

Our Response To The Covid-19 Crisis

COMMITMENT RESILIENCE COMMUNITY



Cuyahoga County
Together We Thrive




MESSAGE FROM EXECUTIVE

We've been living with COVID now for more than a year. As I look back, I am terribly saddened by the lives lost and by the terrible inequities of how this pandemic struck. The crisis further exposed just how vulnerable many of our residents are. But I am also heartened and proud of the way that we all worked together to keep each other safe and healthy and cared for.

At the County, we are always working on helping residents get the supports they need to live full, healthy lives. During COVID this work took on even greater urgency as we saw thousands of businesses close and people lose jobs. Food insecurity almost doubled. We were threatened with a wave of evictions.

But working with fierce determination and with many partners across the county, your county government has been able to provide relief and save lives.



The work highlighted here is a testament to the commitment of County workers and to all of our partners. We came together as a community and have truly made a difference.

It is going to take a while for things to get back to normal. But we are a resilient people – we've been tried and tested before. We will come back and we will be stronger.

I want to thank all who served on these efforts. My commitment to you is that we will continue to work together as a community to lift one another up, to address difficult and inequitable conditions.

We are not out of the woods but there is light at the end of the tunnel.

Stay safe and be well,



Armond Budish

ARMOND BUDISH
COUNTY EXECUTIVE

THANK YOU TO CUYAHOGA COUNTY COUNCIL

NONE OF THESE AWESOME, LIFESAVING PROGRAMS YOU ARE ABOUT TO SEE WOULD HAVE BEEN POSSIBLE WITHOUT THE SUPPORT OF COUNCIL.

**THANK YOU TO COUNCIL PRESIDENT
PERNEL JONES JR.,
VICE PRESIDENT CHERYL L. STEPHENS,
PAST COUNCIL PRESIDENT DAN BRADY
AND COUNCIL MEMBERS
NAN BAKER, SHONTEL BROWN,
YVONNE CONWELL, MICHAEL
GALLAGHER, DALE MILLER, JACK
SCHRON, SUNNY SIMON, MARTIN J.
SWEENEY AND SCOTT TUMA**



EXECUTIVE ORDERS

March 11, 2020

County Executive Armond Budish declares a state of emergency in the County in response to the COVID-19 pandemic.

March 16, 2020

Mass gatherings of more than 100 attendees are banned in Cuyahoga County, specifically athletic events.

March 17, 2020

Travel guidance and restrictions are issued for County employees, including mandatory disclosure of travel outside the State of Ohio.

April 3, 2020

County Executive Budish declares a fiscal emergency in Cuyahoga County due to lost taxes and revenue during the pandemic.

April 14, 2020

County flags are lowered to half-staff to honor those people lost to COVID-19.

May 14, 2020

Employees and visitors to County buildings are required to wear face coverings.

May 20, 2020

Travel restrictions and mandatory reporting of travel are partially rescinded.

December 31, 2020

Face coverings, social distancing and COVID-19 screening in County buildings requirements are revised.

January 7, 2021

Multiple executive orders are issued to elevate opportunities for minority-owned businesses through procurement procedures

1

Increase the visibility and transparency of the availability of contracts

2

Ensure the Office of Procurement and Diversity establishes set goals for minority owned businesses

3

Expand the County's Small Business Enterprise (SBE) set aside program, which allows for reserving some bids, RFPs and RFQs solely for SBEs



PUBLIC HEALTH AND SAFETY



and Clinic



COVID-19 Testing Area Entrance

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er prior



PREVENTION AND MITIGATION OF COVID-19: \$5 MILLION DISTRIBUTED FOR TESTING

Testing for COVID was critical to keeping people safe. In early May of 2020, County Executive Armond Budish pledged **\$5 million** to the Cuyahoga County Board of Health (CCBH) for the purchase of **30,000 COVID-19 tests**. The tests were used to determine if people are currently infected with COVID-19 and focus on priority groups in the County, including those living in congregate settings and those without access to healthcare.

Testing was conducted by **MetroHealth**, with the guidance of the **Board of Health**, in drive-thru locations and mobile testing sites.



FROM MAY 14, 2020 TO MARCH 13, 2021

18,500+

Tests performed with a 5.3% positivity rate

0 – 106

Age Range: Tested individuals age 0 – 106

Race

Of the 18,545 individuals tested in this sample:

39%

(7,311 individuals) self-identify as Black/African-American



29%

(5,327) self-identify as White

30%

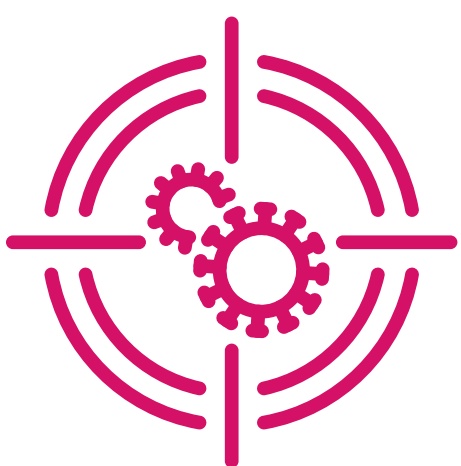
(5,538 individuals) declined to answer or have unavailable race data

Ethnicity

Of the 18,545 individuals tested in this sample:

4%

(753 individuals) self-identify as Hispanic



60%

(11,105) self-identify as Non-Hispanic

36%

(6,687 individuals) declined to answer or have unavailable ethnicity data



PUBLIC HEALTH AND SAFETY

PPE STORAGE FACILITY PROVIDES CACHE FOR COMMUNITY

Before the first case was even reported in Ohio, the Office of **Emergency Management (OEM)** was hard at work standing up the Emergency Operations Center and the Joint Operations Center, which brought together leaders from relevant agencies to help facilitate decision-making and resource acquisition.

Our first order of business was to gather **Personal Protection Equipment (PPE.)** At the beginning of **COVID**, the supply chain was not equipped to handle the PPE needs of many and it was extremely hard to get.

OEM worked quickly to obtain **PPE** and distribute it throughout the county to hospitals, nursing homes, home care, dialysis centers, congregate facilities and first responders. This work was done even before Governor DeWine made it known that local Emergency Management Agencies would be accepting **PPE** donations.

To appropriately store, track and distribute these resources, the County built out a **PPE** storage facility at the County-owned **Harvard Road Garage**. This 7,000 square foot location made sense for storage based on its ample rack storage, central location, easy access to the highway and ability for temperature control.

Building up a supply of **PPE** ensures that hospitals, first responders and other facilities have what they need to stay safe when on the job now and in a future crisis.

\$1.3 million

Total project cost



17,610,457 million

Units of PPE distributed

We are not aware of any other county our size that has distributed more PPE!

PPE BY THE NUMBERS

17,610,457

PPE Distributed/Assigned (As 4/5/2021)

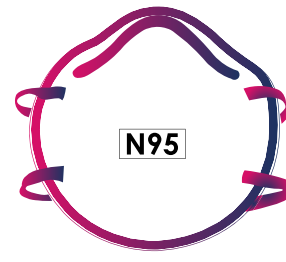
Distribution of PPE remains ongoing through the Office of Emergency Management's Harvard Road Garage storage facility



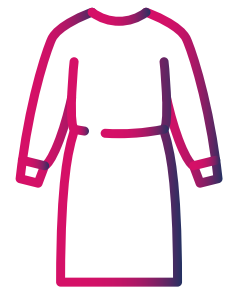
Gloves
7,792,454



Disposable
/3 ply
7,607,970



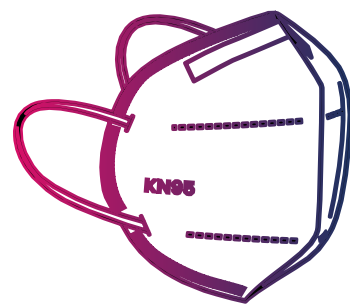
N95 Masks
715,280



Gowns
522,417



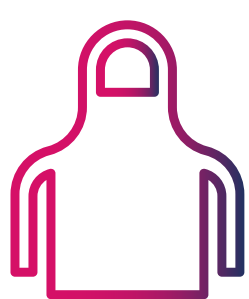
Eye Protection/
Face Shields
468,388



KN Masks
301,230



Washable
Masks
177,310



Coveralls
11,887



Sanitizer
(Bottles*)
301,230



Sanitizer
(Gallons)
317

*Bottles range from 4oz to 16oz with 8 oz being the most prevalent

PUBLIC HEALTH AND SAFETY

**CUYAHOGA
COUNTY OFFICE
OF EMERGENCY
MANAGEMENT
PROVIDES
CRITICAL VACCINE
DISTRIBUTION
SUPPORT TO
CUYAHOGA COUNTY
BOARD OF HEALTH**

As the response to **COVID-19** has transitioned into the delivery of vaccinations, the **Cuyahoga County Office of Emergency Management** has assisted the **Cuyahoga County Board of Health** in identifying drive-through vaccination locations, purchasing supplies needed for vaccination such as band-aids and gauze pads, assisting in appointment scheduling, coordinating volunteers, and working with partners across the region to ensure a safe working environment for our Health Department partners while providing vaccines.

The Cuyahoga County Board of Health (CCBOH) is committed to ensuring equitable distribution of the COVID-19 vaccine -- this includes supporting many different groups, offering a variety of vaccination locations, times, and opportunities for residents. **As of March 20, 2021, the CCBOH has distributed more than 10,000 vaccines.**

The Office of Emergency Management will continue to support the Board of Health and partners to increase vaccine availability and equity as more vaccine is delivered to the County.

