

Reference and Referral List

Table of Contents

Abortion	1
AIDS Information	1
Children and Family Services	4
Domestic Violence Services	7
Drop in Centers	8
Drugs and Alcohol Services	9
Emergency Food	12
Family Violence Groups (East side)	12
Family Violence Groups (West side)	14
Foreign Language Speakers	14
Hotlines	16
Justice System and Legal Advocacy	19
Lesbian and Gay Services	21
Medical Services	21
Mental Health Agencies	24
Minority Services	26
Offenders Programs	26
Self Defense Programs	27
Shelters for Women and Children	27
Shelters for Men	30
Suicide / Crisis	31
Survivors of Sexual Assault	31
Women's Agencies	32
Youth Shelters / Drop Ins	33

Reference & Referral List

Phone Numbers, Addresses, Services Provided and Office Hours

ABORTIONS

Center For Women's Health

(216)295-2500

11710 Shaker Blvd
Cleveland, Ohio 44120

- Counseling before the procedure and Abortion services
- Office Hours: Monday-Friday, 8am-6pm

Cleveland's Surgi Center

(216)295-3330

3535 Lee Road
Shaker Hts., OH 44120

- Voluntary Pregnancy Termination (first and second trimester), follow up examinations, and urine tests for pregnancy
- Office Hours: Monday-Friday, morning appointments, 8:00-10:00am; open until 5:30pm

Planned Parenthood (Bedford Clinic)

(440)232-9732

19550 Rockside Road
Bedford, OH 44146

- Abortion services, contraception, screening, and education- accepts some insurances
- Office Hours: Varies by week

Preterm

(216)991-4000

12000 Shaker Blvd
Cleveland, OH 44120

- Abortion services, birth control education and supplies, emergency contraception, individual counseling, free pregnancy testing, private patient appointments, and pain management. Teen workshops for schools, community centers, and after school programs
- Office Hours: Monday-Saturday 8am-5pm

AIDS INFORMATION

AIDS National Hotline (800)342-2437
Center for Disease Control (800)227-8922
Answer general questions about STDs and AIDS, referrals to AIDS services and
STD testing, will also send out publications on HIV and STDs
Office Hours: 24 Hour hotline

Spanish Speaking AIDS Hotline (800)344-7432
• Answer general questions about STDs and AIDS in Spanish, referrals to AIDS
services and STD testing, will also send out publications on HIV and STDs
• Office Hours: 24 Hour hotline

TTY AIDS Hotline (800)243-7889
• For the hearing impaired: Answer general questions about STDs and AIDS,
Referrals to AIDS services and STD testing, will also send out publications on
HIV and STDs
• Office Hours: 24 Hour hotline

AIDS Taskforce of Greater Cleveland (216)621-0766
2728 Euclid Ave, Suite 400
Cleveland, OH 44115
• Food, housing, clothing, rental assistance, counseling, groups to HIV positive
individuals and family members, support groups
• Office Hours: Monday-Friday 9-5

Free Clinic of Greater Cleveland (216)721-4010
12201 Euclid Avenue
Cleveland, OH 44106
• Free medical services (general, primary care, woman's and teen health), dental
(emergency adult clinic), mental health services (individual, couple, family and
group counseling), substance abuse treatment services (group, individual, case
management and crisis intervention), HIV testing, HIV treatment program
(medical care, counseling, case management, education and support, syringe
exchange program)
• Office hours: Monday-Thurs, 11am-7pm' Friday 10-6; Intake for MH counseling,
Monday-Thursday 5:30-7:30pm

John Glenn Smith Health Center (216)249-4100
11100 St. Clair
Cleveland, OH 44108
• STD and HIV testing and counseling-client needs \$10 and state ID
• Office Hours: STD clinic: Mon-Fri: 8:00am-11:00am, 12:45-4:00pm *closed 1-4
on very third Wednesday of each month; HIV clinic: Mon-Fri: 8:00am-11:00am

Lesbian and Gay Community Service Center (216)651-6466
6600 Detroit Ave
Cleveland, OH 44102

- Action center (provides information about LGBT community), anti-violence and hate crimes reporting, free oral HIV testing, SSAFE (Education and outreach for school systems), speakers, senior services, volunteer opportunities, wellness programs (health issues for LGBT population), Wild Plumb Productions (promoting and producing LGBT artists), youth program (drop in space, social events, support groups, and leadership development)
- Office Hours: Monday-Saturday, 12pm-10pm

Ohio AIDS/HIV/STD Hotline

(800)332-2437

Questions about STDs and referrals to testing sites
Office Hours: 24 Hour Hotline

Thomas McCafferty Center

(216)651-5005

4242 Lorain
Cleveland, OH 44113

- STD and HIV testing and counseling- client needs \$10 and state ID
- Office Hours: STD clinic: Mon, Tues, Thurs, Fri. 12:45-4:00pm, HIV clinic: Mon, Tues, Thurs, Fri 1-4:00pm

Spanish Proyedo Luz

(216)651-1128

2226 West 89th Street
Cleveland, OH 44102

- Faith based case management to the Latino community infected and affected by HIV/AIDS. Services include outreach, assessments, referrals, education, home visits, and advocacy by bilingual case managers
- Office Hours: Monday-Friday, 9:00am-5:00pm

CHILDREN & FAMILY SERVICES

Alliance for Children Education (Organize Ohio)

(216)431-6070

3615 Superior Ave Building 31, 4th Floor
Cleveland, OH 44114

- Brings together organizations to enhance communication and learning, helps broaden their impact by working together, identifying and meeting their training and resource development needs, for more information go to Organize Ohio's website at: www.organizeohio.org
- Office Hours: Monday-Friday 8:30am-5:00pm

Battered Women's Hotline

(216)391-4357

Domestic Violence Center
3288 West 58th Street
Cleveland, OH 44102

- Referrals or questions about domestic violence, individual counseling support groups, legal advocacy and shelter
- Office Hours: 24 hour hotline

Batterer's Intervention Program

(216)443-5620

1276 W 3rd, Room 325
Cleveland, OH 44113

- Group sessions, anger management course, referral documents
- Office Hours: Monday and Friday, 8:30-4:30; Tues Wed Thurs, 8:30-8:00

Bellefaire JCB Adolescent Substance Abuse Program (216)932-2800

22001 Fairmont Blvd.
Shaker Heights, OH 44118

- Intensive in home therapy with family, groups are also available at Bellefaire
- Office Hours: Monday-Friday, 9-5; Call 216-320-8502 for intake

Bellflower Center for the Prevention of Child Abuse and Neglect (216)229-2420

11811 Shaker Blvd. #220
Cleveland, OH 44120

- Teen services, adolescent support, teen parent education, child development education, life skills and future planning; individual and group therapy for sexually and physically abused individuals; kinship care- home visiting for grandparents, counseling for children affected by trauma, Ohio early start, community education, professional training
- Office Hours: Monday-Friday: 9am-5pm

Berea Children's House and Family Services (440)234-2006

202 E. Bagley Road
Berea, OH 44017

- Residential, outpatient counseling, in home counseling, early childhood mental health services, multi systemic therapy, community health, community support, foster care, pro-kids program (referral from Juvenile Court, in order to prevent further crimes), therapeutic group home, crisis debilitation
- Office Hours: Monday-Friday 8:30-5:00pm

