of Children and Family Services is to assure that children at risk of abuse or neglect are protected and nurtured within a family and with the support of the community.

FAMILY REUNIFICATION

The Cuyahoga County Department of Children and Family Services believes that frequent visitation promotes a bonding relationship between parent and child and increases the probability of timely reunification.

Frequently Asked Questions

Q-How soon will I see my child?

A-Your first visit will be within seven days of her/his removal from the home.

Q-After my first visit, how often will I be able to see my child and for how long?

A-Your visits will be at least every two weeks and will last for at least two hours. Visits should increase in frequency and length as concerns and safety are reduced and progress is made on the case plan.

Q-If my children are placed in separate homes, can I visit with them all at the same time?

A-Every effort will be made to coordinate schedules so that everyone can visit at the same time.

Q-What will happen if I arrive late for a visit?

A-It is very important to your children for you to be on time for your family visit. Your children get anxious and worry if they arrive, and you are not there to greet them. If you know that you are running late, **please call!** If your visit is at the Jane Edna Hunter Visitation Center call (216) 881-3007 or (216) 881-3556 so that we can reassure your children. If your visit is at a different location, please call the staff there to let them know right away. In addition, you need to inform your worker about the situation. Children are not very good at sitting and waiting for long periods of time; consequently, **we will not allow them to wait longer than 15 minutes.** If you have not arrived by then (and we have not heard from you), we will return your children to their placement. Children are **hurt and disappointed** when this happens. Furthermore, even if you are **less than 15 minutes late**, the number of minutes you are late will be **deducted** from the time allotted for your visit.

Q-Who else can attend my visit?

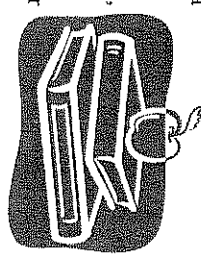
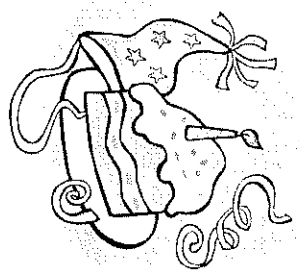
A-If you wish to have others join your family visits, please provide your worker with their **full names and relationships to you and the children, prior to your visit.** If your worker agrees, s/he will add their names to your approved visitors list. The number of visitors may be limited depending on the visit location. **All visitors must have valid photo I.D.**

Q-What factors affect the time when my visit is scheduled?

A-Your Social Worker should not schedule visits when it conflicts with your work schedule (work program), your children's school schedule, or your case plan objectives.

Here Are Some Suggestions To Help You Have A Great Visit!

- 1) Make sure you are well rested and alert when you come to visit, so you can enjoy your visit with your children. By bringing each other up to date on your activities since the last time you visited, you and your children will continue to bond.
- 2) You are invited to bring books, games and toys to your visit. Please feel free to read a story, play a game or sit on the floor and tell them some of your favorite stories—or have them tell you some of theirs!
- 3) Cameras and film are usually available at the Jane Edna Hunter visit site. Ask the receptionist or the visitation supervisor to take a picture of you and your children. Keep a picture for yourself and give one to your children, so they have a picture to remind them for those times when you are not there.
- 4) Ask your children to bring their report cards and school papers, and praise them on their efforts. Help them do their homework.
- 5) Start a family scrapbook. Have your children write stories or draw pictures to put in the family scrapbook.
- 6) Suggest that your children keep a diary of thoughts and feelings about you. Ask them to talk about their feelings each time you visit. You do the same.
- 7) Help them color in the coloring books provided.
- 8) Sing and dance along with your kids! Sing favorite songs with your children and other family members and visitors.
- 9) Bring a cake and balloons to celebrate birthdays—theirs, yours, or those of other visiting family members (or those who can't attend the visit). You may also bring snacks to eat during the visit.
- 10) Talk with your children about what things they'd like to do. Talk with them about the next family visit and what they would like you to bring.
- 11) About 15 minutes before the visit is over, reassure your children you love them very much. Let them know you are doing all you can to get them back home with you real soon. Assure them you will be visiting again soon. If you would like to plan something special for your next visit, please discuss it with your social worker and/or one of the supervisory staff at the facility where your visit is taking place. Please clean up your area before the end of your visit. This is a good activity to include the children in if age appropriate.



