

COVA



Creating opportunities
that **work!**

PARTICIPANT HANDBOOK

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Welcome to COVA!

The Center of Vocational Alternatives

We are glad and honored you have chosen COVA to assist you in pursuing your employment goals. COVA's mission is to help individuals overcome mental, emotional and other challenges on their way to living a productive life, including employment, economic stability and life skills.

This handbook has been designed to help answer any questions you may have about COVA. If you have any additional questions, please let us know.

Program participant satisfaction is one of our top priorities. Our staff is committed to offering you personalized services in an ethical, timely, and respectful manner. If we fall short, please feel free to let us know so

that we can address your concerns. Remember that we are here to assist and support you. Let's work together so you may have a positive and successful relationship with COVA.

Since 1982, we have been fortunate enough to share in the excitement and joy of people who have been successful...maybe by re-entering the workforce or starting a first job. Creating opportunities that work...that's what COVA is all about. Let's work together to create opportunities for you so that you, too, may work.

Again, we welcome you to COVA!
Judy Braun, President
 614.291.0294
jbrown@cova.org

COVA's Mission

COVA is a private, non-profit agency, established in 1982 to assist and support the community in overcoming mental, emotional and other challenges to a productive life, focused on employment, economic stability and life skills. Understanding the importance of work as part of the recovery process is at the core of COVA's services.

COVA Values

Right to Work – Everyone has a right to work. To deny this right is to discriminate. People can acquire and retain meaningful work when provided opportunities for hope, support, training and learning.

Diversity – Difference is to be celebrated and appreciated.

Personalization – Services must be designed to help each person reach their unique individual dreams and aspirations. Persons served must be actively involved in decisions relating to their services. Customers' needs and satisfaction are COVA's top priority.

Choice – All individuals fully share the right to choose careers, lifestyles and their personal path to health and recovery.

Accessibility – Accessibility is assuring services are easily accessible and available to meet the multiple needs of our customers including, but not limited to, facility, services, communication, transportation and attitudes.

Inclusion – Individuals with disabilities and other barriers to employment share the right of access to, and participation in, all aspects of the community.

Community Responsiveness – COVA must work in partnership with community members and organizations to respond to dynamic community challenges and needs.

Respect and Dignity – All persons have the right to be treated with dignity and respect.

Public Stewardship – The community has entrusted COVA with its resources. COVA has the responsibility to use these funds wisely, prudently, and responsibly.

Innovation – Opportunities for growth, improvement and innovation arise from unexpected challenges and outcomes. We need to continuously challenge our thoughts, behaviors and attitudes to create and seek alternatives to the status quo.

Health & Wellness – Support of individual mental, physical, and spiritual health and wellness is essential to personal, organizational and community well-being and performance.

History of COVA

COVA was founded in 1982 as Serv-A-Co., a subsidiary of Netcare Corporation in Columbus, Ohio. It began as a vocational rehabilitation service that placed program participants with severe mental illness into janitorial positions. In 1986, Serv-A-Co. separated from Netcare and became the Center of Vocational Alternatives (COVA).

COVA has experienced steady growth since 1982. From a janitorial employment service employing 20 people with serious mental illness, COVA has developed into a vocational rehabilitation, training and employment organization serving 3,000 individuals and 200 businesses annually.

COVA's services have expanded to include a comprehensive array of youth, adult employment, and benefits consultation services. We emphasize having the most current technology available to both participants and staff. While people with mental illnesses remain a principal target group, COVA changed its mission in 1997 to include programs for people experiencing other barriers to employment.

Your COVA Team

Our highly trained, multidisciplinary team is comprised of about 55 staff members including certified rehabilitation counselors, licensed professional counselors, licensed social workers, benefits specialists and a dedicated administrative team. While you are involved with COVA, please feel free to talk with members of our team regarding any questions, ideas, or concerns you may have.

