Technology Resource Guide
For Cleveland Older Adults
This guide was created by the Cleveland Department of Aging to provide information for older adults in Cleveland seeking technology resources.

Information in this guide is accurate as of April 2023 but is subject to change.

If information is omitted or is incorrect, please contact the Cleveland Department of Aging at 216-664-2833 or at aging@clevelandohio.gov

For more information, please contact
Cleveland Department of Aging:
Email: aging@clevelandohio.gov
Phone: (216) 664-2833
75 Erieview Plaza, Suite 201 Cleveland, OH 44114
www.clevelandohio.gov/aging
What you need to get online:

A Device
- Desktop computer
- Laptop computer
- Tablet or Smartphone

Internet Connection
- Router and/or Modem
- Hotspot device

Computer Skills
- Basic computer skills
- How to get online
Terms and Definitions:

- **Desktop computer**—a computer designed for use in a single location. Includes a keyboard, display, mouse, and system unit.

- **Hotspot**—a portable device that uses a low-cost cellphone account to allow wireless devices to connect to the Internet.

- **Internet Service Provider (ISP)**—a company or organization that provides you with an Internet connection.

- **Laptop**—a portable computer that connects to the Internet through Wi-Fi.

- **Mbps**—Megabits per second. A measure of the speed of data transfer.

- **Modem**—a device that brings the Internet into your home. It can be used alone with a desktop computer or in conjunction with a router for wireless devices.

- **Router**—connects wireless devices to the Internet.

- **Smartphone**—a mobile phone that performs many functions of a computer, including Internet access.

- **Tablet**—a portable computer that uses a touch screen and connects to a Wi-Fi network. Often smaller and lighter than a laptop. IPad is an example.

- **Wi-Fi**—a wireless network that allows devices to connect to the Internet without direct cable connections.
As the world moves online, what used to be a quick walk or bus ride away now happens over high speed internet. Leaving many disconnected from the things they need. This resource offers access to the online world. To connect with jobs, doctors, schools, and resources that help people and communities thrive.

Call one number to get information about

- Free Training
- Support Discounted Devices
- Affordable Internet Service

216-307-6990

Monday – Friday: 10 a.m. – 6 p.m.
Saturday: 11 a.m. – 3 p.m.

www.ClevelandNavigators.org
“Finding my way around the Internet is so much fun”

“There is nothing like having reliable internet service!”

Tip:
Keep reading this guide to find out what other older adults are saying about getting connected to the internet!
Cleveland Hearing and Speech Center

**Address:** 11635 Euclid Ave, Cleveland, OH 44106  
**Phone:** (216) 231-8787  
**Website:** https://www.chsc.org/client-resources/  
**Services:**  
- ASL interpreting and classes  
- Hearing Services  
- Community Building and Socialization

Cleveland Sight Center at University Circle

**Address:** 1909 East 101st Street Cleveland, Ohio 44106  
**Phone:** (216) 791-8116  
**Services:**  
- Braille, large print, and tactile drawings  
- Accessible websites and documents  
- Software testing
Organizations

Cuyahoga County Board of Developmental Disabilities

Address: 1275 Lakeside Avenue East, Cleveland, Ohio 44114
Phone: (216) 736-2649
Website: https://cuyahogabdd.org/dd-services/assistive-technology

Services:
- Equipment loaning
- Equipment Training

Ohio Library for the Blind & Print Disabled

Address: 17121 Lakeshore Blvd, Cleveland, OH 44110
Phone: (216) 623-2911
Website: https://cpl.org/aboutthelibrary/ohio-library-for-the-blind-print-disabled/

Services:
- Audio and braille books and magazines
- Described DVD’s and Blu-Ray titles
- Adaptive Equipment and Accessories
Low Cost Devices

Information accurate as of 04/2023. Details may change

Organization

PCs For People

Cost: Products range from $50-$300

Address: 3126 St. Clair Ave, Cleveland, OH 44114

Phone: (216) 930-5741

Email: cleveland@pcsforpeople.org

Website: https://pcsrefurbished.com/sales/salesHome.aspx

Qualifications and Features:

- Must be below 200% poverty level to qualify
- Can buy online or in store
- Free shipping
- 30-day return policy
- 1 year warranty
- 7 day warranty for Hotspots

Equipment Offered:

- Desktops
- Laptops
- Monitors
- Hotspots
Organization

RET 3

Cost: Products range in price
Address: 1814 E. 40th St, Cleveland, OH 44103
Phone: (216) 361-9991
Website: http://ret3.org/request-equipment/

Qualifications and Features:

- Free installation of Windows 10 Pro
- Free installation of Microsoft Office 2019
- Must request products online or over the phone.