Bridgeway (216)281-2660

8301 Detroit Ave.
Cleveland, OH 44102

- Counseling, case management, drug and alcohol, Program one to one, Asian program
- Office Hours: Monday-Friday 8:30-5:00pm

Center for Families and Children (216)432-7200

4500 Euclid Ave.
Cleveland, OH 44103

- Mental health services, Mental Health Program: 18 and over and mentally disabled (on disability or have been treated for many years for a SMI), counseling program (must have Medicaid), children and adults, symptom management groups available
- Office Hours: Monday-Friday 8am-5pm

Cleveland Rape Crisis Center (216)619-6194
1370 Ontario Street, Ste 420
Cleveland, OH 44113

- Individual (child, adolescent and adult), group and family counseling, justice system advocacy, community education, hotline, referral services available
- Office Hours: Monday-Friday 9-5; Voicemail is kept on 24 hours a day

Cuyahoga County Child Abuse Hotline (216)696-KIDS

- Investigates referrals of child abuse and protects children at serious risk, and refers children and families to other services
- Office Hours: 24 hour

Cuyahoga County Department of Human Services/ Applewood (216)696-5800
2525 E. 22nd Street
Cleveland, OH 44115

- Residential services, shelter care, independent living, foster care, educational and school services and adoption. Outpatient services including counseling, psychiatry, partial hospitalization, and day treatment. In home services include: early childhood counseling, community based treatment, multi-systemic therapy.
- Office Hours: Monday-Thursday, 8am-8pm; Friday, 8am-5pm

Cuyahoga County Child and Family Services (216)431-4500

3955 Euclid Ave
Cleveland, OH 44115

- 24 hour hotline and intake department, family services, sexual abuse and START (chemical dependency) unit, resources and placement services (recruits, trains, and conducts home studies of prospective foster and adoptive families), teaches independent living to 16-18 year olds, provides visitation for families, adoptive services and contracts out-patient services.
- Office Hours: Monday-Friday, 8:30-4:30

Family Help Line (Hotline) (216)229-8800

(Operated by) Bellflower Center
11811 Shaker Blvd. Ste. 220
Cleveland, OH 44120

- Referral to individual counseling, group counseling, parenting counseling, counseling for children who witness crimes, art therapy, adult survivors of incest, teen parenting and adult parenting
- Office Hours: Monday- Friday 9-5

Domestic Violence Help Line (216)391-HELP

Domestic Violence Center
P.O. Box 5466
Cleveland, OH 44101

- Intake, answer questions about domestic violence, referrals, take women and children in who have just experienced domestic violence (two shelter locations; one on the west and one on the east side)
- Office Hours: 24 Hour hotline

Lutheran Children’s Aid and Family Services

(216)281-2500

4100 Franklin Blvd.

Cleveland, OH 44113-2895

- Counseling for children and families, counseling to unwed parents and adoption services
- Office Hours: Mon-Friday 8:30-5:00; Some counselors have evening appointments; some satellite offices as well

Metro Health Clement Center for Family Care

(216)391-3200

(Direct # to Clement Location)

(216)391-7382

2500 E 79th Street

Cleveland, OH 44104

- Health care for families including internal medicine, pediatrics, women health and family planning, pharmacy, radiology, laboratory testing, Women infants and children program (nutritional services to eligible women and their children) and specialty services including cardiology, endocrinology, nephrology, podiatry, and pulmonary. To reach other areas: Internal Medicine, Pediatrics and Women’s health and family planning: call 216-957-7500
- Office Hours: Monday, Wednesday, and Friday, 8am-5pm; Tuesday and Thursday, 8am-7pm

Metro Parenting Program for the Prevention of Child Abuse

(216)778-4614

2500 Metro Health Drive

Dept of Psychiatry

Cleveland, OH 44109

- Clients are referred by Dept of Child and Family Services, psycho-educational group services
- Office Hours: Monday- Friday 9am-5pm

Rape Abuse Incest National Network (RAINN)

(800)656-4673

- Will refer clients to the nearest counseling center, referrals to other agencies and the CRCC, hotline and crisis counseling
- Office Hours: 24 hour

DOMESTIC VIOLENCE SERVICES

Domestic Violence Outreach/ YWCA

(216)881-6878

4019 Prospect Ave, Second Floor

Cleveland, OH 44103

- Seven week group for DV victims, referrals to counseling, short term crisis intervention, referrals for clothing, shelter, and legal aid
- Office Hours: Monday-Friday, 8:30-4:30; Evening group in West Location, Downtown and East 10-12pm

Domestic Violence Center

(216)391-HELP

PO Box 5466

Cleveland, OH 44101

- Support groups, counseling, justice system advocacy
- Office Hours: Monday-Friday 9-5pm

Jewish Family Services, Project CHAI

(216)292-3999

Drost Family Center

24075 Commerce Park Road

Beachwood, OH 44122

- Emergency and short term housing, counseling, art groups, counseling for children, education and support groups for women, anger management groups for men, community education, referrals, volunteer opportunities, rabbinic consultations
- Office hours: Monday-Friday, 9-5; 24 hour hotline 216-691-SAFE

DROP IN CENTERS

Cosgrove Center

(216)781-8262

1736 Superior Ave

Cleveland, OH 44114

- Hunger center, breakfast and lunch on weekdays, pantry service for downtown area, refer clients to other services, AA meetings, homeless day drop in center
- Office Hours: Monday-Friday, Breakfast 8-9 lunch 12-1:30

St. Malachi Center

(216)771-3036

2416 Superior Viaduct

Cleveland, OH 44113

- After school program, clothing ministry, showers for homeless, sewing lessons on Mondays, community lunches for males and females, teen nights, young adults program, steps for success 18-23 year olds, GED classes, reading buddies.
- Office Hours: Monday-Friday, 9-6; Specific activities vary in time

The Spot (Homeless Mentally Ill Adults)

(216)623-2134

1702 Payne Ave

Cleveland, OH 44114

- Drop in center (1-9) outreach services lunch and dinner, groups for homeless and mentally ill veterans, hygiene packs available, bagged lunches, clothing available, eye exams and glasses, emergency shelter for disabled men overnight.
- Office hours: Drop in center 12:30-9:00pm; Overnight shelter 9pm-7am

Westside Catholic Center

(216)631-4741

3135 Lorain Ave
Cleveland, OH 44113

- Serves coffee and doughnuts for breakfast, serves lunch 12-1:30, clothing 2x a month, small household items, social worker available to get housing
- Office hours: Monday-Friday 9am-2:30pm

DRUG & ALCOHOL SERVICES

ALANON

(216)621-1381

75 Public Square Suite 701
Cleveland, OH 44113

- Alateen, Alanon, referrals to meetings, members will talk to clients as well
- Office Hours: Monday-Friday, 9:30-3:30

Alcoholic's Anonymous

(216)241-7387

1701 E. 12th Street
Reserve Square Lower Level
Cleveland, OH 44114

- Groups, referral to groups
- Office Hours: Monday-Friday, 9-5; Saturday, 9-1; 24 hour answer line

Alcohol and Drug Resource Hotline

(800)252-6465

- Inpatient and outpatient detox facility, information and referral about drug and alcohol abuse
- Office Hours: 24 hour hotline

Casa Alma (Spanish / English drug rehab)