PRIVATE AGENCY VISITATION LOCATIONS

BELLEFAIRE/ICB

MAIN CAMPUS
22001 FAIRMOUNT BLVD
SHAKER HEIGHTS, OH 44118
216-932-2800

CMHA-CARL B. STOKES
6001 S. WOODLAND
CLEVELAND, OHIO 44104
216-391-8196

UNIVERSITY CIRCLE
10916 MAGNOLIA DR
CLEVELAND, OHIO 44106
216-791-6973

CANTON OFFICE
1411 MARKET AVE
NORTH CANTON, OHIO 44714
330-456-3209

OPTIONS FOR FAMILIES AND YOUTH

5131 WEST 140TH STREET
BROOK PARK, OHIO 44142
216-267-7070

THE TWELVE, INC

ELYRIA OFFICE
221 GULF RD
ELYRIA, OHIO 44035
440-322-1588

TOLEDO OFFICE
FAMILY CONNECTIONS
5330 HEATHERDOWNS, ST#100
TOLEDO, OHIO 43614
888-513-8085

BUCKEYE OFFICE
11532 BUCKEYE RD
CLEVELAND, OHIO 44105
216-791-4170

SOUTHGATE
5311 NORHTFIELD RD
BEDFORD, OHIO 44146
216-663-6583

ELYRIA OFFICE
347 MIDWAY BLVD
ELYRIA, OHIO 44035
440-324-9066

CLEVELAND OFFICE
3890 ROCKY RIVER DR ST#2
CLEVELAND, OHIO 44111
216-671-6130

FINDLAY OFFICE
101 W. SANDUSKY ST, ST#205
FINDLAY, OHIO 45840
419-427-2967

Q-Where can I visit with my child?

A-The location of your visit depends primarily on where your children's safety is best assured. It is your worker's responsibility to determine the safest location for you and your child to visit, including- but not limited to- the Family Visit Center, community agencies, Neighborhood Collaborative, foster homes, the homes of your relatives, or your own home.

Q- If I am incarcerated, am I still entitled to visit with my child?

A- Yes, but the specifics of your planned visit must be worked out with your social worker.

Q- If my child is scheduled to visit (Jane Edna Hunter or at another location in the community), may I leave the site with my child?

A- You and your children must remain on the premises. Any exception to this must be approved- in writing- by your worker.

Q- Will my visits be supervised?

A- If your worker determines that the safety of your children may be an issue, s/he (or someone they designate) will supervise your visit. As you make progress on your case plan and the issue of safety is reduced, you may be permitted unsupervised visits with your children.

Q- Can my children ever stay overnight with me?

A- As you make significant progress on your case plan and factors regarding safety/risks are reduced and you move towards eventual reunification, your worker will schedule a series of overnight / weekend visits for you and your children.

Q- Can my visit be cancelled?

A- Family visits should **not** be cancelled except for emergencies. Visiting reassures children that they have not been abandoned and that you are alive and well and still care about them. If you absolutely must cancel a visit scheduled to occur at Jane Edna Hunter, please call (216) 881-3556, (216) 881-3007 as early as possible. If the visit was scheduled to take place at some other location or agency, please communicate with your worker or that agency or facility as early as possible.

It is emotionally harmful for your child to be waiting for your visit...and you don't show up.

On rare occasions, a visit may have to be cancelled due to an emergency entirely unrelated to you. Should this happen, every effort will be made to reschedule your visit as soon as possible.

Q- What if I do not have transportation to get to my visit?

A- Contact your social worker as soon as possible.

Most visits take place at the neighborhood sites listed below. Your social worker will make all arrangements.

CCDCFS' Customer Service Unit will provide and communicate this document to all individuals with hearing or visual impairment, or those that speak a language other than English. This includes, but is not limited to translators, sign-language interpreters and other service providers. If you need any assistance or accommodations for any disability, please contact the Customer Service Unit at (216) 432-CARE (2273).

