

CUYAHOGA COUNTY

# STRONG TOGETHER

OUR RESPONSE TO THE  
COVID-19 CRISIS



Cuyahoga County  
Together We Thrive

## MESSAGE FROM EXECUTIVE

The world changed overnight. One day, we were going to work, gathering with friends and family, hugging. Doing everything that seemed so mundane. And then not. In mid-March Ohio shut down.

As we have all seen; that shut down, while definitely the right thing to do because it saved probably thousands of lives here in Cuyahoga County, also devastated our local economy.

This report to the community highlights the many ways in which the County sprang into action. We immediately focused on protecting you and your family during the public health crisis as well as addressing the economic pain that our residents and businesses were feeling.

It soon became clear that African Americans were suffering and dying at higher rates than whites, so we worked to address that through our programming and service delivery.

And then George Floyd was brutally murdered at the hands of a policeman and the world exploded. Cleveland saw the most violent protests we have seen since the '60s.

Since the beginning of my administration I have made addressing structural racism a priority and as we rolled out program after program in the wake of the COVID crisis, we made sure that we were reaching out to track and mitigate the impact and results on minorities.

This work is not done. We know we are in for a long haul but we felt it important to share what has been done thus far.

I want to thank County Council, civic leaders, businesses, foundations, residents – really, each and everyone of you for helping us get through this. Because we will get through and, I believe, we will emerge stronger together.



*Armond Budish*

— ARMOND BUDISH  
COUNTY EXECUTIVE

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# 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  
DAN BRADY,  
VICE PRESIDENT PERNEL JONES, JR.  
AND COUNCIL MEMBERS  
NAN BAKER, SHONTEL BROWN,  
YVONNE CONWELL, MICHAEL  
GALLAGHER, DALE MILLER, JACK  
SCHRON, SUNNY SIMON, CHERYL  
STEPHENS AND SCOTT TUMA**



# EXECUTIVE ORDERS

**March  
11**

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

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

**March  
16**

**March  
17**

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

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

**April  
3**

**April  
14**

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

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

**May  
14**

# PUBLIC HEALTH AND SAFETY



# CUYAHOGA COUNTY EMERGENCY OPERATIONS CENTER COORDINATES RESPONSE TO COVID-19 OUTBREAK

On March 10, 2020, Cuyahoga County announced the opening of the Cuyahoga County Emergency Operations Center **(EOC)** and Joint Information Center **(JIC)** in response to three confirmed cases of COVID-19 in Cuyahoga County and Governor Mike DeWine's Declaration of Emergency for Ohio.

When a disaster or emergency strikes, key decision makers from relevant agencies assemble at the EOC to help facilitate the decision-making process and the resource acquisition process. All activities within the EOC are managed by the Cuyahoga County Office of Emergency Management **(CCOEM)**.


The JIC (which is within the EOC) is comprised of personnel and technology resources necessary to provide efficient and effective public information management, to develop common, coordinated public messaging, and to help support the EOC.



## During the COVID-19 pandemic, EOC staff:

- **Obtained** and distributed **PPE** throughout the county to hospitals, nursing homes, home care, dialysis centers, congregate facilities, fire departments, police departments, and homeless shelters.
- **Managed** the procurement of Personal Protective Equipment (**PPE**) and other COVID-related supplies needed by County agencies, such as thermometers and wristbands for screening those entering County buildings.
- **Distributed** daily situation reports to over 400 partner agency contacts. The situation reports included:



- 
- **The number of confirmed COVID-19 cases and COVID-19 related deaths nationally, state-wide, in the Cuyahoga County Board of Health jurisdiction, and in the City of Cleveland**
  - **Updated information on local and state emergency orders and proclamations**
  - **Reviewed** guidance from multiple sources on COVID response, PPE usage, communication methods and coordination efforts for hospitals, nursing homes, fire departments, police departments, and congregate facilities and collated and distributed to partner agencies daily.
  - **Submitted** resource requests to the state on behalf of local, state, and federal partners in need during the COVID-19 response. The requests ranged from needed PPE, to electronic message boards and Point of Distribution trailers to assist with distribution of goods.
  - **Conducted** regular conference calls with the state, Ohio Department of Health, Cuyahoga County Board of Health, City of Cleveland Health Department, EMS Medical Directors, fire chiefs, and nursing homes with positive cases.

## EMERGENCY SUPPORT FUNCTIONS/ SUPPORT AGENCIES ON-SITE DURING THE COVID-19 PANDEMIC:

- Cuyahoga County Office of Emergency Management
- Cuyahoga County Fire Chiefs Association
- Cuyahoga County Board of Health
- City of Cleveland Health Department
- City of Cleveland Emergency Management
- Ohio Emergency Management Agency
- 2-1-1
- Northeast Ohio Regional Fusion Center
- Cuyahoga County Police Chiefs Association
- Greater Cleveland Regional Transit Authority
- Northeast Ohio Regional Sewer District

## JOINT INFORMATION CENTER (JIC) COMMUNICATIONS PERSONNEL:

- City of Cleveland
- Cuyahoga County
- Cuyahoga County Board of Health
- City of Cleveland Health Department



# EOC PHONE CALLS AND E-MAILS

MARCH 1, 2020 - MAY 28, 2020



**37,265**

Sent/ received 37,265 e-mails

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**9,722**

Made/ received 9,722 phone  
calls totaling 44,380 minutes  
(both cell phone and desk  
phone calls)

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**5,178**

Sent/ received 5,178 text  
messages

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PUBLIC HEALTH AND SAFETY

## **\$5 MILLION FOR INCREASED COVID-19 TESTING**

The lack of access to testing for the coronavirus has been dangerous and even deadly to the residents of Cuyahoga County and people all over the world. It has been especially harmful to those living in congregate settings and those without access to healthcare.

In early May of 2020, County Executive Armond Budish pledged **\$5 million** to the Cuyahoga County Board of Health (**CCBH**) for the purchase and administration of **30,000 COVID-19 tests**. The 30,000 tests are used to determine if people are currently infected with **COVID-19** and focuses on priority groups in the County.

These groups include minorities with less access to healthcare, hot spots or clusters detected by **CCBH**, as well as congregate facilities such as homeless shelters, community health centers, adult homes for those with developmental disabilities, churches, and other neighborhood sites.

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

The testing plan is a true collaboration between Cuyahoga County, MetroHealth, and CCBH.