Our local vaccine distribution partners include:

- Cleveland Clergy Alliance
 - Cleveland Clergy Coalition
 - Cleveland State University
 - Cuyahoga County Fairgrounds
 - Greater Cleveland Congregations
 - Greater Cleveland Regional Transit Authority
 - FEMA
 - Local Community Emergency Response Teams
 - Marc's Stores
 - Ohio E-Check Stations
 - Pastors in Mission
 - The Cleveland Browns
 - The Salvation Army
 - The State of Ohio
 - The Word Church
-



PUBLIC HEALTH AND SAFETY

**CUYAHOGA COUNTY
AND UNITED WAY OF
GREATER CLEVELAND
2-1-1 HELPLINK
PARTNER TO OFFER
DEDICATED COVID-19
VACCINATION
INFORMATION LINE**

Once Ohio's **COVID-19 vaccine** rollout began on **January 19, 2021**, with people 80 and older eligible to sign up for the shot, and eligibility for those 75 and older beginning January 25, the County, in partnership with **United Way of Greater Cleveland**, wanted to ensure residents would have a convenient and simple way to access information about the vaccine and have an easy way to register for the vaccine.

Beginning **January 25**, residents could dial 2-1-1 on their phone, every weekday **from 8 a.m. – 4 p.m.**, to get information and resources they would need to identify nearby COVID-19 vaccine providers and get answers to their questions such as, ‘Am I eligible?’ ‘When can I get vaccinated?’ ‘Where do I sign up?’ and other concerns.

Through additional funding provided by Cuyahoga County and United Way of Greater Cleveland, **2-1-1 HelpLink** added 15 temporary staff members to work closely with callers to locate available vaccine providers near their zip code, as well as determine additional documentation or requirements necessary to register to receive the vaccination.

Since the pandemic began, **2-1-1 HelpLink** has received more than 100,000 calls and chats requesting help from individuals and families residing in Cuyahoga County. 2-1-1’s average call volume has doubled since the start of the crisis, often exceeding **6,000 calls per week.**

As of March 29, 2021, 2-1-1 HelpLink received 43,028 total calls to the vaccine line since it opened on January 25.



PUBLIC HEALTH AND SAFETY

CUYAHOGA COUNTY CORRECTIONS CENTER COVID-19 RESPONSE: MAINTAINING THE HIGHEST LEVEL OF SAFETY FOR STAFF, INMATES, AND THE PUBLIC

You may have seen in the media that many prison and jail inmates around the country died from COVID. But not in Cuyahoga! **We have had NO prisoners die from COVID. Why?**

Mitigating the spread of COVID-19 in the Cuyahoga County Corrections Center (CCCC) was the highest priority of the County Sheriff and the County Jail Administration. Several preventative measures were implemented in the early days of the pandemic to reduce the risk of virus spread in the jail, including but not limited to:

- **Reducing the jail inmate population through a collaboration of both court, prosecutor, and jail staff.**
- **MetroHealth conducting inmate medical screenings for symptoms immediately upon intake.**
- **Inmate COVID testing process implemented.**
- **Following a protocol of isolation and quarantining**
- **PPE supplied to staff and inmates.**
- **Suspension of in-person court proceedings.**

The County Sheriff and the Jail Administration continue to implement measures to best ensure the safety of staff, inmates, and the public as the pandemic continues. Highlights include:

JAIL INMATE POPULATION REDUCTION EFFORT

The effort to reduce the jail population began on March 18, 2020 through coordinated efforts between the County Sheriff's department, Common Pleas and Municipal Courts, County and City prosecutors, Public Defender and the defense bar, and others. Their plan included the following highlights:

- **Examining the bonds of pre-trial inmates for the potential for a bond review, home detention, accelerated case management and more.**
- **Judges and prosecutors examining inmate sentences for the potential of reduction or alternatives to detention.**
- **Judges suspended the issuing of warrants for minor probation violations.**

- **CCCC created staff managed “Zoom Posts” to provide remote hearings for isolated and quarantined inmates to expedite case processing and inmate releases.**
- **Justice system processes were closely examined to eliminate inefficiencies leading to delays that could unnecessarily extend an inmate’s stay.**

These efforts continue today, and CCCC stakeholders meet every week to ensure all partners are doing everything they can for inmate protection by jail population reduction.

JAIL PARTNERSHIPS

In September 2020, the operations at the Bedford Heights jail, the last remaining satellite facility in the county’s jail system, were indefinitely suspended. Partnerships were developed with several adjacent County jails to house misdemeanor sentenced inmates as an avenue to keep the County jail population down. Once sentenced, the person would report to the Geauga, Seneca, Wood, or Solon facility to serve their sentence.

COVID TESTING AND INMATE CARE

At the end of March 2020, the **Cuyahoga County Corrections Center (CCCC) and MetroHealth** immediately began collaborative efforts with local and state resources to implement best practices. Initially, any inmate who exhibited symptoms of COVID was tested and those inmates who were either COVID positive or were symptomatic (but awaiting test results) were cohorted. As COVID prevalence continued to increase in our community, inmate COVID testing expanded to new intakes to be completed after Day 1 and Day 7. If an inmate tested COVID+, the inmate would be placed in COVID+ housing with other like inmates until the inmate(s) recovered.



REENTRY SERVICES

The Cuyahoga County jail partners with several local organizations that provide services to Cuyahoga County inmates who are being released from the jail.


Partners include:

Catholic Charities, the Cuyahoga County Office of Reentry, YMCA, Salvation Army, Cuyahoga County Division of Job and Family Services, and MetroHealth. These partners offer services ranging from providing inmates with housing, clothing, cash assistance, transportation, medical, education, or other day to day services that inmates may need once they are released.

SUPPORTING THE HOMELESS DURING COVID-19

For homeless families and individuals, the coronavirus pandemic became a very serious threat. When stay at home orders were issued many retreated to a warm safe home. But homeless individuals and families often became isolated, confined to shelters in close quarters, and sometimes unable to interact with friends or get certain in-person services in the community.

For the **Office of Homeless Services** and their partners normal operations were not enough. Measures needed to be taken to ensure that safety net services continued while intensifying efforts to ensure the health and safety of the homeless community, and to enable isolating and quarantining. There was no playbook for the new challenges they faced. Partners in the **Homeless Services Continuum of Care** all jumped in together, expanding the definition of what it meant to take care of our neighbors in the homeless community. Their health and wellness, access to services and resources, and prevention measures became just as important as making sure there was a roof over their head.



Other businesses and medical professionals joined the team. Together the homeless partners were able to:

Reduce population in traditional/ existing shelter locations to reduce COVID exposure and ensure safety.

**Men's shelter population reduced
65%**

**Women's shelter population
reduced 58%**

Deploy sanitation stations for proper hygiene in the community

Conduct health screenings and testing at homeless shelters

Provide a safe place for people who tested positive or needed to recover after leaving the hospital

Provide healthcare, meals, and cleaning services in those facilities.

Reducing the number of people in shelters was accomplished with creative thinking and deploying new resources. Gift cards and vouchers helped some people stay with family or friends. We also rented local hotel rooms as alternative shelter space, permitting COVID isolation and quarantine.

**In 2020, the Continuum
of Care provided:**

43K

More than 43 thousand nights of
alternative shelter space to over
600 people



250,000+

Meals in those locations



3,500+

Covid-19 Tests



PUBLIC HEALTH AND SAFETY

FOOD INSECURITY PROJECTS PROVIDE LIFELINE FOR OUR ELDERS DURING PANDEMIC

Food insecurity has been rising in the county's older adults. Over the last five years, residents age 60 and older have increased their usage of **SNAP** (or food aid) by nearly twenty-percent. The **COVID-19** pandemic exacerbated this problem, as closures and stay home orders left many wondering how to find their next meal.

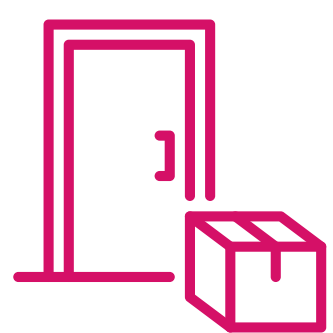
The County's [Division of Senior and Adult Services \(DSAS\)](#) recognized this crisis and began working with community partners to find new ways to provide meals to residents in need. Our target is to provide the same level of food assistance to our residents as we were able in 2020.

2020 MEALS PROVIDED BY DSAS AND CONTRACTED PARTNERS:



3,872

DSAS In-House Emergency
Food Pantry meals



29,730

Seniors Connected with SNAP Benefits
through DSAS' Information Services Unit



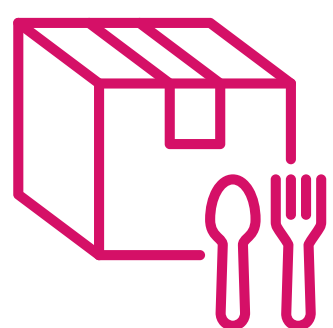
270,352

Home Delivered Meals through DSAS'
Options for Independent Living Program



117,323

Congregate/Home-Delivered/Curbside Meals
distributed by DSAS' Community Social Service
Program Providers (senior center partners)



58,000

Western Reserve Area Agency on Aging
Contracted Meals

We will maintain the same level of assistance by:

- Shifting our congregate meal [contracts with senior centers](#) to home delivered and curbside pick-up, providing more than 110,000 meals;

- Serving over 260,000 meals along with critical services to older adults through our [Options for Independent Living Program](#), helping them remain safe and independent in their homes;
- Partnering with the Western Reserve Area Agency on Aging's [Circle of Food Program](#) to provide 60,000 hot meals to older adults living in homeless shelters, halfway houses and community centers;
- Providing 30,000 meals through the [Supplemental Nutrition Assistance Program \(SNAP\)](#), connecting older adults and adults with disabilities with funds to safely purchase groceries through new curbside and home delivery programs.

