

Forged in the Fire

Advocate intake checklist

Version 3 | Reviewed September 16, 2026

A practical referral guide for advocates serving adults age 18 and older in Cuyahoga County, Ohio. Family and maternity programs are included for adult clients with dependents. Programs with a narrower age range are identified. An out-of-county treatment link is labeled when it matters.

Provider, government, and community webpages were reviewed for service descriptions, contact details, and published intake criteria. No provider was called, and bed availability, funding, and appointment capacity were not confirmed in real time.

Urgent contacts

Immediate danger: 911. Life-threatening emergency. Do not wait for routine intake.

Behavioral health crisis: 988. Call or text 988. FrontLine local crisis line: 216-623-6888.

Homeless shelter intake: 216-674-6700. Coordinated Intake, Monday-Friday, 8 a.m.-6 p.m. Phone only.

After hours: 211. Evenings, weekends, and when the first referral cannot help.

Check first

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Use this during a warm handoff. These are suggested questions, not universal eligibility requirements.

- Match the household: adult age, ZIP code, pregnancy or postpartum status, family composition, dependents' ages, disability and access needs, and preferred language. Ask about gender-appropriate placement without assuming a provider's policy.
- Confirm the actual service: Are you accepting new clients today? Is there a bed, appointment, or waitlist? What is the treatment level? Is medical clearance required? Who can make the referral? Get the intake worker's name and a direct callback.
- Confirm costs and documents: coverage, uninsured funding, fees or deposit, ID alternatives, proof of residence or income, clinical records, a release of information, and court documents. Do not delay urgent screening only because a client lacks paperwork.
- Make placement workable: transportation, mobility or personal-care support, interpretation, service animals, dietary needs, belongings, medication storage, and continuation of prescribed medications, including medications for opioid use disorder. Ask about childcare and pregnancy care coordination.
- Close the loop: with consent, make a warm transfer. Record the service, date, contact, eligibility decision, next step, arrival instructions, and a backup referral. Use a safe callback method and share only necessary information.

