



Cuyahoga County
Together We Thrive

2021

CUYAHOGA COUNTY

A Year In Data And Infographics



COUNTY EXECUTIVE MESSAGE

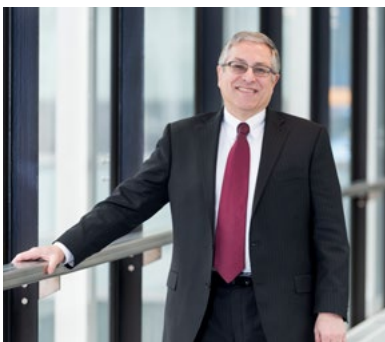
2021 was a year of challenges, full of **COVID** and the stressors that come with a global pandemic. But despite it all, your county was hard at work serving residents in meaningful ways.

We found forever homes for children currently in our foster care system. We connected thousands of residents to low-cost, high-speed internet access. Thousands of seniors received home and personal care. Municipalities repaved roads through our programs so you can more safely travel across the county. The list goes on.

While it was a year of challenges, 2021 was also a year of opportunity. The data in this report tells us that. I'm proud of what we accomplished but know the work is never done—we're always looking for more ways to connect residents to services and resources that can help them. Through data, we can see our successes, but we can also identify challenges that lead to great opportunities.

I look forward to taking advantage of those opportunities in 2022.

Stay safe and healthy,



Armond Budish,
County Executive

A handwritten signature in black ink that reads "Armond Budish". The signature is written in a cursive, flowing style.

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Office of the Executive

CENTRAL NEIGHBORHOOD SURGE PROGRAM



The Central Neighborhood Surge “surges” County resources into a neighborhood that has been historically underserved, to help lift it up across a variety of areas

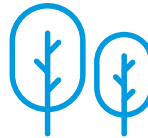


70%

Up to 70% of Central households are slated to be connected to **high-speed, low-cost internet** through County partnership with non-profit DigitalC and Cleveland Public Library

110

110 Central residents attended **two job fairs** with participation from nearly **50 local and national companies**

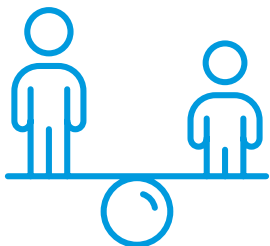


\$100,000

\$100,000 invested into revitalizing Central’s tree canopy, with roughly **185 trees to be planted**



COMBATING STRUCTURAL RACISM



In July 2020 the County declared racism a public health crisis. To act on this affirmation:

The County Executive supports the 17-member **Citizens’ Advisory Council on Equity** and 5-member **Internal Equity Commission** in their work to look at both external, community-wide factors and internal practices that may contribute to current inequities and provide recommendations to create a more equitable County.

SPURRING JUSTICE REFORM



The Cuyahoga County Diversion Center is a first-of-its kind treatment center for those seeking assistance with mental illness or substance use issues or have been referred by law enforcement, diverting people who need treatment away from the criminal justice system



Our new Corrections Center will **replace current jail facilities**, embrace best detention practices, and promote social justice

Our forthcoming **Central Booking system** will ensure that **arrestees are treated fairly**, with dignity and respect during the arrest and arraignment process and are connected quickly to the appropriate supports and services



LAKEFRONT PUBLIC ACCESS PLAN

30-miles

The Lakefront Public Access Plan will provide a comprehensive, integrated and connected network of **transportation systems along the County's 30-mile stretch of Lake Erie** through an increase in accessibility to our Great Lake

25

Over 25 **lakefront projects** are completed, under construction or proposed, led by the County and/or community partners

\$300 million

The potential exists for \$300 million in **investment along private shorelines** that support communities, help transform the region, protect assets and enhance equitable lakefront access



COUNTY APPOINTMENTS

66

The County appointed 66 **community leaders** to various boards and commissions in 2021