(216)351-3833

3387 Fulton Road
Cleveland, OH 44109

- Residential drug and alcohol treatment for adult males and females, aftercare services for 6 months (based on 12 step program)
- Office hours: Monday-Friday, 9-5

Cleveland Clinic Health System East Region (4 Hospitals)

24 hour general intake line for all four hospitals

(216)761-7990

Euclid Hospital
Huron Hospital
South Point Hospital
Hillcrest Hospital

- Assessment, and treatment, Call Contact Person Karen DiSimone: 761-7399 to set up trainings on the process of referral to CCHS.
- Office hours: 24 hour intake line

Cocaine Anonymous Helpline

(216)523-8701

- Referrals to meetings or specific counselors

- Office hours: 24 hour

Covenant (Adolescents)

(216)574-9000

1515 W 29th Street
Cleveland, OH 44113

- Adolescent CD treatment, dual diagnosis, outpatient, referrals
- Office hours: Monday-Friday, 9-5; other services vary in time

Drug & Alcohol Help Line

(800)477-6751

- Referrals to treatment centers, meetings, inpatient treatment, dual diagnosis, information about drug and alcohol use, AA or NA based, sex addict, gambling, CODA, Alanon or any addiction service
- Office hours: 24 hour hotline

East Cleveland Straight Talk

(216)229-3784

12921 Euclid Avenue
Cleveland, OH 44112

- Treatment and prevention, counseling, groups, community education in school setting, case management
- Office hours: Monday-Friday 9-5

First Call for Help

(216)436-2000

United Way
1331 Euclid Avenue
Cleveland, OH 44115

- Information about all the social service agencies, referrals
- Office hours: 24 hours a day

Free Clinic

(216)721-4010

12201 Euclid Avenue
Cleveland, OH 44106

- Free medical services (general, primary care, woman's, and teen health), dental (emergency adult clinic), mental health services (individual, couple, family and group counseling) substance abuse treatment services (group, individual, case management and crisis intervention), HIV testing, HIV treatment program, (medical care, counseling, case management, education and support, syringe exchange program)
- Office hours: Monday-Thurs, 11am-7pm, Friday, 10-6; Intake for MH counseling: Monday-Thursday, 5:30-7:30pm

Harbor Light, Salvation Arty

Detox Center:

(216)781-2121

1710 Prospect Ave
Cleveland, OH 44115

Switchboard:

(216)781-3773

- Single shelter for women, early release corrections for females and males, detoxification, referral to other treatment facilities, intensive outpatient treatment (often court mandated)

- Office hours: Detox is available 24 hours, switchboard 24 hours

**Hispanic Urban Minority Alcohol
& Drug Abuse (HUMADAOP)**

(216)459-1222

W 25th Street
Cleveland, OH

- Hispanic Inpatient and intake services for Casa Alma, youth center, programs including alcohol and drug education and prevention, bilingual services, mentoring, HIV/AIDS testing with pre and post testing counseling, Groups for “men who have sex with men”, HIV/AIDS education to adolescents, counseling and case management, intake program
- Office hours: Monday-Friday 9-5

Narcotics Anonymous (hotline)

(888)438-4673

- Referral and information about meetings, able to speak to addicts in recovery
- Office hours: 24 hour hotline

Recovery Resources (East Side Locations)

(216)431-4131

3950 Chester Avenue
Cleveland, OH 44103

- Alcohol and Drug, Prevention Group (Mon-Fri;9-12), Men’s treatment group (Mon-Fri 9-12), mixed male and female intensive outpatient group 6pm-9pm (Mondays-Thursdays)
- Office hours: Monday-Friday, 8-9

3343 Community College Avenue
Cleveland, OH 44115

- Women and Family services, daycare, intensive outpatient for Alcohol and Drug abuse
- Office hours: Monday-Friday, 8-5

Recovery Resources (West Side Locations)

(216)226-2844

2900 Detroit Avenue
Cleveland, OH 44113

- Mental health services, counseling, intensive outpatient, community support, partial hospitalization, medication somatization (SAMI)
- Office hours: Monday-Friday, 8-5

14805 Detroit Avenue
Lakewood, OH 44107

- Evening IOP for AOD population (Mixed Group)
- Office hours: Monday-Thursday 6-9

Stella Maris

(216)781-0550

1292 Winslow Avenue
Cleveland, OH 44113

- No psych patients, must have state ID and a resident of Cuyahoga County, Detoxification center, Substance Abuse treatment, Halfway house, Residential treatment (longer than thirty days) Treatment facility for males only, must be referred by a judge to go to treatment, only take clients without health insurance
- Office hours: intake calls 24 hours 7 days a week; admit clients: Sunday-Friday

Urban Minority Alcohol and Drug Addiction Outreach (216)361-2040

1215 E. 79th Street
Cleveland, OH 44103

- Prevention services and education, alternative services for children and adolescents, art therapy for teens and children, after school programs, poetry classes, step classes
- Office Hours: Monday-Friday, 9-5; Depending on the program hours could last into the evening

EMERGENCY FOOD

First Call for Help (216)436-2000

United Way
1331 Euclid Avenue
Cleveland, OH 44115

- Information about all the social service agencies, referrals
- Office hours: 24 hours a day

FAMILY VIOLENCE GROUPS FOR MEN AND WOMEN

EAST SIDE

Domestic Violence Center (216)651-8484

PO Box 5466
Cleveland, OH 44101

- Support groups, counseling, justice system advocacy
- Office Hours: Monday-Friday, 9-5pm

East Cleveland Domestic Violence Unit (Women only) (216)249-1522

13308 Euclid Ave Stu 103
East Cleveland, OH 44112

- Advocacy (court, referrals to judge, prosecutor, or on the legal process), support group for domestic violence, individual counseling, referrals to shelters and housing, male advocate for perpetrators
- Office Hours: Monday-Friday, 8-5 ; Mondays, 6:30-8:30 support group

Free Clinic (Women only) (216)721-4010

12201 Euclid Avenue
Cleveland, OH 44106

- Free medical services (general, primary care, woman's, and teen health), dental (emergency adult clinic), mental health services (individual, couple, family and group counseling), substance abuse treatment services (group, individual, case management and crisis intervention), HIV testing, HIV treatment program (medical care, counseling, case management, education and support, syringe exchange program)
- Office hours: Monday-Thursday, 11am-7pm, Friday, 10-6; Intake for MH counseling: Monday-Thursday, 5:30-7:30pm

Jewish Family Services, Project Chai (Beachwood)

(216)292-3999

Drost Family Center
24075 Commerce Park Road
Beachwood, OH 44122

- Emergency and short term housing, counseling, art groups, counseling for children, education and support groups for women, anger management groups for men, community education, referrals, volunteer opportunities, rabbinic consultations
- Office Hours: Monday-Friday, 9-5; 24 hour hotline 216-691-SAFE

New Haven (Seven Hills)

(216)901-9900

7819 Broadview Road
Seven Hills, OH 44131

- Couples counseling, individual counseling, group counseling (survivors, anger management, chemical dependency)
- Office Hours: Open every day, flexible scheduling, evening and weekend appointments available

Domestic Violence Outreach / YWCA (Downtown)