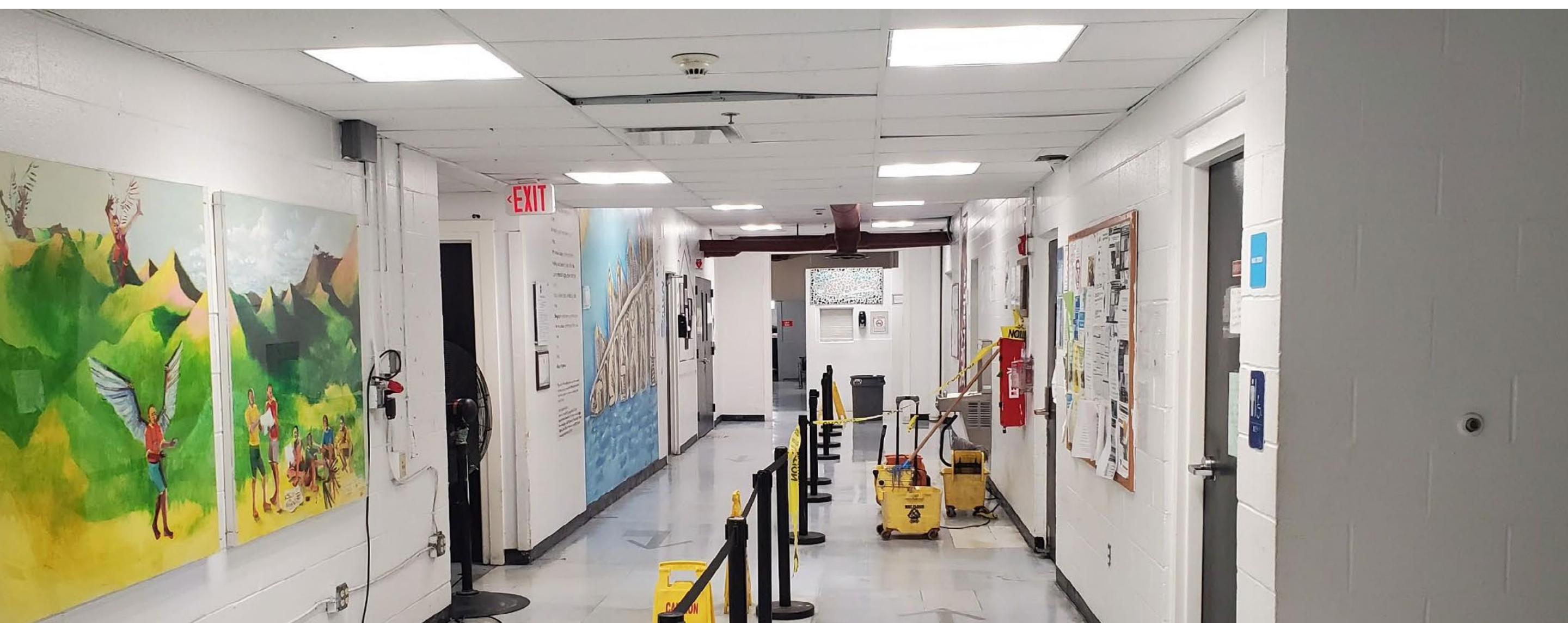
**THIS TESTING PLAN WAS ABOUT EQUITY. WE KNOW THAT THE PANDEMIC IS AFFECTING AFRICAN AMERICANS AND THE POOR IN GREATER PROPORTION. THERE ARE PEOPLE IN CUYAHOGA COUNTY WHO DO NOT HAVE THE HEALTH SUPPORT TO BE TESTED AND THEY ARE LIVING IN CONGREGATE OR GROUP SETTINGS, AND WE WANT TO MAKE SURE THAT WE ARE FOCUSING ON AND SUPPORTING ALL OUR RESIDENTS, REGARDLESS OF INCOME OR ANY OTHER HURDLE THEY MAY FACE.**

**County Executive Armond Budish.**

PUBLIC HEALTH AND SAFETY

# SUPPORTING THE HOMELESS POPULATION DURING COVID-19

The Office of Homeless Services (**OHS**) is working diligently to help individuals and families living in shelters or battling homelessness and housing insecurity during the coronavirus pandemic. While OHS and its providers continue to make sure shelter is available for anyone who needs it, employees are also coordinating with several community partners to safely reduce shelter population to create social distancing, place homeless people in hotels, implement health screenings and virus testing, and provide emergency housing assistance, among other measures.



One innovative effort has been partnering with local hospitals, boards of health, and healthcare providers to coordinate the safe discharge of homeless patients who are **COVID-19** positive. Those patients are transported to a local hotel where they can recover in quarantine with adequate nursing care, medicine, and cleaning.

For any homeless people who are not in shelters, outreach workers from our partners in the homeless system of care conduct check-ins, provide hygiene and sanitation supplies, encourage flu shots, and arrange for transportation to medical care if needed. Cuyahoga County Office of Homeless Services and Public Works coordinated with the City of Cleveland, Ohio City Inc., and Campus District to provide public access to portable restrooms to allow for proper handwashing and sanitation to help reduce the spread of germs.



# IMPACT

**400 bed Men's Shelter residents reduced to less than half capacity**

**190 bed Women's Shelter residents reduced to nearly half capacity**

**Family shelters operating below capacity**

**Family overflow shelter not needed since last week of March**

**Staff at each site trained to do daily screenings**

**Weekly "Doc on Call"**

**COVID-19 testing at shelters**

**Intensive Sanitization**

**Very low rate of infection**





PUBLIC HEALTH AND SAFETY

# CHILD PROTECTION SPECIALISTS ON THE FRONT LINES DURING CORONAVIRUS

Children are more at risk for abuse and neglect amid the coronavirus pandemic. Across the country, child abuse and domestic violence concerns are heightened. Parents and children are experiencing additional emotional and financial distress. The pandemic has shuttered schools, daycares, libraries, parks and many other places where young people are seen and heard. This leaves vulnerable children away from teachers, counselors, coaches and other adults who might ordinarily help them and report their concerns to the Division of Children and Family Services **(DCFS)**.

But even as **COVID-19** shut down many businesses and institutions, DCFS never stopped working. Despite the risks, Child Protection Specialists (CPS) continue to investigate allegations of abuse, make home visits to assess if children are safe, interview young people and caregivers, and work with relatives, community partners and the courts to make decisions about custody.