Equipment Offered:

- Laptops
- Desktops
- Monitors
- Accessories
- Software upgrades

“The Western Reserve Area Agency on Aging provides online Bingo for seniors and I just love it!”

Cleveland Senior
Internet Access: Public Computer Access
Information accurate as of 04/2023. Details may change

Organizations

Cleveland Public Library
Location: All

Cleveland Resource and Recreation Centers
Location: Many

Cuyahoga County Public Libraries
Locations: All

Fairfax Renaissance Development Corporation
Address: 8111 Quincy Avenue Cleveland, Ohio 44104
Phone: (216) 361-8400

Fatima Family Center Community Computer Lab
Address: 6600 Lexington Avenue Cleveland, Ohio 44103
Phone: (216) 391-0505 Extension 31
Organizations

Rainbow Terrace
Address: 7310 Carson Avenue Cleveland, Ohio 44104
Phone: (216) 271-5373

Thea Bowman Center
Address: 11901 Oakfield Avenue Cleveland, Ohio 44105
Phone: (216) 491-0699

Tip:
If you live in an apartment building, please check to see if your apartment building has a public computer lab.
Internet Access: Hot Spots

Information accurate as of 04/2023. Details may change

**FREE Hotspot Options**

Cleveland Public Libraries

**Phone:** (216) 623-2980  
**Website:** https://cpl.org/services/hot-spots  
**Services:**  
- Hotspot checkout, 21 days, 1 per person  
- Must be 18 years or older  
- Must have a Cleveland Public Library or CLEVNET library card in good standing  
- No renewals or hold

Cuyahoga County Public Libraries

**Phone:** (216) 749-9420  
**Website:** https://cuyahogalibrary.org/services/at-your-local-branch/connect  
**Services:**  
- 500 Hotspots for Library card holders with unlimited high-speed internet

“Let’s get connected!”

Cleveland Senior
**PAID Hotspot Options**

**Ashbury Senior Center**

**Cost:** CoolPad: $227.16 first year and $134.16 annually afterwards

**Address:** 11011 Ashbury Ave. Cleveland, OH 44106

**Phone:** (216) 421-230

**Website:** https://www.asc3.org

- One mobile Hotspot option
- Mobile Citizen Internet

**Empower Cle+ DigitalC**

**Cost:** $18 per month (plus taxes)

**Phone:** (216) 777-3859

**Website:** https://www.empowercle.org/get-connected

**Services:**

- Subsidies available to cover monthly fees.
- Free for all Cleveland Municipal School households.
- No contract
- No installation fees
- High speed Internet Service Provider
Internet Access: Affordable Wi-Fi Providers

Information accurate as of 04/2023. Details may change

$0-$10 Options

Cox Connect2 Compete

Cost: $9.95 per month
Phone: (855) 222-3252
Website: https://www.cox.com/c2c

Qualifications:
- One K-12 student living in the household who participates in one of the following:
  A. National School Lunch Program
  B. Supplemental Nutrition Assistance Program
  C. Temporary Assistance for Needy Families

Verizon Forward

Cost: Free
Phone: (800) 922-0204
Website: www.verizon.com/affordable_connectivity_program

Qualifications:
- You are likely eligible if your household’s income is below 200% of the Federal Poverty Line, or if you or someone you live with currently receives a government benefit like SNAP, Medicaid, SSI, WIC, Pell Grant, or Free and Reduced-Price Lunch.
- Reside in a 5G Home Internet coverage area.
$10-$30 Options

AT&T Access
Cost: $10-$30 per month
Phone: (855) 220-5211
Website: https://m.att.com/shopmobile/internet/access/

Qualifications:
1. At least one resident who participates in Supplemental Nutrition Assistance Program (also known as SNAP)
2. No outstanding debt with AT&T within the past 6 months

Spectrum Internet Assist
Cost: $19.99 per month
Phone: (844) 525-1574
Website: https://spectrum.com/browse/content/spectrum-interest-assist.html/

Qualifications:
- A member of the household must receive one of the following:
  A. National Lunch Program
  B. Community Eligibility Provision
  C. Supplemental Security Income
Skills: Free technology classes