DSAS is exploring new ways to address food insecurity, including implementing **The Hunger Vital Sign™**, a two-question screening tool that measures food insecurity; expanding our home-delivered meal program to long weekends and holidays; and increasing our onsite food pantry to include more perishable items. We also seek to add community leaders versed in food security to our [Advisory Board](#), to glean their expertise as we develop future strategies.

Our **Advocacy Committee** continues to dialogue with legislators on the importance of SNAP and the increased need for home delivered meals, while strengthening our partnership with our sister agency – [Cuyahoga Job and Family Services](#) -- to connect seniors to public benefits.

ECONOMIC CRISIS



THREE ROUNDS OF STABILIZATION GRANT FUNDS SUPPORT OVER 1300 STRUGGLING BUSINESSES DURING ONGOING PANDEMIC

The coronavirus pandemic has **wreaked havoc** on the economic well-being of our local businesses. Small businesses are the lifeblood of our community and provide tens of thousands of jobs in the County, but many have been forced to shut their doors, cut down hours of operation, or lay off employees due to the ongoing pandemic.

To help our small businesses to survive, Cuyahoga County created the **Small Business Stabilization Fund**, the first-ever small business coalition of funders and partners in the county. The stabilization fund was rolled out in three rounds. The first round was launched in April 2020 with over **\$4 million** in grants and loans available. The second round was announced in May 2020 with **\$2.5 million** in grants available.



Due to the continuing need for assistance and to help businesses stay afloat, the County deployed a third round of Small Business Stabilization grant funding in November 2020.

The third round deployed **\$4 million** in grants of up to **\$10,000**, adding to the over **\$6 million** previously deployed in the first and second rounds of the fund.



Stabilization Fund Round 1

Grants: \$500,000 available

Loans: \$3.5 million available

200 businesses selected

3,000+ total applicants



Stabilization Fund Round 2

Grants: \$2.5 million available

751 businesses selected

1,900 total applicants

Stabilization Fund Round 3

Grants: \$4 million available

400 businesses selected

2,078 total applicants



“

Your grant literally helped me to stay in business. I have noticed that so many smaller businesses have closed for good. Even many larger businesses are gone. I had to spend a huge chunk of my savings in order to even think about staying open once Covid-19 hit. When I found out about the grant, I have to be honest, I thought it was too good to be true. I actually applied at the very last minute. As a result of the grant, I made sure our rent and other expenses are paid ahead and caught up; I made sure all supplies and PPE are ordered and stored; and set funds aside just in case. I really appreciate the grant from the very bottom of my heart.”

Donna Agrinsonis, Licensed Massage Therapist

Round 3 Grant Recipient

Heavenly Healing Hands Massage Therapy

Beachwood, OH

SUPPORTING RESTAURANTS IMPACTED BY COVID-19

Our locally owned restaurants are a key part of our community and our culture. We have become known as a **"foodie"** town. Restaurants play a key role in our tourism industry. But many of our restaurants have experienced terrible losses or closed forever because of the virus. To help alleviate the ongoing financial impact of the pandemic, the County created the **Restaurant Stabilization Fund**, to help our restaurants stay alive, catch up on unpaid rent and utilities, and cover any COVID safety-related costs they incurred.

In December 2020, the Fund was created and **\$1.2 million in grants** was made available to local restaurants in need. The fund received **840 applications** from restaurants. Due to the great demand the County provided an additional **\$500,000** to the fund. A total of **168 restaurants** received grants of up to \$10,000 each through the program. Almost **40%** of the restaurants helped were **minority owned**.

The grants were administered by **Destination Cleveland** and distributed by **Cleveland Neighborhood Progress**.



ECONOMIC CRISIS

SUSTAINING OUR VIBRANT ART COMMUNITY

Cuyahoga County is known for its world class museums, theaters and other performance spaces, as well as fabulous individual artists, all of which have suffered during the pandemic.

To help keep these treasures of our community intact, the County provided **\$4.5 million** to be distributed by **Cuyahoga Arts & Culture and Arts Cleveland.**

The funds have helped arts organizations with business interruption costs, mitigation expenses for re-opening and expenses incurred to transition to virtual programming. Some of the funds also went to individual artists.

“

I am looking forward to the day in the hopefully not so distant future when we can all return to our beloved arts spaces and enjoy the wonderful offerings that are so much a part of who we are as a community.”

County Executive Armond Budish

\$3 million

distributed through Cuyahoga Arts & Culture

\$1.5 million

distributed through Arts Cleveland

94

arts and cultural nonprofits awarded funds





ECONOMIC CRISIS

\$2.5 MILLION DISPERSED ACROSS 22 MUNICIPALITIES TO ASSIST WITH COVID- RELATED EXPENSES

Our County government suffered huge revenue losses as did our local communities. Cuyahoga County provided municipalities with a combined **\$2.5 million** in grants for their COVID-Related Expenses, so they could serve their residents.

Covered items included:

- **Temperature-taking kiosks**
- **Ultraviolet air purifiers**
- **Technology upgrades to permit electronic meetings**
- **PPE and sanitation equipment**

Cities were able to submit proposals requesting funds from the County. All municipalities who applied received funding. Many cities were hit hard by **COVID-19** and these funds provided additional support and stability to municipalities as we all continue working together to combat this pandemic.

“

COVID-19 has presented the city of Seven Hills financial burdens that could not have been anticipated in the 2020 budgets. We are grateful to County Executive Budish and County Council for the continued partnership in granting these funds.”

Seven Hills Mayor Anthony Biasiotta





ECONOMIC CRISIS

SUPPORTING NONPROFITS DOING CRITICAL COMMUNITY WORK

Cuyahoga County is fortunate to have dozens of nonprofits on the ground dealing directly with the ongoing effects of the pandemic.

Their work is critical and lifesaving. To help aid in their assistance to residents, the County provided over **25 community nonprofit** organizations with funds totaling over **\$8.1 million.**

Funds were allocated to support a variety of needs. Many nonprofits experienced various increases in expenses and business interruption-related costs because of **COVID-19**, and these funds helped them to maintain their operations.

These nonprofits impact many—families, children, those experiencing homelessness, those needing medical assistance, and those generally impacted by the pandemic.



25+

Nonprofit Organizations Received Funding

\$8.1 Million

Distributed

Nonprofits/ Programs Awarded

Academic Learning Pods
Adoption Network
Bail Project
Canopy Child Advocacy
Center
Circle Health Services
Cleveland Foundation
Greater Cleveland
COVID-19 Rapid Response
Fund
Cleveland Metropolitan
Housing Authority
Domestic Violence/Child
Advocacy Center
Frontline Services

Greater Cleveland Food
Bank
Jewish Family Service
Association of Cleveland
Journey Center for Safety
& Healing
Legal Aid
May Dugan Center
Ohio Aerospace Institute
Ohio Guidestone
Providence House
Rape Crisis Center
Small Business Assistance
Agency Operating Support
United Way 211
Western Reserve Area
Agency on Aging
YWCA

RENT RELIEF AND UTILITY ASSISTANCE PROGRAMS PROVIDE \$20 MILLION TO SUPPORT RESIDENTS FACING FINANCIAL HARDSHIP DUE TO COVID-19

As businesses closed and people lost their jobs due to the shutdown, people became unable to pay their rent. In order to stem the potential for a **“tsunami of evictions”** as some were warning of, the County provided millions in funding for rent and utility assistance.

In July 2020, Cuyahoga County, in partnership with the **City of Cleveland, CHN Housing Partners, and EDEN, Inc.**, launched an **\$18 million** rental assistance program, with nearly **\$7 million** contributed by the County to combat housing instability due to the pandemic.

The Rental Assistance Program provided up to three months of rental assistance (paid directly to landlords) to eligible residents facing financial hardship.

In addition to helping residents stay in their homes during the pandemic, the County also committed \$2 million for utility assistance. Besides rent, paying utility bills is one of the biggest struggles for working families during the pandemic.

In November 2020, CHN Housing Partners, the organization that administered the Cuyahoga County Rent Relief Fund and the Utility Assistance Program, reported that 66 percent of applicants seeking rental assistance were also seeking utility assistance. The County's utility assistance program helped eligible residents catch up on past-due utility bills like water, sewer, gas, and electric.

As of early March 2021, \$9.6 million has been paid to landlords on behalf of just over 5,000 renters, and over 2,000 residents have been supported with catching up on payments for one or more kinds of utility bills. In addition, the County has just released another \$10 million for more rental assistance.

