

Urgent help and referral entry points

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.

Start here

Urgent help and referral entry points

Start with the immediate need. Get the client's consent for a warm handoff and a safe callback method.

United Way 211 Greater Cleveland

Free, confidential, 24-hour navigation for community services.

Phone: 211

Service

Navigation for shelter, food, utilities, benefits, transportation, and other community services.

Eligibility

Adults and households seeking services in Cuyahoga County. Each program applies its own rules.

Intake

Dial 211, 24 hours a day, or use the website chat. Give ZIP code, household composition, and the urgent need.

Confirm before you send someone

Ask the specialist to confirm the service area, the current intake route, and an alternative if the first referral cannot help.

Sources: <https://www.211oh.org/>

FrontLine Service and 988

Mental health, suicide, and addiction crisis support.

Phone: 216-623-6888, 988

Service

Crisis support, local crisis assessment, and connection to appropriate care. This is not routine therapy or a guaranteed hospital admission.

Eligibility

Adults in a behavioral health crisis, and people seeking help for someone in crisis.

Intake

Call FrontLine at 216-623-6888 or call or text 988. Describe immediate safety concerns and ask whether mobile crisis assessment is appropriate.

Confirm before you send someone

For immediate physical danger, use 911.

Sources: <https://www.frontlineservice.org/> <https://recres.org/>

FrontLine Coordinated Intake

Main entry point for emergency homeless shelter placement.

Phone: 216-674-6700, 211

Service

County entry point for emergency shelter placement and assessment. Intake is phone-only.

Eligibility

Adults and families experiencing homelessness and seeking shelter in Cuyahoga County. Household needs determine the route.

Intake

Call 216-674-6700, Monday-Friday, 8 a.m.-6 p.m. The call may take 20-45 minutes. After 6 p.m. and on weekends, call 211.

Confirm before you send someone

Do not send clients to the old Cosgrove intake office. Ask about accessible placement, pregnancy, dependents, and safe transportation.

Sources: <https://www.frontlineservice.org/coordinated-intake>

