



City of Lakewood City Council

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Noticed 10/07/2026

PUBLIC NOTICE – HEALTH & HUMAN SERVICES COMMITTEE

Health & Human Services Committee will meet Monday October 12, 2026 at 6:00 p.m. in the Auditorium at Lakewood City Hall, 12650 Detroit Ave. The meeting is open to the public.

The meeting will be livestreamed on [the City's website](#).

The agenda is as follows:

Approval of the minutes of the March 23, 2026 Health & Human Services Committee meeting.

Communication from Human Service Director Berry, Chief of Police Fischer, and Fire Chief Fairbanks regarding Lakewood Community Care Response Team – Request to Present. (*referred to HHS 09/08/26*)

Cindy Strebis, Chair
Angelina Hamilton Steiner, Matt Bixenstine; Members
HEALTH & HUMAN SERVICES COMMITTEE

PUBLIC COMMENT PROTOCOL

The public is invited to comment on agenda items by submitting a written comment in advance of the meeting using the [eComment platform](#). New users must create an eComment account. Committee Chairs may also accommodate in person public comment.

ADA PROTOCOL

Individuals with disabilities who require accommodations for participation in meetings must request accommodations at least 3 business days ahead of the scheduled meeting. Contact Michelle Nochtta at (216) 529-5906 or michelle.nochtta@lakewoodoh.gov.



City of Lakewood
Department of Human Services

Chad Berry, Director
Laura Jaissle, Asst. Director

(216) 529-6685
HumanServices@lakewoodoh.gov

September 2, 2026

Lakewood City Council
12650 Detroit Avenue
Lakewood, OH 44107

RE: Lakewood Community Care Response Team - Request to Present

President Kepple and members of City Council,

We are writing to request the opportunity to present to Council on the Lakewood Community Care Response Team, a joint effort of the Department of Human Services, the Lakewood Police Department, and the Lakewood Fire Department. We respectfully ask that Council refer this matter to the committee of its choosing.

Over the past year, our three departments have come together to respond to residents facing crisis situations, mental health needs, housing instability, and the many concerns that do not fall neatly to any one department. Social workers, officers, and the Fire Department's Neighborhood Paramedic share referrals and follow up together so that residents are not lost in a handoff between departments.

While the program itself has only been operating for the past year, our departments have been doing this work since their inception. The Community Care Response Team is our effort to formalize and institutionalize that work, and we are building the structure to sustain it.

We would welcome the chance to walk the committee through the first year of this work and our plans for the program moving forward. We will make ourselves available at the committee's convenience and are happy to answer any questions. Thank you for your consideration.

Chad Berry, MSSA, LISW-S
Director, Human Services

Kevin Fischer
Chief of Police

Ryan Fairbanks
Fire Chief

Attachment: Community Care Response Team referral flow

LAKEWOOD COMMUNITY CARE RESPONSE

FROM CRISIS TO CARE

1 · A CONCERN BEGINS — CONNECT THROUGH ANY DOOR

**RESIDENT WALKS IN OR CALLS**
Cove Community Center — our most common first contact

**POLICE & FIRE**
Patrol, EMS & the Neighborhood Paramedic route residents to us

**COUNTY & COURTS**
DCFS referrals, Municipal & Juvenile Court connections

**SCHOOLS**
Family resource coordinators & counselors flag families in need

**HEALTHCARE**
Hospitals, clinics & community health workers refer patients

**NEIGHBORS & PARTNERS**
LakewoodAlive, LCSC, faith groups, family — anyone can refer

2 · ONE FRONT DOOR

Referral reaches Human Services

Referral form, main line, email, or a walk-in at Cove — every route lands in the same queue, the same day.

3 · CLINICAL TRIAGE — EVERY CASE, REVIEWED BY A CLINICIAN

How urgent is it?
Active crisis gets a response — at Cove, by phone, or in the field.

Who is the resident?
Age, household, and situation decide the care pathway below.

Who takes it?
The Clinical Manager assigns a team member or responds directly.

Clinical Manager & Intervention Specialist — clinical oversight on every referral, no case unreviewed.

4 · ROUTED BY CONSUMER TYPE

CHILDREN, YOUTH & FAMILIES

Ages 0–18 · Early Childhood, Family Collaborative & H2O

- Assigned** to a named case manager or resource specialist.
- Home visit & needs assessment** — budget, safety, family goals.
- Direct help:** rent & utility assistance, food, diapers & clothing, parenting support, counseling connections, supervised visitation at Cove.
- County & school advocacy**

ADULTS IN CRISIS

Ages 18–59 · Crisis Intervention Team

- Same-day clinical response**
- Crisis intervention & safety planning** by a licensed clinician, with immediate needs met on the spot.
- Stabilization:** benefits, housing & eviction prevention, joint home visits with the Neighborhood Paramedic.
- Warm handoff** to behavioral-health providers, and other community agencies — and we stay on until care sticks.

OLDER ADULTS

Ages 60–100+ · Division of Aging

- Senior assessment** at home or at Cove opens the full menu of Aging services.
- Daily supports:** home-delivered meals, senior transportation, aging in place assessments, benefits & Medicare counseling.
- Built-in safety net:** a missed meal delivery triggers a welfare check — client, hospital, family, police, until they're found.
- Care coordination** with paramedics, APS & caregivers when health or safety declines.

5 · COMPLEX CASE? THE WHOLE CITY RESPONDS AS ONE

Cases crossing agency lines — hoarding, repeat EMS calls, unsafe housing — become one shared case worked jointly by **Human Services, Fire, Police, Building, LakewoodAlive & LCSC** — the hardest go to the Community Roundtable.

6 · FOLLOW-UP UNTIL STABLE

Cases close when the resident is stable — not when the referral is filed. We stay connected.

COMMUNITY ROUNDTABLE: WORKING TOGETHER FOR SOLUTIONS

Monthly case consultation and collaboration to navigate complex situations, remove barriers, and strengthen community care.

**Dept. of Human Services (All Divisions)**

**Lakewood Area Collaborative**

**Neighborhood Paramedic**

**Lakewood Police**

**LakewoodAlive**

**Building Department**

**Cuyahoga County Board of Health**

**Other Community Partners**