Rental Assistance

Total Contribution:
\$18 Million from Cuyahoga County and City of Cleveland CARES Act and Community Development Block Grants

County Contribution:
\$7 Million

Residents Served:
Over 5,000

Utility Assistance

Total County CARES Act Contribution: \$2 Million

Residents Served:
Over 2,000





ECONOMIC CRISIS

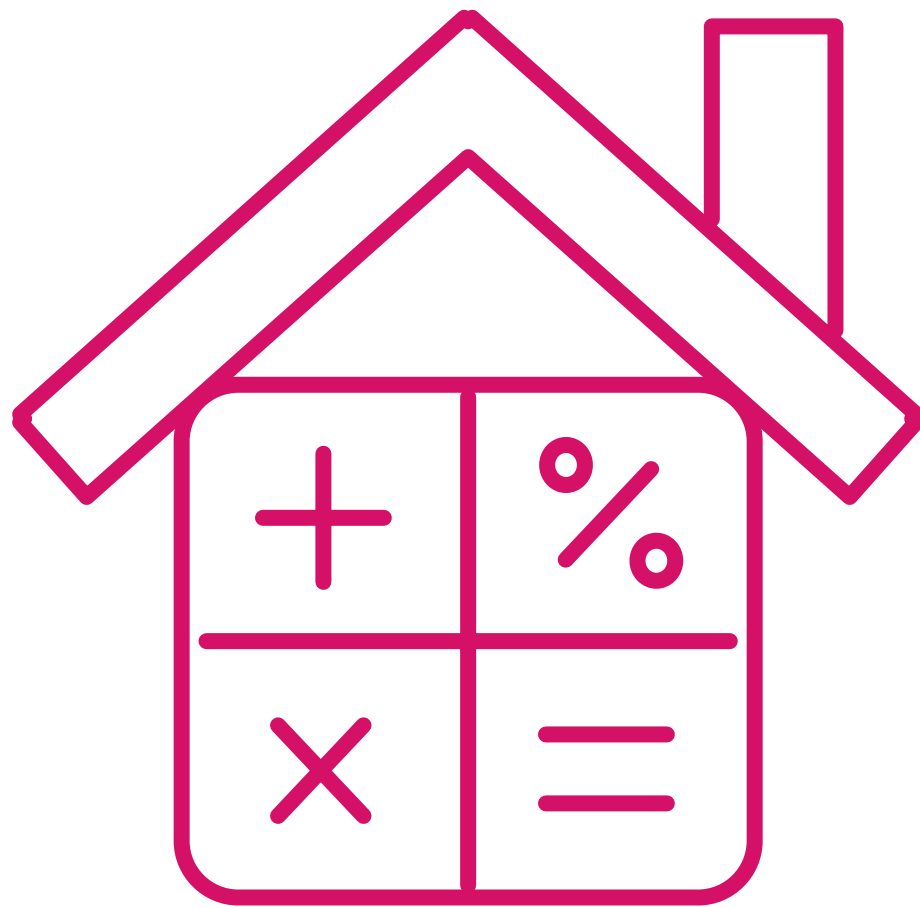
KEEPING FAMILIES IN THEIR HOMES

As we've said, many residents have lost their jobs, leaving them struggling to pay for everyday necessities and forcing them to choose between paying their mortgage or buying their groceries.

The County created the **Mortgage Assistance Program** to help homeowners who have been impacted by **COVID-19** and funded it with **\$2 million**. Our program provided a one-time, zero-interest deferred loan to urban homeowners who met **HUD** eligibility guidelines and who had difficulty paying their mortgages because of the financial impact of COVID-19.

The program is being administered by local agencies **CHN Housing Partners, Community Housing Solutions, and Empowering and Strengthening Ohio's People (ESOP)**.

This funding provides an additional measure of security and peace of mind to local homeowners knowing they will not risk losing their homes as they work to recover financially from the economic impacts of the pandemic.



6%

of Cuyahoga County homeowners 90+ days
delinquent in their mortgage payment



ECONOMIC CRISIS

FEEDING FAMILIES AND CHILDREN AS FOOD INSECURITY GROWS

With the ongoing pandemic and economic fallout, food insecurity exploded in Cuyahoga County. **The Greater Cleveland Food Bank and Hunger Network of Greater Cleveland** are doing the critical work needed to help as many families as possible put healthy food on the table.

To aid in this effort, the County provided a combined total of over **\$1 million** to the Food Bank and Hunger Network. Both the Food Bank and Hunger Network have reported a huge increase in new clients during the pandemic. Unprecedented numbers of individuals and families are in need of emergency food assistance -- many who have never turned to the Food Bank or Hunger Network before.

The County provided **\$545,000** to the Food Bank.

A portion of the money was used to purchase emergency food for distribution to clients and hunger centers. A second portion was used to purchase bags of food for children as part of the **BackPack for Kids Program**, which allows the Food Bank to provide children with food to take home on Fridays after school to sustain them through the weekend.

The County also provided **\$500,000** to the **Hunger Network** to help meet the increased need for emergency food assistance. The Hunger Network plans to use the County's funding to open a minimum of two to three new hunger centers in Cuyahoga County, distribute **140,000 pounds** of fresh produce, and hold distributions in 51 communities at risk of food insecurity.



\$545,000

Provided to the Greater Cleveland Food Bank



\$250,000

to Purchase Emergency Food for Distribution



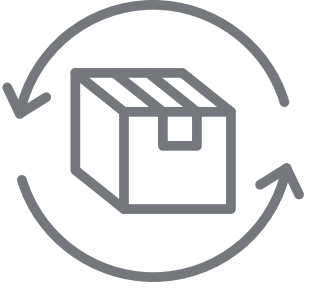
\$95,000

to BackPack for Kids



\$200,000

to Assist with Foodbank Expenses
Incurred Since Pandemic



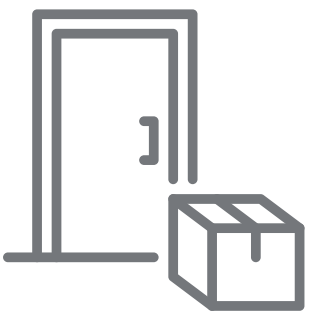
\$500,000

Provided to The Hunger Network



536,000

Funds bought more than 536,000 meals in total.



2-3

Open a minimum of 2-3 Hunger Centers



51

Hold distributions in 51 municipalities to
reach communities at risk of food insecurity



ECONOMIC CRISIS

CUYAHOGA JOB AND FAMILY SERVICES PROVIDES EMERGENCY ASSISTANCE TO FAMILIES AFFECTED BY COVID-19

Due to the state of emergency, the Ohio Department of Job and Family Services provided funding to Cuyahoga County for the relief of families impacted by **COVID-19**. The funding was provided through the federal **Temporary Assistance for Needy Families (TANF)** program, for distribution through Cuyahoga Job and Family Services' **(CJFS) Prevention, Retention, and Contingency (PRC)** program.

The **COVID-19 Emergency Assistance PRC** program accepted applications from May 1, 2020 through September 30, 2020 to assist **TANF** eligible families with housing costs such as rent and utilities, food, essential supplies and hygiene products, cleaning and school supplies. **CJFS** worked closely with **CHN Housing Partners** and retailers such as **Dave's Supermarkets, Marc's, and Save-A-Lot** to ensure customers were able to use the emergency funds they were approved for.

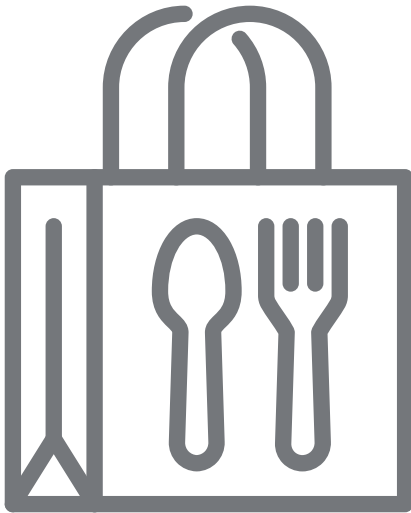
3,042

COVID-19 PRC program customers served



11,014

Approved applications for needed services



\$2,513,472

Total distributed

ANIMAL SHELTER EMERGENCY FOOD EFFORT KEEPS PETS FROM GOING HUNGRY

The **COVID-19** pandemic brought about economically hard times for many Cuyahoga County residents.

Those financial struggles don't just affect people—they can also affect the furry friends that they've given a loving home to. Some in our community have had to make hard choices about whether or not they can afford to keep their beloved companions.

The Cuyahoga County Animal Shelter anticipated this need early on and sprang into action. The non-profit Friends of the Cuyahoga County Animal Shelter created an **Emergency Pet Food Pantry** in April of 2020 to ensure that cat and dog owners have the means to feed and take care of their pets and most importantly, to keep their pets where they belong—at home—during this time.

No-contact delivery and pick-up services are provided for qualifying pet owners. Fifteen volunteers drive around the County on Saturday mornings, dropping off food to residents in need.

Those looking to get assistance feeding their pets should call or text the **hotline at 216-706-9363** to speak with a volunteer who will guide pet owners through the application process. The Animal Shelter is still looking for volunteers to help distribute food—those interested can apply on the Friends of the Cuyahoga County Animal Shelter website.

Family pets helped many of us with our mental health and well-being during quarantine. Keeping them safe, happy and healthy at home is a benefit to all!

963

Total Pantry Deliveries in 2020

2,839

Number of Pets Served

25,287

Pounds of Pet Food Delivered



BRIDGING THE DIGITAL DIVIDE IN AN INCREASINGLY VIRTUAL WORLD

Digital divide /dij-i-tl də-'vīd/

Noun: the economic, educational, and social inequalities between those who have computers and online access and those who do not.

Imagine your life without the internet. Simple things like applying for jobs and completing schoolwork become nearly impossible, especially during the **COVID** pandemic when more day-to-day tasks are going virtual.

This is the reality that tens of thousands of Cuyahoga County residents face. The County's Office of Innovation & Performance is working to implement a long-term, sustainable solution to address this critical issue. But in the meantime, as we look for a long-term solution, we've tackled the digital divide in these ways:

September 2019:

Partnered with DigitalC to provide the Fairfax neighborhood with low-cost in-home internet access. As of December 2020, DigitalC has provided the service to over **800 residents**

April 2020:

Donated **300 hotspots** to CMSD to distribute to students, so they could continue their remote studies.