Children and Family Services

34,198

Referrals made to the hotline in 2021



4,192

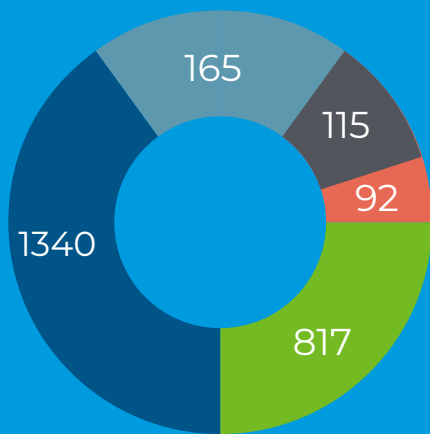
Children received services on open cases

143

Adoptions finalized, giving children "forever homes"

2,529

Children in custody (as of 12/31/21)



- 1,340 in foster care
- 817 in kinship care
- 165 in residential facility
- 92 in adoptive placement
- 115 in other

817

Children in DCFS custody were with kinship caregivers, an increase of 20% since 2015. Children feel safer and more comfortable in the care of family members and caregivers they see as part of their family.



A federal grant program helped "Kinnect" and DCFS guide parents and caregivers through the fears, grief, and biases surrounding LGBT + youth in foster care, preventing unnecessary removal due to their identity.

1,371

Backpacks full of school supplies worth over \$75,000 were distributed through back-to-school events

1,800

Donations of diapers a month and formula from Project MKC

11,816

Pairs of new underwear from "Undies for Everyone"

\$300,000

Raised for our families over the holidays through various initiatives by DCFS staff

Child Support Services



\$236 million

OCSS collected over \$236 million in
child support payments



351,396

Provided family support services for 351,396 participants
including parents, caretakers and children

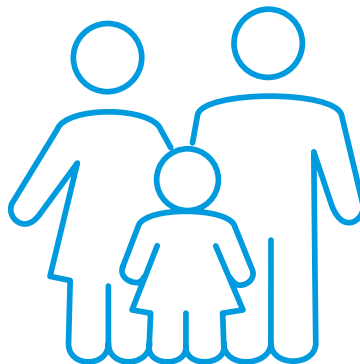


127,271

Annually, the child support program touches the lives of
127,271 children in Cuyahoga County



Families Forward Cuyahoga works to identify effective approaches to improving economic well-being of parents with child support obligations who struggle to meet their obligations due to low earnings. **Of 138 Families Forward Cuyahoga participants, 100 (72%) entered Occupational Skills training**



12,000

Fathers and 107 schools participated
in the 2021 **Fathers Walk**



Clerk of Courts

Key stakeholder in criminal justice reform efforts

- Central Booking
- The Bail Project



Streamlined inmate release procedures through case management system workflow queues



Lead efforts of the Citizens' Advisory Council on Equity

Granted National Association of Counties 2021 Achievement Award for work on road funding in established equity zones





Consumer Affairs

SCAMO



Produced Scamo, a bingo-type scam game for seniors offered to Scam Squad task force partners and County non-profit and social service agencies serving seniors



AWARD

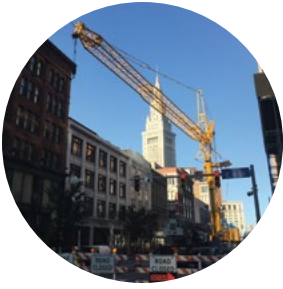
Director Sheryl Harris was awarded the 2021 FBI Director's Community Leadership Award for Scam Squad's work throughout the pandemic



SCAM SQUAD

Scam Squad celebrated its 5th anniversary in 2021





Development



\$29 million

Over \$29 million paid out to renters facing eviction due to COVID through Emergency Rental Assistance Program

- More than **7,000 residents** served

104



104 small businesses received **\$7.4 million** in loans from Cuyahoga County's small business support partners in 2021

\$1 million

Provided \$1 million to **Legal Aid Society of Cleveland** to provide eviction protection for renters negatively impacted by the COVID pandemic

123

Serviced 123 businesses, **62 being minority-owned**, to help change the business assistance resource environment in the **NEO** region as part of the Business Growth Collaborative



