

CUYAHOGA COUNTY STREET CARD

PRESENTED BY:



MetroHealth



Northeast Ohio Coalition for the Homeless
3631 Perkins Ave. #3A-3, Cleveland, Ohio 44114
216.432.0540 | neoch.org

This Street Card is a resource guide for the people on the street or who do not have housing. All of the following programs help homeless people directly. If an address is listed, they also accept walk-ins.

This document can be viewed online @ neoch.org/street-card
THIS CARD IS FREE.

This card is updated and published by:
 Northeast Ohio Coalition For The Homeless (NEOCH)
 For copies of the Street Card, please call (216) 432-0540.
 Please visit neoch.org/street-card for a Spanish version.

#'s on left correspond to Bus Route Assistance on Page 10

Y= facility is fully accessible to physically disabled

H= facility has an individual able to speak Spanish (Se Habla Español)

REVISED OCTOBER 2020



RE-ENTRY PROGRAMS & SERVICES

Re-Entry Programs & Services	Address	Phone
Y-Haven Open Door Program - Prison Re-Entry, Housing and Treatment	6001 Woodland Ave	216-431-2018 Press 1 to leave message
NorthStar Neighborhood Re-Entry Resource Center	1834 E 55th St	216-881-5440
Community Based Correctional Facility (CBCF)	To divert eligible males convicted of a felony from the state prison system	216-202-1017
Cuyahoga County Office of Re-Entry		216-698-3437
Towards Employment	1255 Euclid Ave Suite 300	216-696-5750
Relink.org is a free, online addiction recovery, human trafficking, and re-entry resource tool	needs.relink.org	216-762-0591



UTILITIES

Utility Assistance	Address	Phone	Day/Time	Y/H
Energy Conservation Programs	2999 Payne Ave, Suite 208 Appointment needed	216-350-8008 Phone calls only	By appointment only	H
Utility Assistance Programs		216-350-8008	By appointment only No walk ins	H



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 and Drug Addiction Mental Health Board	216-241-3400	H
Bellefaire Hotline for Runaway and Homeless Teens Youth (21 & Under)	216-570-8010	Y
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 1-800-961-1990	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	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/ Mental Health	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	H
Child Abuse & Neglect Hotline - local	216-696-5437	H
Child Help - Child Abuse National Hotline	1-800-422-4453	
Domestic & Family Violence - Journey Center for Safety & Healing	216-391-4357 (call or text)	H
Domestic & Family Violence - JFSA Cleveland	216-378-8675	
Elder & Disabled Abuse Hotline - local	216-420-6700	H
Trans Lifeline	877-565-8860	H
Planned Parenthood of Cleveland	216-851-1880	
Civil Rights Commission	216-787-3150	H



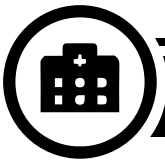
MENTAL HEALTH

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	H
Care Alliance Behavioral Health Centers - Medical, Dental and Behavioral Health	1530 St. Clair; 2916 Central	216-781-6724 for all clinics	Y
Murtis Taylor Multi-Service Center	13411 Union Ave	216-283-4400	H
St. Vincent Charity psychiatric ER	2351 E 22nd St	216-363-2538	H
ADAMHS Board Mental Health, Alcohol, and Drug Treatment Referrals		216-241-3400 ext. 825 or 216-241-3400 ext. 819	



COUNSELING

Counseling Services	Address	Phone	Y/H
Applewood Centers, Inc.	3518 W 25th St	216-741-2241	H
Domestic Violence Hotline - Journey Center for Safety and Healing		216-391-4357	H
Catholic Charities Services Chemical Dependency Counseling		216-391-2030	H
Center for Families & Children Hispanic Behavioral Health	5209 Detroit Ave	216-651-2037	H
Cleveland Rape Crisis Hotline	1228 Euclid Ave #200	216-619-6192	H
May Dugan Center (Intake and counseling. Open for food pantry 44113 zip code only)	4115 Bridge Ave	216-631-5800 Intake and counseling are remote M-F 9am-5pm	H
MomsFirst Case management & home visiting services for pregnant moms	75 Bethel Court	216-664-4194	
Murtis Taylor Counseling	3010 Project Ave	216-283-4400	
Spanish American Committee	4407 Lorain Ave	216-961-2100	H
24 Hr On Call Nurses	Cleveland Clinic	216-442-0310	
24 Hr On Call Nurses	MetroHealth	216-778-7878 after 5pm	



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
Medicare Resource Agency	5311 Northfield Rd Bedford Heights	216-438-7028	
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 East 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	216-881-8816 Call for appointment	Y



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		216-694-4652	
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. In-person assessments at 1737 Superior Ave, Floor 2, are currently not taking place.