Your COVA Contact _____

Contact Phone Number _____

Contact E-mail _____

Admission to COVA

It is our mission to serve people with mental illnesses and other barriers to employment. COVA makes every effort to accommodate and admit those seeking COVA's services. If for some reason you are unable to obtain a COVA service, we feel it is our responsibility to provide recommendations and referrals for other resources you may be able to use.

COVA Web Site

Visit our Web site at www.cova.org to learn more about our services and the latest news at COVA.

COVA Locations

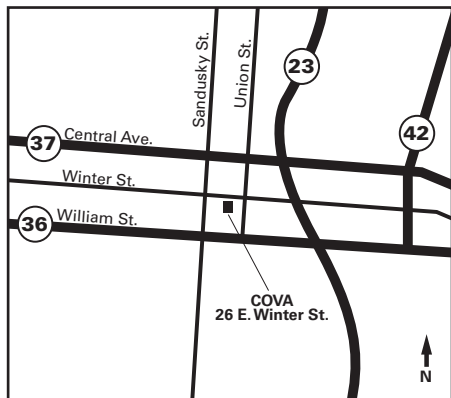


Main Office (left)
3770 N. High St.
Columbus, OH 43214

Our main office is located on North High Street in Clintonville between Henderson and Cooke roads to the north, and East North Broadway to the south – easily accessible from I-71 and State Route 315 as well as via COTA Bus #2. Parking is available at the COVA building or across North High Street in the COVA lot by Smith's Deli.

Delaware County Office (below left)
27 W. Winter St.
Delaware, OH 43015

COVA also has an office in downtown Delaware. Additionally, COVA has career developers on staff at six mental health centers in Franklin, Delaware and Fairfield counties.



Hours of Operation*

Monday, Tuesday, Thursday, Friday:
8 a.m. to 5 p.m.

Wednesday: 8 a.m. to 8 p.m.

*COVA staff may be available at other times as necessary.

Important Numbers

Main phone 614-294-7117

Fax 614-294-7443

Toll-free 877-521-COVA (2682)

TTY 614-298-6884

Delaware phone 740-363-5562

Orientation

No registration is required to attend our orientation sessions, which last approximately one hour. Learn more about services, eligibility and how to access the services you need. If you are unable to attend the scheduled time, call our office to set up an individual orientation time. Feel free to attend one of the following sessions:

Monday – 1:30 p.m. (Clintonville and Delaware)

Tuesday – 1:30 p.m. (Clintonville)

Wednesday – 5:30 p.m. (Clintonville)

Thursday – 11 a.m. (Delaware)

Friday – 11 a.m. (Clintonville)

Cancellation of Appointments

If you need to cancel an appointment, please contact your assigned COVA staff person or call the COVA operator at 614-294-7117.

Lost and Found

The lost and found is located at the Resource Center. If you have lost an item or if you find an item belonging to someone else, please contact the Resource Center staff member on duty.

Smoking Policy

COVA provides a non-smoking, professional environment. However, we do provide an outdoor designated smoking area at the back of the building.

Solicitation and Distribution of Materials

No person may solicit or distribute materials of any kind on COVA property for any purpose.

Weapons Policy

COVA strictly forbids weapons, including those you may be lawfully licensed to carry, on its property, including parking lots.

Safety Information

It is the policy of COVA to ensure the safety of all visitors and staff. COVA follows all national, state, and local regulations and requests that all clients participate in the safety drills. If an emergency, fire or tornado drill takes place while you are in our offices, you are expected to participate. If you have a safety question, please contact COVA's safety officer.

Bad Weather

In rare situations, COVA may determine it necessary to close the facility for the safety of staff and program participants. In the event of bad weather or other disasters resulting in the closing of COVA's office, information will be provided on COVA's voice mail at 614-294-7117 and local radio and TV stations and Web sites.