Development

\$5 million

Approved a \$5 million mixed-use economic development loan for The Centennial in Cleveland, formerly the Union Trust Building, providing 868 new low- to moderately-priced apartments



\$450,000

Contributed \$450,000 to the creation of Bristol Apartments, LLC in the City of Cleveland which created 20 units of multifamily housing



\$450,000



SkillUp launched a pilot process for the first cohort of the Manufacturing Sector Partnership to be more business and partner friendly with easier access to SkillUp expertise and reimbursement for training

6 businesses participating in the first cohort

Equity and Inclusion



Department created in May 2021 to monitor contracts for diverse participation and **recruit minority and women-owned businesses** to participate in requests for proposals and bids



Posted the first-ever **Forecast of Purchasing and Contracting Opportunities** for July 1, 2021-June 30, 2023 to outline anticipated purchasing and contracting needs and increase SBE, MBE and WBE participation

\$16.9 million

Awarded to SBE/MBE/WBEs on County Contracts/Purchases out of \$122.7 million in contracts/purchases (13%)

439 businesses

Certified as Cuyahoga County SBE/MBE/WBEs, enabling them to be utilized on contract/purchase order awards for procurements for which SBE/MBE/WBE participation goals are established

Homeless Services



Homeless Continuum

30%

Providers housed more than 30% of residents traditionally living unsheltered



The County's Office of Homeless Services won the **Dream Team Partner Award** from Joseph's Home for partnership and funding of vital programs



Worked collaboratively with local housing authority to accept and distribute Emergency Housing Vouchers for formerly homeless and currently homeless individuals/families

Won **Outstanding Partner Award** from EDEN Inc. for their advocacy, collaboration and sustaining leadership



Human Resources

125,000

Completed 4,826 **paychecks** for County and Municipal Court employees every two weeks, totaling over 125,000 **paychecks** for 2021

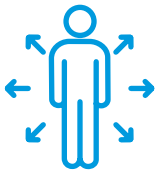


400

Committed to open government, fulfilling over 400 **public records requests** for citizens, media, law firms and local law enforcement

31

Worked with 31 **unions** on mediation, contract negotiations and grievances, including those advanced to arbitration



3,600 County **employees** made a commitment to their health through **wellness program enrollment**



Developed new **pre-apprenticeship program** for people of color in the trades fields, in partnership with the Cleveland Building & Trades Council as part of the Diversity, Human Equity and Inclusion initiative

855

855 total external and internal **hires** through Recruitment and Talent Acquisition division

28

Assisted COVID management and compliance through 28 buildings for all County employees, and collaborated with the judicial, prosecutor and other offices to **assure uniformity and accountability for public sector safety**



350

Conducted the first-ever County Corrections Officer job fair offering on-the-spot screening, testing, interviews and conditional employment. **Number of applicants offered conditional employment: 350**

Information Technology

45 billion

The Security Team kept information safe by analyzing **45 billion events** as part of Major Event Cybersecurity Operations



Produced and live-streamed over **60 COVID health press briefings** in collaboration with County Board of Health and County Communication as the **primary form of information sharing** in the height of the pandemic, leading to engagement from all local broadcast, print and television stations

60



Designed and managed the installation and configuration of **33 virtual conference rooms** in the County Administrative Building, in addition to public meeting spaces such as County Council Chambers, enabling the County to be at the **forefront of an ever-evolving virtual work environment**



GIS created the **Fiscal Office online property sales application** for residents to research property sales between **2018 and 2021**

8 new websites

Published 8 new websites for the public, including County Executive, Public Works, Medical Examiner, Sustainability, and Board of Revision including development of new applications for voters, candidates and elected officials



6

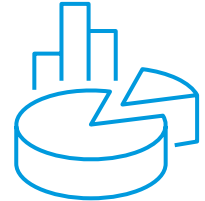
Enhanced 6 applications in HHS application portfolio to **better serve County residents**, including Job & Family Services case management and Office of Child Support Services workflow processes

Innovation & Performance



324

319 performance measures tracked using data compiled by nearly every Executive agency through Cuyahoga Performance