(216)881-6878

4019 Prospect Ave, Second Floor
Cleveland, OH 44103

- Seven week group for DV victims, referrals to counseling, short term crisis intervention, referrals for clothing, shelter, and legal aid
- Office Hours: Monday-Friday, 8:30-4:30; Evening group in West Location, Downtown and East 10-12pm

Witness Victim Services

(216)443-7345

1370 Ontario Street Suite 900
Cleveland, OH 44113

- Criminal justice system advocacy, counseling including crisis intervention, individual and group counseling for children, adults and families, support groups for women in abusive relationships, juvenile court advocacy, bilingual services, information regarding the Ohio Victims of Crime Compensation Program and community referrals and education
- Office Hours: Monday-Friday, 8:30-4:30

WEST SIDE

Battered Women's Shelter (Summit County)

(330)374-1111

759 W. Markey St.

Akron, OH 44303

- Shelter for women and children survivors of domestic violence who are in immediate danger, no time limit on how long one can stay, justice system advocacy, Children Who Witness Violence specialist and referrals to free counseling, support groups (for women and children)
- Office Hours: Shelter 24 hours

Battered Women's Shelter (Medina County)

(330)723-3900

Undisclosed location for security

local hotline

(330)723-2163

Toll-free hotline

(877)414-1344

- Court advocacy, DV & parent support groups, case management, Project Learn (adult literacy), Designated drop-off spot with officer escort to shelter, must call for intake, no drop-ins
- Office Hours: Administrative: Monday-Friday, 8-5; Shelter: 24 hours

Cleveland Rape Crisis Center

(216)619-6194

1370 Ontario Street, Suite 420

Cleveland, OH 44113

- Individual (child, adolescent and adult), group and family counseling, justice system advocacy, community education, hotline, referral services available
- Office Hours: Monday-Friday, 9-5; Voicemail is kept on 24 hours a day

Safe Futures Support Lines

(330)673-2500

143 Gougler Ave

(330)296-2100

Kent, OH 44240

- Shelter and groups (WINGGS) for women and children affected by domestic violence, child care ages 0-3 child support group ages 4 and up
- Office Hours : 24 hours

Southwest General Hospital

(440)816-6828

18697 Bagley Road

Middleburgh Hts., OH 44130

- 2 Support Groups; evening support group: Safe connection, daytime support group from 11am-1pm, safe room on site 23 hour stay
- Office hours: Monday-Friday, 8-5; Come to the emergency room during after hours

FOREIGN LANGUAGE SPEAKERS

Arab American Community Center

(216)252-2900

11555 Lorain Ave

Cleveland, OH 44111

- Job assistance, consultation and mediation, advocacy (schools and police), translation and interpretation (hospital and court), referrals, in house counseling, immigration, cultural outreach, after school tutoring, summer youth program, Arabic classes, English as a second language, merchant assistance programs, www.aaccessohio.org
- Office Hours: Monday-Friday, 10-5

Asian Services In Action

Cleveland

3631 Perkins Ave, #2C
Cleveland, OH 44114

(216)881-0330

Akron

730 Carroll Street
Akron, OH 44304

(216)535-3263

- Tobacco cessation groups, adult mentoring program, empowerment projects, senior programs, translation and interpreting for Arabic, French, Chinese (Cantonese, mandarin and Fukin dialects), Hindi, Hmong, Japanese, Korean, Lao, Russian, Serbo-Croatian, Spanish, Urdu, and Vietnamese (additional languages available upon request), trainings in cultural and linguistic competencies, leadership development, and community capacity building
- Office Hours: Monday-Friday, 9:00am-5:30pm, Some after hours programming

International Services Center

1836 Euclid Ave Suite 200
Cleveland, OH 44115

(216)781-4560

- Case workers, English courses, job development, interpreters, fingerprinting, passport photos, and help with citizenship
- Office Hours: Monday-Friday, 8:30-5:00; passport and fingerprinting hours: 9-12, 1-4:30

Jewish Family Services Assn. of Cleveland

Drost Family Center
24075 Commerce Park Road
Beachwood, OH 44122

(216)932-9200

- Emergency and short term housing, counseling, art groups, counseling for children, education and support groups for women, anger management groups for men, community education, referrals, volunteer opportunities, rabbinic consultations
- Office hours : 9-5; 24 hour hotline 216-691-SAFE

Migration and Refugee Services (Catholic Charities)

7800 Detroit Ave.
Cleveland, OH 44102

(216)281-3618

- Resettlement for refugees, find places to live, help get jobs, health screenings, clients have to be sent through the state department
- Office hours: Monday- Friday 9-5

HOTLINES

AIDS/HIV/STD Hotline (Ohio)

(800)332-2437

- Information about HIV/AIDS/STDs, information on local testing sites, list of local Task Forces, medical referrals
- Office hours: 24 hours

Bellflower Totline

(216)431-8200

- Parenting and child development questions about children under the age of 5
- Office hours: Monday-Friday, 9-5 and answering services after hours

Child Find Hotline

(800)426-5678

- Help for family members of children lost or missing, information and support around parental abductions
- Office hours: Monday-Friday, 8:30am to 4:30pm (eastern time)

Child Abuse Hotline

(216)696-KIDS / (800)422-4453

- Call to report child abuse
- Office hours: 24 hours

Domestic Violence Hotline

(216)391-4357

- Information and support for anyone affected by domestic violence, referral information—shelters, housing, counseling
- Office hours: 24 hour

Domestic Violence National Hotline

(800)-799-7233

- National information and referrals
- Office hours: 24 hours

Elder Abuse (Adult Protective Services Intake)

(216)420-6700

- Information on elder abuse, referral information, call to report elder abuse
- Office hours: Monday-Friday, 8:30am to 4:30pm (after 4:30 calls are answered by the Child Abuse Hotline)

Emergency Contraception Hotline

(888)NOT-2LATE

- Information about emergency contraception, gives names and phone numbers of nearby places that prescribe emergency contraceptives
- Office hours: 24 hours

Family Helpline/Bellflower

(216)229-8800

- Information and support around family violence, specifically child abuse
- Office hours: 24 hour

- Family Violence Hotline** (216)631-2275
- Information and support around family violence, referral sources—counseling, shelter information, housing, employment, information about youth intervention and prevention programs, information about the Batterer Intervention Program
 - Office Hours: 24 hours
- First Call for Help (United Way Services 24-hours)** (216)436-2000 or 211
- Provide health and human service information for Cuyahoga County residents, provide caller with numerous referrals—food, shelter, housing, clothing, etc. depending on what it is that the caller needs.
 - Office Hours: 24 hour
- Gay and Lesbian Helpline** (888)340-4528
- National Helpline, Referrals, information and support
 - Office Hours: 24 Hour
- Gay and Lesbian Peer Listening Line for Youth** (800)399-7337
- National Listening Line: Support, information and referrals for LGBT youth by their peers
 - Office hours: 24 hour
- JFSA Project Chai Family Violence Program** (216)691-7233
- Support around family violence issues
 - Office hours: 24 hour
- Lake County Victim Assistance** (440)953-6700
- Hospital advocacy for victims of violent crime
 - Office hours: 24 Hour Crisis Pager
- Lorain County Mental Health Crisis Hotline** (800)888-6161
- Assess for suicidal and homicidal ideation, provide brief, over-the-phone counseling, make internal referrals to the NORD Center for intake and further assessment
 - Office Hours: 24 Hour
- Lorain County Rape Crisis Hotline** (800)888-6161
- Support, information and referrals for survivors of sexual assault
 - Office hours: 24 hour
- Mental Health Emergency Hotline (Mobile Crisis Team)** (216)623-6888
- Suicide intervention and prevention, referrals
 - Office Hours: 24 hour

