



Cuyahoga County  
Department of Health and Human Services  
2016 Annual Report

# Together We Serve the Citizens of Cuyahoga County

## Letter from the Director:

The Cuyahoga County Department of Health and Human Services is committed to transforming lives in a positive way, at every age and stage of life. From helping newborn babies reach their first birthday, to helping seniors age with dignity, independence, and vitality, we are committed to helping all our citizens live their best life and thrive.

The department is made up of eight operational divisions and offices. In previous years they all operated fairly independently. In 2016 we came together to work more collaboratively; sharing information, resources, and best practices that can help us serve our residents and community more effectively and efficiently. Shifting the way more than 2,300 leaders, managers, and frontline staff think and work is a tall task. However, I'm confident we have dedicated staff who are committed to doing their best to serve you.

We're taking a fresh look at not only what we do (the programs and services we deliver), but why we do it. We are making it a priority to change the culture of the department, from top to bottom, treating each other with professional respect, compassion and kindness. In turn we know we can serve the community with the same values. In order for our staff to serve you better, our leadership team is redoubling our effort to support our staff, offering professional development in emotional intelligence, challenging them to use critical thinking skills to solve problems, and encouraging them to be empathetic leaders no matter their position or title.

It's our job to help individuals and families overcome the barriers to their success. From the most vulnerable children, seniors and disabled persons to the men and women who need a second chance for an education, career, or stable housing. Not only are we helping individuals and families thrive, we're helping our community thrive by investing in the human capital and potential of our neighbors.

Thomas Pristow  
Director



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## Cuyahoga County Mission

To drive regional growth, economic opportunity, and individual well-being by mobilizing cross-sector resources and providing superior services.

## Cuyahoga County Vision

We are a vibrant and prosperous region where everyone thrives and all things are possible.

## Cuyahoga County Values

VALUES  
Integrity  
Courage  
Innovation  
Teamwork  
Results

## Department of Health and Human Services Mission

Transforming lives at every age and stage through collaboration, innovation, and service; connecting people with the opportunity to live their best lives.

## Together We...

Protect the vulnerable

Ensure fair and equal access to service and opportunity

Spark opportunity to build a better future

Serve with dignity, respect and compassion

Collaborate to deliver quality services

Invest in strong families and communities

## Together We Thrive





Who We Serve...



Child Abuse and Neglect Investigations



Employment Opportunities



Child Support



Adult Protective Services



In-Home Care



Basic Needs Assistance (Food, Cash, Util.)



Foster Care/Adoption



Counseling/Mental Health Treatment



Housing and Emergency Shelter



Training/Education



Parenting Training and Support



Medical/Healthcare



Childcare/Preschool

How We Serve...



Together We Ensure Healthy Babies

## Keeping Babies Safe While Treating Moms with Addiction

As Cuyahoga County and much of the nation tackles the opiate epidemic and the impact on families, the Division of Children and Family Services is drawing on the lessons learned from previous drug crisis to help addicted mothers recover while keeping babies and children safe.

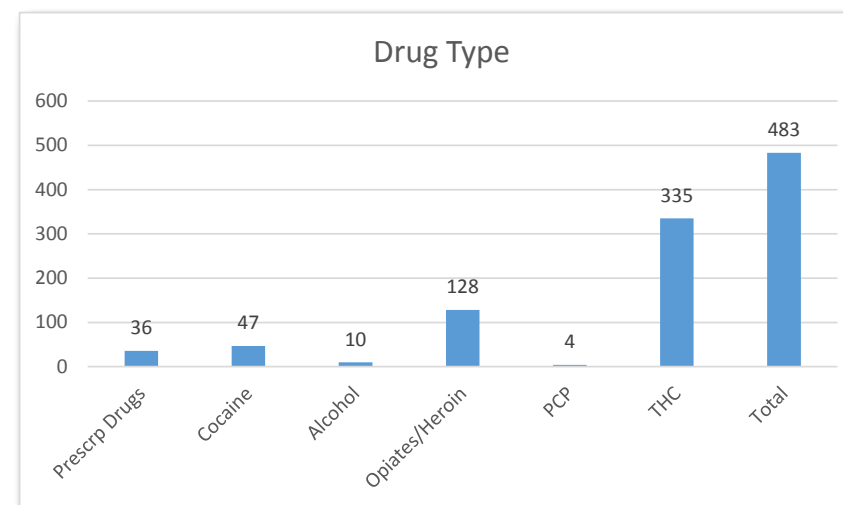
The Sobriety Treatment and Recovery Teams (S.T.A.R.T.) program receives referrals from hospitals when a pregnant mom tests positive for drugs, or when a new mom and/or baby tests positive at delivery. The S.T.A.R.T. team pairs a Child Protection Specialist (CPS) with a family advocate. The CPS focuses on the safety of the baby, making sure there is a sober caregiver for the child at home or placing them in foster care if needed. The advocate helps the mother access addiction treatment resources and mentors her through the addiction recovery process

