

Utilities, income, and practical assistance

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.

Utilities, income, and practical assistance

Step Forward HEAP and PIPP

Current Cuyahoga energy-assistance administrator. Walk-ins need confirmation.

Phone: 216-480-4327

Service

Energy-assistance screening and applications. CHN identifies Step Forward as the current Cuyahoga HEAP and PIPP administrator.

Eligibility

Households meeting the current program's income, utility-account, and residency requirements. Seasonal crisis programs have separate rules.

Intake

Call 216-480-4327 for the current application or appointment route. CHN lists walk-ins Monday-Thursday, 8 a.m.-noon, at 2203 Superior Avenue. Confirm before travel.

Confirm before you send someone

Bring current bills, a shutoff notice if applicable, and the income and household documents Step Forward requests. Verify funding and season. Do not use old CHN intake instructions.

Sources: <https://www.stepforwardtoday.org/> <https://chnhousingpartners.org/housing-services/utility-assistance/>

CHN water, sewer, and energy savings

Separate water and sewer help, plus energy-efficiency programs. Renter rules differ.

Phone: 216-574-7100

Service

Separate water and sewer assistance and energy-efficiency programs.

Eligibility

Water-program criteria vary. The published water application includes income limits and owner-occupancy requirements for Cleveland Water customers. Energy savings has separate rules.

Intake

Call 216-574-7100 or use CHN's relevant program application. Identify the exact utility and whether the client rents or owns.

Confirm before you send someone

Confirm the current form, covered service, income period, and required bills or ID. Do not assume renter eligibility for an owner-occupied program.

Sources: <https://chnhousingpartners.org/media/5zmn2sn/water-and-sewer-program-application-2025.pdf> <https://chnhousingpartners.org/housing-services/energy-savings/>

Catholic Charities emergency assistance navigation

Central intake for local emergency assistance. Confirm the active location.

Phone: 800-860-7373

Service

Connection to local emergency-assistance and other social-service programs.

Eligibility

Adults and households in need. Assistance depends on location, program rules, and funding.

Intake

Call central intake at 1-800-860-7373, Monday-Friday, 8 a.m.-4 p.m., and request the appropriate Cuyahoga program.

Confirm before you send someone

Ask about utilities, basic needs, and document or ID support. Confirm the active location. Cosgrove's historical listings require the additional check in the changes section.

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