June 2020:

Partnered with **OhioMeansJobs|Cleveland-Cuyahoga County** to host the first local Virtual Job Fair with monthly fairs since then. Almost 4,000 people have participated in the job fairs with over 630 participants getting jobs as a result of the fairs.

Partnered with PCs for People and the Mandel Supporting Foundation at the Jewish Federation to provide **1,000 eligible job seekers** with computers, hotspots and three months of internet access, so more people could participate.

July 2020:

Provided funding and partnered with the Cleveland Foundation and T-Mobile to create the Greater Cleveland Digital Equity Fund to strategically and efficiently address immediate and long-term needs surrounding broadband access and digital literacy. Through the fund **5,000 internet hotspots, two years' worth of unlimited data and up to 10,000 laptops** were made available to qualifying families with a K-12 student in the home.



18.9%

of homes in Cuyahoga County have no in-home internet access of any kind



7,100 residents

provided with internet access



11,000

computers or laptops made available



ACADEMIC LEARNING PODS KEEP STUDENTS CONNECTED

When the **COVID-19** pandemic hit in March of 2020, students who were so used to seeing their teachers and classmates every day were now required to finish up the academic year at home. This was a difficult adjustment for many. But this was especially difficult for students who didn't have computer access or consistent adult supervision at home—parents were forced to choose between staying home to watch their kids or going to work to provide for their families.

To help with this, Cuyahoga County contributed **\$500,000** for **Academic Learning Pods (ALPs)**, which are safe, socially distanced places for **CMSD** students to participate in remote schooling with adult supervision, enrichment activities, and meals for students in grades K-8.

ALPs were created by **United Way** and the **Cleveland Foundation** to better meet the needs of those at-risk, unsheltered, seeking safety from violence, homes being led by front-line workers and elder grandparents, or for whom the English language is a barrier.

“

Providing internet access and in-person enrichment, without the financial burden of hiring a tutor, allows parents to return to work with confidence that their child can continue to learn in a safe environment.”

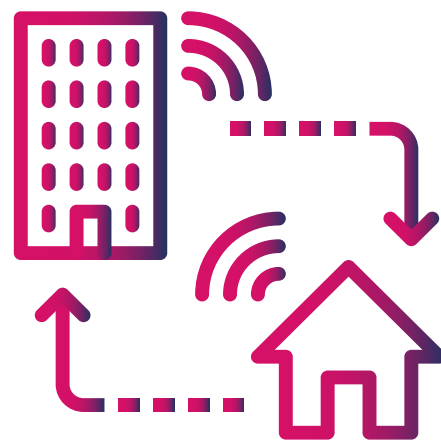
President & CEO of United Way of Greater Cleveland Augie Napoli

24

Academic Learning Pods

700+

Students Served



Students from 25 Cleveland neighborhoods and 80 CMSD schools





ECONOMIC CRISIS

PROTECTING CONSUMERS DURING THE PANDEMIC

When the pandemic hit, scammers were quick to take advantage of confusion about **COVID-19**, product shortages and stimulus payments. They also tweaked old scams to strike at people who were quarantined at home and worried about their finances. For example, utility scammers who used to primarily threaten people with power shutoffs approached consumers with promises of discounts or refunds.

While scammers appeared to be actively using social media and texts to reach victims, reports to the **Cuyahoga County Department of Consumer Affairs** indicate that scammers relied most heavily on calls. The number one single complaint reported to Consumer Affairs in 2020 was **robocalls**.

Top 10 Scams reported to the Department of Consumer Affairs in 2020

- 1 Robocalls
- 2 Social Security/Medicare Scams
- 3 Computer Tech Scams
- 4 County Impostor Scams
- 5 Email Scams (including phishing)
- 6 Sweepstakes/Lottery Scams
- 7 Utility Scams
- 8 Debt Collection Scams
- 9 Grandparent/Relative Scams
- 10 Romance Scams

Quarantined residents reported an abusive new robocall technique that consisted of identical robocall messages delivered every 15 to 20 minutes, for hours at a time, over several days.

Consumer Affairs issued an [advisory warning consumers of robocall scams](#) and provided tips to follow to when dealing with robocalls:

-
- **Do not pick up calls from unknown numbers.**
 - **If you pick up by mistake, hang up.**
 - **DO NOT automatically call back numbers that called you.**
 - **Report robocalls. [File a complaint](#) with the Scam Squad 216-443-SCAM (7226).**

Unemployment insurance scams have also gained steam during the pandemic. Scammers have exploited pandemic unemployment insurance programs by filing for benefits using stolen names and Social Security numbers. Tens of thousands of Ohioans are believed to have been impacted.

Signs that you are a victim of unemployment fraud include:

- **You received a 1099G tax form from the Ohio Department of Job and Family Services but never received unemployment benefits.**
- **You got a state benefits card in the mail you weren't expecting.**
- **Your employer got a letter from ODJFS wrongly claiming you filed for unemployment.**
- **You received an unemployment insurance fraud notification letter from ODJFS.**

The Department of Consumer Affairs and its Scam Squad partners issued the following steps to take if you suspect your identity was misused by scammers:

1. Report the fraud to **ODJFS** at unemploymenthelp.ohio.gov or call **833-658-0394**. ODJFS will correct tax information reported to the IRS.
2. Alert your employer, which should use the employer portal at unemploymenthelp.ohio.gov to report fraudulent claims to **ODJFS**.
3. File a complaint with your local police and/or notify federal authorities through ic3.gov.
4. Visit identitytheft.gov to get a step-by-step ID theft recovery plan tailored to you. Taking the steps on the plan can prevent scammers from using your information in other frauds.
5. If you need help or have questions, call **Scam Squad at 216-443-SCAM (7226)**



During the Coronavirus Pandemic the Department of Consumer Affairs:

1,055

Received scam reports in 2020



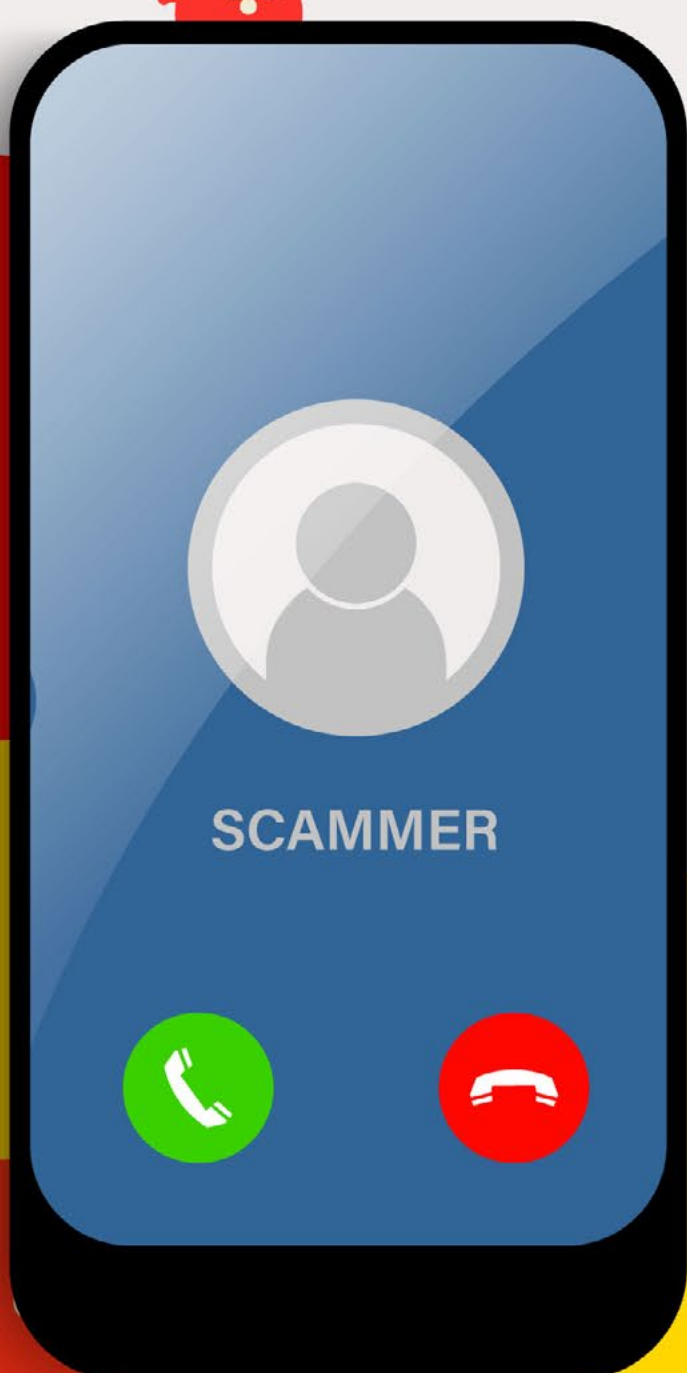
5,900

Distributed 5,900 printed Covid-19 scam fliers to County residents through agencies including police departments, churches, libraries, and the Greater Cleveland Food Bank.

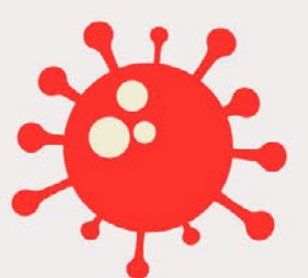
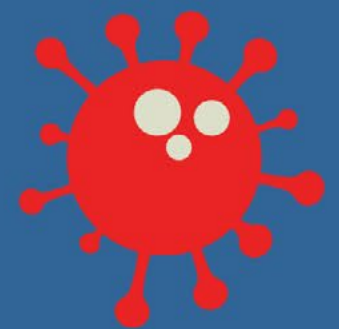


11,000

Expanded the Scam Squad hotline, 216-443-SCAM (7226), to allow both English- and Spanish-speakers to easily report scams.