so she can safely care for her baby.

Family advocates are critical to the success of the team. Many of them have recovered from addictions themselves or had experience with family members who were addicted. They bring real life experience to their work and offer moms hope that they can recover and become good parents.

**“They cared for me when I didn’t care about myself,” said one former S.T.A.R.T. client. “Not only did they help me, they helped my kids.”**

From the beginning of S.T.A.R.T. in 1997 through 2016, **6,534** moms and babies have been helped by the program. The program is in even higher demand due to the growing opiate epidemic.



## Programs

ABC Program (Attachment and Biobehavioral Catch-up)

Bright Beginnings

Help Me Grow

Child Protective Services

Child Care

Foster Care

Adoption

MomsFirst

Welcome Home

Safe Sleep for Babies

Safe Havens for Newborns

S.T.A.R.T. (Sobriety Treatment and Recovery Teams)

# Infant Mortality

In Cuyahoga County during 2016, 126\* infants died before their first birthday. While this number represents a large drop from those experienced in 2015, it is still more than the 121 deaths seen in 2014. Each death is a tragedy for the family and a loss to the whole community. Cuyahoga County remains among those in Ohio with the highest infant mortality rates, and the highest racial disparities seen in all infant health outcomes. In 2016, African American babies born in Cuyahoga County died at a rate approaching three times that of white babies, and had higher rates of prematurity and low birthweight.

Infant mortality is a community-wide problem that can only be addressed through broad-based collaborative programs that involve all stakeholders. Cuyahoga County Health and Human Service agencies implemented and funded multiple programs working to reduce infant deaths and improve a broad range of infant and maternal health outcomes. Some of the leading efforts include:

**First Year Cleveland:** A newly launched collaborative effort bringing together government, health care providers, academia and private philanthropy to bring a sharp focus to the community's infant mortality prevention work.

**MomsFirst:** A City of Cleveland program offering case management and home visiting services to pregnant moms until their baby reaches age two. Participants receive health education on prenatal care, breastfeeding, family planning and safe sleep, and assistance with referrals to meet insurance, housing, food, and education needs.

**Child Fatality Review:** Through a cooperative effort with the County Board of Health, Cuyahoga County conducts in-depth case reviews of each infant death so that as much as possible can be learned about the circumstances to better inform prevention efforts and community outreach.

To learn more about infant mortality in Cuyahoga County, visit [protectingourfuture.cuyahogacounty.us](http://protectingourfuture.cuyahogacounty.us)

\*Based on preliminary data.



Fathers are key to supporting efforts to reduce infant mortality. The Cuyahoga County Fatherhood Initiative encourages fathers to play an active role in supporting their children. The Fatherhood Initiative received a \$200,000 grant to expand the Boot Camp for New Dads Program in targeted zip codes. This grant is part of the overall effort to reduce the Infant Mortality rate in Cuyahoga County. Fathers will also receive a pack and play if they need a safe sleep environment for their child.



## Welcome Home visit has lifesaving benefits for baby and mom

Being a mom with a newborn is always a stressful time, and can be a time when certain health problems begin, or become acute.

Cuyahoga County's Welcome Home Program, funded by Invest in Children and implemented by the Cuyahoga County Board of Health, makes possible a home visit by a Registered Nurse for eligible moms and their babies. During one recent visit, the Welcome Home nurse noted that the mother's blood pressure was elevated to a dangerous level. The level was serious enough that she took it several times to make sure it was correct. She strongly encouraged Mom to contact her doctor immediately to be evaluated. Mom was having headaches and a lot of swelling in the lower extremities, but she didn't seem overly concerned and it appeared she might not act on the nurse's urgent advice.