*****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

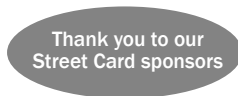
Shelter	Type	Phone	Address	Y/H
City Mission	Men	216-431-3515	5310 Carnegie Ave	Y
St. Herman's House of Hospitality	Men	216-961-3806	4410 Franklin Blvd	Y
Laura's Home	Women	216-472-5500	18120 Puritas Ave	Y H
Journey Center for Safety & Healing	Domestic Violence	216-391-4357	2806 Payne Ave	H
Next Step Shelter	Youth	216-941-0062	3020 W 104th St	Y H
Broken Connections	Youth	216-721-9527		
Zelie's Home	Pregnancy	Intake: 216-282-8053 M-F 9am-5pm		
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**

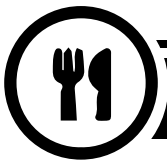
Housing	Address	Phone	Day/Time	Y/H
Cuyahoga Metropolitan Housing Authority	8120 Kinsman Rd	216-348-5000	M-F 8am-5pm	Y H
CHN Housing Partners		216-574-7100		



St. Paul's Community Church



Church of the Redeemer UMC



MEAL SITES

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

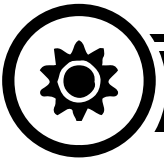
Bus #	Meal Site	Address	Phone	Break-fast	Lunch	Dinner	Y/H	Other
	Antioch Baptist Church	8869 Cedar Ave	216 421-1516		T & Th 11am-Noon	Monday 4-5p	Y	
13	St. Augustine Center	2486 W 14th St.	216 781-5530		Daily 11am-12:30pm Grab-n-go		Y H	Lunch & dinner served at same time
8	Cosgrove Center/ Catholic Charities	1736 Superior Ave	216 781-8262	M-F 8-9am	M-F 12-1:30pm		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	*arrive 30 mins before meal time, Breakfast suspended
9	St. Malachi Church	W 25th and Washington School Building, Lower Hall	216 861-5343		M-F 10am-1pm Sat 9am-Noon		Y	*Monday meal suspended indefinitely
14	St. Patrick's Church	3610 Bridge Ave Lower Hall, Side Door	216 281-5854			Tuesday 6pm Grab-n-go		Food Pantry Wed 10am-2pm
15	West Side Catholic Center	3135 Lorain Ave	216 631-4741	M-Sat 9-10am	M-F Noon-12:45pm	Saturday 4:30-5:15pm	Y H	*All Grab-n-go
	Faith Baptist Community Center	2355 E. 55th	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			
	East Shore United Methodist Church	23002 Lakeshore Blvd, Eastlake	216 261-1688			Wed 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 Church	216-651-6250	
Bellefaire Youth	216-570-8010	H
VA Homeless Outreach Program	216-391-0264 Press 4	

See Page 2 for **Utility Assistance**



ADDITIONAL SERVICES

Drop-in Centers	Address	Phone	Hours	Info
Catholic Worker Storefront	4241 Lorain Ave		Fri 3-5pm, Sat 9:30-11:30am, Sun 9:30-11:30am, 3-5pm	Bathroom, showers, snack available, * hours subject to change, see storefront window
The LGBT Center	6705 Detroit Ave	216-651-5428	M-F: 10-8pm, Sat: 10-2pm	
Cosgrove Center	1736 Superior Ave	216-781-8262	M-F: 8am-2:30pm 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)	Temporary hours: Wed 7-8:45am and Fri 7-10am	Showers
West Side Catholic Center	3135 Lorain Ave.	216-631-4741	M-F: 9am-1pm	Showers M-F 9:30-11:30am, mail program, meals to go, nurse's clinic, social work services, food pantry
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		Counseling: 216-292-3999 Domestic Violence Intake: 216-378-8675		Offers counseling and domestic violence services

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	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		



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-5pm Phone calls only	
Opportunity for Ohioans with Disabilities	14650 Detroit #200	216-227-3250	8am-5pm Operating remotely	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-4:30pm	
West Side Catholic Center	3135 Lorain Ave	216-631-4741 ext. 167	9am-4pm	Y H
Towards Employment	1255 Euclid Ave #300	216-696-5750	8am-4:30pm Phone calls only	H

Veterans Services	Address	Phone	Y/H
Veterans Community Resource Referral Center	7000 Euclid Ave #202	216-391-0264 Press 4	
National Veterans Crisis Line		800-273-8255	
Cleveland VA Medical Center	10701 East Blvd	791-3800	
Supportive Services for Veteran Families (SSVF)	1736 Superior 3rd Fl, Superior Entrance	216-674-6700 Vets Press 1	H
Veterans Affairs Regional Office	1240 East 9th/Federal Building	1-800-827-1000	H
Vet Centers	E: 5310 Warrensville Ctr	216-707-7901	H
Veteran's Service Commission	1849 Prospect Ave. 1st Floor	216-698-2600	H
Veterans Education Assistance Program	Tri-C 2900 Community Coll. Ave. Humanities Dept.	216-987-4938	H
VOA Veteran's Resource Center	775 E.152nd St	216-541-9000	H