COVID-19
FRAUD AND SCAM
BEWARE OF PANDEMIC SCAMMER



FIGHTING RACISM



COVID-19 AND THE FIGHT TO TACKLE RACIAL INEQUITIES

The **COVID-19** crisis exposed terrible inequities between white and Black people.

At the beginning of the pandemic, **Black people represented 40 percent of the County's COVID-19 diagnoses**, even though they only represent 30.5 percent of the population.

And now, as residents get vaccinated, Black people are getting vaccinated at significantly lower rates than White people. This year and this pandemic have shown us that much work is needed to combat these inequities. In July of 2020, the County declared racism a public health crisis. The declaration's aim is to tackle disparities that exist when it comes to healthcare, access to jobs, safe places to live, and experiences with the criminal justice system, to name a few.

To create lasting change across the county, two commissions were formed: the **Cuyahoga County Citizens' Advisory Council on Equity (CACE)** and the **Cuyahoga County Equity Commission**.

The **CACE** is an external commission comprised of community leaders who organized into subcommittees to deeply address specific areas of disparity. Its work focused on research on local and national strategies, initiatives and models. The four subcommittees conducted dozens of interviews with County leadership and examined current County government processes and services.

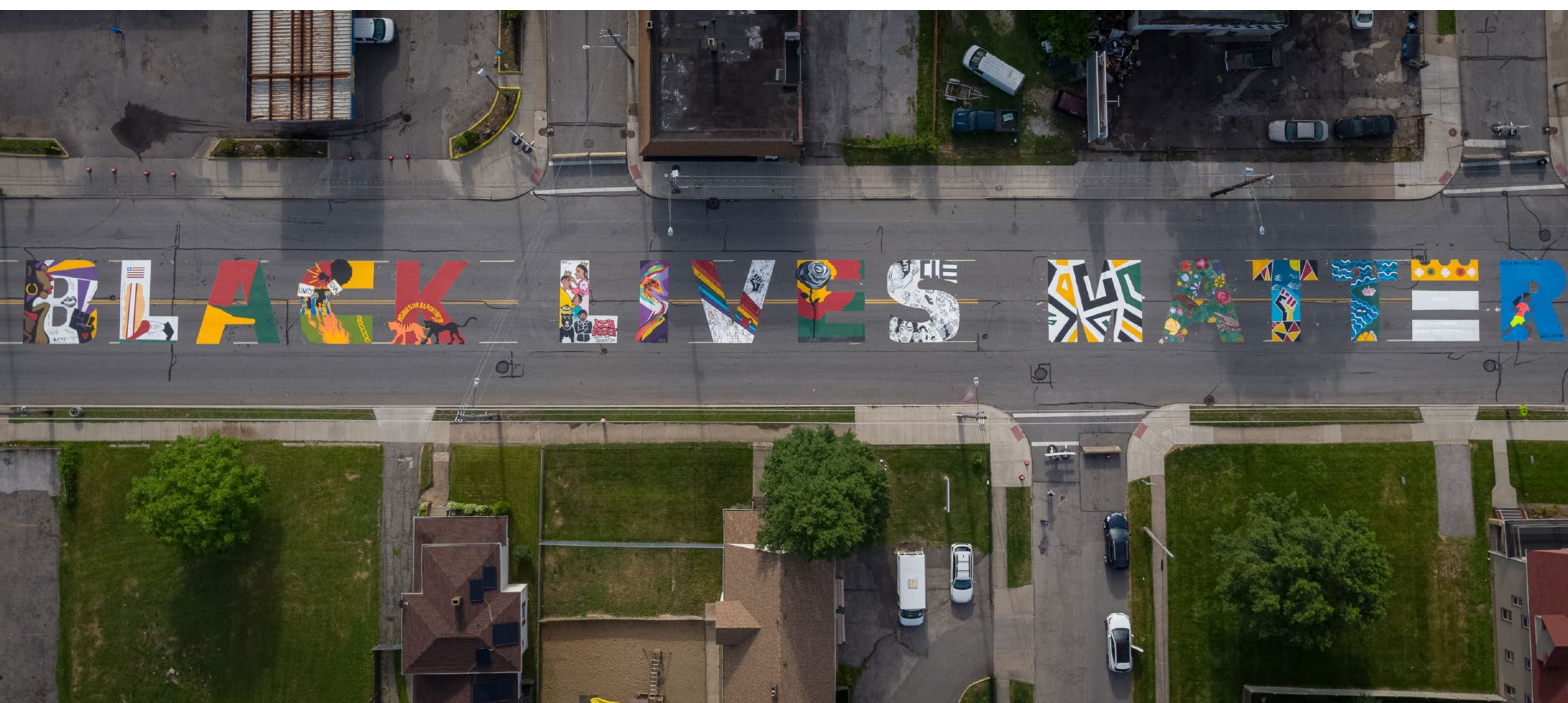
The Equity Commission is an internal commission comprised of multiple County department leaders who examined current County policies and protocols, how they affect different populations and how they can be improved and made more accessible.

Each commission released a report detailing their findings and recommendations.



The County is taking the following actions in the near term and will continue to work on ways to solve the complex challenges of Structural Racism:

- **Proposed the creation of equity zones, which consider a community's health indicators as determined by the U.S. Census Bureau to potentially increase services and support in these areas**
- **Released a request for proposal for Diversity, Equity and Inclusion Training and Coaching for all County employees**
- **Created a new Department of Equity and Inclusion**
- **Signed multiple Executive Orders relating to diversity in the County procurement process**
- **Began reporting Cuyahoga Performance data by race and ethnicity when available to support the commissions' work**



MAINTAINING COUNTY SERVICES



CUYAHOGA JOB AND FAMILY SERVICES HELPS RECORD NUMBER OF RESIDENTS

In 2020, **Cuyahoga Job and Family Services (CJFS)** employees answered a record **602,731 calls** from Cuyahoga County residents in need of food, medical and emergency assistance.

Even in these challenging times, our staff rose to meet the challenge. Our first priority was keeping our much needed services going AND keeping both our employees and clients safe.

CJFS quickly implemented a work-from-home plan that began in April and allowed more than 90 percent of CJFS staff to transition to a work-from-home environment.

Cuyahoga Job and Family Services employees answered an average of **2,391 calls per day** and increased our call answer rate by 10 percent to 73.3 percent. Staff also decreased the average wait time by 26 percent to less than 15 minutes.

Additionally, in 2020, 68 percent of Medicaid and 70 percent of Supplemental Nutrition Assistance Program (SNAP) applicants who reached our eligibility contact center were able to get their eligibility for benefits determined over the phone the day they called.

CUYAHOGA COUNTY 2020 CONTACT CENTER TOTALS



602,731

Calls Answered



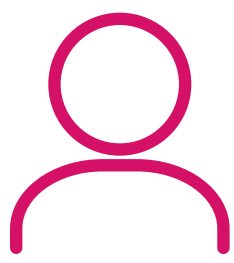
73.3%

Answer Rate



14.1 minutes

Average Speed of Answer



18.4

Average call time



CHILD PROTECTION SPECIALISTS ON THE FRONT LINES DURING CORONAVIRUS

Children were more at risk for abuse and neglect amid the coronavirus pandemic and the work that the **Division of Children and Family Services (DCFS)** does was more important than ever.

Across the nation, child abuse and domestic violence concerns were heightened as parents and children experienced additional stress during the crisis. Isolation also left them disconnected from normal sources of support.

Despite social distancing, **Child Protection Specialists (CPS)** continued to investigate allegations of abuse, make home visits to assess if children were safe, interviewed young people and caregivers, and worked with relatives, community partners and the courts to make decisions about custody.



DCFS employees also staffed our **696-KIDS hotline** where they received and screened allegations of neglect, abuse and dependency of children, as well as home study requests from other organizations. The hotline initially saw a sharp drop in calls when schools closed, but calls eventually returned to near normal levels. The Hotline operates **24/7, 365** days a year. Last year alone they answered more than **63,000 calls** and processed more than **32,000 intakes**.

DCFS also launched new ways to report suspected cases of abuse and neglect because of the pandemic. Now reports can be made to the **24-hour Child Abuse hotline** via phone, email, website, and Facebook.



MAINTAINING COUNTY SERVICES

FINDING FOREVER FAMILIES IN A PANDEMIC

When the coronavirus pandemic hit, most of us retreated to our homes and sequestered with our loved ones. But imagine being in foster care, not having a permanent family to help calm your fears and anxiety.

In Cuyahoga County there are more than **600 children and teens in permanent custody of the Division of Children and Family Services (DCFS)**. We may be practicing social distancing, but every child needs family.



Although it has been difficult during the pandemic, Adoption Assessors have been very creative in completing adoptive placements, scheduling visits with families, and ensuring all of the paperwork required for Adoption Court Packets were filled out and signed by the prospective adoptive parents,”

Beverly Torres, Senior Manager, Permanency Support, DCFS.

While many other court hearings were put on hold during the pandemic, Cuyahoga County Probate Court got back up and running quickly to make sure children didn't linger in foster care. They moved to virtual court hearings for adoption finalizations and now conduct both in-person and virtual hearings.

With the help of the courts and families, DCFS permanency teams **finalized 122 adoptions in 2020.**



MAINTAINING COUNTY SERVICES

COUNTY BUILDING IMPROVEMENTS HELP KEEP RESIDENTS AND EMPLOYEES SAFE

When the **COVID-19** pandemic first made its way to Cuyahoga County, the County took precautions to keep both residents and employees safe by closing many of our buildings to the public. While vital services were still accessible in-person at some buildings, many were shifted to online, over the phone or contactless.