*Information accurate as of 04/2023. Details may change*

**Organizations**

**Ashbury Senior Center**
**Address:** 11011 Ashbury Ave, Cleveland, OH 44106  
**Phone:** (855) 220-5211  
**Website:** https://m.att.com/shopmobile/internet/access/

**Classes Offered:**
- Basic computer training
- Emailing
- Job skills and Employer based training
- Online banking
- Health literacy
- Social Media

**AT&T Connected Learning Center, Esperanza**
**Phone:** (216) 623-2980  
**Website:** https://cpl.org/eventsclasses/computerclassesassistance/

**Classes Offered:**
- Basic computer training
- Email
- Microsoft Office
Organizations

Cleveland Public Library
Phone: (216) 623-2980
Website: https://cpl.org/eventsclasses/computerclassesassistance/
Classes Offered:
- Basic computer training
- Email
- Microsoft Office

Catholic Charities, Fatima Center
Phone: (216) 391-0505 Extension 31
Address: 6600 Lexington Ave, Cleveland, OH 44103
Classes Offered:
- Basic computer training:
- Keyboard proficiency
- Windows
- Microsoft Office (Word)
- Email and Internet
- Google package

“I can talk with my children and grandchildren and actually see them, while I am on the Internet.”

Cleveland Senior
Skills: Free technology classes

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Organizations

DigitalC, Midtown Tech Hive
Address: 6815 Euclid Ave, Cleveland, OH 44103
Phone: (216) 932-2240
Website: https://www.digitalc.org

Classes Offered:

- Computer Basics
- Documents and Spreadsheets
- Communication Basics such as Zoom, Google Meets and Email
- Employment Essentials
- Health Essentials including fundamentals of My Chart, and Virtual Appointments.
- Digital clinics are also available on many topics.

“My social group has ‘Zoom’ sessions on the Internet.”

Cleveland Senior
Organizations

Benjamin Rose Institute on Aging / ESOP
Address: 11890 Fairhill Rd, Cleveland, OH 44120
Phone: (216) 373-1849
Website: https://www.benrose.org/web/guest/-/technology-training
Email: intake@benrose.org
Qualifications & Classes Offered:
- Programs is for ages 55 and older.
- Free In-person PC education classes, financial education workshop and one coaching sessions.
- Laptop provided- which you keep if you complete program

Esperanza, Inc. Tri-C Access Center
Address: 3104 W. 25th St 4th Floor, Cleveland, OH 44109
Phone: (216) 651-7178
Classes Offered:
- Basic computer training
- Email
- Microsoft Office
- Google Apps and more
Skills: Free technology classes

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### Organizations

**Fairfax Connection (PNC)**

**Address:** 8220 Carnegie Ave, Cleveland, OH 44103  
**Phone:** (216) 391-4677  
**Website:** [https://www.pncfairfaxconnection.com](https://www.pncfairfaxconnection.com)  
**Classes Offered:**  
- Basic Computer training

**Fairfax Renaissance Development Corporation**

**Neighborhood Technology Center**

**Address:** 8111 Quincy Ave., Suite 100, Cleveland, OH 44104  
**Phone:** (216) 361-8400  
**Website:** [https://fairfaxrennaisance.org/programs-and-services](https://fairfaxrennaisance.org/programs-and-services)  
**Classes Offered:**  
- Basic computer training  
- Email  
- Social Media  
- Microsoft Word
Jefferson-Puritas West Park CDC
Technology and Learning Lab
Address: 17800 Parkmount Ave, Cleveland, OH 44135
Phone: (216) 671-2710
Website: www.bpdc.org
Classes Offered:
- Basic computer literacy
- GED instruction

Salvation Army Temple Corps Computer Center
Address: 17625 Grovewood Ave, Cleveland, OH 44119
Phone: (216) 692-1388
Website: https://easternusa.salvationarmy.org/northeast-ohio/cleveland-temple/
Service Offered:

“Thank goodness for the Internet, because COVID tried to get me down.”
Skills: Free technology classes

Information accurate as of 04/2023. Details may change

Organizations

Thea Bowman Center, Adult Computer Training
Address: 11901 Oakfield Ave, Cleveland, OH 44105
Phone: (216) 491-0699
Website: https://theabowmancenter.org/adult-computer-training/

Classes Offered:
- Basic computer training
- Microsoft Office
- 1:1 tutoring

Verizon Community Forward Learning Centers
Union-Miles Learning Center
Address: 11300 Miles Avenue Cleveland, OH 44105
Phone: (216) 420-8358

