



IMPORTANT NUMBERS

Important Phone Numbers/Hotlines	Phone	Y/H
Police, Fire, EMS/Ambulance	911	H
Rape Crisis Center Hotline - local	216-619-6192 or 440-423-2020	H
Poison Information Center	1-800-222-1222	H
AIDS Task Force - local	216-621-0766	H
Alcohol, Drug Addiction, & Mental Health Services Board	216-241-3400	H
Bellefaire Hotline for Runaway and Homeless Teens Youth (21 & Under)	216-570-8010	Y H
Cleveland Food Bank/ODJFS Benefits/Food Assistance	216-738-2067	H
Cleveland Metropolitan School (Project ACT Homeless children and youth project for school district)	216-838-0210	Y H
LGBT Center Cleveland	216-651-5428	Y
LGBT National Hotline	1 888 843-4564	
Legal Aid – Tenant Information Line	216-861-5955	H
Cleveland Department of Aging	216-664-2833	Y H
Cuyahoga County Benefits Application Hotline (Childcare, Food, Medical, Ohio Works First, PRC)	1-844-640-6446 or benefits.Ohio.gov	H
First Call for Help (social service referral)	211 or 216-436-2000	H
Human Trafficking Hotline	1-888-373-7888	
Identification Crisis Collective for Birth Cert & State ID's	216-631-4741 x300	
Mobile Crisis Team/Suicide Hotline/ 24-Hour Mental Health Hotline	216-623-6888	H
National Missing & Exploited Children	1-800-843-5678	H
National Runaway Safeline (Text 66008)	1-800-786-2929	H
Northeast Ohio Coalition for the Homeless	216-432-0540	H
North Star Re-Entry Resource Center	216-881-5440	
Cuyahoga Office of Homeless Services	216-420-6844	
Project Star (Sex Trafficking Hotline – local)	855-431-7827	
Regional Transit Authority (RTA)	216-621-9500	H
Social Security Administration	1-800-772-1213	H
WIC Women, Infants, & Children	216-957-9421	H
Witness Victim Service Center (victims of stalking, domestic violence, etc.)	216-443-7345	Y H
Child Abuse & Neglect Hotline - local	216-696-5437	H
Child Help - Child Abuse National Hotline	1-800-422-4453	H
Domestic & Family Violence - Journey Center for Safety & Healing	216-391-4357 (call or text)	Y H
Domestic & Family Violence - JFSA Cleveland	216-378-8675	
Elder & Disabled Abuse Hotline - local	216-420-6700	Y H
Trans Lifeline	877-565-8860	H
Planned Parenthood of Cleveland	216-851-1880	Y H
Civil Rights Commission	216-787-3150	H



MENTAL HEALTH

Mental Health Services	Address	Phone	Y/H
Mobile Crisis Team/Suicide Hotline Mental Health Referral		216-623-6888 (hotline) 216-623-6555 (referral)	H
Cleveland Clinic Stephanie Tubbs Jones Health Center	13944 Euclid Ave	216-767-4242	Y H
Care Alliance Behavioral Health Centers - Medical, Dental and Behavioral Health	1530 St. Clair; 2916 Central	216-781-6724 for all clinics	Y H
Murtis Taylor Multi-Service Center	13411 Union Ave	216-283-4400	Y H
St. Vincent Charity Psychiatric ER	2351 E 22nd St	216-363-2538	Y H
ADAMHS Board Mental Health, Alcohol, and Drug Treatment Referrals	2012 W 25th St, 6th floor	216-241-3400 ext. 825 or 216-241-3400 ext. 819	Y H
St. Vincent Outpatient Behavioral Health Services	2351 E 22nd St	216-363-2580	
Kindred Harbor Behavioral Health	1440 Rockside Rd Suite 216 Parma, OH 44134		H



COUNSELING

Counseling Services	Address	Phone	Y/H
Applewood Centers, Inc.	3518 W 25th St	216-741-2241	Y H
Domestic Violence Hotline - Journey Center for Safety and Healing	2806 Payne Ave	216-391-4357	Y H
Catholic Charities Services Chemical Dependency Counseling		216-391-2030	H
Center for Families & Children Hispanic Behavioral Health	5209 Detroit Ave	216-651-2037	Y H
Cleveland Rape Crisis Hotline	1228 Euclid Ave #200	216-619-6192	H
May Dugan Center (Intake, Counseling & Food Pantry on 2nd & 4th Wednesdays)	4115 Bridge Ave	216-631-5800 Intake and counseling are in person & remote M-F 9am-5pm	H
MomsFirst Case management & home visiting services for pregnant moms	75 Erie View Plaza, 3rd Floor	216-664-4194	Y
Murtis Taylor Counseling	3010 Project Ave	216-283-4400	Y H
Spanish American Committee	4407 Lorain Ave	216-961-2100	Y H
24 Hr On Call Nurses	Cleveland Clinic	216-442-0310	
24 Hr On Call Nurses	MetroHealth	216-778-7878 after 5pm - 8am	



