



**United Way  
Services  
of Greater Cleveland**

# great THINGS

WORKING TOGETHER...IT'S WHAT WE DO

WINTER 2004

## Your support will continue tradition of helping others

The United Way Services of Greater Cleveland campaign continues with strong momentum. At press time, donors have contributed \$37,778,441 or 75.6 percent of the \$50 million goal.

"It is up to all of us to pitch in to help those in need," said Chuck A. Ratner, 2004 campaign chair and president and CEO of Forest City Enterprises, Inc. "Clevelanders have a long history of helping each other. I am confident that tradition will continue, and we will reach our goal. But we need every person in our community to give all they can."

The Pacesetter program set the tone for the campaign raising a record \$9,479,664 from 156 companies and organizations.

The newest \$25,000 challenge grant from Charter One Bank, N.A. boosts the challenge grant total to \$625,000. The other grants

are from Eaton Corporation (\$50,000), Forest City Enterprises (\$100,000), KeyBank (\$100,000), MBNA America (\$100,000), Medical Mutual of Ohio (\$100,000), National City Bank (\$100,000) and University Hospitals Health System (\$50,000).

Special events are adding to the total: GuitarMania® (\$400,000), the United Way Sports Auction on WTAM (\$92,000) and the Celebrity Golf Tournament (\$92,000). On tap January 14 to 24 is the Fourth Annual Auction on eBay (\$26,000 previously).

United Way Services depends on support from Greater Clevelanders through thousands of workplace campaigns and individual donations. If you have not made your pledge, please log on to [uws.org](http://uws.org) or call (216) 436-2181. Together we can make a difference in what matters...changing lives.



ALEXANDER M. "SANDY" CUTLER  
BOARD BRIEFING

### Every contribution makes a difference

On February 25, at the United Way Services of Greater Cleveland's Annual Meeting, we will hear a summary of our work. But today we need your help more than ever. Please ask yourself: Will one more call to a colleague encourage another donation? Have you considered a volunteer job you want to do, but haven't said, "Count me in?" Could you donate more? Every contribution will make a difference in our community.

One example of your contribution at work is Dontae's story. Just a few years ago, when Dontae was a South High sophomore, it appeared his deafness would limit his opportunity to work. Fortunately Job Link, a part of Linking Employment Abilities and Potential, a United Way-funded program, helped Dontae overcome the odds. He trained in food service, learned job search and interview skills and landed a good job in banquet services at the InterContinental Hotel and Conference Center Cleveland. Today, Dontae is an outstanding employee and makes a contribution of excellence daily through his work. He is financially independent and a proud member of the Cleveland workforce.

We need more stories like Dontae's. Please give generously to this year's campaign.

To become a sponsor, reserve a table for your organization or arrange for individual attendance at the United Way Annual Meeting at the Renaissance Cleveland Hotel, February 25, 11:45 a.m. to 1:30 p.m., contact Michelle Battle at (216) 436-2121 or [mbattle@uws.org](mailto:mbattle@uws.org).

Sandy Cutler is United Way Services of Greater Cleveland's Board Chair and Chairman and CEO of Eaton Corporation

## Cleveland Browns/United Way Hometown Huddle play structure gets "kid approval"



Cleveland Browns punter Derrick Frost can build a play structure as well as kick a football. Frost and a host of Browns players, including Michael Grant, Warrick Holdman, Corey Jackson, Corey McIntyre, Chad Mustard and Ryan Pontbriand, as well as Browns staff members, added muscle power to that of volunteers

from United Way Services, Forest City Enterprises, Inc. and the Salvation Army to build a Landscape play structure in one day on September 28 for the Hometown Huddle at Salvation Army Temple Corps on Collinwood's Grovewood Avenue.



Teamwork moves the slide into place.



Browns' player Chad Mustard brings tight ends together with clamps and bolts.



A big smile confirms the approval of this playground.

On November 16, the national official day of Hometown Huddle for all NFL teams and United Ways, representatives of the Cleveland organizations held a ribbon-cutting ceremony and the kids tested the swings, climbers, poles, slides and spring riders. Approval was unanimous.

The Hometown Huddle is the culmination of the 31-year relationship between United Way of America and the National Football League. Each NFL team takes on a community project. This is the sixth playground built by the Browns/United Way Services team in six years.