National Runaway Switchboard

(800)621-4000

- Confidential mediation between parents and youth runaways, education and prevention, confidential support and information for youth runaways
- Office hours: 24 hour

National Youth Crisis Hotline

(800)448-4663

- Support, information and assistance for youth under the age of 17 who are in crisis
- Office hours: 24 hour

Planned Parenthood Facts of Life 24-Hour Information Hotline

(216)334-2207

- General information and referrals about a variety of topics—birth control, sexual health care, pregnancy, abortion, sexual abuse, STDs, drugs and alcohol, parenting, etc.
- Office hours: 24 hour automated hotline sponsored by Planned Parenthood

**RAINN (Rape, Abuse, & Incest National Network)
HOPE**

(800)656-

- Information, support, and referrals for primary and secondary survivors of rape, sexual abuse, sexual assault and incest
- Office Hours: 24 Hour

Rape Crisis Center (Cuyahoga County)

(216)619-6192

- Information, support, and referrals for primary and secondary survivors of sexual assault
- Office Hours: 24 hour

Rape Crisis Center (Medina County)

**(888)334-4064
(330)764-8635**

- Information, support, and referrals for survivors of sexual assault
- Office hours: 24 hour

Safer Futures Support Lines 24-Hour Crisis Line (Portage County)

(330)673-2500/ 296-2100

- Information, support, and referrals for survivors of violence (domestic violence, sexual violence, rape, etc.) in Portage County
- Office hours: 24 hour

Spanish Speaking Domestic Violence National Hotline

(800)799-7233

- Information, support and referrals for survivors of domestic violence who are Spanish speaking
- Office hours: 24 hour

TelMed (216)520-0200

- Automated health and medical information line
- Office hours: 24 hour

Victim Resource Center (Lake County) 24 Hour Hotline (800)777-7244
(440)953-3260

- Information, support and referrals for crime victims in Lake County, Police Department and Justice System Advocacy referrals
- Office hours: 24 hour

Warmline (mental health consumers) (440)886-5950

- Information, support and referrals. Takes crisis calls as well.
- Office hours: 24 hour

JUSTICE SYSTEM AND LEGAL ADVOCACY

Battered Women's Shelter (330)374-1111

759 West Market St.
Akron, OH 44303

- Justice system advocacy for women and children survivors of domestic violence
Help women to gain Temporary Protection Orders and Civil Protection Orders,
Shelter, case management and support groups
- Office Hours: Monday- Friday 8:30am-4:30pm

City of Euclid Domestic Violence Program (216)289-8232

585 E. 22nd St.
Euclid, OH 44123

- Justice system advocacy (court and police department), referrals, support and information about domestic violence.
- Office hours: Monday-Friday, 8:30am to 5:00pm

Cleveland Bar Association (216)696-3525

1301 East 9th Street
Cleveland, OH 44114

- Referrals to attorneys—with referral get 30 minute consultation free. Assist public in filing grievances against attorneys and judges
- Office hours: Monday-Friday, 8:30am-5:00pm

Domestic Violence Center (216)651-8484

PO Box 5466
Cleveland, OH 44101

- Support groups, counseling, education and justice system advocacy
- Office hours: Monday-Friday, 9am to 5:30pm

Geauga and Lake County Legal Aid (440)352-6200

8 North State Street

Painesville, OH 44077

- Provide legal assistance for evictions, Medicaid cancellations, human services, Civil Protection Orders, (some) divorces, etc.
- Office hours: Monday-Friday, 8:30am-4:30pm

Lake County/ Mentor Victim Assistance

(440)350-2691

Mailing Address:

PO Box 490

Painesville, OH 44077

Location Address:

105 Main Street

Painesville, OH 44077

- Justice system advocacy for victims of crime at the felony, municipal and juvenile levels, help attain Civil Protection Orders, Temporary Protection Orders, Anti-Stalking Orders, arrange meetings between the prosecutor and the victim, go on hospital and crime scene calls, etc.
- Office hours: Monday-Friday, 8:30am to 4:30pm

Lorain County/Genesis House

(440)323-3400

PO Box 718

Lorain, OH 44052

- Justice System Advocacy for survivors of domestic violence, 30 day shelter, support groups
- Office Hours: Monday-Friday, 8:30-5pm

Ohio Victims of Crime Program

(800)582-2877

150 East Gay St

(800)824-8263

Columbus, OH 43215

- May provide monetary compensation for victims of violent crime (including the survivors of a deceased family member who was a victim of a violent crime, parents or guardians of child victims of violent crime, etc.) Compensation is usually for medical expenses, loss of wages, counseling fees, funeral expenses, etc.
- Office Hours: Monday-Friday, 8:30am to 5pm

Portage County Prosecutor's Office

(330)297-3850

466 South Chestnut St.

Ravenna, OH 44266

- Office hours: Monday-Friday, 8:30am to 4:30pm

Prosecutor's Office-Cuyahoga County

(216)443-7800

1200 Ontario St.

Cleveland, OH 44113

- Office Hours: Monday-Friday 8:30am-4:30pm

Summit County Prosecutor's Office

(330)375-2247

759 W. Market St.
Akron, OH 44303

- Office hours: Monday-Friday, 8:30am-4:30pm

Witness/Victim Service Center of Cuyahoga County

(216)443-7345

1275 Ontario St.
Cleveland, OH 44113

- Justice system advocacy for crime victims, counseling and support groups for survivors of domestic violence, free services
- Office hours: Monday-Friday, 8:30-4:30

LESBIAN & GAY SERVICES

Lesbian Gay Community Service Center of Greater Cleveland (216)651-5428

6600 Detroit Avenue
Cleveland, OH 44102

- Information, advocacy, support, and referrals, (see hotline section for hotline numbers)
- Office Hours: Monday-Friday: 12pm-10pm, Saturdays 10-6

MEDICAL SERVICES

Ask a Nurse

(216)844-1000

- Medical questions and concerns
- Office Hours: Monday-Friday, 8:30am to 5pm

Care Alliance

(216)923-5000

6001 Woodland Avenue
Cleveland, OH 44104

- Free health care and some counseling services
- Office hours: Monday-Friday 1pm-5pm

Free Clinic of Greater Cleveland

(216)721-4010

12201 Euclid Avenue
Cleveland, OH 44106

- Free health care and some counseling services
- Office hours: Monday-Thursday, 11am-7pm; Friday 10-6; Intake for MH counseling, Monday-Thursday 5:30-7:30pm

J. Glenn Health Center

(216)249-4100

11100 St. Clair Ave.
Cleveland, OH 44108

- Sliding fee scale, Pediatric care, OBGYN, adult health, HIV counseling and STD testing
- Office Hours: Monday-Friday, 8am to 5pm, by appointment only

MetroHealth Clement Center

(216)391-3200

2500 East 79th St.
Cleveland, OH 44104

- Sliding fee scale, Internal medicine
- Office Hours: Monday-Friday, 9am-5pm

MetroHealth Hospital

(216)778-7800

2500 MetroHealth Dr
Cleveland, OH 44109

(800)332-4060

- Internal Medicine, Emergency medical services
- Office Hours: 24 hours, or by appointment