HEALTH CLINIC

Health Clinic	Address	Phone	Y/H
Collinwood Health Center	15322 St. Clair	216-851-1500	Y
Care Alliance Health Centers, Medical, Dental and Behavioral Health	1530 St. Clair; 2916 Central	216-781-6724 for all clinics	Y H
Circle Health Services	12201 Euclid	216-721-4010	Y
J. Glen Smith Health Center	11100 St. Clair	216-957-5600	Y H
Medicare Resource Agency	5311 Northfield Rd Bedford Heights	216-438-7028	Y H
MetroHealth Express Care Walk In Clinic	Several locations; call for nearest	216-957-1680	Y
MetroHealth Medical Center	2500 MetroHealth Dr	216-778-7800	Y H
NEON Hough Health Ctr	8300 Hough Ave	216-231-7700	Y
Ohio City Health Ctr	4757 Lorain Ave	216-957-4848	Y
CC Steph. Tubbs Jones	13944 Euclid Ave	216-767-4242	Y H
St. Vincent Charity Medical Center	2351 E 22nd St	216-861-6200	Y H
Superior Health Center NEON	12100 Superior Ave	216-851-2600	Y H
Faith Baptist Community Center	2355 E 55th St	216-881-8816 Call for appointment	Y H
Central Outreach Wellness Center	2323 Lee Rd Cleveland Heights 44118 centraloutreach.com	216-350-1000	



MEDICAID/MEDICARE

Assistance for Signing up for Medicaid	Address	Phone	Y/H
Care Alliance	1530 St. Clair; 2916 Central	216-781-6724	Y H
Cuyahoga Jobs and Family Services	4261 Fulton Pkwy	1-844-640-6446	H
St. Vincent	2351 E 22nd St	216-694-4652 or 216-694-4653	
Social Security Medicare Enrollment		1-800-772-1213	H



SHELTERS & HOUSING

Coordinated Intake Shelters 216-674-6700

To request public shelter assistance, please call Coordinated Intake at the number above between 8am-8pm Monday through Friday to complete an assessment.

*****Coordinated Intake guarantees access to shelter. You do not need to go to Coordinated Intake for the following private shelters, but there is not guaranteed access*****

If you are requesting shelter after hours or on a weekend:

Men go to 2100 Lakeside; Women go to 2227 Payne Ave (Norma Herr)

Families call 2-1-1 or use the callbox at the Coordinated Intake site to get a shelter bed.

To access every publicly funded shelter in the community, you must complete a Coordinated Intake application. Referrals are made to places such as 2100 Lakeside, Norma Herr Women's Shelter, Y-Haven, Harbor Light, PASS, City Mission, Family Promise, and West Side Catholic Center's Moriah House from Coordinated Intake.

Men's Public Shelter: 2100 Lakeside Avenue	216-566-0047
Women's Public Shelter: Norma Herr, 2227 Payne Ave	216-479-0020

Shelter	Type	Phone	Address	Y/H
City Mission	Men	216-431-3515	5310 Carnegie Ave	Y
St. Herman's House of Hospitality	Men	216-961-3806	4410 Franklin Blvd	Y
Laura's Home	Women	216-472-5500	18120 Puritas Ave	Y H
Westhaven Youth Shelter	Youth	216-941-0062	3020 W 104th St	Y H
Broken Connections	Youth	216-721-9527	12832 Euclid Ave, East Cleveland	
Zelie's Home	Pregnancy	Intake: 216-282-8053 M-F 9am-5pm		Y
Seasons of Hope	Female	216-421-0536	7pm-7am, 7 days	

**IF YOU ARE HAVING TROUBLE PAYING RENT DUE TO COVID-19,
GO TO NEORENTHelp.ORG TO APPLY ONLINE OR CALL 833-377-7368**

Housing	Address	Phone	Day/Time	Y/H
Cuyahoga Metropolitan Housing Authority	8120 Kinsman Rd	216-348-5000	M-F 8am-5pm	Y H
CHN Housing Partners	2999 Payne Ave Suite 13A	216-574-7100	M-F 8:30am-5pm	H