24

Cuyahoga Performance measures include race and ethnicity data



Awarded a Certificate of Distinction in Performance Management by the International City and County Management Association (ICMA)



96

Employees trained in 2021 through the Cuyahoga County Innovation Academy

\$480,000

County investment in broadband initiatives totals \$480,000



Internet Speed Test

632

Launched an internet service speed test and survey for residents to determine connectivity across the County. 632 residents have completed test and survey



Invest in Children

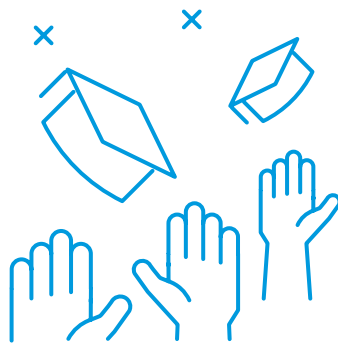
UNIVERSAL PRE-KINDERGARTEN PROGRAM



Added 17 new sites

5,000

Increased available seats from 4,200 to nearly 5,000



50%

Scholarship program substantially increased number of recipients with 50 percent of tuition covered

6

Six UPK sites received awards/recognition from National Network of Partnership Schools for excellence in Family Engagement

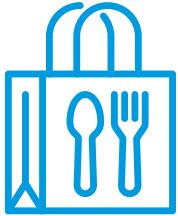
UH WEBINAR



775+

More than 775 viewers tuned in to online webinar with University Hospitals pediatric infectious disease physicians hosted by IIC

Job and Family Services



\$51.4 million

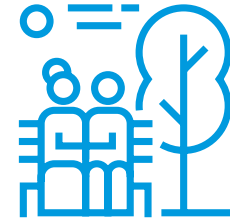
Because of an increase in applications for benefits, coupled with temporary assistance from the State of Ohio to provide SNAP recipients with the maximum allotment for their family size, average monthly benefits distribution went up over \$25 million prior to the start of the pandemic, from \$25 million per month to \$51.4 million per month on average



435,121

Enrollment in Medicaid increased from prior to the pandemic by more than 17%, from 370,000 to 435,121 residents

Job and Family Services



**\$2.34
million**

Distributed \$2.34 million in federal dollars through the Prevention, Retention and Contingency (PRC) cash assistance program set aside to help families offset expenses related to the pandemic



70%

Completed year-long remote work pilot plan through the "Process and Technology Improvement" federal grant, which showed an increase in productivity, decrease in wait time of 5 minutes for eligibility contact center, and an increase in the answer rate of 7% (from 63% to 70%)



47

Community Outreach, Messaging and Education Team (COMET) attended and participated in 47 outreach events to provide important resources to the community, including three events through the County's Central Surge

Public Safety and Justice Services



Opened the first-of-its-kind Diversion Center in Cuyahoga County

22 million

Distributed over 22 million items of PPE to healthcare workers, first responders, local government agencies and social services providers in partnership with the County Board of Health



Provided logistical support for the County Board of Health's vaccination operations (i.e. drive-thru clinics)

Emergency Management became the first agency in Ohio to become reaccredited after once again achieving Emergency Management Accreditation Program compliance

5,300



Provided advocacy and assistance to over 5,300 victims of crime in court or at the Family Justice Center

Emergency Management Supervisor Bryan Kloss named "Person of the Year" by the Cuyahoga County Police Chiefs Association for his work supporting law enforcement and county representation



649,000

Answered 649,000 911 calls placed from cell phones located in Cuyahoga County

Public Works

ROAD AND BRIDGE

\$11.5 million



Contributed to 10 County administered road projects newly under construction in 2021



\$7 million

Contributed to 6 ongoing County administered road projects



\$4.7 million

Contributed to 23 communities as part of the County 50/50 Municipal Program



\$4.1 million

Contributed to 3 County administered bridge projects newly under construction in 2021

