

# Food referral follow-through

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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.

## **Food referral follow-through**

Use this worksheet with the provider entries that follow. It is an advocate record, not a program application.

- Household: adult client name or initials, ZIP or address, household size, safe callback, kitchen or refrigerator, mobility and transport, and language.
- Confirm the referral: provider and staff contact, appointment or day and last arrival, eligibility documents or alternatives, and proxy or delivery arrangement.
- Plan the next week: next permitted pantry visit, prepared-meal backup, SNAP or WIC application or follow-up, and outstanding household essentials.
- Close the loop: was food received, follow-up date, and if declined, the reason and the next referral.



