



stepforward



# MISSION

Our mission is to  
**propel**  
**educational attainment**  
and **economic**  
**self-sufficiency**  
for **multiple generations**  
throughout  
**Cuyahoga County.**



transforming lives + strengthening communities





## 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.***

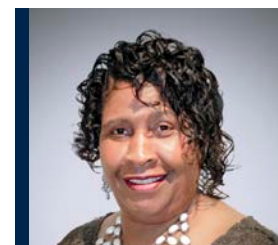
We recently underwent a two-year self-evaluation. We took a deep look into what we're doing well, what we can do better and how we can best meet the needs of all Cuyahoga County residents.

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

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## | OFFICERS |

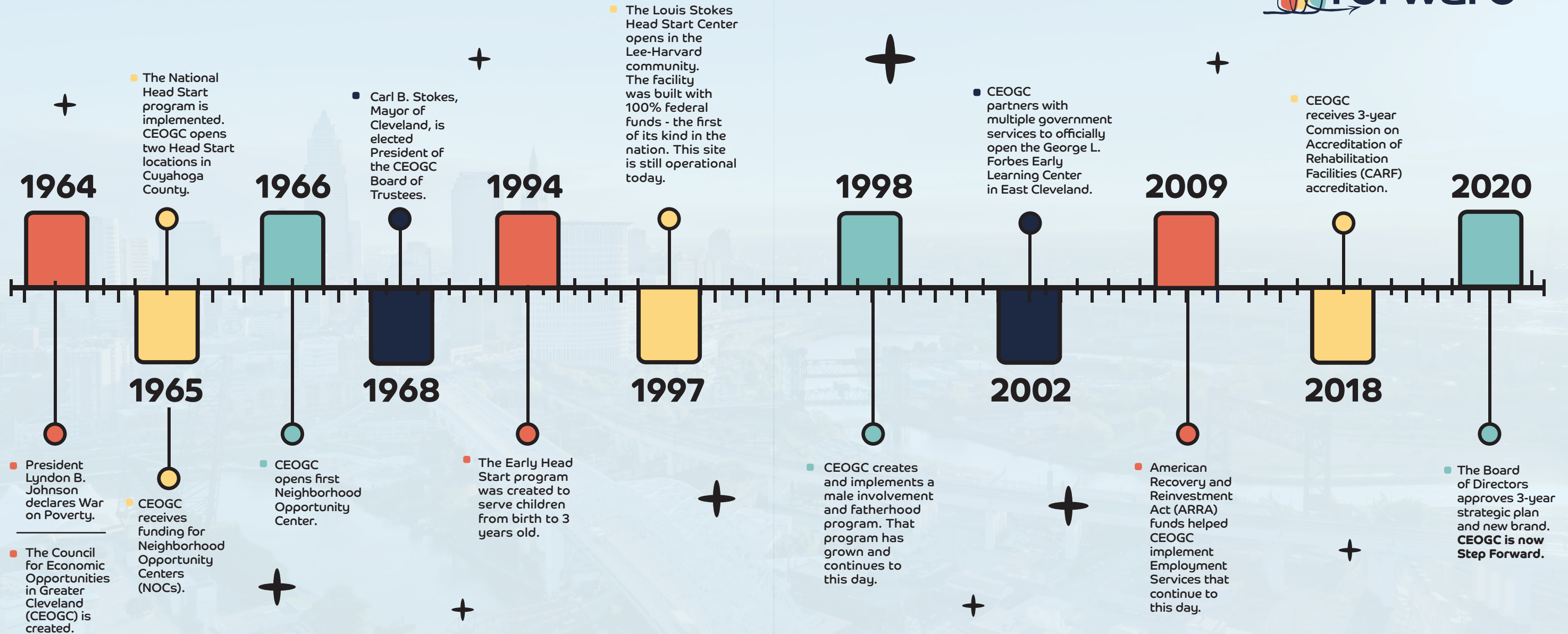
<b>CHAIRMAN</b> . . . Kathryn M. Hall	<b>TREASURER</b> . . . LaRese Purnell
<b>VICE CHAIRMAN</b> . . . Yvonne N. Sims	<b>SECRETARY</b> . . . Attorney Kenneth Lumpkin

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## | 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!** ”



- Brienne 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.