**DCFS** also launched new ways to report suspected cases of abuse and neglect because of the increased risk.



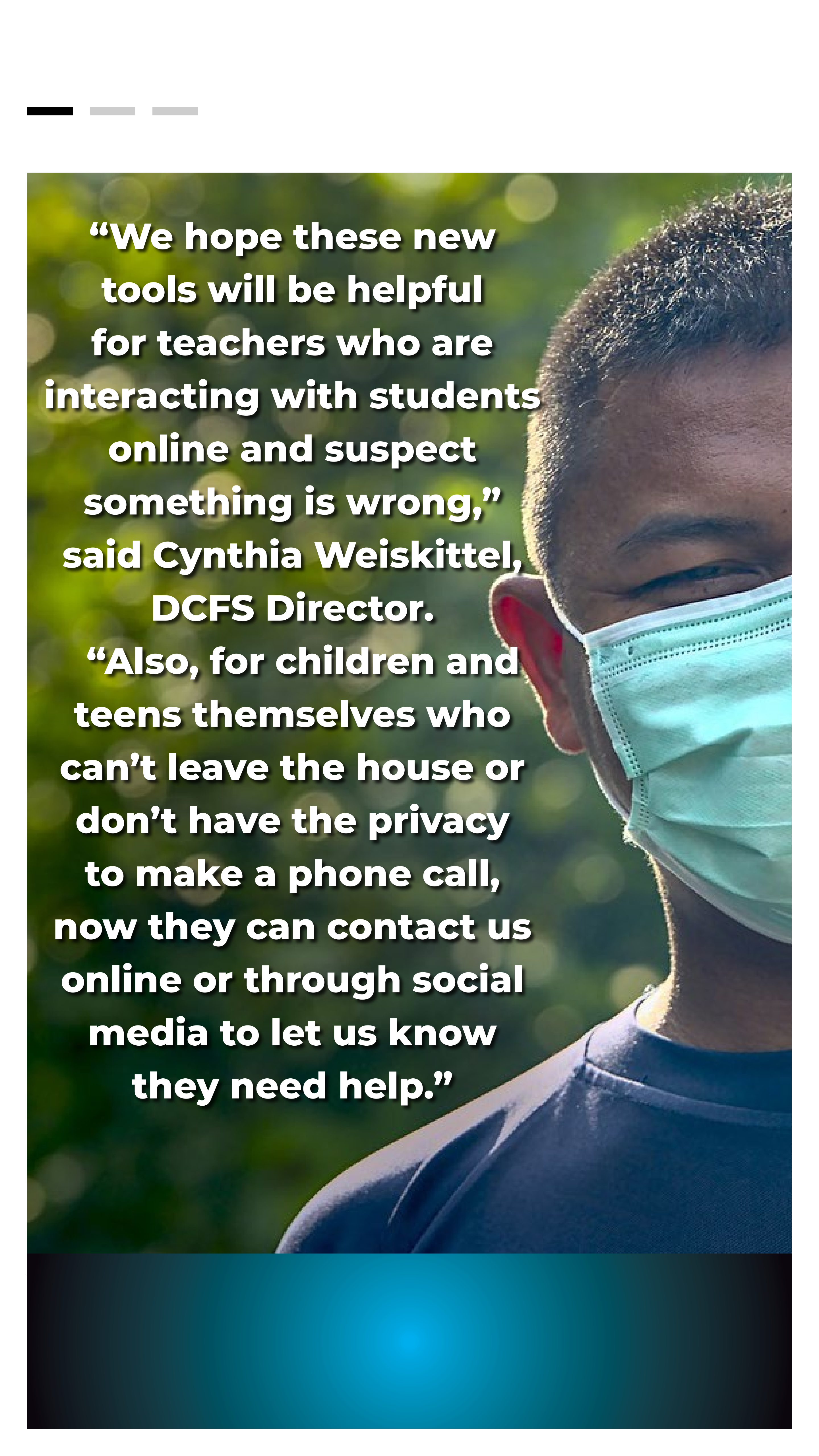
## **WAYS TO REPORT**

**Phone:** 216-696-KIDS (5437)

**Email:** [protecting-cuyahoga-kids@jfs.ohio.gov](mailto:protecting-cuyahoga-kids@jfs.ohio.gov)

**Website:** <http://cfs.cuyahogacounty.us/en-us/Report-Child-Abuse-Neglect.aspx>

**Facebook:** <https://www.facebook.com/>



**“We hope these new tools will be helpful for teachers who are interacting with students online and suspect something is wrong,” said Cynthia Weiskittel, DCFS Director.**

**“Also, for children and teens themselves who can’t leave the house or don’t have the privacy to make a phone call, now they can contact us online or through social media to let us know they need help.”**

# PPE BY THE NUMBERS

5,717,171

PPE Distributed/Assigned  
for Pick Up as of 7/29/20

## Critical Supplies Distributed to Local Healthcare and Safety Facilities



Gloves

2,127,808



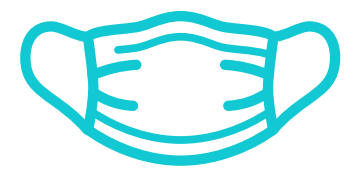
KN Masks

185,285



N95 Masks

230,714



Surgical Masks

2,211,320



Washable  
Masks

115,700



Eye  
Protection

4,544



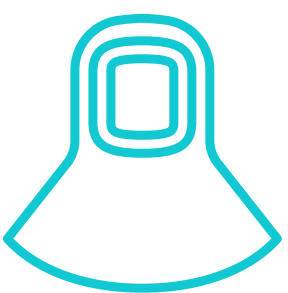
Face  
Shields

299,767

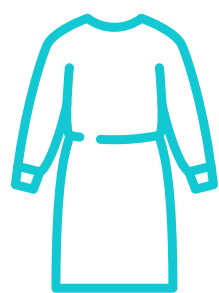


Reusable Bullard  
Head Gear

3,730



Visors for  
Reusable Head  
Gear - 18,354



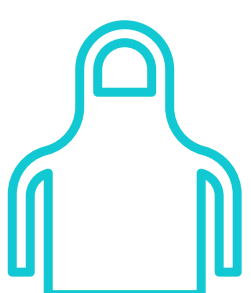
Gowns  
150,012



Wipes  
385



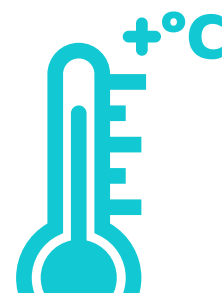
Sanitizer  
Bottles  
1,997



Coveralls  
8,083



Shoe Covers  
2,419



Thermometers  
162

Resource Requests Processed: 1,404

# TYPES OF AGENCIES RECEIVING PPE

## Medical/Senior Care/ Mental Health Services

- Alcohol, Drug Addiction, Mental Health Services Providers
- Ambulatory Surgery Centers
- Assisted Living Facilities
- Dental Offices
- Dialysis Centers
- Eye Care/Ophthalmology
- FQHCs (Federally Qualified Health Centers)
- Funeral Homes/Mortuary Services
- Group Homes/ICFs
- Home Care/Home Health Organizations
- Hospice Centers
- Hospitals
- Long Term Care/Skilled Nursing Facilities
- Medical Transportation Providers
- Podiatrists



## Criminal Justice System

- Jails/Detention Centers/Corrections Centers
- Law Enforcement Units
- Courts
- Dispatch/PSAPs



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## Government/Community Organizations

- Fire/EMA Departments
- Homeless Shelters
- Municipalities
- Public Health Departments
- Service/Public Works Departments

# EARLY PRECAUTIONS LESSEN SPREAD OF COVID-19 IN COUNTY CORRECTIONS CENTER

Local leaders from the County, Prosecutor and the courts, including city judges and prosecutors, knew that having a multilateral, effective plan was imperative to lessening the potential spread of **COVID-19** in the Corrections Center.

County leadership came together to discuss how to quickly and efficiently lessen the population:

**This included County Prosecutor Mike O'Malley, Judge Brendan Sheehan, Judge Michelle Earley, Public Defender Mark Stanton, and County and City Judges and Prosecutors.**

This led to reducing the jail population by half, which created space for isolation and quarantine.

By March 18th, County leadership and MetroHealth, which administers medical operations at the jail, worked to develop a plan within the facility.



## **HIGHLIGHTS INCLUDED:**

- Specific locations to isolate up to 25 symptomatic inmates and quarantine up to 48 verified COVID-19 inmates, with the potential to increase by another 100.
- Staff education on necessary actions to respond to COVID-19 with the Corrections Center.
- MetroHealth conducting inmate medical screenings for symptoms immediately upon intake, and frequent testing.
- Restricted in person meetings while enhancing remote video visitation with one free remote visit per week.
- Provided PPE and enhanced sanitation throughout.

**By mid-June, the Corrections Center had just two positive cases.**



# **MASK COMPLIANCE MAP HELPS RESIDENTS REPORT AND TRACK IF LOCAL BUSINESSES ARE COMPLYING WITH COVID-19 PROTOCOLS**

As businesses began opening back up in Cuyahoga County, many county residents wanted to know which ones were taking the appropriate precautions to keep both employees and patrons safe.

To help patrons log what they saw at various business establishments, the County created the **Mask Business Compliance Map**.

Residents can go into the map to either input what practices they saw at a specific location, or search for places they frequent to see if patrons and employees are following guidelines put in place by both the County and State Board of Health.







## The following can be logged:

- When you visited the establishment (date and approximate time)
- The type of business (restaurant, retail, office, etc.)
- The name of the business and where it is located
- Identifiable observations such as whether or not staff and/or customers were wearing the appropriate PPE, if people were maintaining physical distancing, and if high-touch surfaces were being cleaned regularly
- If similar conditions were observed during previous visits to the same establishment

Answers to these questions are then displayed on the map. The map gives us the information residents need to make an informed decision about whether or not to visit establishments.

The Map report data is live for 14 days, so as businesses change their practices and residents continue to report on observed conditions, the map will provide the latest information available.

# 1,943

Number of reports on  
businesses as of July 2020



# SCAM SQUAD

216-443-SCAM(7226)

PUBLIC HEALTH AND SAFETY

## PROTECTING CONSUMERS FROM CORONAVIRUS SCAMS

Just days after **COVID-19** emerged in the United States, scammers were already exploiting the novel coronavirus by hyping bogus products, touting sketchy investments and pumping out malware-laden emails. During the COVID-19 pandemic, the Cuyahoga County Department of Consumer Affairs tracked and alerted the public of common coronavirus-related scams.



