

# 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](http://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](http://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](http://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 SEPTEMBER 2021



## 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
North Star Neighborhood Re-Entry Resource Center	1834 E 55th St	216-881-5440
Cuyahoga County Office of Re-Entry (temporarily closed to public)	4261 Fulton Pkwy	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
True Freedom Ministries	2005 Cypress Ave	216-202-3636 ext. 709



## 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



# 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



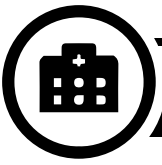
# MENTAL HEALTH

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



# 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



## 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
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	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	216-574-7100	M-F 8:30am-5pm	H



# MEAL SITES

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

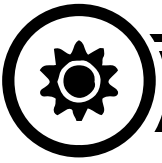
Bus #	Meal Site	Address	Phone	Break-fast	Lunch	Dinner	Y/H	Other
	Antioch Baptist Church	8869 Cedar Ave	216 421-1516		M, T & Th 11am-Noon		Y	
13	St. Augustine Center	2486 W 14th St	216 781-5530		Daily 10:30am-12:30pm Wed-Sun		Y H	Grab & Go Lunch
8	Cosgrove Center/ Catholic Charities	1736 Superior Ave	216 781-8262	M-F 8-9am	M-F 11:30am-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	216 281-5854			Tues & Thurs 5-6pm Grab-n-go		Food Pantry Wed 9am-noon
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	*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-5pm		Take out only

## 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	
Bellefaire 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		Fri, Sun, Mon 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 Domestic 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

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: <a href="http://freeevictionhelp.org/apply-online">freeevictionhelp.org/apply-online</a>	

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

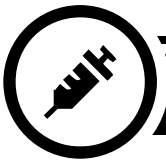
## Bus Route Assistance

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



# DRUG/ALCOHOL SERVICES

Detox Units Accepting Medicaid/ No insurance	Address	Phone	Y/H
Harbor Light	1710 Prospect Ave E	216-781-3773 ext. 140	
St. Vincent Rosary Hall	2351 E 22nd St	216-363-2580	Y H
Stella Maris	1320 Washington Ave	216-781-0550	
Lutheran Hospital Alcohol and Benzodiazopine Intake	1730 W 25th St	216-363-2122	Y H
relink.org	needs.relink.org	216-762-0591	

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	
B. Riley Sober House LGBTQ+ sober living facility	2121 W 117th St	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	H
Signature Health MAT	Call for Locations	216-831-6466	H
MetroHealth Recovery Resources	(information and referrals)	216-431-4131	H
Rising Hope Program - Opioid Disorder Housing & Treatment		216-431-2018 Press 1 for intake	
Open Door Program - Prison Re-Entry, Housing and Treatment		216-431-2018 Press 1 for intake, leave message	
Solon Treatment Services - medication assisted treatment for opioid addiction	29201 Aurora Rd Suite #500, Solon, OH	440-337-4349	Y
Project White Butterfly - recovery outreach support, outreach, narcan kits	support@projectwhitebutterfly.org	216-727-8725	

**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**

4757 Lorain Ave., Cleveland, OH 44113 - 216-778-4725

### **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

### **Glenville Community Health Center**

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

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

Mobile unit (naloxone distribution and syringe exchange)  
3370 West 25th St. Cleveland, OH 44109



## **Questions about COVID-19?**

Call MetroHealth'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