TV	Radio		Web Sites
WBNS-10TV	97.1 FM	105.7 FM	10TV.com
NBC 4	97.9 FM	610 AM	onntv.com
ONN	92.3 FM	1230 AM	nbc4i.com
	93.3 FM	1460 AM	610wtvn.com

youth services

COVA's experienced professionals work with youth ages 16 to 22 to achieve independent living. Program participants come to us via many avenues – public schools, child welfare, juvenile justice, school counselors and families. Our programs include:

Youth Aftercare Program

COVA works with young people who must become totally self-supporting once they age out of the child welfare system and are leaving foster care or group home settings.

COVA counselors assist participants with securing housing, developing a plan for furthering their education and creating a career plan.

Additionally, COVA works with participants to navigate the daily aspects of living on their own, including setting up bank accounts, managing their finances, eating healthy, using community support networks and securing employment.

Eligibility: Youth between the ages of 18 and 21 who are no longer in the custody of Franklin County Children Services.

CHOICE

COVA vocational specialists work with participants within their school to provide vocational training and career development activities for high school students with emotional and social barriers to transition from school to work.

Students learn about different types of jobs, work expectations and required skills to create the best career plan for their situation. Students have operated their own class businesses, such as a pet bakery, to explore career options, understand how companies operate and learn new job skills.

Eligibility: High school student, 16 to 22 years of age, classified as emotionally disturbed (ED).

Independent Living Skills Assessment

COVA's vocational specialists and counselors can provide families, schools and agencies with detailed assessments of a participant's independent living capabilities. Counselors complete a thorough evaluation of all major life domains for a participant, including health and safety, employment, financial well-being, community knowledge and continuing education.

Along with the assessment, COVA creates a service plan for the participant to achieve independence.

Eligibility: Youth must be at least 16 years old and can be referred by Franklin County Children Services or by families for self-pay services.

adult employment

COVA's Adult Employment services are divided into four stages of change. Because not every participant is in the same stage of recovery or returning to work, individuals begin at COVA according to where they are in the process of moving toward work.

Four Stages of Change

1. Pre-Contemplation

If you are in this stage, you haven't yet decided to return to work. If you begin working with COVA in the pre-contemplation stage, you may:

- Explore e-mail and the Internet in our Resource Center
- Consult with a Benefits Specialist about how to access benefits that may be available to you
- Meet with an Employment Peer Specialist, a member of our staff
- who has personal experience with mental illness, to talk about your needs and what resources are available to you
- Attend Wellness Management & Recovery classes to address health and recovery issues

At the end of this stage, you will be able to decide if you are ready to begin planning for employment.

2. Contemplation

During this stage, you know you can work and are thinking about finding a job, but you haven't taken any steps toward meeting this goal. While you weigh the pros and cons of working, consider taking advantage of the following COVA services:

- Orientation: find out what programs COVA offers to help you recover and return to work
- Rehab Readiness: explore issues around working and find out how to access community resources
- Benefits Consultation: find out how returning to work will affect your benefits
- Assessments: evaluate what strengths you possess that could help determine what kind of job would suit you
- Resource Center: learn basic computer skills and explore possible careers
- Peer Support: get advice from individuals who have returned to work who can help you make decisions about returning to work

After this stage, you will have a better understanding of what your strengths are and be ready to begin a job search.

3. Preparation

If you are in the third stage, you are ready to begin preparations for returning to work. You might use the following COVA services to assist you in your process:

- Assessments and job tryouts
- Career exploration classes
- Technology training
- Benefits consultation

By the time you finish this stage, you will have set a vocational goal for yourself and determined what you need to do to reach it.

4. Action

If you are in this stage, you are actively seeking a job. COVA can assist you with:

- Technology classes
- Job search classes
- Individual job search assistance
- Follow-along post employment
- Career advancement

Follow-Along

Follow-Along is a service to help people adapt to a new job and maintain their employment. Services are provided by a COVA career developer and can be done at the employment site or away from it. Follow-along also is a service to employers in assisting them to maximize their employees' potential.

Eligibility: A Franklin County resident experiencing mental illness.

