

# Choose a food referral the client can use

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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.

## **Choose a food referral the client can use**

Start with what the client can actually use today. These questions are practice notes, not extra program rules. Confirm today's hours, last arrival, household or ZIP eligibility, documents, appointment, walk-in capacity, proxy form, accessibility, and quantity before anyone travels.

- No kitchen or refrigeration: choose a prepared meal or request ready-to-eat items. Ask about dietary restrictions, chewing or swallowing needs, and a safe way to store food.
- No transportation or cannot carry groceries: screen for delivery, an authorized proxy, a nearby meal site, or a pantry reachable by transit. May Dugan publishes proxy pickup. Lakewood Community Services Center and Benjamin Rose have distinct delivery programs.
- No ID or permanent address: ask about alternatives before ruling out help. St. Vincent de Paul publishes no-ID access but also lists service boundaries. May Dugan's no-ID policy applies to its clothing room. Do not assume it applies to food.
- Food plus household essentials: ask separately about toilet paper, soap, menstrual products, diapers, adult incontinence supplies, laundry, bedding, and cleaning products.
- A need today and an ongoing need: arrange today's meal while helping the client pursue SNAP, WIC if eligible, or recurring pantry or delivery enrollment.