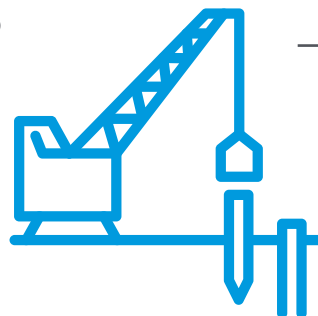


\$2.5 million

Awarded to 47 municipalities as part of County Road Maintenance Reimbursement Program to extend the useful life of pavements on County roads by encouraging routine maintenance

461

Completed 461 structural inspections on bridges and culverts



148

Completed 148 road and bridge work orders, up 10% from 2020

472

Completed 472 sanitary restoration projects



Public Works

ANIMAL SHELTER

1,451

Took 1,451 dogs
into the shelter



1,064

Dogs adopted into
loving homes



13%

13% of dogs brought to
shelter were returned to
their owner

95.2%

Live release rate



Public Works

AIRPORT



\$4.7 million

Public Works sought and received a \$4.7 million grant from the Federal Aviation Administration for the reconstruction of **Apron "H" and Taxiway "B" at the Cuyahoga County Airport**



SANITARY

\$6 million

Contributed to newly under construction sanitary projects in **38 communities**



Public Works

REAL ESTATE

\$27 million



Public Works successfully negotiated one of the largest revenue-generating agreements in the County's history—a **multi-year lease of County-owned property** providing ~\$27 million in revenue during the least term

This project:



Secured corporate headquarters for Flexjet, preventing relocation

400

Maintained 400 existing jobs



200

Negotiated commitment to create 200 new jobs



\$4.15 million



Sold the bridge garage building for \$4.15 million, adding to the County's General Fund, as part of the ongoing consolidation of the County's real estate portfolio

Public Works

FACILITIES



\$36 million

Overseeing **10 facility initiatives** with project costs totaling over \$36 million

FISCAL

\$32 million

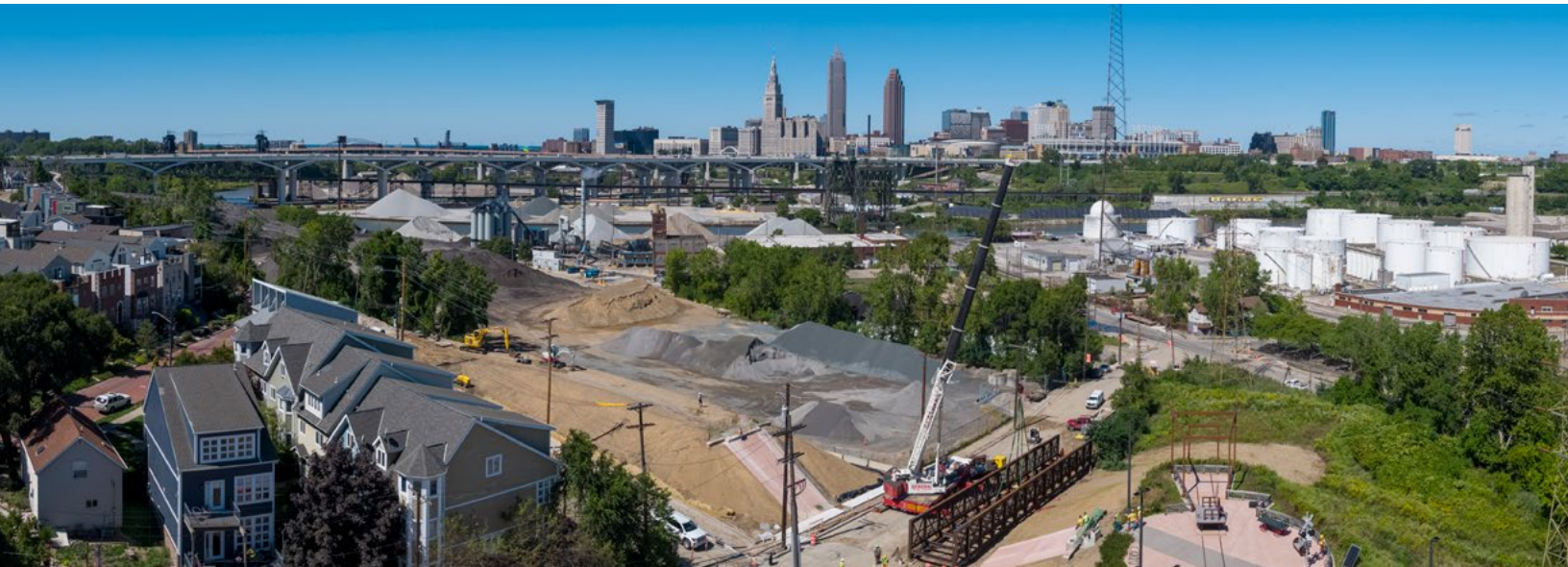
A total of \$32 million in **revenues** were received from other government agencies for capital projects and an additional \$3 million are in transit or pending review