View additional photos of the event at [uws.org/news/scrapbook/sb\\_huddle04.asp](http://uws.org/news/scrapbook/sb_huddle04.asp).



This child test rides the new slide.



Mayor Jane Campbell moves mulch.



The thank-you sign displays the Hometown Huddle partners involved in the playground construction.



Left to right: Chuck Ratner, 2004 Campaign Chair and President and CEO of Forest City Enterprises, Inc., Mike Benz, United Way Services President and CEO, and Allan C. Krulak, Vice President and Director of Community Affairs of Forest City Enterprises, Inc., huddle before building.



Browns' player Michael Grant digs deep to prepare the ground for the play structure.



CHUCK RATNER  
CAMPAIGN COMMENTS

## Your contribution is more necessary than ever as the need for help continues to rise

We need your help – now more than ever – to obtain our \$50 million goal. The need for health and human services is great and our community is relying on us. Thank you for what you have already done. Still...

- Every day, thousands of homeless Greater Clevelanders seek shelter, many by calling United Way's 211/First Call For Help.
- Seniors, families with children, and individuals look for food at many locations throughout the community; in the first six months of this year, 6,199 called 211/First Call For Help for food, an increase of 11 percent.
- People battling substance abuse and mental illness reach out for a helping hand; an additional 13 percent, or 4,904 people, requested health care through 211/First Call For Help.
- Parents hope for good, safe child care for their children so they can work; last year United Way partner agencies provided high quality learning experiences for 8,797 children in childcare centers.
- Other adults just want to be part of the workforce; 2,842 people, an 11 percent increase, requested income security programs from 211/First Call For Help.

Unfortunately, not all of the more than 100,000 requests through 211/First Call For Help in 2004 can be fulfilled. Currently not enough health and human services are available. Your help is needed.

Who among us would not help if asked for \$10 for food for a family, or to pay for a room on a freezing winter night? Your contribution to United Way can make that difference. Time is running out for the 2004 Campaign. If you have made your pledge, thank you on behalf of all of those who will benefit. If you have not made your contribution this year, you can donate online at [uws.org](http://uws.org) or call (216) 436-2181.

*Chuck Ratner is United Way Services 2004 Campaign Chair and President and CEO of Forest City Enterprises, Inc.*

# GuitarMania® II, Encore in 2004, rocks Cleveland with stars, guitars and glitz

Glitz, guitars and stars headlined the live auction of *GuitarMania® II, Encore in 2004* at the Rock and Roll Hall of Fame and Museum on November 6. Stars Marky Ramone, of the Ramones and the Misfits, and Kristin Nelson, widow of rocker Ricky Nelson, flew in to help auction their guitars *Speedy* and *Garden Party*. Alice Cooper, rock star and owner of Cooper'stown on East Ninth, took the stage as did Mayor



Mike Benz passes the torch, a custom Fender® Stratocaster® guitar, to Alice Cooper as he announces the *GuitarMania® Phoenix* project beginning in 2005 to benefit Big Brothers Big Sisters of Central Arizona.

Jane Campbell, honorary co-chair of *GuitarMania II*. Campbell welcomed the crowd of more than 450 and presented a key to the city to Bill Schultz, chairman of the board of Fender Musical Instruments Corp., and his wife Mary Jane.

In addition to United Way Services of Greater Cleveland and the Rock and Roll Hall of Fame and Museum, Fender is a major partner of *GuitarMania*, along with Clear Channel Radio, [cleveland.com](http://cleveland.com), Continental Airlines, Convention and Visitors Bureau of Greater Cleveland, The Plain Dealer, Sherwin-Williams and Turner Construction.

The entire *GuitarMania* project benefits United Way Services of Greater Cleveland and the Rock Hall's education fund. For more photos of *GuitarMania*, log on to [uws.org/news/scrapbook/index.asp](http://uws.org/news/scrapbook/index.asp).



Marky Ramone warms up the crowd and assists the auctioneer with the sale of his guitar titled "Speedy."

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## 2004 Pacesetters Thanks for setting the record pace.... the entire campaign follows your example

Thank you to the following Pacesetters for leading the 2004 campaign pack by raising a record \$9,479,664 as well as to the program chairmen and sponsors, Robert H. Rawson, Jr., partner-in-charge of Jones Day, Cleveland and Philip L. Rice, president and chief executive officer of National City Bank.

