

Supportive housing and outreach

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.

Supportive housing and outreach

Rising Well, formerly Front Steps

Integrated mental health, recovery, and supportive housing.

Phone: 216-781-2250

Service

Integrated mental health, recovery, and supportive housing services.

Eligibility

Adults seeking help with behavioral health and housing instability. Eligibility is specific to the service and housing program.

Intake

Call 216-781-2250 for information or referral. Public contact: 2554 West 25th Street, Cleveland.

Confirm before you send someone

Request a clinical screen and a housing screen separately. Ask whether a referral, documented disability, or homelessness history is needed. Do not treat the office as an emergency shelter.

Sources: <https://risingwell.org/> <https://risingwell.org/contact/>

YWCA Cogswell Hall and Independence Place

Permanent supportive housing. Independence Place is ages 18-24.

Phone: 216-881-6878

Service

Permanent supportive housing and associated case management.

Eligibility

Cogswell Hall serves adults who have experienced homelessness. Independence Place serves young adults ages 18-24 with homelessness and other challenges.

Intake

Contact YWCA at 216-881-6878 and ask about the particular housing program's referral route.

Confirm before you send someone

Confirm income, disability, homelessness, vacancy, and referral criteria. These programs are not interchangeable with Norma Herr emergency shelter.

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

Metanoia Project

Seasonal low-barrier shelter plus year-round resource navigation.

Phone: 211

Service

Low-barrier seasonal emergency shelter plus year-round resource navigation.

Eligibility

Adults experiencing homelessness, especially those facing barriers to other services. Seasonal operation determines overnight access.

Intake

Use Metanoia's Services page and call 211 to verify the current season, site, and transport instructions.

Confirm before you send someone

Do not treat winter 2025-26 locations or hours as confirmation for a later season. Ask 211 about NEOCH seasonal options as well.

Sources: <https://www.metanoiaproject.org/> <https://www.metanoiaproject.org/services> <https://cuyahogacounty.gov/executive/news/press-releases-archive/2025-press-releases/2025/11/18/cuyahoga-county-announces-seasonal-shelter-program-providers>

