

Cuyahoga County Homeless Services Emergency Shelter Cold Weather Protocols

OUTREACH

- RTA, the Cleveland Police Department, Downtown Cleveland Alliance, Care Alliance, VOA, and Frontline Service are coordinating outreach efforts to find people on the street and offer transportation to shelter.
- **Call 211 First Call for Help for emergency shelter information**

SHELTER

- **No individual or and family seeking shelter will be turned away.**
- Single men should go to 2100 Lakeside Avenue.
- Single women should go to 2227 Payne Avenue, the Norma Herr Women's Center.
- Additional overflow bed capacity is available in the community through Coordinated Intake, 1736 Superior Avenue.
- The Metanoia Project extends its services beyond the weekend for shelter resistance persons.

DAYTIME DROP IN

- When temperatures are below 20 degrees, clients are not required to leave the shelter during the day
- Other Drop in Centers in the community include:
 - The Bishop Cosgrove Center, E. 18th and Superior
 - West Side Catholic Center, 3135 Lorain Avenue
 - Metanoia Project, St. Malachi's
 - The City of Cleveland Rec Centers are open as warming sites.

DONATIONS

Donations of blankets, coats, hats, gloves can be accepted at 2100 Lakeside Avenue, 24/7. 2100 Lakeside is operated by Lutheran Metropolitan Ministry. LMM will sort and distribute these items.

Coordinated Intake (CI)

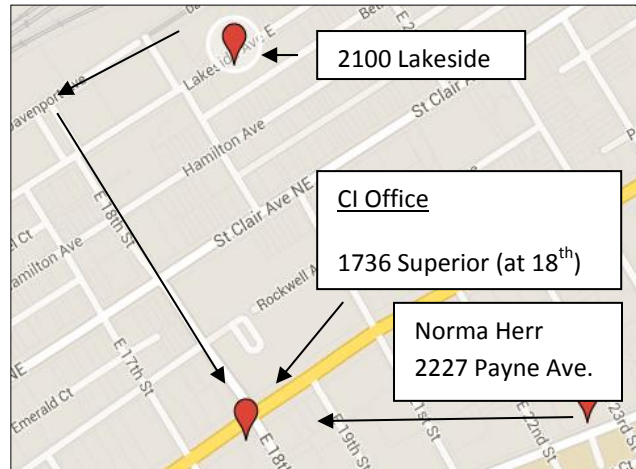
The Coordinated Intake Program serves persons who are **literally homeless**. This means that they have nowhere to sleep at night. The program is located at 1736 Superior Ave, on the 2nd floor of the Bishop Cosgrove Building. Intake must be done in person.

Where: 1736 Superior Ave
2nd floor of Cosgrove Building
(Superior Entrance)

Hours: 8am-8pm, *Monday – Friday*

Phone: 216-674-6700

Fax: 216-674-1681



What is Coordinated Intake?

Coordinated Intake is the FRONT DOOR to Emergency Shelters within the Continuum of Care for individuals and families with no place to safely sleep and who are literally homeless. The hours of operation are 8am – 8 pm, Monday – Friday. After hours and weekends an “on-call” system is in place accessed through 2-1-1.

Coordinated Intake provides:

- Exploration of alternatives to shelter
- Referral for emergency shelter, if needed
- Referral for emergency services, (hospital, mental health, drug abuse), if needed

Coordinated Intake does NOT provide:

- Referrals for housing, including permanent vouchers or subsidies
- Rental assistance/security deposit/ utility assistance
- Shelter letters

Can I Call Coordinated Intake for an Intake?

- **No - Individuals and families seeking emergency shelter must come to Coordinated Entry in person for an assessment and shelter placement if necessary.** The service that is provided is for persons who are seeking emergency shelter. If someone has other safe housing supports (friend and/or family members) **please explore those options prior to coming to Coordinated Intake.**