For example, Consumer Affairs has warned residents to watch for scams disguised as:

- **Offers to help them get stimulus payments or grants**
- **Offers to help get Coronavirus tests, cures or vaccines**
- **Threats they're about to be arrested or have their accounts frozen.**

It can be alarming to get a scam call or email, but Consumer Affairs warns residents never to reveal personal information or send payments to someone who contacts them unexpectedly.

Additionally, Consumer Affairs warns, don't click on links from unknown sources. That includes links in emails, texts and social media posts that promote bogus cures or preventive products. Some of these are loaded with malware that can infect computers and other devices.

Learn more about how to spot and avoid [coronavirus-related scams](#).

The following are some other types of coronavirus scams to look out for:

## **SMALL BUSINESS SCAMS**

Small businesses have always been a ripe target for scammers, but the Coronavirus has magnified that threat.

Impostor web sites, spearphishing scams and other schemes can drain thousands of dollars from an unsuspecting business. It only takes one mistake to expose sensitive data or trigger a financial loss.

[Get tips for helping you protect your business.](#)

## **WORK-FROM-HOME SCAMS**

A job is a scam if your new employer tells you to:

- **Deposit a check and then send funds—in any form—to someone else.**
- **Create a bank or e-currency account for the company.**
- **Accept or make payments by money wire, retail gift cards or e-currency.**
- **Accept and reship mail or packages.**

If you have a question or want to report a scam, contact Scam Squad at

**216-443-SCAM (7226)** or online at [consumeraffairs.cuyahogacounty.us](http://consumeraffairs.cuyahogacounty.us).

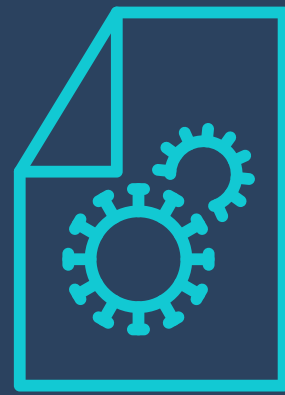


# DURING THE CORONAVIRUS PANDEMIC THE DEPARTMENT OF CONSUMER AFFAIRS

## 5,600

Distributed more than 5,600 “Hang Up If” scam alert cards to home-bound seniors receiving meals

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Designed Covid-19 scam fliers that were distributed through the Greater Cleveland Food Bank, MetroHealth, and other agencies that continue to deliver one-on-one services

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Created a Coronavirus scams page and warnings about scams that target business for the County’s Small Business Resources webpage

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Worked with the Ready Notify team to send phone, text, and email scam alerts to Cuyahoga County residents.

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# OPERATION CUYAHOGA CARES



Hundreds of local families and older adults needed additional support during the pandemic. The Division of Children and Family Services (**DCFS**) and the Division of Senior and Adult Services (**DSAS**) stepped up to help through Operation Cuyahoga Cares.

Operation Cuyahoga Cares is a call to action to adopt a family, older adult, or adult with disabilities through a one-time gift card donation for necessities – from hand soap to food.

DCFS worked diligently to identify families who needed some extra help during the COVID-19 health and employment crisis. **More than \$30,000 from 138 donors was collected which allowed DCFS to connect over 190 families with local individuals, groups and companies who signed on to help.**

Additionally, DSAS received 31 nominations for individuals in need. They raised enough money to give all 31 individuals nominated a \$25 gift card through Operation Cuyahoga Cares for Elders.





# OPERATION Cuyahoga Cares



Volunteers contributed to families in need. Most of the funds were used to supplement basic needs like groceries and other household items. Many families have expressed their gratitude with thank you notes,



**I'm very grateful and appreciate this so much we really need this" and "This truly means A LOT to us and definitely put a positive spin to the end of this hectic week. Thank you once again truly from the bottom of our hearts. "**

Operation Cuyahoga Cares is a testament to the power of our caring community and the difference we can all make in the lives of the children and families we work with.

# FOOD AND MEDICAL ASSISTANCE TO FAMILIES DURING COVID - 19 PANDEMIC

In an effort to make sure no one lost access to their food and medical benefits during the **COVID - 19** Pandemic, Cuyahoga Job and Family Services (**CJFS**) implemented a number of policy changes designed to protect needed benefits and reduce the number of **Medicaid** and **SNAP** discontinuances during the pandemic.

Benefit Type	Residents aided March 2020	Residents aided April 2020	Residents aided May 2020
Medicaid	371,459	383,711	389,456
SNAP	191,115	234,321	235,281





We understand the importance of maintaining benefits during these uncertain times.

**CJFS** worked with state leaders to better serve our customers. The following policies and procedures were revised to make applying for benefits easier and make sure current recipients don't lose coverage during the pandemic:

## **MEDICAID**

- All Medicaid renewals that were due beginning in March were suspended and benefits will remain active through the health emergency even if the customer does not complete their renewal.
- All automated discontinuances for Medicaid were suspended until further notice.

## **SNAP (Food Assistance)**

- All SNAP interim reports for March, April, May and June waived. Changes will be addressed at the annual or biannual redetermination of benefits.
- All SNAP redeterminations for March, April, May and June were postponed until later in the year.



## **TANF (Cash Assistance)**

During the pandemic, customers who are required to participate in work programs to receive Temporary Assistance for Needy Families (TANF) funds through the Ohio Works First (OWF) program, have been granted good cause for not being able to participate in work activities while their work sites are closed.

## **PRC**

The Ohio Department of Job and Family Services has provided more than \$1.6 million in Temporary Assistance for Needy Families (TANF) funding to Cuyahoga County for distribution through the CJFS Prevention, Retention, and Contingency (PRC) program. The COVID-19 PRC fund is designated for TANF eligible families to temporarily to assist with vouchers for essential needs such as additional food, household cleaning products, self-care items, and housing costs.



# CJFS CONTACT CENTER GOES VIRTUAL AND PERFORMANCE IMPROVES

As the crisis unfolded Cuyahoga Job Family Services (CJFS) saw an unprecedented need for services.

- **Between March and May, Supplemental Nutrition Assistance Program (SNAP) enrollment increased by 44,166**
- **Between March and May, Medicaid enrollment increased by 17,997**

At the same time, we had to protect the health and safety of our workforce. With strong support from our Information Technology team, 92 percent of CJFS staff began telecommuting.



## The results have been outstanding:

### Since April 1:

More than three-fourths of customers who contacted our Call Center were approved for SNAP or Medicaid benefits over the phone.