Recognizing how precarious Mom's health was, the Welcome Home nurse kept pressing the importance of the issue and that she should contact her doctor. Eventually the mom asked, "Could I die from this?" The nurse explained that untreated blood pressure in this range was a very serious risk factor for a stroke or heart

attack, either of which could be fatal or leave Mom with a life-changing disability. The seriousness of her blood pressure was now fully understood and Mom looked alarmed. She immediately shifted her attention to identifying someone who could take care of her children, while she sought care.

A few weeks later the nurse circled back with Mom for a short follow-up call, and Mom was extremely appreciative for how concerned she had been. She told the nurse that later that day she had called EMS to take her to the hospital because she was very worried. When EMS came they smelled a gas leak in her apartment. The fire department had the gas turned off to prevent an explosion. Mom also stated that she was admitted to the hospital for 3 days to stabilize her elevated blood pressure.

The gas leak has been fixed, and Mom's blood pressure is under control. A long list of serious problems were averted through the simple act of a home visiting nurse stopping by to check on a mom and her new baby.

# \$ 1.5 million for Infant Mortality efforts

## Out of School Time (OST)

Out of School Time (OST) programming includes educational and academic services, enrichment programming, career exploration activities, recreation, college readiness, and workforce development. Overall, the most common types of OST programming are related to academic achievement, wellness, and arts and culture. Available, but less common, are areas focused on post-secondary access services, social support, and workforce development. OST activities are coordinated by Starting Point, which disperses grant funds to neighborhood agencies to provide OST programming across Cuyahoga County.

Between October 2015 and September 2016, 2,507 satisfaction surveys of OST programs have been completed. The overwhelming majority of youth (96.7%) reported being either satisfied (37.2%) or very satisfied (59.5%) with their experience, and 91.6% stated that they would 'yes, maybe' (32.8%) or 'yes, definitely' (58.8%) use the skills that they learned in the future. Further, 86.8% reported that their friends would like to receive similar programming.

When surveyed about what they liked about OST programming, youth often discussed the breadth of activities and working with peers as key components of OST programs. The group activities exposed participants to new experiences and allowed students to successfully build friendships, work together, and discuss their life and family experiences with their peers.

The dedication of the individuals staffing OST programs was noted by the participants as well. Relationships between the staff and youth were a key component of increasing engagement with OST programming.

As one youth summarized, "Overall, I like that the program gives me something to do, so I won't be bored at home. I really learned a lot of stuff these past years I've been in the program. I also like that I get to learn new things and go out and teach the youth the things I've learned."

**"I like the staff and the planning teams and the workshops the best. Because I've grown so attached to the people I met this year."**

Together We Keep Children Safe

## Programs

SPARK (Supporting Partnerships to Assure Ready Kids)

Foster Care

Adoption

Families on Track

Cuyahoga County Fatherhood Initiative

Out of School Time (OST)

Family and Schools Together (FAST)

Child Protective Services

Early Childhood Mental Health

Child Care

S.T.A.R.T.(Sobriety Treatment and Recovery Teams)

Children of Incarcerated Parents (CIP)



**\$12.8 Million in fundraising = double number of spots to 4,000 for Universal PreKindergarten**

## SPARK Program helps family prepare youngest member for kindergarten

Mark's family emigrated from Uganda to the Cleveland area when he was one year old. His parents each speak a different dialect of their native language, and are able to read and write basic English. His older brother and sister also speak multiple languages. Mark was a typical four-year old boy. Like some children his age, his language and literacy skills were lagging a bit behind his peers -- enough so, that when his parents went to enroll him in a preschool, the school's evaluation suggested the SPARK Program.

Mark was an ideal candidate for SPARK -- Supporting Partnerships to Assure Ready Kids (SPARK) is a home-based early literacy intervention program focused on helping parents to further advance their child's school readiness. In Cuyahoga County, SPARK is an Invest in Children program expertly implemented by Family Connections of Northeast Ohio.

A SPARK Parent Partner was assigned to assist Mark's whole family help him catch up. The Parent Partner provided instruction, appropriate reading materials, and ongoing coaching to ensure total support by all of those most close to him. The whole family did the SPARK lessons together, with amazing results.

Mark's mother recently shared with their Parent Partner that she and SPARK, "...helped Mark build an excellent foundation." She added, "The guidance you gave, together with the free reading material you provided, really pushed Mark as an emerging reader. In one year our child went from knowing his letters and a few letter sounds to reading at Kindergarten level."

