

Identification, phone, and internet access

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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.

Identification, phone, and internet access

NEOCH Identification Crisis Collaborative

Help getting birth certificates and Ohio identification through community sites.

Phone: 216-432-0540

Service

Help obtaining identity documents and replacement or renewal of Ohio identification through a network of community sites.

Eligibility

Low-income and unhoused people in Cuyahoga County. Document and site-specific criteria apply.

Intake

216-432-0540. Ask for a current ID Crisis Collaborative site and whether it can address a birth certificate, Ohio ID, or another needed document.

Confirm before you send someone

Confirm the appointment, document costs or vouchers, acceptable identity evidence, and a safe mailing address. The office number is a referral contact, not proof of walk-in document issuance.

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

Lifeline phone or internet discount

Federal monthly discount, standard benefit up to \$9.25. Not a guaranteed free phone.

Phone: 800-234-9473

Service

Federal monthly service discount through participating providers. Standard benefit up to \$9.25.

Eligibility

Qualifying program participation such as SNAP or Medicaid, or household income at or below 135% of federal poverty guidelines, subject to verification.

Intake

Apply through LifelineSupport.org. After approval, choose a participating provider. Application help: 800-234-9473, daily 9 a.m.-9 p.m. Eastern.

Confirm before you send someone

Confirm provider coverage, remaining monthly cost, device cost, and recertification. Eligibility does not guarantee a free smartphone or unlimited service.

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

DigitalC Canopy

Residential internet advertised from \$18 a month where the address is covered, plus digital-skills training.

Phone: 216-777-3859

Service

Residential internet advertised from \$18 a month. Click digital-skills training for Cleveland residents.

Eligibility

Internet service requires a covered address. Availability is not countywide. Training eligibility and scheduling are separate.

Intake

Check the home address on DigitalC's website or call Canopy customer service at 216-777-3859. Ask about signup, installation, and current price.

Confirm before you send someone

Confirm apartment or landlord access, equipment, and service terms. Ask about training or help completing online applications if that is the immediate need.

Sources: <https://digitalc.org/>