Classes Offered:
- Digital Skills Training

Clark Fulton Learning Center
Address: 3545 Fulton Rd, Cleveland, OH 44109
Phone: (216) 623-6969

Classes Offered:
- Digital Skills Training
Western Reserve Area Agency on Aging, Technology Today, Certified trainers for Older Adults Technology Services (from AARP)

Address: 1700 East 13th Street, Suite 114, Cleveland, Ohio 44114
Phone: 216-543-5402
Email: Communications@areaagingsolutions.org

Classes Offered:

- Mobile training/Virtual or On-site (Cuyahoga, Geauga, Lake, Lorain and Medina)
- Over 60 lectures, workshops, and courses available.
- Includes: Computer Basics, Zoom, Entrepreneurship, Google Workspace, Smart Phones, and Job Search Engines
- Computer donations when available

Tip:
Traditional technology retailers often have discounts for Older Adults, Veterans, and students.
Engage: More Technology Resources

Information accurate as of 04/2023. Details may change

Organizations

Harvard Square Center

Cost: $10 fee
Address: 13510 Harvard Ave, Cleveland, OH 44105
Phone: (216) 438-0893
Website: https://www.harvardcommunitycenter.org

Qualifications & Classes Offered:
- Basic computer training
- Microsoft Office
- 6 week program

iConnect Neighborhood Center Association (NCA)

Cost: Free–Low cost
Address: Wakefield Lofts, 1814 E. 40th St. Suite 4D, Cleveland, OH 44103
Phone: (216) 298-4440 Extension 43

Qualifications & Classes Offered:
- Social experiences over the internet, by phone, or in-person
- For adults ages 55+
Organizations

**Cleveland State University**  Project 60  
**Cost:** Fees apply for textbooks, lab fees, online courses  
**Phone:** (216) 687-5411  
**Website:** https://www.csuohio.edu/project60  
**Qualifications & Classes Offered:**  
- Free- low cost audit courses  
- Ohio residents 60 and older.

**Cuyahoga Community College** Program 60  
**Cost:** Fees apply for textbooks, lab fees, etc.  
**Phone:** (216) 987-3075  
**Qualifications & Classes Offered:**  
- Free– low cost courses  
- Ohio residents 60 and older.

**Cuyahoga Community College** Encore Learning 50+  
**Cost:** Programs Vary  
**Phone:** (216) 987-2274  
**Website:** https://www.tri-c.edu/encore  
**Classes Offered:**  
- Classes and programs for those 50 years and older
Engage: More Technology Resources

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Online Resources

Cleveland Digital Learn
Website: cleveland.digitallearn.org
Services: Offers 20+ free video courses in English and Spanish

GFC Global
Website: edu.gcfglobal.org
Services: Basic and advanced technical skills

Khan Academy
Website: khanacademy.org/computing
Services: Coding and computing skills

Northstar Digital Literacy
Website: digitalliteracyassessment.org
Services: Digital literacy skills and courses cover essential computer software skills
For more information, please contact
Cleveland Department of Aging:

Email: aging@clevelandohio.gov
Phone: (216) 664-2833
75 Erieview Plaza, Suite 201  Cleveland, OH 44114
www.clevelandohio.gov/aging
New resource!

Affordable Connectivity Program

The Affordable Connectivity Program helps low-income households pay for broadband service and internet connected devices. It is a service of the Federal Communication Commission (FCC), administered by the Universal Service Administrative Company (USAC).

Eligible households can receive a discount of up to $30 per month ($75 per month for households on qualifying tribal lands) toward internet service from participating providers. The discount applies to fixed internet service (such as cable internet, DSL, and Wi-Fi), mobile internet service, or both, depending on the provider. More than 70 Ohio cable, phone, and wireless providers participate in the program.

You may also qualify for a one-time discount of up to $100 toward the purchase of a tablet, laptop, or desktop computer. A consumer co-payment of at least $10 but no more than $50 may apply. Not all providers offer an equipment discount.

You may qualify for the Affordable Connectivity Program if:

- Your total household income is less than 200% of federal poverty guidelines (In 2023: $29,160 per year for individuals, $39,440 for two people living together and sharing finances);
- You or someone in your household receives federal benefits, including SNAP, Medicaid, SSI, public housing assistance, and veterans benefits; or
- You or someone in your household already participates in the Lifeline program for telephone service.

You can apply online at acpbenefit.org, by mail, or through your local internet provider.