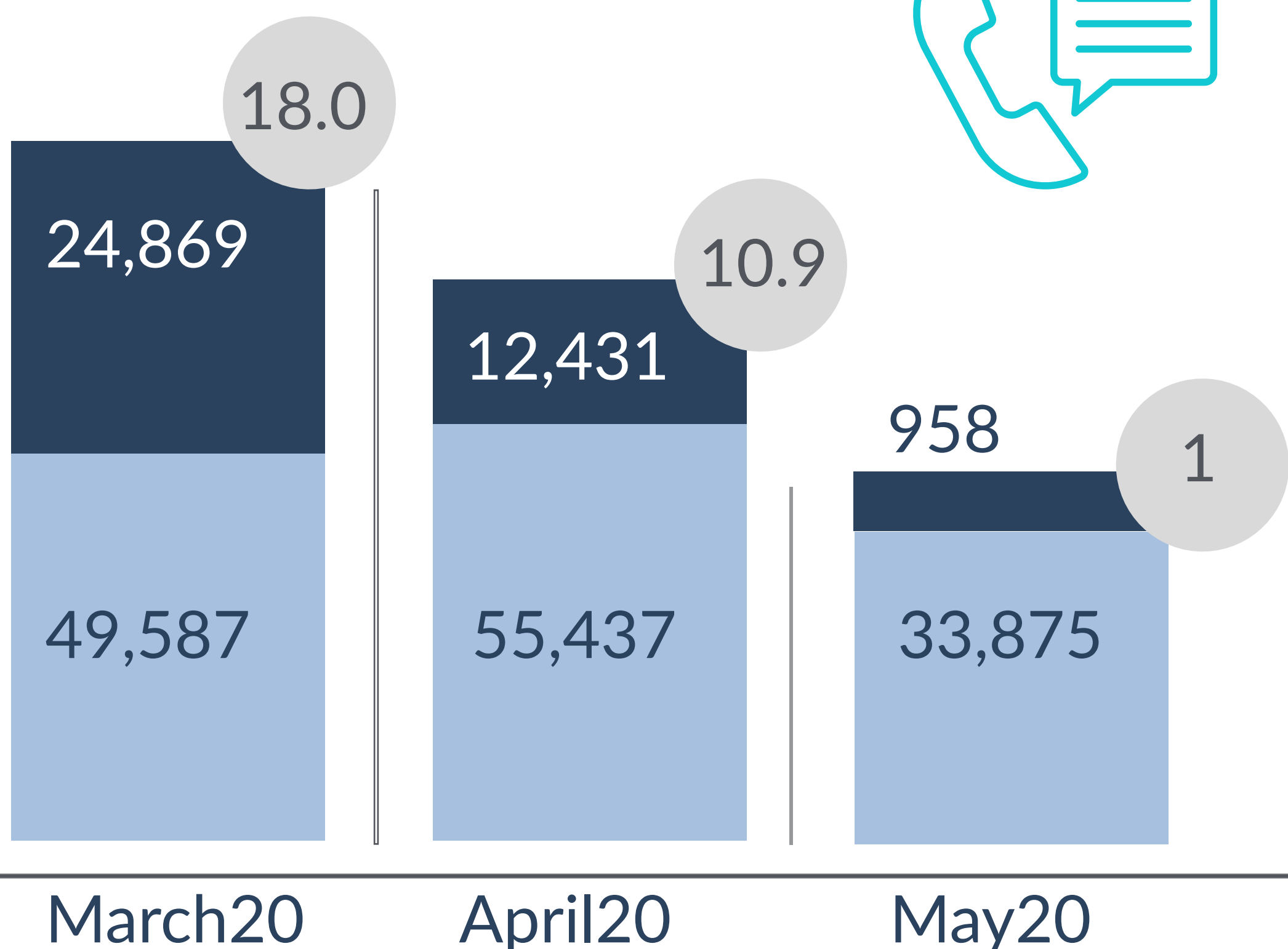
Knowing the urgency of assisting our neighbors during the crisis, employees worked hard to keep wait times to a minimum.

- **Average wait time of 1.5 minutes and**
- **Answer rate of 97% for the month of May.**

This is the lowest wait time since the call center launched.

## CALLS ANSWERED, ABANDONED AND AVERAGE SPEED OF ANSWER

March-May 2020



Calls Answered

Calls Abandoned

Average Speed of Answer (min.)

PUBLIC HEALTH AND SAFETY

# SUPPORTING OUR SENIORS

As **COVID-19** gripped our community, the **Division of Senior and Adult Services (DSAS)** swiftly modified its approach to ensure the safety and well-being of our older adults and adults with disabilities.

Our staff began managing stable clients by phone, while making face-to-face visits to urgent cases in accordance with new safety guidelines. Our on-site food pantry assistance surged, our worksite cleaning protocols became more stringent, and we launched COVID-19 employee screenings in County buildings.

Our Senior Center Network, pivoted as well, focusing on uninterrupted medical transportation, no-contact meal deliveries and virtual activities on platforms like Zoom and Facebook.

## DSAS' FIRST QUARTER 2020:



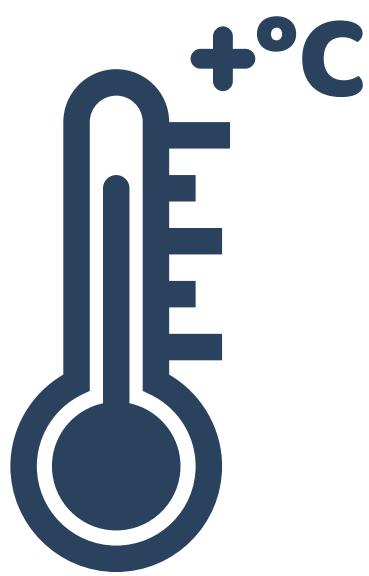
**12,236**  
wellness checks

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**7,587**  
home visits to clients

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**361**  
onsite COVID-19 employee  
screenings

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**46.2%**  
Meal provision jumped 46.2%  
over last year

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We continue to work diligently to address food access, social isolation and the digital divide. Innovative ideas being explored include a new tele-health program and a wellness check initiative.

This crisis has challenged **DSAS** to broaden the ways we engage our older adults, delivering more robust and flexible programming that support our residents, wherever they may be.