Achievement Centers for Children  
AIDS Taskforce of Greater Cleveland  
Alliance Capital Management Corp.  
American Cancer Society – Cuyahoga County Unit  
American Greetings Corp.  
American Heart Association  
American Red Cross, Greater Cleveland Chapter  
American Sickle Cell Anemia Association  
Background Information Services, Inc.  
Baker & Hostetler (Firmwide)  
Baker & Hostetler LLP  
Battelle Institute  
Bowne of Cleveland  
Boy Scouts of America – Greater Cleveland Council  
Bridgeway, Inc.  
Brouse McDowell  
Business Volunteers Unlimited  
Care Alliance  
Cargill Inc. – North American De-Icing Salt  
Cargill Salt – Cleveland Mine  
Carnegie Companies Inc.  
The Center for Community Solutions  
Center for Health Affairs  
Center for Mental Retardation  
CGI Group Inc.  
Chartwell Group LLC  
City of Bedford  
City of Berea  
City of Brecksville  
City of Brooklyn  
City of Garfield Heights  
City of Maple Heights  
City of Olmsted Falls  
City of Parma  
City of Parma Heights  
City of Rocky River  
City of Strongsville  
City of Warrensville Heights  
City of Westlake  
Cleveland Clinic Health System – Eastern Region

- Euclid Hospital
- Hillcrest Hospital
- Huron Hospital

Cleveland Clinic Health System – Western Region

- Fairview Hospital
- Fairview Hospital – Physicians
- Lakewood Hospital
- Lutheran Hospital

Cleveland Hearing & Speech Center  
Cleveland Rape Crisis Center  
Cleveland Sight Center

Cleveland Tenants Organization  
Coit Services of Ohio, Inc.  
Convention & Visitors Bureau of Greater Cleveland  
The Covenant Inc.  
Crowe, Chizek and Co. LLP  
D'Amore Tatman Group  
Developers Diversified Realty Corp.  
Diabetes Association of Greater Cleveland  
Dix & Eaton Inc.  
Eat'nPark  
Eaton Corp.  
Epilepsy Association  
Family Transitional Housing, Inc.  
Federal Process Corp.  
Federal Reserve Bank of Cleveland  
Fifth Third Bank, Northeastern Ohio  
Findley Davies Inc.  
Foresight Technology Group – A Berbee Company  
Forest City Enterprises, Inc.  
Girl Scouts of Lake Erie Council  
The Greater Cleveland Partnership  
Gross Builders  
The Grover Group LLC  
Heights Youth Center  
The Hylant Group  
Industrial Transport Inc.  
iSource Performance Materials  
Jewish Community Federation of Cleveland  
Jones Day  
Karamu House, Inc.  
KPFF, LLC  
KPMG LLP  
Lakewood Supply Co.  
Libman Goldstine Kopperman & Wolf  
The Lipson Group, Inc.  
LJR Great Lakes Review  
Magnolia Clubhouse, Inc.  
Margaret W. Wong & Associates Co. LPA  
Maria Heckaman & Associates, Inc.  
Marsh USA Inc.  
McDonald Hopkins Co., LPA  
Meaden & Moore, Ltd.  
Medical Mutual of Ohio  
Medical Service Companies  
Meier Transmission Ltd.  
Melamed Riley Advertising  
Morrison Products Inc.  
National City Bank  
Neighborhood Centers Association

- Alta House
- East End Neighborhood House

- Harvard Community Services Center
- Lexington-Bell Community Center
- Murtis H. Taylor Multi-Service Center
- West Side Community House

New Directions Inc.  
New York Life Foundation  
NorTech  
Northern Ohio Hemophilia Foundation  
Oatey Co.  
Ohio Savings Bank  
Oswald Companies  
Park View Federal Savings Bank  
Playhouse Square Foundation  
PricewaterhouseCoopers LLP  
Principal Financial Group  
Provide-A-Ride  
PSF Management Co.  
QUA Buick Pontiac Inc.  
Resources Connection  
Richard L. Bowen & Associates  
The Ritz-Carlton, Cleveland  
Rock and Roll Hall of Fame & Museum  
RPM, Inc.  
Services for Independent Living  
The Sherwin-Williams Co.  
Sky Bank  
South Pointe Hospital  
South Pointe Hospital – Physicians  
Spero-Smith Investment Advisers, Inc.  
Staffing Solutions Enterprises  
Superior Tool Co.  
The Superlative Group, Inc.  
Thompson Hine LLP  
Towards Employment, Inc.  
Tucker, Ellis & West LLP  
United Black Fund of Greater Cleveland  
United Cerebral Palsy Association  
of Greater Cleveland, Inc.  
United Labor Agency, Inc.  
United Way Services of Greater Cleveland  
United Way Services – Retirees  
University Hospitals Health System