Central Ohio Supported Employment Collaborative

Enhanced employment services are being offered to people with severe mental illness through the Central Ohio Supported Employment Collaborative, or Pathways project. The partnership includes the following mental health centers from Franklin, Delaware and Fairfield counties: Columbus Area, Inc.; Community Support Network; North Central Mental Health Services; Southeast, Inc.; Central Ohio Mental Health; New Horizon Youth & Adult Center. If you are affiliated with any of these mental health centers, check with your case manager for a potential referral.

Adjustment to Disability

Career Developers provide vocational counseling service to program participants currently employed or in the process of looking for work who need assistance in better understanding and managing their disability.

Eligibility: Self-pay or public funding for those who qualify.

Resource Center

COVA's Resource Center provides a staff-facilitated, walk-in computer center with Internet access and common office equipment for self-directed skills training and job search, as well as assistance with resume preparation. Those using the center have access to a phone line with private voice mail, videos, fax machines, copiers, shredders, a scanner, community resource directories and more.

Eligibility: A Franklin County resident experiencing mental illness.

Computer Equipment Contribution Program

COVA has created a unique opportunity to help participants by partnering with community and business partners to donate used computers that are less than three years old to be repaired and given to the individuals we serve for home use. Many COVA patrons report that a lack of home computers poses a barrier to finding employment.

Eligibility: Active participation in a COVA program, completed application and approval by program committee.

Payment for Services

Many COVA services are paid through public funding. If a person does not qualify for funding by a public source, options are available for COVA's services through self-pay. COVA will assist in helping determine your eligibility for public programs.

benefits consultation

We understand the importance of providing information or assistance regarding your benefits (SSI, SSDI, Food Stamps, etc.) as you plan a return to work. For benefits assistance, you may schedule a consultation with one of COVA's benefits specialists. You can schedule an appointment by calling 614-294-7117 or request an appointment through your assigned staff person.

Benefits Application Assistance

Our benefits experts provide help to those who need assistance completing applications for benefits, including Social Security Disability, Medicaid, Medicaid Buy-In for Workers with Disabilities, Medicare, Medicare Part D, Supplemental Security Income, and more.

COVA is an Ohio Benefits Bank site. The Benefits Bank is a program that helps low-and moderate-income individuals access benefits and tax credits.

Benefits Consultation

COVA provides assistance to those who want to become or stay employed by determining how benefits will be affected by earned income. The goal is to enable individuals to maximize their current or potential benefits from sources such as Social Security, Ohio Department of Job and Family Services, and others while becoming or staying employed. Other services include training on various sources of disability benefits, interfacing on behalf of our constituents with local benefits agencies, and providing appropriate documentation to referral sources.

Eligibility: Receiving mental health services and a resident of Franklin, Delaware, or Morrow counties; or currently receiving a Social Security benefit and living in eligible central, eastern, and southeastern counties.

Plan for Achieving Self-Support (PASS)

Our Benefits Consultants can help individuals complete the Social Security Administration Plan for Achieving Self-Support (PASS). The PASS is designed to let participants use their income or other resources to help them reach their work goals and reduce or eliminate their need for benefits provided under both the Social Security and Supplemental Security Income (SSI) programs.

Eligibility: Currently receiving a Social Security benefit and living in eligible central, eastern, and southeastern counties; or fee-for-service.

Payment for Services

COVA's benefits consultation and application services are available through a variety of public and private programs. Families, individuals and agencies can work directly with COVA on a fee basis.

Individuals who are working with the Ohio Bureau of Vocational Rehabilitation or the Social Security Administration may access benefits services through these programs.

employer services

COVA's Employment Services

Employers are integral to COVA's success. In addition to hiring participants, employers throughout the region provide mock job interviews, mentoring relationships, sites for job shadowing and job tryouts, volunteer positions and offer opportunities for advancement.

