

Disability, older adults, and transportation

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.

Disability, older adults, and transportation

LEAP

Independent living, benefits, employment, peer support, and nursing-home transition.

Phone: 216-696-2716

Service

Independent-living assistance, benefits help, employment support, peer support, and nursing-home transition services.

Eligibility

Adults with disabilities. Program-specific eligibility determines available support.

Intake

Call 216-696-2716 for information and referral. Public office: 2545 Lorain Avenue, Cleveland.

Confirm before you send someone

Describe the person's goals and accommodation needs. Ask about benefit-work interactions, transition criteria, waitlists, and service-area limits.

Sources: <https://www.leapinfo.org/>

Western Reserve Area Agency on Aging

Navigation for older adults, people with disabilities, and caregivers.

Phone: 216-621-0303, 800-626-7277

Service

Aging and disability service navigation, including connection to community supports and care options.

Eligibility

Older adults, people with disabilities, and caregivers. Each funded service has its own age, financial, or functional criteria.

Intake

Call 216-621-0303 or 800-626-7277 and request information and screening for the identified need.

Confirm before you send someone

Ask specifically about home-delivered meals, in-home support, caregiver assistance, and transportation. Do not assume all are available to every caller.

Sources: <https://www.areaagingsolutions.org/> <https://aging.ohio.gov/>

Greater Cleveland RTA paratransit

Shared-ride service when a disability prevents use of the regular bus. Certification is required.

Phone: 216-566-5124

Service

Shared-ride transportation for people whose disability prevents use of the fixed-route system.

Eligibility

Functional eligibility under the paratransit process. Diagnosis or age alone does not establish eligibility. Service boundaries and operating times apply.

Intake

Obtain an application online or call 216-566-5124, weekdays 8 a.m.-4:30 p.m. Request an accessible format or completion help if needed.

Confirm before you send someone

Complete certification and confirm trip booking, fare, equipment, and attendant arrangements. A disability reduced-fare card and paratransit approval are separate.

Sources: <https://www.riderta.com/paratransit/certification> <https://www.riderta.com/paratransit-tabbed>