- University Hospitals of Cleveland – Corporate
- University Hospitals of Cleveland – Leadership
- University Suburban Health Center

Village of Brooklyn Heights  
Village of Cuyahoga Heights  
Village of Valley View  
Vocational Guidance Services  
Weltman, Weinberg & Reis Co. LPA  
Youth Opportunities Unlimited  
YWCA of Greater Cleveland

## Community Vision Council puts efforts towards adoption, other challenges facing Greater Cleveland

The Community Vision Council (CVC) is making progress in 11 health and human service priorities facing Greater Clevelanders. During the last two years, the *Strong families = successful children* Vision Council has been working with Cuyahoga County Commissioners and Adoption Network Cleveland to assist Cuyahoga County children needing adoptive homes. In the last eight months, 105 hard-to-place children have moved from foster care to adoption.

Additional initiatives in progress by the Community Vision Council's four target areas of *Strong families = successful children*, *Health and caring for all*, *Senior success* and *Learning and earning for life* are:



### Strong families = successful children

- Prepare children to succeed in school by enhancing the quality of daycare providers
- Build on and strengthen neighborhood services through fuller use of school buildings
- Expand and coordinate after-school programs
- Promote access to physical and behavioral health services



### Senior success

- Develop a coordinated transportation system for all Cuyahoga County seniors
- Increase access to more accurate and current information about senior services
- Enhance the community's capacity to meet seniors' formal care giving needs



### Health and caring for all

- Improve health by reducing and preventing use of tobacco
- Reduce disparities in health care
- Reduce teen pregnancy/mothers-at-risk



### Learning and earning for life

- Create a model for coordinated employment training and support services targeted to urgent needs of displaced workers
- Increase high school graduation rates
- Equalize access to information

More initiatives are in preparation by the CVC. Detailed information will be included in a report at the United Way Annual Meeting on February 25.



Sandy Cutler, United Way Services of Greater Cleveland's board chair and chairman and CEO of Eaton Corporation, presents Paul Silas, Cavaliers head coach, with a plaque of thanks during the Leadership Circle Thank You Reception.

## Cavaliers high-five 2003 Leadership Circle donors

Led by head coach Paul Silas, nine members of the 2004 Cavaliers stopped by to congratulate Leadership Circle donors at the Thank You Reception held October 12 at the Gund Arena practice court. The program thanked the donors for their record-setting 2003 campaign results of \$10,043,534 by 5,306 donors, or 21.6 percent of the campaign, and set the stage for an even better record for the 2004 campaign. In addition to Gund Arena, sponsors were Aramark Catering, Cleveland Cavaliers and Forest City Enterprises, Inc. Special thanks to KeyBank for providing free parking for the event.

## Sherwin-Williams proud to be United Way Pacesetter

In 2003 and 2004, the Sherwin-Williams Company conducted back-to-back United Way Pacesetter Campaigns. Pacesetters are companies that accept the challenge to increase their United Way pledges by at least five percent over the prior year.

"United Way Services provides vital services to our community," said Sherwin-Williams Chairman and CEO Chris Connor. "They improve peoples' lives by responding to immediate health and human services needs through a safety net of more than 130 United Way partner agencies."

In 2003, the company set its Pacesetter campaign goal at just over \$380,000. By the end of the pledge

drive, Sherwin-Williams employees in northeast Ohio had committed more than \$420,000, an increase of nearly 16 percent over 2002. In 2004, pledges by Sherwin-Williams employees increased by another \$30,000 to more than \$450,000. Today, nearly three-quarters of all Sherwin-Williams employees in northeast Ohio support the United Way.

"Sherwin-Williams employees are known for their generosity and willingness to help others in need," said Connor. "They know their pledge to United Way is an investment that will strengthen our community and make northeast Ohio a better place to work, live and raise a family."