Planned Parenthood of Greater Cleveland

- Sliding fee scale, All confidential services, STD testing and treatment, pregnancy testing and counseling, emergency contraception, women's health treatment, contraception distribution and information, education programs, community resource center, abortion services (Bedford), etc.
- Office Hours: See locations for individual office hours

Administrative Office

(216)961-8804

3500 Lorain Ave. Suite 400
Cleveland, OH 44113
Office Hours: Monday-Friday, 9am-5pm

East Cleveland (East)

(216)851-1880

1835 Forrest Hills Rd.
East Cleveland, OH 44112

- Office Hours: Tuesday & Wednesday, 12pm-7pm, Thursday, 12pm-4pm, Friday, (every other)9am-4pm, Saturday, 9am-1pm

Rocky River (West)

(440)331-8744

20800 Center Ridge Rd. Suite 101
Rocky River, OH 44116

- Office Hours: Monday, 9am-4pm, Tuesday & Wednesday, 1pm-8pm, Thursday, 10am-4pm, Friday, 9am-4pm, Saturday, 8am-3pm

Bedford (Southeast)

(440)232-8381

19550 Rockside Rd.
Bedford, OH

- Office Hours: Monday, 9am-2pm, Tuesday, 2pm-7pm, Wednesday, 12pm-7pm, Thursday 9am-4pm, Friday, 11am-4pm, Saturday, 8am-3pm; Appointments for abortions can be made on Tuesdays and Fridays at Bedford Planned Parenthood

Cleveland/ Old Brooklyn (Southwest)

(216)661-0400

3311 Broadview Rd.
Cleveland, OH 44109

- Office Hours: Monday, 9am-4pm—no appointments, walk-ins only for pregnancy tests (\$10) and emergency contraception (\$30), Tuesday 2pm-8pm, Wednesday, 12pm-7pm, Thursday & Friday, 9am-4pm, Saturday, 8am-3pm

Thomas F. McCafferty Health Center

(216)651-5005

4242 Lorain Avenue
Cleveland, OH 44113

- MetroHealth Satellite- Insurance and sliding fee scale
- WIC Satellite-Free services for mothers and their young children
- VA Satellite-Services for war veterans
- City of Cleveland Health Department- STD testing \$10, Child immunization free, TB testing \$5
- Office Hours: Vary by satellite, call for hours

NorthEast Ohio Neighborhood Health Services Incorporated (NEON)

- Adult medicine, pediatrics, obstetrics/gynecology, behavioral health services, dental services, comprehensive perinatal care program, family planning, podiatry, optometry, laboratory, x-ray, mammography, pharmacy, nutrition, ultrasound, dermatology, referrals, WIC.
- Office Hours: Vary by location, call for hours

Hough Health Center (NEON)

(216)231-7700

8300 Hough Avenue
Cleveland, OH 44103

- Office Hours: Vary by location, call for hours

Collinwood Health Center (NEON)

(216)851-1509

15322 St. Clair Ave.
Cleveland, OH 44110

- Office Hours: Vary by location, call for hours

Southeast Health Center (NEON)

(216)751-3100

13301 Miles Ave.
Cleveland, OH 44105

- Office Hours: Vary by location, call for hours

Superior Health Center (NEON)

(216)851-2600

12100 Superior Ave.
Cleveland, OH 44106

- Office Hours: Vary by location, call for hours

East Cleveland Health Center (NEON) (216)541-5600
15201 Euclid Ave. East Cleveland, OH 44112

- Office Hours: Vary by location, call for hours

MENTAL HEALTH AGENCIES

Applewood Centers (216)696-5800
2525 East 22nd St.
Cleveland, OH 44115

- Counseling for children and families, alternative school, independent living, psychological testing
- Office Hours: Monday-Friday, 8am-8pm

Applewood Intake Dept. (Cuyahoga County) (216)459-9872
2525 East 22nd St.
Cleveland, OH 44115
Intake for Applewood programs
Office Hours: Monday-Friday, 8:30am-4:30pm

Applewood Intake Dept. (Lorain County) (440)934-9930
5255 N. Abby Rd., Suite 1
Elyria, OH 44035

- Intake for Applewood programs
- Office Hours: Monday-Friday, 8:30am-4:30pm

Bridgeway (Westside Community Mental Health Center) (216)281-2660
8301 Detroit Rd.
Cleveland, OH 44102

- Counseling, case management, drug and alcohol services
- Office Hours: Monday-Friday, 8:30am-5pm

Center for Families and Children (CFC)

- Intake and assessment, case management, counseling, Head Start, child care, preschool, RapArt (programs that work to promote positive character development and enable youth to make healthy choices), and employee assistance programs.

CFC Administrative Office (main number) (216)432-7200
4500 Euclid Ave.
Cleveland, OH 44103

CFC Behavioral Health (East Office) (216)431-5800
4400 Euclid Ave.
Cleveland, OH 44103

- CFC Behavioral Health (Hispanic Office)** (216)651-1860
 4115 Bridge Ave. Suite 309
 Cleveland, OH 44113
- Office Hours: Vary by Satellite (Most hours are Monday-Friday, 8:30am-4pm)
- CFC Behavioral Health (Southwest Office)** (440)888-0300
 5955 Ridge Rd.
 Cleveland, OH 44129
- Office Hours: Vary by Satellite (Most hours are Monday-Friday, 8:30am-4pm)
- CFC Behavioral Health (West Office)** (216)252-5800
 3929 Rocky River Dr.
 Cleveland, OH 44111
- Office Hours: Vary by Satellite (Most hours are Monday-Friday, 8:30am-4pm)
- CFC Behavioral Health and Youth & Family Services** (216)932-9497
 (Taylor Commons)
 1941 South Taylor Rd.
 Cleveland Heights, OH 44118
- Office Hours: Vary by Satellite (Most hours are Monday-Friday, 8:30am-4pm)
- CFC Fathers and Families Together (FAFT)** (216)432-7200
 4500 Euclid Ave. ext. 431
 Cleveland, OH 44103
- Office Hours: Vary by Satellite (Most hours are Monday-Friday, 8:30am-4pm)
- CFC Bingham Child Care, Head Start & Early Head Start** (216)621-1782
 2421 Central Ave.
 Cleveland, OH 44115
- Office Hours: Vary by Satellite (Most hours are Monday-Friday, 8:30am-4pm)
- CFC Mather Child Care, Head Start & Early Head Start** (216)271-0095
 9203 Union Avenue
 Cleveland, OH 44105
- Office Hours: Vary by Satellite (Most hours are Monday-Friday, 8:30am-4pm)
- CFC McMillan Preschool, Head Start & Extended Day Care** (216)932-9497
 1941 South Taylor Rd.
 Cleveland Heights, OH 44118
- Office Hours: Vary by Satellite (Most hours are Monday-Friday, 8:30am-4pm)
- CFC Rainbow Terrace Child Care Center** (216)441-1520
 7255 Garden Valley Ave.
 Cleveland, OH 44104
- Office Hours: Vary by Satellite (Most hours are Monday-Friday, 8:30am-4pm)

