

# Technology Resource Guide

For Cleveland Older Adults



**CITY OF CLEVELAND**

Mayor Justin M. Bibb

**AGING**

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**

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**For more information, please contact**

**Cleveland Department of Aging:**

**Email:** [aging@clevelandohio.gov](mailto:aging@clevelandohio.gov)

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# Cleveland Technology Resource Guide

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# 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.



Greater Cleveland

# Digital Navigators

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](http://www.ClevelandNavigators.org)**

access divide inclusion age inequality commons  
technologies activism literacy consumption differences organizing  
production content disparity  
tools

# digital

*“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!

# Assistive Technology and Resources

Information accurate as of 04/2023. Details may change

## Organizations

### **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 !”*

# 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!”*

## 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

### Canopy, Powered by DigitalC

**Cost:** \$18 per month

**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 or equipment 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](http://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."*

# Skills: Free technology classes

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

## Organizations

### **DigitalC, Midtown Tech Hive**

**Address:** 6815 Euclid Ave, Cleveland, OH 44103

**Phone:** (216) 932-2240

**Website:** <https://www.digitalc.org>

#### **Classes Offered:**

- Devices for qualified individuals
- 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.”*



## 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](mailto: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

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

## Organizations

### **Fairfax Connection (PNC)**

**Address:** 8220 Carnegie Ave, Cleveland, OH 44103

**Phone:** (216) 391-4677

**Website:** <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://fairfaxrennaissance.org/programs-and-services>

#### **Classes Offered:**

- Basic computer training
- Email
- Social Media
- Microsoft Word



## Organizations

### **Jefferson-Puritas West Park CDC**

Technology and Learning Lab

**Address:** 17800 Parkmount Ave, Cleveland, OH 44135

**Phone:** (216) 671-2710

**Website:** [www.bpdc.org](http://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





## Organizations

**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](mailto: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

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

## Online Resources

### Cleveland Digital Learn

**Website:** [cleveland.digitallearn.org](http://cleveland.digitallearn.org)

**Services:** Offers 20+ free video courses in English and Spanish

### GFC Global

**Website:** [edu.gcfglobal.org](http://edu.gcfglobal.org)

**Services:** Basic and advanced technical skills

### Khan Academy

**Website:** [khanacademy.org/computing](http://khanacademy.org/computing)

**Services:** Coding and computing skills

### Northstar Digital Literacy

**Website:** [digitalliteracyassessment.org](http://digitalliteracyassessment.org)

**Services:** Digital literacy skills and courses cover essential computer software skills

**For more information, please contact**

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# 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](https://acpbenefit.org), by mail,

or through your local internet provider.