## focus

## volunteer



Barbara J. Danforth, Esq., executive director of the YWCA of Greater Cleveland, accepted the Council of Agency Executives (CAE) presidency to continue the partnership-building progress initiated by her predecessors, Ruby Terry, executive director of the United Black Fund of Greater Cleveland, and Patricia Nobili, executive director of Achievement Centers for Children. The CAE is composed of the leadership members representing United Way Services of Greater Cleveland's more than 130 partner agencies.

"The CAE group has grown in importance as United Way Services and the partner agency roles are evolving from funders and providers to a



"Volunteering is important for me as an individual and for the community," said Tom Clevidence, senior vice president for human resources for Fifth Third Bank. "I go home at night just feeling better."

Clevidence has volunteered for United Way in several capacities in recent years from working as liaison for the 1999 campaign chair, William B. Summers, Jr., to his most recent activities as chair of the Events Committee, a member of the Marketing Committee and a current member of the Golf Tournament Committee. Along the way he has served on the full Campaign Cabinet and the Executive Campaign Cabinet and supports the internal campaign at Fifth Third Bank.

For Clevidence, giving financially to help the community is important, but he also places great significance in giving time and talent.



Gary Oatey is chairman and CEO of Oatey Company, a Cleveland-based plumbing products manufacturer with facilities throughout the United States and Mexico. Gary feels that the time he gives volunteering with United Way Services of Greater Cleveland and other community organizations helps to make our community a better place to live and work.

At United Way, Gary Oatey has been involved with Business Markets I and II and has been a member of the Executive Campaign Cabinet. He currently is a member of the *Learning and earning for life* Vision Council, co-chair for the

collaborative partnership," said Danforth. "We are forging a new, stronger partnership as we move forward."

Operating with conviction that "a career ladder can be climbed in heels," she draws on her social work and legal background (J.D. from the University of Pittsburgh), as well as experience in the insurance industry and government legal arena, to revitalize the YWCA of Greater Cleveland to empower women and eliminate racism. Under her leadership, the YWCA moved to a new location and renovated its East Cleveland Center. Her many awards include a 2004 Rainmaker selected by Northern Ohio Live Magazine.

"True leadership is about service," he added. "We work very hard in the for-profit world, but the things that you do to help the community make us stronger. People solve problems; the money helps. When you put them together, you have a dynamite combination."

Clevidence, who holds a J.D. from Cleveland-Marshall College School of Law, has an extensive professional background in education at Baldwin-Wallace College and Kent State University. True to his philosophy, he volunteers for three United Way partner agencies: RSVP (Retired Senior Volunteer Program), the Cleveland chapter of the Arthritis Foundation and United Cerebral Palsy Association of Greater Cleveland. He also is an advisory board member to Fairhill Center on Aging and Cuyahoga County Reemployment Services Center.

New Business Campaign and a member of the United Way Services Board.

"United Way enhances the quality of life for virtually everyone," he said. "Either you benefit directly, or you know someone who does. One of the perks of being a leader in the community is that you have the opportunity to give something back. Being a volunteer for United Way has been exceptionally rewarding for me personally."

Oatey serves on the Board of Trustees of the following organizations: The MetroHealth System, Great Lakes Science Center, Rock and Roll Hall of Fame and Museum and Cleveland Institute of Music.

**greatTHINGS** is published quarterly by United Way Services of Greater Cleveland. It is designed to help you—a United Way volunteer and contributor—stay in touch with the activities of United Way Services and the more than 130 local agencies that benefit from your investment. Our design and name reflects our volunteers' and organization's enthusiastic energy about doing business a new way, while still keeping administrative—including publication costs—very low. Comments? Suggestions? Story ideas? Please contact Gail Stuehr at (216) 436-2122 or [gstuehr@uws.org](mailto:gstuehr@uws.org).



**United Way Services**  
1331 Euclid Avenue  
Cleveland, Ohio  
44115-1854  
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## Mark your calendar for...



### Fourth Annual Auction on eBay

Friday, January 14 through Monday, January 24, 2005

#### **Bid high, bid often**

Bargains galore for your bidding on a bigger, better auction Beginning January 14, click on the link to eBay at [uws.org](http://uws.org). For further information, contact Alison Muth at (216) 436-2123 or [amuth@uws.org](mailto:amuth@uws.org).

### Annual Meeting

Friday, February 25, 2005

Renaissance Cleveland Hotel

11:45 a.m. – 1:30 p.m.