COVA's experienced employment team provides:

- Pre-screened applicants
- No-fee job placements
- Links to tax incentives
- Extended job coaching
- Dependable, loyal, appreciative workers
- Benefits management for employees

Disability Management

COVA also assists with psychiatric disability management, return-to-work programs and employee retention. We provides assessment, vocational counseling, job placement, job coaching, and follow-along services to employees experiencing difficulty maintaining employment or to those who are transitioning back into the work force. We also provide consultation to employers and insurers on return-to-work and cost containment related to psychiatric disabilities.

Resources

Social Security Administration

To find an office near you, call 800-772-1213 or visit www.ssa.gov.

Individual site addresses and phone numbers:

200 N. High St., 614-469-6855

1051 Worthington Woods Blvd., 614-888-5339

1060 Georgesville Road, 614-274-9628

4177 E. Broad St., 614-235-3710

Franklin County Department of Job and Family Services

Another valuable resource may be the Franklin County Department of Job and Family Services Opportunity Centers.

Individual site addresses and phone numbers:

Northeast 3443 Agler Road 614-428-6700

East 1055 Mt. Vernon Ave. 614-251-6300

South 3723 S. High St. 614-233-2000

West 314 N. Wilson Road 614-308-1200

North 345 E. Fifth Ave. 614-233-2000

Web: www.co.franklin.oh.us.

Legal Aid

Legal Aid Society of Columbus

1108 City Park Ave., Columbus, Ohio 43206; 614-224-8374

Other Resources

If you need additional information, such as contacts for food banks, transportation, housing, etc., please ask for assistance from your assigned COVA staff member or the Resource Center coordinator. In addition, FirstLink (www.firstlink.org) provides an on-line directory, which you can access through one of COVA's Resource Center computers.

Advocacy

Connect with Community Services

If you would like to get in touch with others who are working to educate the community about mental illness, COVA can connect you with a network of individuals involved in advocating for mental health consumers. Here is a list of some of the places you can call to get more information or assistance with mental health care:

Advisory Boards and Advocacy

• Alcohol, Drug and Mental Health (ADAMH) Board of Franklin County

Web: www.adamhfranklin.org

Address: 447 E. Broad St., Columbus, Ohio 43215

Contact: Phil Hedden, Consumer and Family Advocate, 614-224-1057,
phedden@adamh.co.franklin.oh.us

• ADAMH Board of Fairfield County

Web: www.fair-mh.org

Address: 108 W. Main Street, Suite A, Lancaster, OH 43130

Contact: Orman Hall, executive director, 740-654-0829,
orman@ohiopps.org

• Delaware-Morrow Mental Health & Recovery Services Board

Web: www.dmmhrsb.org

Address: 40 N. Sandusky St., Delaware, Ohio 43015

Contact: Amy Hill, 740-368-1740

• Ohio Rehabilitation Services Commission, Consumer Advisory Council

Web: www.rsc.ohio.gov

Contacts: Kathy Langas, 330-797-9980; Rob Alexander, 937-331-5000;
Robin Gorham, 614-781-8735

• Mental Health America of Franklin County

Web: www.mhafc.org

Address: 538 E. Town St., Columbus, Ohio 43215

Contact: Neal Edgar (Ombudsman), 614-242-4357

• Ohio Legal Rights Service

Web: www.olrs.ohio.gov

Address: 50 W. Broad St., Suite 1400, Columbus, Ohio 43215

Phone: 614-466-7264 or 1-800-282-9181 (Toll free in Ohio only)

TTY: 614-728-2553 or 1-800-858-3542 (Toll free in Ohio only)

Education and Support

• Partners in Active Living

Web: www.mentalconsumers.org

Address: 15 W. Fifth Ave., Columbus, Ohio 43201

Contact: Debbie Mayer, 614-298-0974

• National Alliance on Mental Illness (NAMI) of Franklin County

Web: www.nami.org

Address: 4500 E. Broad St., Columbus, Ohio 43213

Contact: 614-501-6264

Confidentiality

Program Participant Record

A confidential program participant record is kept for each person who uses COVA's services. A program participant record may contain the following information: Information you provide to COVA; mentor/ leadership activities; relevant information from referral sources; pre-employment/job seeking activities; individual rehabilitation plan; readiness group activities; academic information, as needed; and employment follow-up services.