Mark is currently enrolled in Kindergarten, and his latest report card shows his reading and comprehension are above semester grade level! If not for SPARK, and the dedicated follow through of his family and Family Connections, Mark would have entered Kindergarten well behind his peers, and may have never caught up. Congratulations Mark!

**"The guidance you gave, together with the free reading material you provided, really pushed Mark as an emerging reader."**



## Shaking the family tree to find a home for Jasmine

Jasmine and her three siblings were taken into custody and separated from each other when she was just six years old. Jasmine was placed with her grandmother who was able to keep her safe and care for her, but unable to adopt her permanently. Two of her siblings were placed with separate foster moms and one was living with his dad. Any chances of reuniting all the children were shattered two years later when her older brother was killed by gun violence.

Family finding efforts led to another aunt in Alabama who was aware that grandma had her sister's child, but was not able to adopt her. The aunt was raising another sister's child that she obtained legal custody of. She understood that Jasmine needed a stable and loving home, preferably with family. She expressed an interest in Jasmine and her siblings moving to Alabama to live with her.

DCFS worked with the aunt and the State of Alabama to get her home licensed for foster and adoptive care.

Jasmine moved to Alabama in the summer of 2015 as an adoptive placement with her aunt. Jasmine has her own bedroom and enjoys living with her cousins who are all close in age. The adoption recently became final and Jasmine is currently living happily with family in Alabama and she has regular contact with her maternal family in Ohio.

**119 Adoptions in 2016**

## Family and Schools Together (FAST)

Families and Schools Together (FAST) is a prevention and intervention program aimed at improving family functioning for at risk children and increasing the children's resiliency. FAST's primary goals are to enhance family functioning, decrease risk of school failure, decrease risk of substance abuse, and reduce identified stressors in the lives of parents and children. Most significant is the inclusion of parents within FAST to engage with their local schools, which ultimately leads to children's academic success. Inclusion of parents is achieved through focused, engaging activities led by local school and agency partners in times of non-crisis. That is, parents are engaged with FAST as part of their children's activities in school, and not as an institutional response to their children's behaviors.

FAST has been implemented in over 30 schools across Cuyahoga County. The program includes multiple eight week long sessions, and each session at each school includes about one dozen families. FAST uses facilitator led multifamily group interaction to: 1) build relationships between parents and schools, and improve the parent-child bond, 2) impart values and norms including personal accountability and family relationship management, and 3) empower parents to become the primary protective agents for their children.

FAST participants experience a reduction in compulsive behaviors such as substance abuse and violence, and an improvement in positive scholastic behaviors while building resiliency factors against risks and stressors that

contribute to violence and delinquency.

**Currently, Cuyahoga County is the number one area in the nation for the number of FAST sites.**







Together We Empower Youth

## The 2016 Summer Youth Employment Program

Summer jobs were provided to 2,500 Cuyahoga County low-income youth ages 14-24. Those youth earned more than \$3 million, with an average summer earning of \$1,250. The youth also received financial education and 86% established a bank account at a traditional banking institution in which their paychecks were deposited directly.

## YOU - Youth Opportunities Unlimited

The Family & Children First Council (FCFC) of Cuyahoga County supports youth employment programs for teenagers through Youth Opportunities Unlimited's (Y.O.U.) Pathways Internship program. The goal of Pathways is to develop mutually beneficial partnerships with area employers that will allow students to explore career fields and gain practical work experience, while helping businesses meet their needs. The program places teens with mentors in 4-8 week career related work experiences that align with career pathways and allow them to apply the knowledge and skills learned in the classroom to a professional work environment. Internships are meant to enhance the student's educational background by

providing opportunities for career exploration and development of industry specific skills, while encouraging personal growth.

Y.O.U. matches teenagers from Cuyahoga County, ages 14-18, with meaningful summer work experiences. Y.O.U. principally serves teens in families living at or below poverty level. The jobs provide a constructive opportunity and a safe environment for the teens to work and learn the skills they need to obtain a job. Teens learn first-hand about different careers that, with more education, lead to rewarding careers while being mentored by Y.O.U. staff and their supervisors

**Observing and working with professionals was believed to be extremely important or important by 87% of participants at the start of their internship; nearly three-fourths (72.7%) achieved this goal.**

## Programs

Child Protective Services

Multi-System Therapy

Closing the Achievement Gap

Out of School Time (OST)

Families and Schools Together

TAGyc (Teen Advocate Group (TAG) Youth Council)

Youth Advocacy and Leadership Coalition

Youth Opportunities Unlimited (Y.O.U.)