BUS ROUTE ASSISTANCE

Shelters & Meal Sites or Services	Cross Streets	Public (RTA) Transportation
1. 2100 Lakeside Shelter	Superior, Lakeside & E 21st St.	1, 3
2. City Mission	Carnegie & E 55th St.	8, 16, Healthline (6)
3. Frontline Services (1744 Payne)	Superior and E 18th St.	3, 38, Health Line (6) 22,26
4. Harbor Light/ PASS Program	Prospect & E 18th St.	8, HL, 77, 90F
5. St. Herman's House of Hospitality	Franklin Blvd & W 42nd St. In Ohio City	79,51 ABC
6. Laura's Home	Rocky River Dr. & Puritas	86
7. Y-Haven	Woodland @ 6001 E 61st St.	14, 16
8. Cosgrove Center Coordinated Intake 2nd Floor	Superior & 17th St.	3, 38
9. St. Malachi's Church	Superior Viaduct & W.25th St.	22, 26, 45, 79, 51
10. Circle Health Services	Euclid & E 122nd St.	Healthline (6), 38
11. Care Alliance	Payne & E 22nd St.	38, 76
12. NEOCH (Northeast Ohio Coalition for the Homeless)	Perkins & E 36th St.	Healthline (6), 38
13. St. Augustine Center	Professor & W 14th St. in Tremont	81
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, 79A/B
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 ABC, 81
18. Norma Herr Shelter/ Central Intake	Payne Ave & E 22nd St.	3, 38
19. Cleveland VA Medical Center	E 107th St. & East Blvd	10, 38

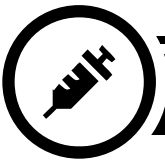
Bus Route Assistance

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



DRUG/ALCOHOL SERVICES

Detox Units Accepting Medicaid/ No insurance	Address	Phone	Y/H
Harbor Light	1710 Prospect Ave E	216-781-3773 ext. 140	H
St. Vincent Rosary Hall	2351 E 22nd St	216-350-0735 ext. 4	H
Stella Maris	1320 Washington Ave	216-781-0550	
Lutheran Hospital Alcohol and Benzodiazopine Intake	1730 W 25th St	216-363-2122	

relink.org	needs.relink.org	216-762-0591	
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Chemical Dependency Service	Address	Phone	Y/H
Alcoholics Anonymous	1557 St Clair Ave NE 44114	216-241-7387	Y H
AL-ANON/Alateen (family support only)	14900 Detroit Ave #308	216-621-1381 Phone calls only	
B. Riley Sober House LGBTQ+ sober living facility	3719 Denison Ave	216-417-4831	
CHOICES Behavior Health Chemical / Opioid Treatment AOD services for youth and adults	3414 Prospect Ave	216-881-4060	Y
Cocaine Anonymous (Help line)		216-220-9899	
First Call for Help Drug Info Program (United Way)	1331 Euclid Ave	211 or 216-436-2000	H
Salvation Army ARC	5005 Euclid Ave	216-881-2625	
Hispanic UMADAOP	3305 W 25th St	216-459-1222	H
Narcotics Anonymous		1-888-438-4673	H
Northern Ohio Recovery Association	1400 E 55th St	216-391-6672 ext. 234	H
Signature Health MAT	Call for Locations	216-831-6466	
MetroHealth Recovery Resources (information and referrals)		216-431-4131	H
Rising Hope Program - Opioid Disorder Housing & Treatment		216-431-2018 Press 1 to leave message	
Open Door Program - Prison Re-Entry, Housing and Treatment		216-431-2018 Press 1 to leave message	

For Information on homeless services:

Call United Way's **211** or **216-436-2000** 24 Hours, 7 days/week
Or go to **www.211cleveland.org**

MetroHealth Locations & Support Programs

Brooklyn Health Center

5208 Memphis Ave., Cleveland, OH 44144 - 216-398-0100

Main Campus

2500 MetroHealth Drive, Cleveland, OH 44109 - 216-778-7800

Old Brooklyn Medical Center

4229 Pearl Rd., Cleveland, OH 44109 - 216-957-2000

Ohio City Health Center

4242 Lorain Ave., Cleveland, OH 44113 - 216-957-4848

West 150th Health & Surgery Center

4330 West 150th St., Cleveland, OH 44135 - 216-251-6990

West Park Health Center

3838 West 150th St., Cleveland, OH 44111 - 216-957-5000

Broadway Health Center

6835 Broadway Ave., Cleveland, OH 44105 - 216-957-1500

Buckeye Health Center

2816 East 116th St., Cleveland, OH 44120 - 216-957-4000

J. Glen Smith Health Center

11100 St. Clair Ave., Cleveland, OH 44108 - 216-957-5600

Office of Opioid Safety & Project DAWN - 216-778-5677

Project DAWN is an opioid overdose education and naloxone distribution program.



MetroHealth

Questions about COVID-19?

Call Metro Health's
24 hour hotline:
440-592-6843



SERVICES

- Women's Residential Treatment
- Outpatient/Aftercare for Individuals
- Morning, Afternoon, & Evening Treatment
- Adolescent Outpatient Services
- Peer Recovery Support Services
- Recovery Housing for Adults
- Telehealth Counseling Services
- Medication Assisted Treatment (MAT)
- Family Care Services
- NORA Training Institute
- Prevention Education Resources
- Emergency Food Pantry