Depending on the COVA program, part of your vocational rehabilitation plan may be to design an Individual Rehabilitation Plan with your COVA staff person. This will allow you to set goals related to your vocational rehabilitation. Plans will be updated as required or needed.

Access to Program Participant Record

Your program participant record is confidential. Records are kept in a locked room and only authorized COVA staff members on a need-to-know basis will have access to your file. The following authorized persons will have access to your record: your Career Developer and/or Benefits Consultant, Team Leader, and management staff.

Program participants (or individuals authorized by a program participant) may have access to records generated by COVA unless access is restricted for clear treatment reasons so documented in their rehabilitation plan. "Clear treatment reasons" shall be understood to mean such severe emotional damage to you that dangerous or self-injurious behavior is an imminent risk. If you want to see your record, speak to your assigned COVA staff member.

Release of Confidential Information

Except as stated above, absolutely no confidential information will be released without you, your legal guardian, or parent (if underage) having granted permission by signing a Release of Information form. Persons outside COVA may request information from records for the following reasons: Researchers may want information about program participants as a group but may not have access to your record without permission from you, your legal guardian, or parent (if underage). We may not give out any specific names of individuals. Auditors, review bodies, and accrediting organizations may have access to records to determine if records are kept within standards.

Legal Issues

Many employers request background checks prior to hiring a new employee. Because of this practice, COVA may request a current arrest or

conviction report prior to your entry into services. This practice will help you be better prepared for questions that a prospective employer may have regarding past legal issues. No information will be released without your written consent through a Release of Information form.

Program Participant Rights

1. The right to be treated with consideration and respect for personal dignity, autonomy, and privacy.
2. The right to service in a humane setting that is the least restrictive setting possible. *(This right is specific to program participants of mental health services.)*
3. The right to a current, written individualized vocational rehabilitation plan.
4. The right to informed participation in establishing, reviewing, and reassessing his/her vocational rehabilitation plan.
5. The right to be informed about his/her condition; of his/her progress; of proposed or current services, treatment, or therapies; and of treatment alternatives available to him/her.
6. The right to confidentiality in accordance with federal and state laws and regulations.
7. The right to not be deprived of any civil right, or public or private employment solely by reason of having received services, voluntarily or involuntarily, for mental illness. *(Mental health specific)*
8. The right to have a personal representative present during any meetings regarding treatment planning.
9. The right to have access to your program participant record, unless access is restricted for clear treatment reasons so documented in your rehabilitation plan. "Clear treatment reasons" shall be understood to mean such severe emotional damage to you that dangerous or self-injurious behavior is an imminent risk.
10. The right to be informed in writing of agency policies and procedures for viewing or obtaining copies of personal records.
11. The right to know the cost of services.
12. The right to be informed in advance of the reason(s) for discontinuing services, and be involved in planning for the consequences of that event.
13. The right to receive an explanation of the reasons for denial of service.
14. The right to a safe working environment.
15. The right to receive wages for work performed in accordance with the rules of the U.S. Department of Labor.

- 16. The right to be reviewed for a less restrictive employment alternative at least every six months.
- 17. The right to receive assistance from the Program Participant Rights Officer when you believe your rights have been violated.
- 18. The right to file a complaint, and to have a personal representative throughout the complaint process.
- 19. The right to have, upon request, oral and written instructions for filing a complaint.
- 20. The right to exercise any and all rights without reprisal in any form, including continued and uncompromised access to services.
- 21. The right to be fully informed of all rights.
- 22. The right to request a complete list of program participant rights and the COVA code of ethics from any COVA staff persons at any time.