CFC Wade Child Care & Extended Day Care
9111 Yale Ave.
Cleveland, OH 44104

(216)761-4994

- Office Hours: Vary by Satellite (Most hours are Monday-Friday, 8:30am-4pm)

CFC Work Employee Assistance Services
EASE@Work

(216)432-7200
ext. 375

Cuyahoga County Client Rights Mental Health Board
1400 West 25th St. 3rd Floor
Cleveland, OH 44113-3199

(216)241-3400

- Provide clients with referrals to mental health agencies, Fund and oversee mental health agencies
- Office Hours: Monday-Friday, 9:30am-6pm

Domestic Violence Outreach/ YWCA
4019 Prospect Ave.
Cleveland, OH 44103

(216)881-6878

- Parenting group, daycare, DV programs for offenders, counseling
- Office Hours: Monday-Friday, 8:30am-5pm

Free Clinic of Greater Cleveland
12201 Euclid Ave.
Cleveland, OH 44106

(216)721-4010

- Free health care and counseling services
- Office Hours: Must call to make appointment (appointments are on M-TH)

MINORITY SERVICES

Bridgeway (Westside Community Mental Health Center)
Administration Line
Denison Health Center
8711 Denison Ave.
Cleveland, OH 44102

(216)281-2660

(216)661-4164

(216)631-8686

- Self-pay, sliding fee, Outpatient services for children & adults, PHP, residential, employment services, crisis intervention
- Office Hours: Monday-Friday, 9am-5pm

OFFENDER PROGRAMS

Batters Intervention Program
1276 W. 3rd St. Rm. 325
Cleveland, OH 44113

(216)443-5620

- Offers counseling and referrals to perpetrators of domestic violence, Self-pay, sliding fee
- Office hours: Monday-Friday, 9am-5pm

Bridgeway, Inc. (216)281-2660
(Formerly Westside Community Mental Health Center)
Denison Health Center (216)631-8686
8711 Denison Ave.
Cleveland, OH 44102

- Self-pay, sliding fee, Outpatient services for children & adults, PHP, residential, employment services, crisis intervention
- Office Hours: Monday-Friday, 9am-5pm

Domestic Violence Center (216)651-8484
PO Box 5466 TDD (216)651-9500
Cleveland, OH 44101

- Support groups, counseling, justice system advocacy
- Office hours: Monday-Friday, 9-5pm

Western Reserve Counseling (440)352-8954
1 Victoria Place, Suite 505
Painesville, OH 44077

- Individual and group counseling, specializing in perpetrators of domestic violence
- Office Hours: Monday-Friday, 9-8, Groups are held during the week and on Saturdays

SELF DEFENSE PROGRAMS

Tri-C Community College (Sergeant Shelia Mason) (216)987-2416
Cuyahoga Community College
Eastern Campus
4250 Richmond Road
Highland Hills Village, OH 44122

- Self defense classes and “safety talk” education
- Office Hours: Vary to meet incoming requests

SHELTERS FOR WOMEN AND CHILDREN

American Red Cross 24hr/day (216)431-3010
Greater Cleveland Chapter
3747 Euclid Ave.
Cleveland, OH 44115-2501

- No ongoing shelter; in disaster-time only, Emergency services (available for victims of fire or disaster) include crisis counseling, food, change of clothes, access to social worker for short-term and long-term planning, Emergency communication b/t families and military overseas – when there is an emergency at home, service men or women can be notified when they may need to come home as a result. International Tracing- works to reunite families separated by war or disaster (international only, not domestic). Disaster Preparedness – community education to vulnerable populations

- Office hours: Monday-Friday, 8:30am-5:00pm

Angeline Christian Home (West)

(216)631-7518

3201 West 73rd

Cleveland, OH 44102

- No drop ins, must call first Faith-based program for substance abuse recovery, job attainment, and child care, Affiliated with City Mission
- Office hours: Monday-Friday, 8:30-4:30

Battered Women's Shelter (Summit County)

Admin.

(330)374-0740

759 W. Market St.

Shelter

(330)374-1111

Akron, OH 44303

- Shelter for women and children survivors of domestic violence who are in immediate danger, no time limit on how long one can stay, Justice system advocacy, Children Who Witness Violence specialist and referrals to free counseling, Support groups (for women and children)
- Office Hours: Administrative: Monday-Friday 8-5; Shelter: 24 hours

Battered Women's Shelter (Medina County)

Admin.

(330)723-3900

Undisclosed location for security

local hotline

(330)723-2163

Toll-free hotline

(877)414-1344

- Court advocacy, DV & parent support groups, case management, Project Learn (adult literacy) Designated drop-off spot w/ officer escort to shelter. Call for intake, no drop-ins
- Office Hours: Shelter: 24 hours

Catholic Charities Emergency Shelter

(216)781-8262

Bishop William M. Cosgrove Center

1736 Superior Ave.

Cleveland, OH 44114

- Hunger center, breakfast and lunch on weekdays, pantry service for downtown area, refer clients to other services, AA meetings, homeless day drop in center
- Office Hours: Monday-Friday, Breakfast: 8-9 lunch:12-1:30

City Mission Clinic

(216)431-3510

5310 Carnegie Avenue

Cleveland, OH 44103

- Women's shelter, food
- Office hours: Intake line 24 hours a day

Domestic Violence Center

(216)651-8484

PO Box 5466

Cleveland, OH 44101

Support groups, counseling, justice system advocacy

Office hours: Monday-Friday, 9-5pm

East Side Catholic Center and Shelter

(216)231-5556

11701 Shaker Blvd.

PO Box 20177

Cleveland, OH 44120

- Emergency Shelter (2-4 weeks of housing, individual and family counseling, case management), Iwo San Program (six month residential treatment program), Miracle village (90 day intensive outpatient), New Beginning (outpatient substance abuse), Kiddie academy (day care), Job training and employment services, prevention program
- Office Hours: Administrative: Monday-Friday, 8-5; Shelter: 24 hours

First Call For Help (Shelter Referrals)

(216)436-2000

- Referral Service for shelters
- Office Hours: 24 hours

Genesis House (Lorain County)

(440)323-3400

PO Box 718

(440)244-1853

Lorain, OH 44052

(866)213-1188

- Shelter for female survivors of domestic violence and their children (must first call and be approved) 30 day stay limit, Support groups, Justice system advocates
- Office Hours: 24 hours

Safer Futures Support Lines Shelter

(330)673-2500

143 Gougler Avenue

Kent, OH 44240

- Shelter and groups (WINGGS) for women and children affected by domestic violence, child care ages 0-3, child support group ages 4 and up.
- Office Hours: 24 hours

Transitional Housing

(216)781-2250

Undisclosed location for security

- Shelter for battered women and homeless women, 2 yr. program, Must have referral from counselor or other shelter, no children, but if women arrive pregnant, babies can stay
- Office Hours: 24 hours

Westside Catholic Center

(216)631-4741

3135 Lorain Rd.

(216)631-4141

Cleveland, OH 44113

- Breakfast & lunch served daily M-F, Legal services twice a month, Clothing pick-up 3x a week, Shelter location is undisclosed; call for bed availability
- Office Hours: Drop-in center is open 9am-3pm in winter, 9am-2pm in summer