MEAL SITES

Call **211** or **216-436-2000** for a list of food pantry locations

Bus #	Meal Site	Address	Phone	Breakfast	Lunch	Dinner	Y/H	Other
	Antioch Baptist Church	8869 Cedar Ave	216 421-1516		M, T & Th 11am-Noon		Y	
13	St. Augustine Center	2486 W 14th St	216 781-5530		Saturdays 11am-2pm	Wed 5pm-8pm	Y H	Grab & Go Lunch
8	Cosgrove Center/ Catholic Charities	1736 Superior Ave	216 781-8262	M-F 8-9am	M-F Noon-1:30pm		Y	*closed second Monday of the month
5	St. Herman's	4410 Franklin Blvd Side Door	216 961-3806		Daily 11:30am-Noon	Daily 5:30-6pm	Y	*Breakfast suspended
9	St. Malachi Church	W 25th and Washington School Bldg, Lower Hall	216 861-5343		M-F 10am-1pm Sat 9am-Noon	Mon 5-7pm	Y	*Monday meal suspended indefinitely
14	St. Patrick's Church	3608 Bridge Ave Lower Hall, Side Door	216 631-6872			Tues & Thurs 5-6pm Grab-n-go		Food Pantry 9:30am-Noon
15	West Side Catholic Center	3135 Lorain Ave	216 631-4741	M-Sat 9-10am	M-F Noon-1pm	Saturday 4:30-5:15pm	Y H	*Breakfast & Dinner Grab-n-go
	Faith Baptist Community Center	2355 E 55th St	216 881-8816		Wed 11:30am-12:30pm			
	St. Philip Neri Family Center	799 E 82nd St	216 426-9870		Wed 11:30am-12:30pm			Food pantry last Friday of the month, 9am-Noon
	East Shore United Methodist Church	23002 Lakeshore Blvd, Eastlake	216 261-1688			Wed 4:30pm-5:15pm		Take out only
	Catholic Worker Storefront	4241 Lorain Ave		Sat & Sun 9:30-11:30am		Mon & Fri 3-5pm		

ADDITIONAL SERVICES

Mediation/Conflict Resolution	Phone	Y/H
Cleveland Mediation Center	216-621-1919	H
Outreach Programs	Phone	Y/H
Care Alliance Outreach	216-781-6724	H
PATH/OPP Mental Health Outreach (Frontline Services)	216-623-6555	H
St. Paul's Community Church	216-651-6250	
Bellefaiere Youth	216-570-8010	Y H
VA Homeless Outreach Program	216-391-0264 Press 4	
Life Exchange Center	216-752-1269	Y H

See Page 2 for **Utility Assistance**



ADDITIONAL SERVICES

Drop-in Centers	Address	Phone	Hours	Info
Catholic Worker Storefront	4241 Lorain Ave		Mon & Fri 3-5pm, Sat & Sun 9:30-11:30am	Showers *hours subject to change
The LGBT Center	6705 Detroit Ave	216-651-5428	M,W,Th,F: 10am-8pm, Tue: 10am-6pm	
Cosgrove Center	1736 Superior Ave	216-781-8262	M-F: 8am-1:30pm Showers M-F 9:30-11:30am	Closed 2nd Monday of the month
Seasons of Hope		216-421-0536	7pm-7am	Women Only
St. Malachi Center	2416 Superior Viaduct	216-771-3036 (call for updated schedule)	Mon-Thurs: 7-9am, Fri 7-10am *call in advance	Showers & toiletries, ID & BC vouchers
West Side Catholic Center	3135 Lorain Ave	216-631-4741	M-F: 9am-3pm	Times vary: showers, mail, nurse's clinic, social work services, food pantry, clothing
Metanoia Project	Satellite locations	Call 211 or 216-338-0181 metanoiaproject.org	Seasonal: Late November - April, 7 days a week depending on site	Overnight sleeping accommodations *Operating at reduced capacity
JFSA Cleveland	29125 Chagrin Blvd	Counseling: 216-292-3999 Dom. Violence Intake: 216-378-8675	Mon-Thurs 9am-5pm, Fri 8:30am-4:30pm	Offers counseling and domestic violence services (tele-advocacy)
Life Exchange Center	13407 Kinsman Rd	216-752-1269	Mon-Fri 8am-3:30pm	Peer support & group activities advocacy
Seeds of Literacy	3104 W 25th St 13815 Kinsman Rd	216-661-7950	Mon-Thurs 9am-8pm Fri 9am-4pm	

Legal Services	Address	Phone	Hours	Y/H
Legal Aid Society of Cleveland	1223 W 6th St	888-817-3777	MWF: 9-4pm & T/Th: 9-2pm	Y H
Legal Aid Society of Cleveland Right to Counsel Program (must be facing eviction, living at/below poverty line with at least one child)	1223 W 6th St	216-687-1900 or 211 216-586-3190 (for Spanish)	MWF: 9-4pm & T/Th: 9-2pm Apply online: freeevictionhelp.org/apply-online	