To become a sponsor, reserve a table for your organization or arrange for individual attendance, contact Michelle Battle at (216) 436-2121 or [mbattle@uws.org](mailto:mbattle@uws.org).

### 63rd Annual Human Services Institute

Friday, March 18, 2005

Cleveland Convention Center

Sponsor: The Center for Community Solutions

For further information, visit [communitysolutions.com](http://communitysolutions.com).

For further information, log on to [uws.org](http://uws.org).

## United Way Services welcomes the following organizations that are first-time campaign participants **welcome**

Al's Court Lounge & Deli  
Arras Group  
Bakery, Confectionery,  
Tobacco & Grain Local Union No. 19  
BayWater Capital Partners Ltd.  
Berns, Ockner & Greenberger, LLC  
BroCo Products Inc.  
Brookside Auto Parts, Inc.  
Brown Gibbons Lang & Company  
C T Corporation System  
Capstone Realty Advisors, LLC  
CareSource  
Chavez Properties  
City of Bedford  
City of Seven Hills  
Colonial Printing  
The DAC Group/Cleveland  
Donald G. Bohning & Associates, Inc.  
Empire Masonry Co.  
Furniture Corporation  
Grover Musical Products Inc.  
H&R Block  
Innovative Motor Products  
Integis, Inc.  
Interstate Gas Supply, Inc.  
Laborer's Local Union No. 860  
Lee Hecht Harrison

Lynch & Company  
Magnolia Clubhouse, Inc.  
Medical Administrators, Inc.  
Messerman & Messerman Co., LPA  
Mike McGarry & Sons, Inc.  
Monroe Realty  
Mt. Sinai sHealthcare Foundation  
Newark Electronics Corp.  
NextMED Systems, Inc.  
Novar Controls Corp.  
Ohio Teamsters Credit Union  
Orbital Research Inc.  
Power Drive Enterprises Inc.  
Process Creative Studios, Inc.  
Raney Tire Inc.  
Retired and Senior Volunteer Program  
of Greater Cleveland, Inc. (RSVP)  
Sonkin & Koberna Co. LPA  
Teamsters Local Union No. 436  
Teamsters Local Union No. 507  
Top Dawg Delivery & Logistics Ltd.  
Triangle Stamping Co.  
Vantage Point Marketing  
Village of Brooklyn Heights  
Volt Services Group  
Wise International Trucks of Ohio

## 4th Annual Auction on eBay

### United Way Auction on eBay scheduled for January 14 through 24

Does a vacation at Walt Disney World or Continental Airlines tickets for two to anywhere in the continental U.S. sound interesting? These are only two of the many great items that will be available for bidding from January 14 through January 24 during the Fourth Annual Auction on eBay to benefit United Way Services of Greater Cleveland. Last year the auction generated more than \$26,000. This year, the auction will be bigger, better and full of exciting items. Check out the action beginning January 14 at [uws.org](http://uws.org) and click on the link to eBay. Bid high and bid often. For further information, contact Alison Muth at (216) 436-2123 or [amuth@uws.org](mailto:amuth@uws.org).

## Hathaway Brown School and Cleveland Reads partner to improve reading skills for children

Once a week, Barbie Armington and Audrey Hartland, busy students at Hathaway Brown School, help at-risk children become skilled readers in the after-school program at East End Neighborhood House, a United Way partner agency. The girls are among 55 students in Stephanie Hiedemann's community-based learning class at Hathaway Brown School who fan out into our community to make a difference. Other Hathaway Brown students share their literacy skills at centers such as The Salvation Army, Head Start and Achievement Centers for Children.



Barbie Armington tutors a student with valuable skills she learned from Cleveland Reads, a United Way program specializing in literacy.

Kits for Kids, a series of 25 kits for five skill levels. Hathaway Brown students will use the kits throughout the year.

In addition to serving as the coordinating unit for literacy organizations in the Greater Cleveland

area, Cleveland Reads trains volunteers, such as the Hathaway Brown students, and parents to tutor in the most basic skills needed for success in school and in life.

Visit [clevelandreads.org](http://clevelandreads.org) for information on tutor training for volunteers and parents, on the Book Kits for Kids and the other programs of Cleveland Reads.



Audrey Hartland, a volunteer from Hathaway Brown School, assists a student at East End Neighborhood House.