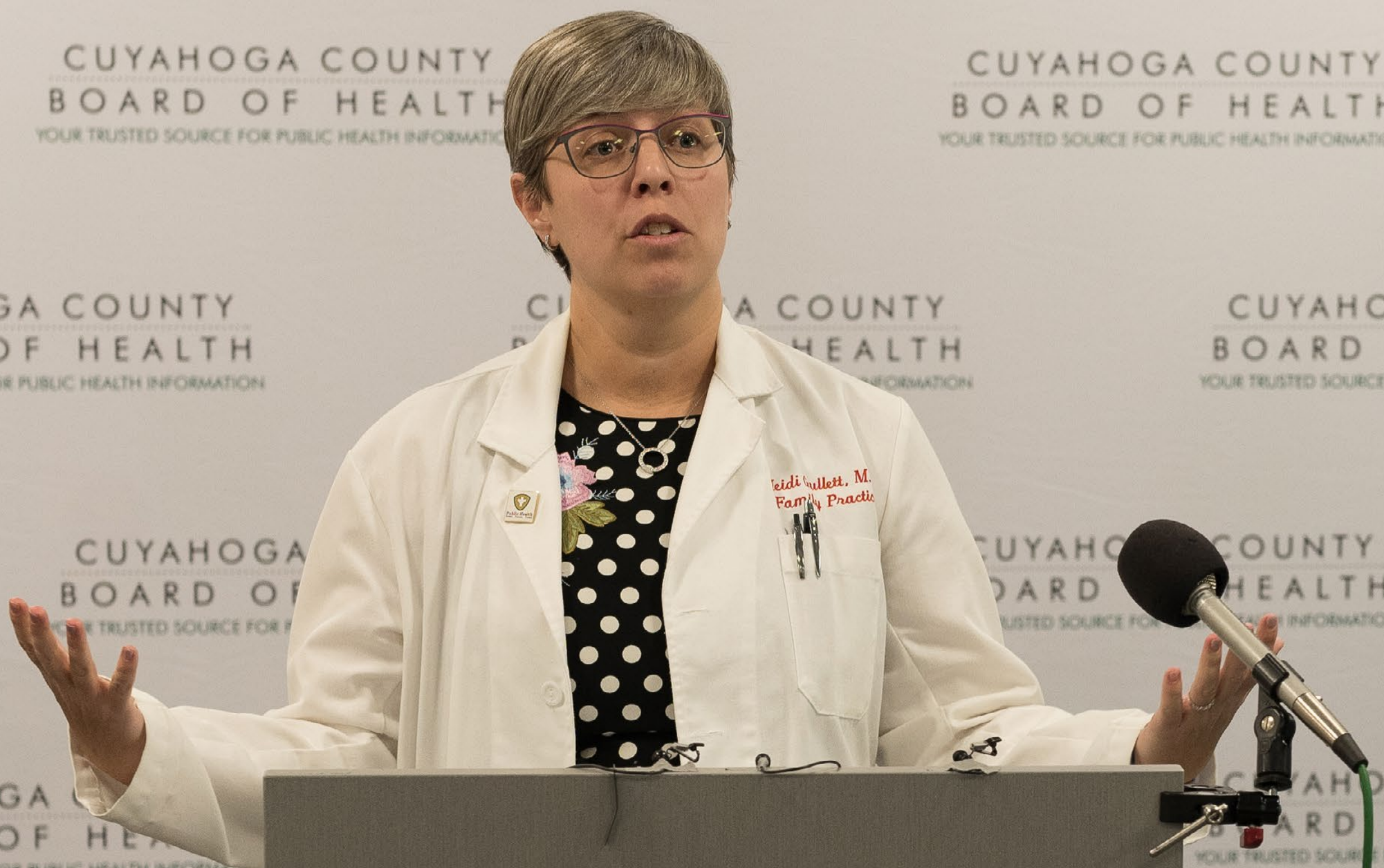
# Years of P

CUYAHOGA COUNTY  
BOARD OF HEALTH  
YOUR TRUSTED SOURCE FOR PUBLIC HEALTH INFORMATION

CUYAHOGA COUNTY  
BOARD OF HEALTH  
YOUR TRUSTED SOURCE FOR PUBLIC HEALTH INFORMATION

PUBLIC HEALTH AND SAFETY

# STAY INFORMED



**WHEN THE COVID-19 CRISIS  
STRUCK, PEOPLE WERE SCARED  
AND PANICKED. THERE WASN'T  
A LOT OF RELIABLE CONSISTENT  
INFORMATION AVAILABLE.  
THE CUYAHOGA COUNTY  
COMMUNICATIONS TEAM  
SWUNG INTO HIGH GEAR TO  
SUPPORT RESIDENTS HUNGRY  
FOR UP-TO-DATE INFORMATION.**

PUBLIC HEALTH AND SAFETY

STAY INFORMED

# BOARD OF HEALTH MEDIA BRIEFINGS

Cuyahoga County and Board of Health **(BOH)** leaders spoke to the media and public frequently about the current trends of the COVID-19 pandemic, how to stay safe, and how the virus was affecting the county. Every briefing was live streamed by the County and managed through the County's Facebook and YouTube channels for residents to watch.

**Over 83,600 minutes of video from the BOH were watched by 74,993 viewers. Most local news media streamed the live feed as well, significantly expanding reach and exposure.**





# PUBLIC HEALTH AND SAFETY

STAY INFORMED

## COVID-19 FOCUSED COUNTY WEBSITE

Within days, the County homepage was restructured to emphasize and highlight **COVID-19** resources at both the local and national level. Navigable resources include:

- Online Services Directory
- County Health and Human Services
- Employment Resources
- Business Resources
- Multilingual Resources
- Digital Inclusion Resources
- Local and State Latest Updates



CUYAHOGA COUNTY, *Ohio*

Insert Keyword to search



MY GOVERNMENT -

RESIDENTS -

BUSINESSES -

VISITORS -

I WANT TO CONTACT -

CALENDAR

TOPICS -

All County buildings are currently closed to the public. Please visit our [online services](#) page for resources and information. Cuyahoga County Justice Center, Juvenile Justice Center, and Courthouse remain open for essential functions.

### COVID-19 Resources

Explore our COVID-19 resource center, aimed at helping the residents, businesses, and organizations of Cuyahoga County as we navigate this pandemic together.

#### County HHS Services

- Apply for Benefits
- Children and Family Services
- Senior and Adult Services
- Child Support

#### Latest Updates

- What do I need to know?
- County COVID-19 Data

#### Employment Resources

- Virtual Job Fair Week
- I need to file for unemployment
- I need to find a job
- I have stimulus questions

#### Business Resources

- I'm a small business owner
- I run a non profit
- County Contracting Opportunities
- Avoid COVID-19 Scams

#### Multilingual Resources

- Visit our resource center

#### Additional Resources

- How can I help my community?
- I'm not feeling well.
- I am a parent/guardian
- Digital Inclusion Resources

#### Tweets by @CuyahogaCounty

Cuyahoga County Retweeted

**Cuyahoga County** @CuyahogaCounty

Tune into the Tele-Town Hall tonight at 6pm. A panel of local leaders will be discussing racial equality and the positive effect the 2020 Census can have on people of color and answer questions from YOU.

Submit questions now or during the event

Embed View on Twitter



PUBLIC HEALTH AND SAFETY

STAY INFORMED

# COUNTY NEWS NOW NEWSLETTER

The usually-monthly County News Now Newsletter which has over **60,000 subscribers** was sent out weekly and shifted to a COVID-19 focus with small snippets of information linking back to more information on our website.

PUBLIC HEALTH AND SAFETY

STAY INFORMED

# MULTILINGUAL RESOURCES/ASL

The County and Board of Health worked with **US Together Inc.** to provide **American Sign Language** interpreters at each Board of Health briefing so those hard of hearing or deaf watching on television or through the County's social channels could stay informed.

Cuyahoga County also launched new multilingual web pages in partnership with Global Cleveland and MetroHealth centered around enhancing accessibility to information and resources related to the **COVID-19** pandemic.

The site provides resources in five languages based on the diverse populations in Cuyahoga County:

Arabic, Chinese, Nepali, Russian, Spanish.



PUBLIC HEALTH AND SAFETY

STAY INFORMED

# SOCIAL MEDIA

Our social media accounts provided live coverage of the Board of Health briefings as well as up to the minute information and conversation about the changing dynamics of the pandemic.

But our feeds weren't all about protocols, data and the pain of the crisis. We also reflected the good things that came from staying at home, slowing down and supporting our essential workers.

To highlight the positivity of our residents, we called on our neighbors through **NextDoor**. We asked them to share with us the different ways they were staying positive, spreading joy and making the most of staying at home.



We received almost **250 comments**, which we then shared on our social platforms using the hashtag **#SpreadingJoyNEO**. We partnered with the Cleveland Cavaliers, the Cleveland Indians, Destination Cleveland, City Club, United Way of Greater Cleveland, Global Cleveland, MetroHealth and the County Animal Shelter to help spread the joy.

## OUR GROWTH



**19.7%**

Growth

---



**5,285**

new followers

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# ECONOMIC CRISIS

MALLEY'S

ICE CREAM  
PARLOR

CANDIES

SEE YOU SOON  
VISIT  
MALLEYS.COM



ECONOMIC CRISIS

# SMALL BUSINESS RESOURCE CENTER HELPS BUSINESSES NAVIGATE RESOURCES AND APPLY FOR LOANS



The Stay At Home Order forced many businesses to close their doors to the public, putting them in financial turmoil. While the **Federal CARES Act** offered support for many business owners, the process was difficult to understand and follow.

To help out, the County launched the Small Business Resource Center in partnership with the Economic and Community Development Institute (**ECDI**) to provide businesses with technical assistance and help navigate financial resources.

Call **216-452-9714** Monday-Friday from 8 a.m.-  
5 p.m. for

- Assistance with applying for Small Business Administration (SBA) loans
- Business Consulting and General Assistance
- Info about Financial Assistance and Services
- Unemployment Insurance Benefits Application Assistance
- Strategies for Retaining and Retraining Employees

“Confusion and difficulty in accessing loans that businesses can apply for should not be a reason business owners don’t receive the financial support they deserve. The Small Business Resource Center makes that a little easier.” --Ted Carter, Chief Economic Development Officer

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Number of Calls to Resource  
Center as of 6/30/20

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**1,674**





## ECONOMIC CRISIS

# SMALL BUSINESS STABILIZATION FUND SUPPORTS STRUGGLING BUSINESSES

The financial impact coronavirus has had on our residents and local businesses has been devastating. Our local businesses provide tens of thousands of jobs in the County and many were forced to close during the Stay at Home order put in place by Governor DeWine.