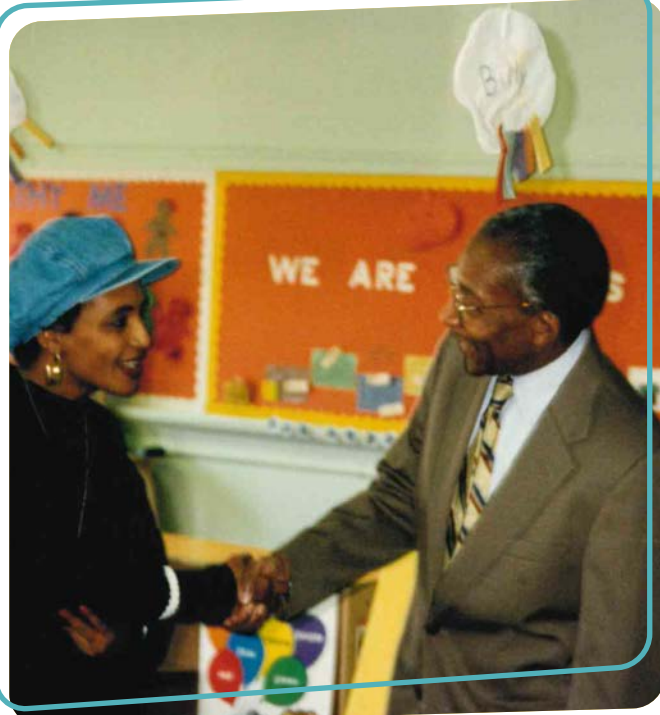
***The COVID-19 pandemic forced our centers to close for in-person learning during March of 2019, but parent and family engagement still continued with virtual meetings, educational resources and the delivery of necessary items like daily lunches.***

To learn more about the Early Head Start and Head Start programs, please visit [stepforwardtoday.org](http://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.***



# WORKSHOPS & PROGRAMS

2019 - 2020

## 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.

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## 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.

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## 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.

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## 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.

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## 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.

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## 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.

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## 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.

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## 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.

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## 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).

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## 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.

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## 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.

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## FOR MORE INFORMATION,

including eligibility requirements and upcoming workshop dates, **PLEASE VISIT** [www.stepforwardtoday.org](http://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
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## 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

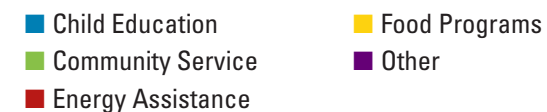
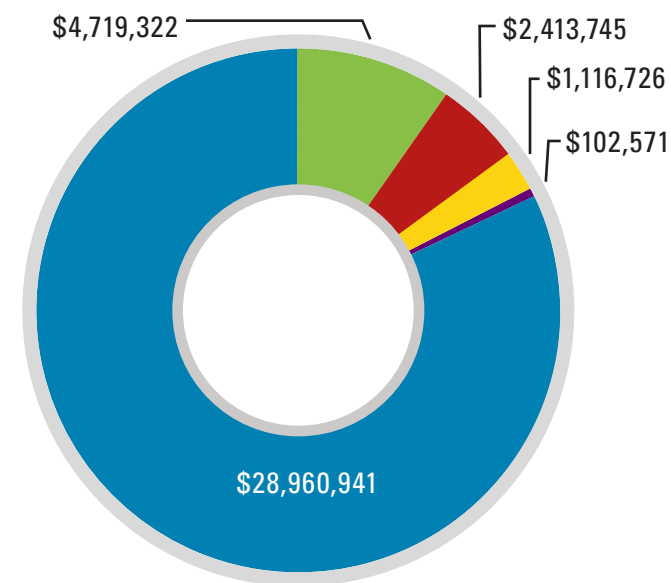
Cleveland Foundation	80,625
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## United Way of Greater Cleveland

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

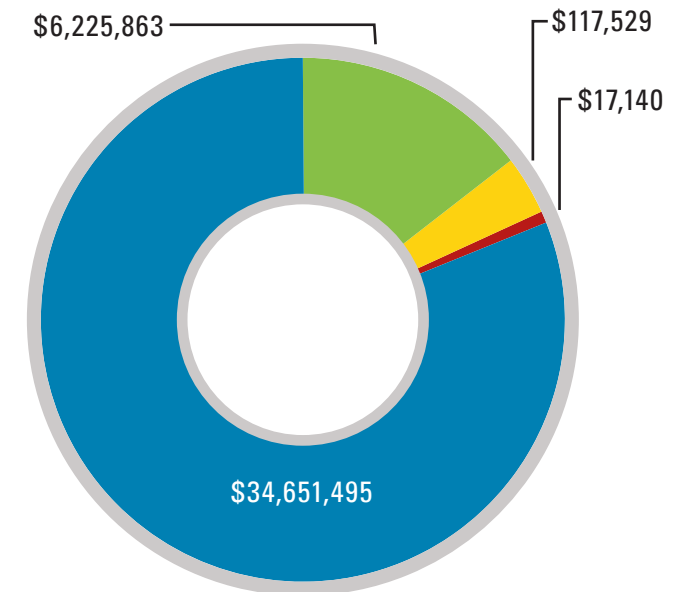
## 2020 Expenditures

Total: \$37,313,305



## 2020 Revenue

Total: \$41,012,027







## Follow our evolving story

[stepforwardtoday.org](http://stepforwardtoday.org) @stepfwrtdtoday

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CELEBRATING  
**55** YEARS  
OF SERVICE IN OUR  
COMMUNITY