While many buildings were closed or services were shifted remotely, the **County Department of Public Works** began to make changes to County buildings to align with recommendations from the **Ohio Department of Health**, the Centers for Disease Control (**CDC**) and the American Society of Heating, Refrigerating and Air Conditioning Engineers (**ASHRAE**).



Some of these changes included:

- Installation of temperature-scanning units
- Reconfiguration of office space to maintain safe distancing between desks
- Installation of plexiglass partitions at welcome, security and administrative desks (public transaction counters)
- Alteration of air handlers, sanitization of HVAC systems to aid in limiting the spread of airborne pathogens
- Installation of automatic door openers for locations with swing-type doors
- Installation of wall-mounted and moveable hand sanitizer stations
- Installation of sensor-operated faucets and toilet flush valves, automatic paper towel dispensers and hands-free/arm-free door pulls in restrooms
- Replacement of drinking fountains with touchless water bottle dispensers

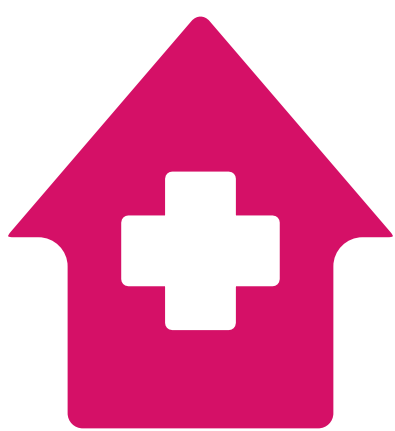
• The County also made changes in everyday practices for residents and employees who do have to come in for business and work. These include:

• **Required temperature scans immediately upon entering a building**

• **Masks required for all visitors and employees**

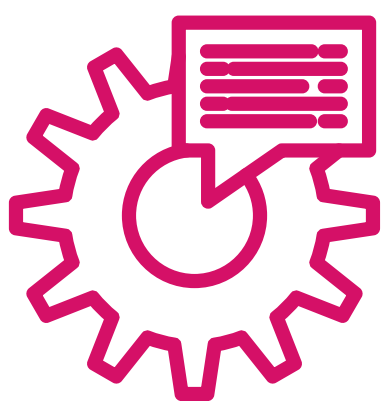
• **Maintenance of six feet social distancing between individuals as much as possible**

The health, safety and well-being of both residents and employees is a top priority of the County administration. Adaptations are ongoing and are expected to be completed by spring of 2021.



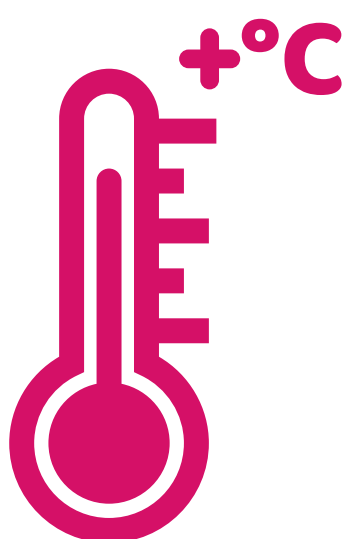
\$16 million

Cost of health and safety enhancements across 30 County buildings



100+

Task orders identified



100+

Temperature scanners installed in County buildings



MAINTAINING COUNTY SERVICES

FILL-THE-BACKPACK CAMPAIGN

As schools and families prepared for the school year, there were lots of questions about whether learning would happen virtually or in person. **The Division of Children and Family Services Community Outreach** team remained focused on preparing kids for success. Even though **COVID** presented extraordinary challenges, the team pressed forward with its annual Fill-the-Backpack Campaign.

Through the generosity of over **100 donors**, a total of **850 backpacks** were collected from local individuals, companies, and community organizations. The team also received an additional **\$1,346** in monetary gifts that was used to purchase additional school supplies.

DCFS partnered with Westside Community House and Harvard Community Services Center to host drive-by distributions for families in their area. Additional backpacks were distributed by agency workers to youth in our care. In total DCFS gave out 1,123 backpacks with supplies.

We could not have made this impact without our donors, collaboratives, and the constant dedication of our staff to helping families in need of support. Thank you!



[Watch to learn more about Fill-the-Backpack Campaign](#)



HOLIDAY GIVING PROGRAMS

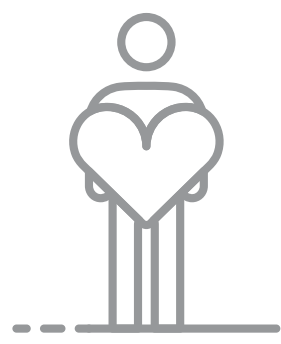
2020 brought many changes and challenges but the **Division of Children and Family Services** Community Outreach team was determined to help our youth and families celebrate the holidays. So, our Adopt-a-family program went virtual with e-gift cards from donors and our Hope for the Holidays program went semi-virtual with all donating being done through a Target charitable wish list and the distribution via a drive-thru event. The Annual Fox 8 Giving Tree drive was held with some modifications but the response from our community was still amazing.

We were able to get **229 families, including 552 kids, “adopted” for the holidays by 145 donors who gave over \$60,000.** For the Hope for the Holidays program we were able to serve over **317** youth via our drive-thru program, **1,040** through our toy give-away program, **552** more through Neighborhood Collaboratives, and 50 young people who aged out of foster care. That’s more than **2,600 young people** who were able to celebrate the holidays thanks to more than **1,000 generous donors.**

Thank you to everyone who contributed!



ADOPT-A-FAMILY PROGRAM



145

Donors



\$62,513

Donated



229

Families

HOPE FOR THE HOLIDAYS



888

Donors



2,140

Youth received gifts

**Total numbers for our 2020
Holiday Campaign**

2,693 youth received gifts from over 1,000 donors!

PLANNING FOR ELECTION DAY DURING THE PANDEMIC

In preparation for the **2020 General Election**, the County employed several different strategies to help make it possible and safe for residents to vote during the pandemic, from helping hundreds of residents register to vote to providing support to the **Board of Elections** to prepare for in-person voting.

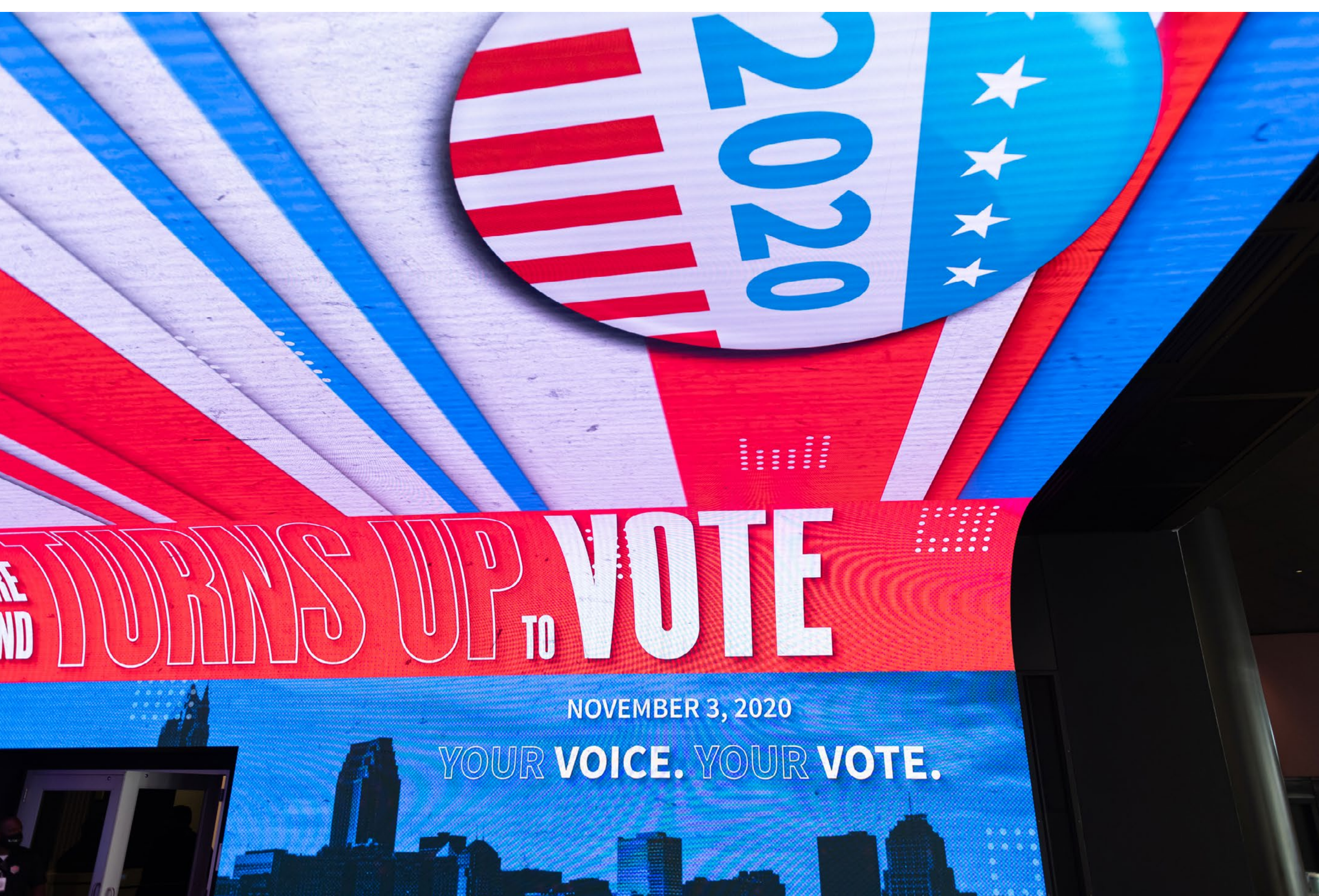
The County's Public Works Department supported the Board of Elections (**BOE**) to help ensure a safe environment for in-person voting. Public Works completed significant construction ahead of early-in-person voting at both the BOE building and at the Halle Archives location, which also houses BOE functions.