To help combat some of this economic hardship, Cuyahoga County created the Small Business Stabilization Fund, the first-ever small business coalition of funders and partners in the county. This fund supports small, neighborhood-based businesses throughout Cuyahoga County during the pandemic.

**THE STABILIZATION FUNDS WERE ROLLED OUT IN TWO ROUNDS:**

## Stabilization Fund Round 1

Grants: \$500,000 available

Loans: \$3.5 million available

Applicants:  
200 businesses selected  
3,000+ total applicants

## Stabilization Fund Round 2

Grants: \$2.5 million available

Applicants:  
751 businesses selected  
1,900 total applicants

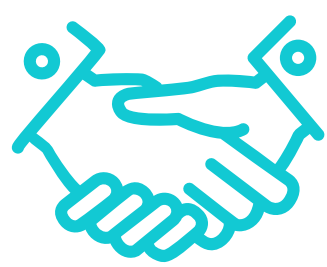


## What Businesses Received Funding?



Minority +  
Women-Owned  
Businesses

74%



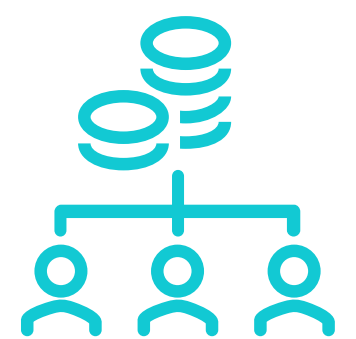
Minority-Owned  
Businesses

36%



Minority +  
Disadvantaged  
Business Entities

4%



Minority +  
Veteran-Owned  
Businesses

3%

475

Grants to Minority-Owned  
Businesses Received Support  
(50% of the total)

22

Paycheck Protection Loans  
Given to Cuyahoga County  
Small Businesses

## Partners:

KeyBank Business Boost and Build powered by JumpStart, the Economic & Community Development Institute (ECDI), the National Development Council, Village Capital Corporation, the Urban League of Greater Cleveland, the Greater Cleveland Partnership/Business Growth Collaborative, President's Council, Cleveland Neighborhood Progress, Growth Opportunity Partners, HFLA of Northeast Ohio, Hispanic Business Center, MAGNET and Ohio Means Jobs.

ECONOMIC CRISIS

# \$6.8 MILLION RENT RELIEF PROGRAM TO AVOID A “TSUNAMI OF EVICTIONS”

Residents should not have to choose between feeding their families and paying their rent.

Ohio residents who say they may not be able to pay their next monthly house rent: **21+%**

April 2020 Unemployment Rate: **23.5%**

Cuyahoga County pledged **\$6.8 million** to the creation of the **Cuyahoga County Rent Relief Fund**, which provides countywide emergency rental assistance for up to three months for income-eligible tenants unable to pay their full monthly rent due to the pandemic.



# WHO'S ELIGIBLE?



Households who are at 120% of median income, such as a family of four with an annual income of \$90,000 or less

## PARTNERS:

- Cleveland Housing Network (Administrator of Funds)
- U.S. Department of Housing and Urban Development
- Cities of Cleveland, Cleveland Heights, East Cleveland, Euclid, Lakewood, Parma



# FIRST-EVER COUNTY VIRTUAL JOB FAIR WEEK CONNECTS UNEMPLOYED WITH COMPANIES HIRING



**23.5%**

Unemployment rate as of  
April 2020

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**136,000+**

Number of Residents  
Who Have Applied for  
Unemployment

---



An innovative way to get  
residents back to work:  
Virtual Job Fair Week

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**80+**

companies participated

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# HOW DID IT WORK?

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Job seekers could visit the Virtual Job Fair anytime from June 15 at 9:00 a.m. through June 19 at 4:00 p.m. to upload materials and search open jobs. Participants could chat with recruiters from 9:00 a.m.-4:00 p.m. each day.

## JOB SECTORS THAT PARTICIPATED

- Healthcare
- Local Government
- Home Furnishing
- Food Service
- Banking
- Recruiting

## INCREASING ACCESSIBILITY

The County partnered with PCs for People to provide free computers, hot spots and three months of internet access to enable people to participate.

Over **2,752** job seekers participated in first Virtual Job Fair

## PARTNERS

The County and the Mandel Supporting Foundation at the Jewish Federation each donated **\$150,000** to this initiative. OhioMeansJobs|Cleveland-Cuyahoga County helped facilitate the Job Fair Week.

**“Virtual Job Fairs are a way to connect job seekers to employers that are actively hiring in a way that complies with our new social distancing lifestyle.”**

Catherine Tkachyk, Chief Innovation & Performance Officer

# BRIDGING THE DIGITAL DIVIDE

The **COVID-19** pandemic has further exacerbated what we already know: in-home internet access with a usable device is a necessity in today's society. Children across the county were sent home from schools to learn remotely and many crucial public services have been moved online.

In Cuyahoga County, almost **25 percent of homes lack in-home internet access of any kind.**

To reduce the digital divide in our region, the County worked with key partners to provide hotspots, computers and equipment to children and families in Cuyahoga County.

This effort first began in April, when the County partnered with **AT&T** to donate **300 hotspots** and two years' worth of free hotspots to the Cleveland Metropolitan School District (CMSD) to give to students without internet access.



The **Cuyahoga County Board of Elections** **provided the hotspots**, which were intended for the March in-person primary election but were not needed after in-person voting was canceled due to COVID-19.

To go along with the hotspots, the County partnered with **Secure Recycling** to provide Chromebooks for students to use through the end of the year. Local nonprofit **PCs for People** also accepted donations for computers and computer accessories and received over **2,000 computers** as well as monetary donations from businesses across the county.

This got students through the school year, but it was clear that the work to combat the digital divide was far from over.

For a more long-term solution, the **Digital Equity Fund** was created to strategically and efficiently address immediate and long-term needs surrounding internet access and digital literacy.

As additional partners join this **Great Cleveland Digital Equity Coalition** and resources grow, the Fund will be used to support a comprehensive, short-term strategy for K-12 students in Greater Cleveland and additional inner-ring suburbs that have high needs.





# INITIAL FUNDS TOTAL \$3 MILLION AND WILL PROVIDE THE FOLLOWING:

- **T-Mobile** will provide 7,500 unlimited data hotspots and \$1 million of in-kind equipment donations over the next two years through its EmpowerED initiative
- **PCs for People and RET3** will provide up to 10,000 computers and/or ongoing support to students in public schools and partner charter schools in Greater Cleveland
- **\$1 million grant from the George Gund Foundation** to support digital access needs for Cleveland Metropolitan School District students and Say Yes scholars who lack the necessary technology access and devices to learn remotely during the pandemic

**Through these two phases, Cuyahoga County students are receiving thousands of hotspots and computers as well as the support needed to learn remotely.** Through these partnerships with AT&T, T-Mobile, the Cleveland Foundation and the George Gund Foundation, children and families with limited to no access to computers and internet will have what they need to succeed in a technologically-focused environment.





Watch to learn more about PCs for People in Cuyahoga County

COMPUTERS AND  
HOTSPOTS PROVIDED  
TO COUNTY RESIDENTS

ACROSS BOTH INITIATIVES:



**21,500+**  
computers

---

**13,500**  
hotspots

---

**\$2 Million**  
in additional equipment  
donations for CMSD students  
and Say Yes scholars

---



ECONOMIC CRISIS

# SUPPORTING EARLY CHILD CARE AND EDUCATION

## **Invest in Children Mobilizes Resources During the Covid-19 Pandemic**

In March, most preschools and child care centers closed, with only a few staying open as approved Pandemic Care Centers to care for the children of first responders and essential personnel. This dedicated source of available care allowed these parents to keep working without the uncertainty of who could care for their children. **Five of our County Invest in Children's Universal Pre-Kindergarten (UPK)** sites obtained this special designation.