AWARDS

Towpath Trail Stage 1 “Innovative Project of The Year”

WTS Northeast Ohio awarded the Towpath Trail Stage 1 “**Innovative Project of the Year**”, an honor awarded annually for innovative projects led by a female. The Towpath was selected due to its complexity and female project leadership



Office of Reentry



With our partner North Star Reentry Resource Center:

539

Provided 539 citizens with Birth Certificate vouchers

309

Assisted 309 citizens with gaining employment

259

Provided 259 citizens with bus passes



80 citizens

Assisted 80 citizens with applications for **Record Sealing and Expungement**

16 partners

Worked with more than 16 partner organizations to bring awareness to the barriers of the reentry community during the 2021 **Virtual Reentry Awareness Week**

5,000

Reached over 5,000 people through various virtual and in-person Awareness Week initiatives

Senior and Adult Services

THROUGH DECEMBER 2021 DSAS PROVIDED CLIENTS:



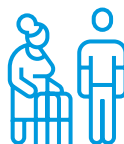
70,000

Provided over 70,000 **direct contacts to clients**



530,000

Nearly 530,000 meals were provided to DSAS clients



2,402

Adult Protective Services served 2,402 clients; with client count nearing the **highest level recorded**

Senior and Adult Services

THROUGH DECEMBER 2021 DSAS PROVIDED CLIENTS:



\$460,000

Over \$460,000 in cost savings benefits were provided to DSAS clients through SNAP, HEAP, benefits assistance and bed bug removal service



85,000

Provided 85,000 hours of personal and homemaking care to DSAS critical care clients

Sheriff



Deputy staff completed equity and procedural justice training with Cuyahoga Community College



115

Created expedited hiring process for Correction Officers in partnership with County Personnel Review Commission and Department of Human Resources, resulting in two Hiring Events that brought on 115 new COs



20%

Championed an increase for Correction Officers' pay of roughly 20% to \$24.48/hr and created an incentive for perfect attendance



Worked with **County Prosecutor's Office** and **Cuyahoga County Land Reutilization Corp** to expand the online property auction process, especially with regard to tax foreclosures, reducing backlog and increasing tax revenue



K-9

Welcomed a new K-9 dog to detect explosives and drugs throughout the jail and Justice Center

Sustainability



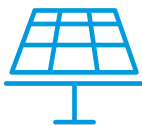
Created a Division of Public Utilities to develop and implement electric microgrids, providing the most reliable electric power in the nation



Scooter share program expanded to Cleveland Heights, East Cleveland, Euclid and South Euclid



Cuyahoga County received an **“A” rating** for greenhouse gas inventory from the Global Covenant of Mayors for Climate & Energy



40

Residents installed **rooftop solar** through Solar Co-Op Program



4,000

Funded the planting of **4,000 trees** through the Healthy Urban Tree Canopy Grant Program



Treasury

\$16,628,852

Increase in real estate tax collections in 2021(+6.3%)



27%

Increased participation in the Easy Pay budget program by 27% from last year

865

865 additional participants



Installed the first self-pay kiosk in Cuyahoga County, allowing citizens to pay their real estate taxes by cash, check and money order

Launched a **taxpayer education campaign**

to better inform parcel owners about the 8 options available for real estate and lessen property tax delinquency and foreclosures



32

Community presentations conducted

18

Community events attended





Cuyahoga County
Together We Thrive



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