CARL B. STOKES
SOCIAL SERVICE MALL
6001 WOODLAND AVE
CLEVELAND, OHIO 44104
Phn: 361-2367; Fax: 361-3058
Chief of CFS Unit A- Darrell Harris

CENTRAL
CONTACT PERSON:
ANGELA QUINN X14

CONTINUE LIFE
17917 EUCLID AVE
CLEVELAND, OHIO 44112
216-383-1984

CONTACT PERSON:
BELINDA CAVOR

DEPARTMENT OF CHILDREN
AND FAMILY SERVICES
3955 EUCLID AVE
CLEVELAND, OHIO 44115

CONTACT PERSON:
VISITATION DEPARTMENT
Phn: 881-5755; 881-3007
881-3556; Fax: 881-2095/2039

EAST CLEVELAND
NEIGHBORHOOD CENTER
13830 EUCLID AVE
EAST CLEVELAND, OHIO 44112
Phn: 451-8172; Fax: 451-8241
Chief of Unit E-Cathy Tiggs

EAST CLEVELAND
CONTACT PERSON:
ROSE ARMSTRONG
WYNETTE LOGAN

EAST END
NEIGHBORHOOD HOUSE
2749 WOODHILL RD
CLEVELAND, OHIO 44104
Phn: 791-9378; Fax: 791-9754
Chief of CFS Unit B- Jocelyn Dillard

WOODHILL/AIRFAX
CONTACT PERSON:
CLAY WILLIAMS-707-6008

FATIMA FAMILY CENTER
6600 LEXINGTON AVE
CLEVELAND, OHIO 44103
216-391-0505

CONTACT PERSON:
LAJEAN RAY

HARVARD COMMUNITY CENTER
18240 HARVARD AVE
CLEVELAND, OHIO 44128
Phn: 991-8585; Fax: 991-3818
Chief of CFS Unit B- Jocelyn Dillard

HARVARD/UNION/MILES
CONTACT PERSON:
LOTTIE WHITAKER

MT. PLEASANT
FAMILY AND SERVICE CENTER
13815 KINSMAN AVE
CLEVELAND, OHIO 44120
Chief of CFS Unit G- Selina Dublin

MT. PLEASANT
CONTACT PERSON:
JANICE BELL - 216-561-5401
IRENE WATSON - 216-561-5405
Fax: 561-5693

MURTI H. TAYLOR
MULTI SERVICE CENTER
13422 KINSMAN RD
CLEVELAND, OHIO 44120
Phn: 283-4400; Fax: 295-1572
Chief of CFS Unit G- Selina Dublin

MT PLEASANT
CONTACT PERSON:
TAMMI SWALLS X356
DIREASA WORLEY X304

POINT OF FREEDOM
3202 ALTOONA AVE
CLEVELAND, OHIO 44109
216-398-0600

CONTACT PERSON:
KAREN JOHNSON

QUINCY PLACE
FAIRFAX NEIGHBORHOOD CENTER
8111 QUINCY AVE
CLEVELAND, OHIO 44104
Phn: 391-5253; Fax: 391-6136
Chief of CFS Unit B- Jocelyn Dillard

FAIRFAX
CONTACT PERSON:
VELVIE JOHNSON

ST. MARTIN DEPORRES
1264 EAST 123RD STREET
CLEVELAND, OHIO 44108
Phn: 268-3909; Fax: 268-0207
Chief of CFS Unit H- Veronica Holloway

GLENVILLE
CONTACT PERSON:
RUTH SMITH x261
PATRICIA OWENS X233

UMADAOP
7409 SUPERIOR AVE
CLEVELAND, OHIO 44103
Phn: 361-2033; Fax:
Chief of CFS Unit F- Tammie Chapman-Wagner

HOUGH
CONTACT PERSON:
TAHRAH MUJAHID X16

UNIVERSITY SETTLEMENT
3150 EAST 49TH STREET
CLEVELAND, OH 44127
Phn: 441-1066; Fax: 441-0818
Chief of CFS Unit A- Ken Boris

BROADWAY
CONTACT PERSON:
MEGAN CRANDALL X3

WEST 25TH
3104 WEST 25TH STREET
CLEVELAND, OHIO 44109
Phn: 635-3859; Fax:
Chief of Unit W25- Vikki Csomok

BROOK PARK
CONTACT PERSON:
DARLENE BARLOG

WEST SIDE COMMUNITY HOUSE
3000 BRIDGE AVE
CLEVELAND, OHIO 44113
Phn: 771-7297; Fax: 771-0620
Chief of CFS Unit D- Nancy Fong-Farmer/ Chief of CFS Unit C- Vikki Csomok

NEAR & FAR WEST SIDE
CONTACT PERSON:
JASON McMINN X 339
RACHELLE MILLNER X346