Pandemic Care Centers were required to serve fewer children, maintain distancing between groups of children, use personal protection equipment (**PPE**) and implement rigorous disinfection procedures. Many of these same requirements must now be met by all of the preschool and child care centers working to reopen.

Invest in Children coordinated with the Cuyahoga County Office of Emergency Management to distribute packages of PPE free of charge to **50 UPK** programs to enable them to reopen. With so many other challenges and limited budgets, our providers were extremely grateful to receive a package that included disposable gloves, face shields, sanitizer and thermometers.

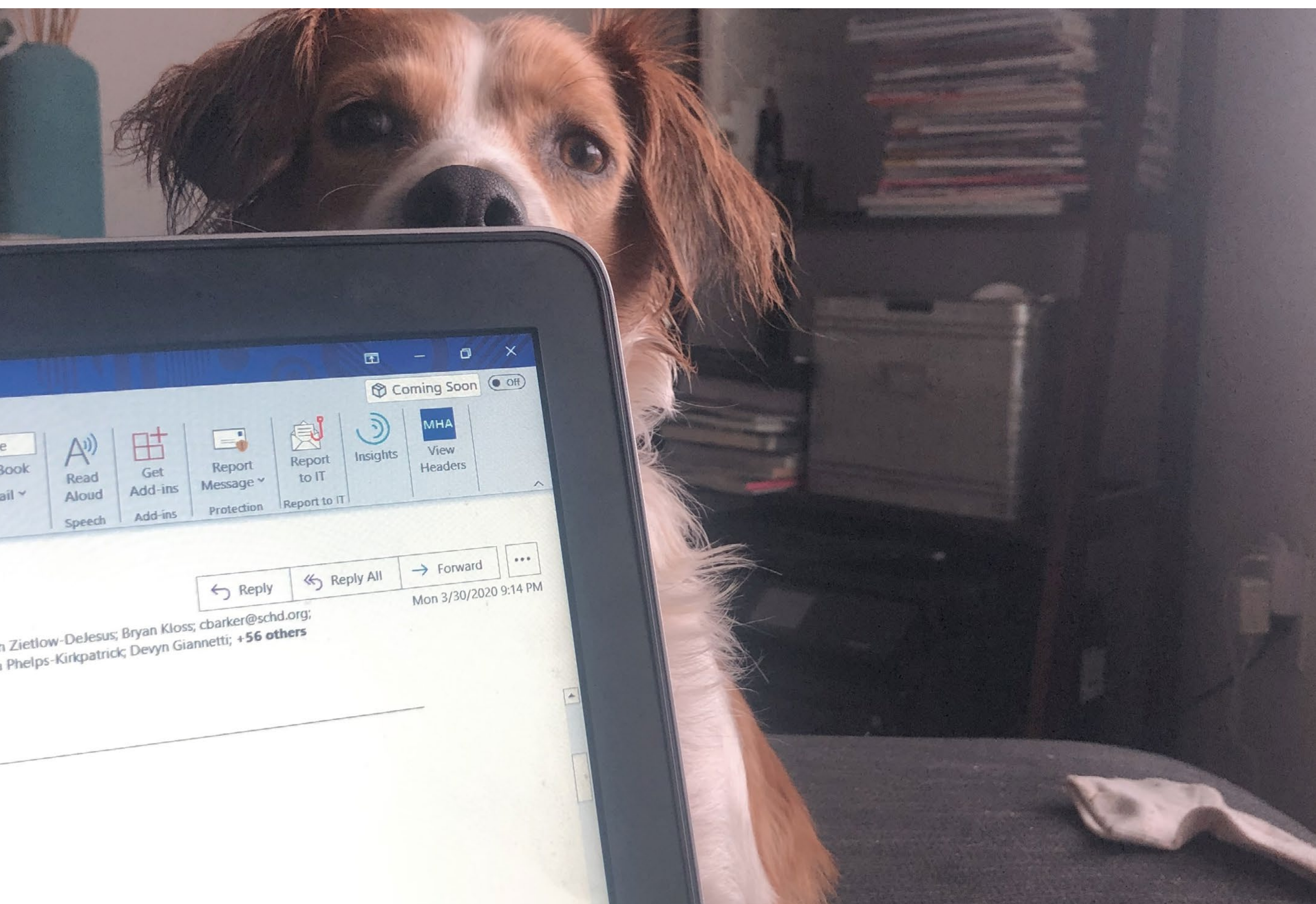
The entire child care system has been upended by the pandemic. Reliable high-quality preschool and child care options are essential to reopening the economy Cuyahoga County and Invest in Children are helping.



# COUNTY TRANSITIONS TO REMOTE WORK THROUGH HELP OF DOIT

As Governor DeWine issued the “Stay at Home” order for those who can work from home, and as most of our buildings became closed to the public, the County made a massive shift to remote work so that we could provide needed services to the community.

**The Department of Information Technology (DoIT)** immediately went into high gear and worked long hours to supply as many staff as possible with mobile devices, such as laptops and tablets, to work from home.





**1,100+**

Employees Working Virtually

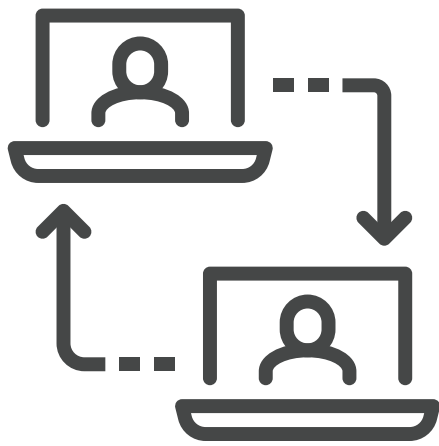
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**6,000+**

Completed IT Service Tickets  
During COVID-19

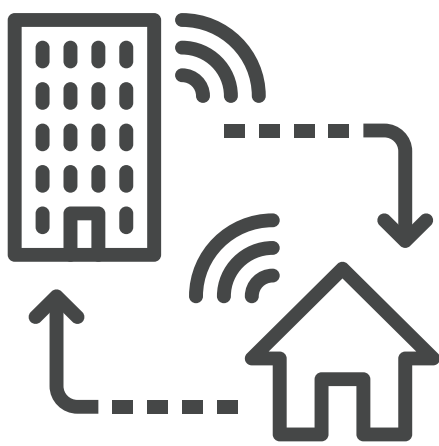
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**288**

In-Person Assistance with Social  
Distancing

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**272**

Laptops Configured and Delivered

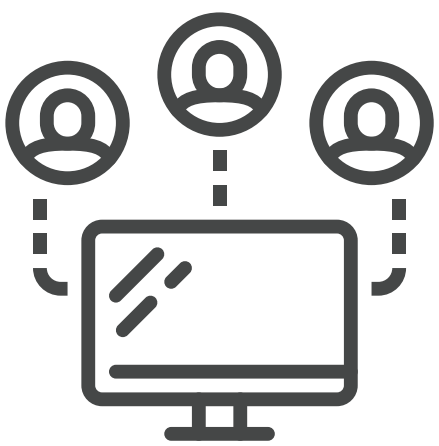
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**1,000+**

Desktops Set Up for Work from  
Home Remote

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**9,000+**

Expanded systems to handle a  
combined 9,000+ concurrent users

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**620**

Critical County Employees Given  
VPN Access Within 14 Days

---



**900%**

Microsoft Teams Collaboration  
During March: 900% Increase

---

# 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
- 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 (CEOCCG) • Cuyahoga County ADAMHS Board • Cuyahoga County Board of Elections
- Cuyahoga County Board of Health • Cuyahoga County Fire Chiefs Association • County Judges and Prosecutors
- Cuyahoga County Police Chiefs Association • Cuyahoga County Senior Services Network • Cuyahoga Metropolitan Housing Authority • Denise Robinson, retired social worker
  - 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
  - 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 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
    - 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

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