Children of Incarcerated Parents Forum(CIP)

# 100 Day Challenge to End Youth Homelessness

The 100DayChallenge is an innovative approach to trying to solve youth homelessness through collaboration between government, non-profit and philanthropic organizations. Cleveland was one of three cities chosen by the Rapid Results Institute for the challenge. The goal was to house 100 homeless youth in 100 days. The project surpassed the goal, housing 105 homeless teens and young adults.

When Josh turned 18 and left foster care he thought he was on his own. After trying to live with family he found himself homeless at age 19. "I absolutely had nowhere to go. I was at Public Square with my stuff," said Josh. That's when he found out about the network of support available to help homeless youth like him at [A Place 4 Me](#).

[A Place 4 Me](#) worked with Cuyahoga County Department of Health and Human Service staff, several community partners, and youth who've experienced homelessness to strengthen support systems and prevent homelessness. In addition to housing 105 young people, the 100 Day Challenge team achieved some systemic accomplishments that will keep the work going even after the challenge ended.

## Key Accomplishments:

- Standardized, youth-specific assessment tool
- 12 navigators to support youth in the transition to housing
- Solid collaboration between navigators and housing providers.
- Creation of a resource guide.
- Creation of a fund for beds, lodging kits, food cards, bus tickets, etc. to support housing stability
- New relationships with landlords willing to rent to young adults
- Youth age out of foster care with rock-solid housing plans to prevent homelessness

"Identifying housing for unstable young adults and youth, and linking them with housing and services will reduce homelessness overall in our community," said Ruth Gillett, administrator, Office of Homeless Services. "Youth focused interventions are an opportunity to



leverage resources from several systems that come in contact with youth: public school systems, child welfare, youth employment, juvenile justice, and community health centers, to assist young people before they become homeless."

"Housing is a need and getting a fresh start and some assistance without judgement is powerful," said Kate Lodge, Executive Director, A Place 4 Me. "Once they have stable housing, then there is the ability to engage youth in the opportunities that will assist them in maintaining their housing." For Josh the 100 Day Challenge meant having something he never thought would happen, his own apartment to call home. "My first night sleeping here I did feel really at ease knowing it was my place," said Josh.

**"It's kind of an adjustment but the peace of mind that comes with having your own place is like, a really big deal breaker for me."**

|  |                     |
|--|---------------------|
| ADAMHS Board<br>Bellefaire JCB<br>CMSD's Project ACT<br>Cuyahoga County Job and Family Services<br>Cuyahoga County Office of Homeless Services<br>EDEN Inc.<br>FrontLine Service<br>LGBT Community Center of Greater Cleveland<br>Sisters of Charity Foundation of Cleveland<br>YWCA Greater Cleveland | <b>Our Partners</b> |
|--|---------------------|



## Quality Parenting Initiative

It can be challenging for relatives or foster parents to take traumatized children and teens into their home and provide the kind of support needed so they can heal, grow, and thrive. Foster or relative family must be able to provide the loving, committed, skilled care that the child needs, while working effectively with the child welfare system to achieve the best possible permanency option for that child.

DCFS launched the Quality Parenting Initiative (QPI Cuyahoga) in order to recruit, train and support quality foster parents who are equipped to provide the best possible care for children. The objective is for caregivers, agency staff and birth parents work as a team to support children and youth.

### Training & Support

In addition to the state-mandated training already provided to potential and current foster parents, QPI Cuyahoga provides a valuable resource called Just in Time Training. It's an online resource designed to connect foster parents, relatives or other caregivers with video training, peer experts, answers to questions, and practical solutions to difficult situations. The video library includes training on topics like attachment, behavior, teenagers, early childhood development, safety, substance abuse, trauma, and working with biological families. It's training and support at their fingertips when they need it.

### Normalcy for children and teens in foster care

QPI Cuyahoga team members have worked tirelessly to engage teens and young adults who were once in foster care; getting their insight into how to improve foster care and help

children have a fair chance at a more normal childhood. Simple things like easing restrictions and permission requirements for extra-curricular activities, sports, clubs, vacations, and outings with friends can go a long way to helping children and teens feel normal.