Assistance with Evictions	Phone	Hours	Y/H
Legal Aid – Tenant Information Line	216-861-5955 or 440-210-4533	9am-5pm M-F	H
Cleveland Housing Court, Housing Specialist	216-664-4295	8am-3pm M-F	Y H



ADDITIONAL SERVICES

Income/Job Training	Address	Phone	Hours	Y/H
Cuyahoga Jobs and Family Services Virgil Brown Center	1641 Payne Ave	1-877-644-6562 (unemployment only)	9am-4pm	Y H
Benefit Application: Cash Assistance, SNAP, Childcare, Medical Ins., PRC- walk in or call hotline	1641 Payne Ave	1-844-640-6446	9am-4pm	Y H
Job Corps (Age 16-24)	13421 Coit Rd	216-541-2500	8am-5pm	Y H
Ohio Means Jobs	1910 Carnegie Ave	216-777-8200	8am-4:30pm Phone calls only	
Opportunity for Ohioans with Disabilities	14650 Detroit Ave #200	216-227-3250	8am-5pm M-F	Y H
Social Security Administration	Call and enter zip code for location	1-800-772-1213		Y H
St. Philip Neri Job Training	799 E 82nd St	216-426-9870	8am-3:30pm	
West Side Catholic Center (Workforce Development Center)	3135 Lorain Ave	216-631-4741 ext. 167	9am-4pm	Y H
Towards Employment	1255 Euclid Ave #300	216-696-5750	8am-4pm Phone calls only	Y H

Veterans Services	Address	Phone	Y/H
Veterans Community Resource Referral Center	7000 Euclid Ave #202	216-391-0264 Press 4	Y H
National Veterans Crisis Line		800-273-8255	
Cleveland VA Medical Center	10701 East Blvd	216-791-3800	Y H
Supportive Services for Veteran Families (SSVF)	1736 Superior 3rd Fl, Superior Entrance	216-674-6700 Vets Press 1	Y H
Veterans Affairs Regional Office	1240 E 9th St/ Federal Building	1-800-827-1000	H
Vet Centers	5310½ Warrensville Ctr	216-707-7901	H
Veteran's Service Commission	1849 Prospect Ave 1st Floor #150	216-698-2600	H
Veterans Education Assistance Program	Tri-C 2900 Community Coll. Ave. Student Building MSS Room 500	216-987-4938	Y H
VOA Veteran's Resource Center	775 E152nd St	216-541-9000	Y H



BUS ROUTE ASSISTANCE

Shelters & Meal Sites or Services	Cross Streets	Public (RTA) Transportation
1. 2100 Lakeside Shelter	Superior, Lakeside & E 21st St	1
2. City Mission	Carnegie & E 55th St	16
3. Frontline Services (1744 Payne)	Superior and E 18th St	9
4. Harbor Light/ PASS Program	Prospect & E 18th St	14, 15, 77, 90
5. St. Herman's House of Hospitality	Franklin Blvd & W 42nd St In Ohio City	26
6. Laura's Home	Rocky River Dr. & Puritas	78
7. Y-Haven	Woodland @ 6001 E 61st St	14, 16
8. Cosgrove Center Coordinated Intake 2nd Floor	Superior & E 17th St	9
9. St. Malachi's Church	Superior Viaduct & W 25th St	22, 26, 45, 51
10. Circle Health Services	Euclid & E 122nd St	Healthline (6)
11. Care Alliance	Payne & E 22nd St	9
12. NEOCH (Northeast Ohio Coalition for the Homeless)	Perkins & E 36th St	9
13. St. Augustine Center	Professor & W 14th St in Tremont	25
14. St. Patrick's Club Bldg	Bridge Ave & W 36th St In Ohio City	22
15. Westside Catholic Center	Lorain Ave & W 32nd St In Ohio City	22
16. Catholic Workers Store & McCafferty Health Clinic	Lorain Ave & W 45th St In Ohio City	22
17. Metro Health Hospital	Metro Health Dr & W 25th St	51
18. Norma Herr Shelter/ Central Intake	Payne Ave & E 22nd St	9
19. Cleveland VA Medical Center	E 107th St & East Blvd	9, 10

Bus Route Assistance

The numbers on the Street Card correspond to the directory of available bus routes. For more info on RTA ROUTES call **(216)-621-9500**

To Get Your Birth Certificate

If you were born in Cleveland, you can get your birth certificate at Cleveland City Hall's Bureau of Vital Statistics for \$25.00 by filling out a request form. The Bureau of Vital Statistics can now issue certified copies of birth certificates for everyone born in the state of Ohio. Call 216-664-2315 for updated information. The ID Collaborative through West Side Catholic Center may be able to assist with obtaining birth certificates 216-631-4741 ext. 300