Communication

Program Participant Responsibility

You are encouraged to take responsibility to work with your support team to better prepare you to make informed decisions. You can provide valuable feedback to us on how to improve entry into services, program content, and educational offerings.

Conflict Resolution

At COVA you have a number of different formal and informal avenues for resolving any problems you may have related to COVA services. In addition, COVA promotes an environment that allows you to have a free and sincere exchange of ideas, thoughts, suggestions, and likes and dislikes throughout our organization.

If a problem should arise, always discuss it with the COVA staff person with whom you are most comfortable. Your staff person can make suggestions and help solve the problem. If you feel you cannot discuss the matter with your staff person, you may discuss it with a COVA Supervisor or the Vice President of Rehabilitation and Employment or the President. You may also contact any external agencies listed on pp. 15–16.

Complaint Procedure

COVA's complaint procedure may be used for problems that cannot be resolved through usual channels of communication. Under no circumstance will anyone be criticized for using the complaint procedure, nor will using it adversely affect the services you receive from COVA. Most problems can be resolved when both parties have a thorough understanding of the other's point of view. When the informal procedure does not produce acceptable results, the more formal complaint procedure is used.

If you feel any of your rights have been violated and wish to file a complaint, follow these steps:

1. Contact COVA's **Program Participant Rights Officer John Finch**
Phone: 614-291-0098
E-mail: jfinch@cova.org
2. If John Finch is not available, please contact the **Alternative Program Participant Rights Officer Betsy Nofziger**
Phone: 614-291-0405
E-mail: bnofzig@cova.org
3. The Program Participant Rights Officer will discuss your concerns with all involved parties to gather pertinent facts and to try to resolve your concerns within 10 working days.
4. If the issue is not resolved within 10 days, the Program Participant Rights Officer will arrange a meeting with you and COVA President Judy Braun, who will act as the impartial decision maker. You will be given a copy of the written resolution, and a follow-up meeting will be scheduled within the next 10 working days.
5. If after 20 working days, the issue is still not resolved, you may ask the Program Participant Rights Officer to assist you in contacting any of the following organizations:
 - ADAMH Board of Franklin County
 - Ohio Department of Mental Health
 - Ohio Legal Rights Services
 - U.S. Department of Health and Human Services
 - U.S. Department of Labor
 - Appropriate professional licensing or regulatory board(s)
 - Delaware Morrow Mental Health and Recovery Services Board
6. Upon your request, the COVA Program Participant Rights Officer will provide in writing relevant information about the complaint to these organizations.
7. You may have a personal representative available to you throughout the complaint process. This person can be the Program Participant Rights Officer or someone you choose.

COVA is a leader in vocational rehabilitation services for people with mental illnesses and other disabilities that pose a barrier to employment. COVA's innovative programming has been recognized nationally with the 2006 and 2007 Eli Lilly Reintegration Award and the U.S. Secretary of Labor's New Freedom Initiative Award.



COVA

*Creating opportunities
that work*

Main Office

3770 North High Street
Columbus, OH 43214

Main phone: 614-294-7117

FAX: 614-294-7443

Toll-free: 877-521-COVA (2682)

TTY: 614-298-6884

Delaware County Office

27 W. Winter St.
Delaware, OH 43015

Phone: 740-363-5562

Visit us online at www.cova.org.

Funding COVA's budget exceeds \$4.4 million annually, operating with both public and private funding. Sources of funding include: ADAMH - Alcohol, Drug and Mental Health Board of Franklin County and Fairfield County, Job Leaders/Central Ohio Workforce Investment Corp., Columbus Foundation, Columbus Public Schools, Delaware-Morrow County Mental Health & Recovery Services Board, Franklin County Children Services, Ohio Department of Mental Health, Possitivity, Ohio Rehabilitation Services Commission, Social Security Administration, U.S. Bureau of Justice Administration, U.S. Department Labor, contracts with private industry and self-paying clients. COVA receives charitable donations from corporations and individuals.