Public Works employees also provided temporary power capabilities at the BOE building and the Halle Archives building (provided in the event there is a loss of utility power during election day operations) and constructed building entry modifications at the BOE.

The Cuyahoga County Department of Regional Collaboration, in conjunction with the **Voting Rights Coordinator** for the County, focused on educating and helping residents register to vote. Regional Collaboration staffed libraries, food pantries, and grocery stores with volunteers from Cuyahoga County, collecting voter registration cards and providing up to date voter information to residents in underserved communities.

Volunteers staffed through the Department of Regional Collaboration also met three days per week at a variety of locations, eventually hosting **36 events** with over **23 volunteers** throughout the election season.

Through the Department of Regional Collaboration's efforts, hundreds of voter registrations were submitted and even more vote by mail applications were distributed to residents throughout the County.




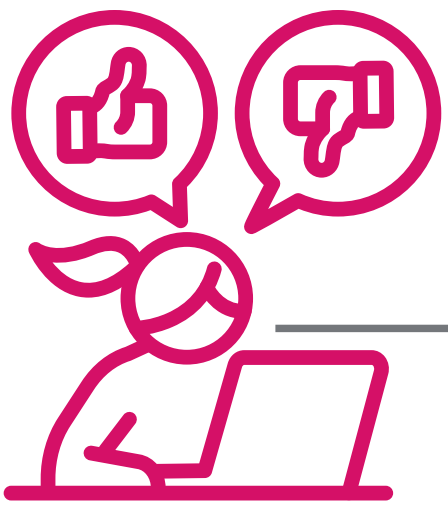
IN AN EMERGENCY, COMMUNICATION IS KEY

It's been almost a year since COVID-19 hit the United States and staying on top of information continues to be important. As the pandemic continues to take a toll on the health and well-being of residents, Cuyahoga County will keep communicating with residents about resources available to help them navigate the pandemic.

The County Communications Team keeps residents informed through bi-weekly media briefings, press releases, County web pages, social media channels and the County News Now newsletter.

No matter how residents choose to receive County updates, the Communications Team pushes out an abundance of content in a variety of forms to reach as wide an audience as possible.





Social Media

29.8% Growth Since March 2020

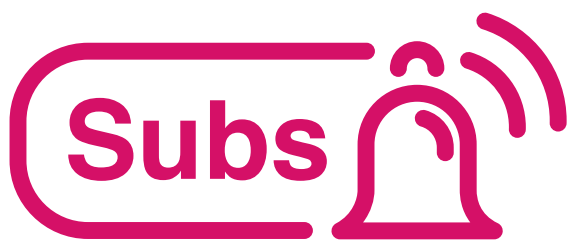
7,941 New Followers Across All Platforms

COVID-19 Press Briefings

180,000 Residents Viewed Briefings from Social Media Alone

Residents Have Watched 140,000+ Minutes of Briefings

County News Now



Newsletter

Reaches 50,000+ Residents

County Web Traffic

22.3% increase in users from 2019 to 2020

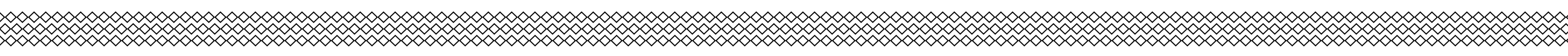


Top Performing Pages

-Mask Map: 64,000 Unique Users

-Small Business Stabilization Fund: 32,000 Unique Users

-Small Business Resources: 10,000 Unique Users



THANK YOU TO

- 2-1-1 • AT&T • BKO Distillery • Bolt and Spool
- Buckeye Health Plan • Campus District Inc.
- Canopy Child Advocacy Center • Care Alliance Health Center • Career Development and Placement Strategies • Catherine Rush, DSAS' Advisory Board Chair
- Catholic Charities Bishop Cosgrove Center
- Catholic Charities Diocese of Cleveland
- Center for Families and Children
- Child and Family Advocates of Cuyahoga County
- CHN Housing Partners
- The City Club • The City Mission • City of Cleveland
- City of Cleveland Department of Aging
- City of Cleveland Emergency Management
- City of Cleveland Heights • City of Cleveland Mayor's Office
- City of East Cleveland • City of Euclid • City of Lakewood Community-Based Services • City of Parma • The Cleveland Cavaliers • Cleveland Clinic • Cleveland Department of Public Health • The Cleveland Foundation • Greater Cleveland COVID-19 Rapid Response Fund • Cleveland Housing Network
- The Cleveland Indians • Cleveland Metropolitan School District • Cleveland Neighborhood Progress
- Cleveland Police Department

• Cleveland Sewing Solutions • Coalition on Homelessness and Housing in Ohio • Community Personal Protective Equipment (PPE) donors • Council of Economic Opportunities of Greater Cleveland (CEOOG) • Cuyahoga County ADAMHS Board • Cuyahoga County Board of Elections

• Cuyahoga County Board of Health • Cuyahoga County Fire Chiefs Association • Cuyahoga County Fairgrounds

• County Judges and Prosecutors

• Cuyahoga County Police Chiefs Association • Cuyahoga County Senior Services Network • Cuyahoga Metropolitan Housing Authority • Denise Robinson, retired social worker

• EDEN Inc. • Destination Cleveland • Domestic Violence Center • East End Neighborhood House • Economic & Community Development Institute • Foster Care Providers and Caregivers • Frontline Services • Girls Scouts of America Troop #71821 • Global Cleveland • Greater Cleveland Food Bank

• Greater Cleveland Partnership/Business Growth Collaborative

• Greater Cleveland Regional Transit Authority • Growth Opportunities Partners • The Gund Foundation • Harvard Community Services Center • The Healthy Fathering Collaborative • Heights Suburban Collaborative • HFLA of Northeast Ohio • Hispanic Business Center • Jumpstart Inc.

• KeyBank Business Boost and Build powered by JumpStart • Lutheran Metropolitan Ministries • MAGNET • Mandel Foundation • Marc's Stores

• The Masked Seamstress • MetroHealth Hospital

-
- Moore Counseling Services • Murtis Taylor Human Services System • Nancy Svec, Community Volunteer/Seamstress
 - National Development Council • Neighborhood Family Practice • Nimble Thimbles Quilt Guild
 - Northeast Ohio Coalition for the Homeless • Northeast Ohio Neighborhood Health Services (NEON) • Northeast Ohio Regional Sewer District • Northstar Reentry Resource Center-Oriana House • Ohio City Inc. • Ohio Emergency Management Agency • Ohio E-Check • Ohio Housing Finance Agency
 - Ohio Means Jobs|Cleveland-Cuyahoga County • Operation: Cuyahoga Cares for Elders Donors • Parma Area Community Based Services • Passages Inc. • PCs for People
 - A Place 4 Me • President's Council • Salvation Army Greater Cleveland • Say Yes to Education Family Support Specialists
 - Secure Recycling • The Securus Foundation • The Cleveland Browns • The Word Church • Sisters of Charity Foundation
 - Small Business Administration • Starting Point • Stem
 - Towards Employment • T-Mobile • Village Capital Corporation • Visiting Nurse Association • Urban League of Greater Cleveland • University Settlement
 - University Hospital • United Way of Greater Cleveland
 - U.S. Department of Housing and Urban Development
 - Western Reserve Area Agency on Aging
 - West Side Catholic Center • Y-Haven • YWCA
 - West Side Community House

Credits

Editorial Direction:

Eliza Wing

Art Direction:

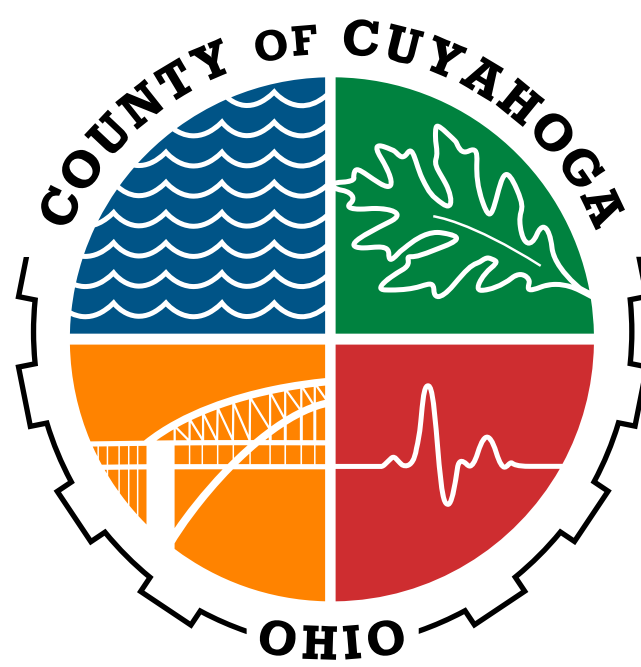
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Miranda Kortan, Denise Rucker-
Burton, Kathleen Sizemore.



CUYAHOGA COUNTY

COMMITMENT

RESILIENCE

COMMUNITY



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