SHELTERS FOR MEN

City Mission

(216)431-3515

Crossroads Program for Men
5310 Carnegie
Cleveland, OH 44103

- Food & shelter for homeless, Faith-based program for substance abuse recovery & job attainment, City Mission also offers prison ministry, neighborhood ministry to assist the poor, and pathways program for at-risk youth
- Office Hours: 24 hour Intake line

Emergency Shelter for Men

(216)566-0047

2100 Lakeside Ave.
Cleveland, OH

- Homeless shelter, Brief assessment to determine what the client needs, community areas where the clients can be in the shelter for 24 hours a day, Referrals to outside agencies, 3 meals a day, initial sign in gets one meal a day, 375 beds, if filled clients are transferred to an overflow sight, clothing sight, showers, TB testing
- Office Hours: Monday-Friday, 4pm initial sign in, Saturday and Sunday, sign in 1pm, On cold weather days sign in can be earlier depending on how many staff is available, new clients should be at sign in by 3:30

First Call For Help

(216)436-2000

- Shelter referrals
- Office Hours: 24 hr/day

Harbor Light Salvation Army/ Zelma George Shelter (Southeast)

(216)781-3773

1710 Prospect Ave.
Cleveland, OH

- Single shelter for women, early release corrections for females and males, detoxification, referral to other treatment facilities, intensive outpatient treatment (often court mandated)
- Office Hours: Detox is available 24 hours, switchboard 24 hours

Homeless Services

(316)391-4357

- Shelter Referrals
- Office Hours: 24 hr/day hotline

Volunteers of America

(216)621-0120

Walton Avenue Location
2710 Walton Ave.
Cleveland, OH 44113

- food, shelter, street outreach program, learning & health related programs for homeless, this facility is also base of operations for 3 other shelters

- office Hours: 24 Hour phone

Y Haven (West Side Chemically Addicted Men)

(216)281-0810

6001 Woodland Ave. Fourth Floor
Cleveland, OH 44104

- homeless males 18 years and older; Assessments, Group and individual treatment, 120 days of drug and alcohol treatment, aftercare (assistance with schooling GED, life skills) 2 year program to be put into suitable sober living
- office Hours: Intake Tuesday and Thursday 8:30am; Open 24 hours, business hours Monday-Friday, 8:30-5

SUICIDE/CRISIS

Mobile Crisis Unit

(216)623-6888

Assessment, intake, referrals for individuals in crisis, suicidal etc.
Office Hours: 24 Hour hotline

SURVIVORS OF SEXUAL ASSAULT

Bellflower Center for Prevention of Child Abuse

(216)229-8800

11811 Shaker Blvd. Suite 220
Cleveland, OH 44120

- Individual & group counseling for children & adults, Early Start home visits, Kinship home visits (free) provide support for caregivers, Community training & education
- Office Hours: 24 hr. helpline (216)229-8800, 24 hr. hotline (216)431-8200 (child dev. Questions)

Cleveland Rape Crisis Center

1370 Ontario St. Suite 420
Cleveland, OH 44113

(216)619-6194
(216)619-6192

- Individual & group counseling for children-adults; hospitals & justice system advocacy; “girls kick butt!” empowerment conferences, community education, all services are free
- Office Hours: Monday-Friday 9-5: Appointments can last into the evening

Cuyahoga County Witness Victim Service Center

(216)443-7345

1370 Ontario Street, Suite 900
Cleveland, OH 44113

- Counseling, justice system advocacy, juvenile court advocacy, victims of crime compensation, education and referrals, Services are free and bilingual staff members are available to assist Spanish speaking individuals
- Office hours: Monday-Friday, 8:30am-4:30pm

Gestalt Institute of Cleveland**(216)421-0468**1588 Hazel Dr.
Cleveland, OH

- Workshops and group activities for education & personal development, Not meant to offer clinical services, but educational programs, Referrals to Gestalt therapist can be provided
- Office hours: Monday-Friday 9-5

Medina Rape Crisis**(330)764-8635**740 E. Washington St. Suite E-6
Medina, OH 44256-2136

- Crisis intervention, referrals, advocacy, education/training
- Office Hours: 24 hour hotline (330)721-4357 (local) or 1-888-334-4064

Laurelwood Counseling Centers**(216)595-0500**Commerce Park 4, Suite 610
23240 Chagrin Blvd.
Beachwood, OH 33122

- Individual counseling, IOP group for trauma survivors
- Office Hours: Monday-Friday, 7:30am-9:00pm; Groups are at night

Victims of Crime Compensation**(877)584-2846**Ohio Victims of Crime Compensation Program
150 E. Gay St., 25th Floor
Columbus, OH 43215**Helpline: (800)FYI-CALL
(800)211-7996**

- Applications can be found at http://www.ag.state.oh.us/sections/crime_victims_services/compensation_program/index.htm, Mail completed applications to address above
- Office Hours: Monday-Friday, 8:30am-8:30pm

Victim Resource Center**(440)953-3260**Laurelwood Hospitals
35900 Euclid Avenue
Willoughby, OH 44094**(800)777-7244**

- Crisis intervention, advocacy (police department and court), referrals to community agencies, and community education, referrals to Laurelwood counselors
- Office Hours: 24 hour hotline and Intake line (440)953-3260); Administrative; Monday-Friday, 8:00-5:00

WOMEN'S AGENCIES**West Side Women's Center****(216)575-9120**6209 Storer Ave.
Cleveland, OH 44102

Helpline M-F9am-5pm

(216)651-4357

- 17 week IOP drug treatment program for women, Client not required to have insurance, Parenting classes Saturday mornings – free for clients, \$45 for non-clients
- Office hours: Monday-Friday, 9am-5pm

Women’s Alliance for Recovery Center

(216)575-9120

2012 West 25th St., Suite 620
Cleveland, OH 44113

- Provides screening and referral to women for detoxification, residential treatment, sober living, prenatal care, safe shelters, support groups, legal advice, childcare services, and outreach and education services
- Office hours: Monday-Friday, 9am-5pm

YOUTH SHELTERS / DROP INS

Lutheran Metropolitan Ministry

(216)696-2715

1468 W. 25th Street
Cleveland, OH 44113

- Serves at-risk youth, ex-offenders, and people with disabilities, Provides employment assistance, youth support groups and shelter
- Office Hours: Monday-Friday, 9am-5pm

Lakewood Youth Services

(216)529-6870

Division of Youth Services
13616 Madison Avenue

- Youth activities and volunteer programs for school aged kids; counseling and mediation with families
- Office Hours: Monday-Friday 8:30-5; Evenings by appointment only

Westhaven (12-17 yrs. Old)

(216)941-0062

3020 West 104 St. (at Western Ave.)
Cleveland, OH 44111

- Shelter & hot meals, diagnostic assessment, counseling, transportation to school, after care services and outreach into the community to counsel families in crisis, Serves Cuyahoga and Lorain County
- Office Hours: 24 hour hotline

Bridgeway Teen Drop In Center (Playhouse)

(216)631-8686

8711 Denison Ave.
Cleveland, OH 44102

(216)281-2660

- Teen drop in called Playhouse, ages 9-16, teens can play pool, play sports or do art, Teen mom support
- Office Hours: Monday-Friday 3pm-6pm

National Runaway Switchboard

(800)621-4000

- Crisis intervention for teens and families, Referrals to lodging in any area
- Office Hours: 24 Hour hotline