Another very basic but profound shift is in how we refer to children in foster care. They are not "foster children." They are children in foster care. The group designed posters being shared by QPI communities nationwide to spread the message.



In September 2016 DCFS hosted the Quality Parenting Initiative National Conference, welcoming more than 300 child welfare experts from across the country. The conference focused on the latest research in child development, brain science, child welfare policy and practice in order to help children have a normal childhood, help foster and birth parents work together, and allow teens to have a say in their foster care placement.



Together We Offer a Chance for Success

## Navigating Available Resources

A 47 year old Bedford woman called 2-1-1 for help covering the cost of her medications and gas bill. While she had never asked for help before, an unexpected expensive car repair the month before had made it difficult for her to keep up with all her bills. The community resource navigation specialist helped her apply for an emergency utility assistance program. They also suggested she apply for utility discount programs to help her stretch her budget all year. For help with her prescription inhalers, she was transferred to the MedRefer Specialist. She told

the MedRefer Specialist that though she had coverage through her job, she could not afford the \$50 copayment on each of 3 inhalers. MedRefer explained how a national foundation would help insured patients diagnosed with asthma. With a brief phone call, the woman was able to enroll in the program. The foundation agreed to pay up to \$125 a month toward her copayments for up to twelve months. She was able to keep her utilities on, access her medications and was thankful and relieved knowing there were resources available to help her.

- **33% of individuals served by MedRefer in 2016 were age 65 or older**
- **47% were Medicare enrollees**
- **Suburbanites received 57% of the medication value (\$655,859/\$1,141,990)**

## Chopping for Change

Kimberly Waller was in the first Chopping for Change class that began in January 2016 at Lutheran Metropolitan Ministry (LMM). After being released on Transitional Control, she continued with the program, worked part-time at a Subway and graduated in August, 2016. After graduation, she was hired as a full-time Case Aide at LMM, with benefits. She continues to succeed in that role and now has her own car and apartment. Kimberly writes: "During my incarceration I realized that I had to do something to change my life or I was going to become a repeat offender. I took advantage of every single program that I was eligible for and was allowed to participate in.

When I heard about the "Chopping for Change" program I knew it was something that I had to do. I had always had a love for cooking and being in a kitchen environment. I had absolutely no idea all of the things that LMM would eventually help me fix in my life. I thought it was going to be all about cooking and the kitchen but it ended up being so much more than that!! I joined the program because I wanted to better my life and learn how to not make the same mistakes I had been making over and over again. The "Chopping for Change" program ultimately became the best thing that has ever happened to me in my life so far."

## Programs

Parenting Time Opportunities for Children

Families on Track

Comprehensive Case Management and Employment Program (CCMEP)

Workforce Opportunity Resource Center

Paternity Establishment

Fatherhood Initiative

Adult Protective Services

Tax Preparation

SNAP (Supplemental Nutrition Assistance Program)

TANF (Temporary Assistance for Needy Families)

Coordinated Homeless Intake

Emergency Shelter

Rapid Rehousing

MedRefer

**"The Chopping for Change program ultimately became the best thing that has ever happened to me in my life so far."**

## Adult Employment Impact



2,628 residents received clinical employment assessment.  
206 received intensive case management, including SSI application support.



30 low-income residents received short term vocational training.  
630 residents secured a job through county sponsored/funded programs.



468 residents participated in job search/job readiness programs.  
1,754 OWF benefit recipients gained job skills through placement.



CJFS consolidated three job readiness programs into a single **Job Skills Center** for cash and food assistance recipients, saving over \$1 million in programming dollars this year.

Cuyahoga Job and Family Services opened the **Workforce Opportunity Resource Center**, which integrates education services, training/coaching, supportive services and workforce innovation for low income families and individuals in an effort to attain sustainable employment.

Cuyahoga Job and Family Services implemented the **Comprehensive Case Management and Employment Program (CCMEP)** which provides workforce opportunities and training/coaching services to eligible, low-income individuals based on a comprehensive assessment of skills and employment and training needs. In its first six months, the program worked with 338 job seekers.

**1,546 individuals from 1,444 families with parents engaged in work related activities received cash assistance.**



### Networks 4 Success Towards Employment

This is an intensive, 4-week job readiness program that teaches participants how to best present themselves in light of past problems they may have had. The classroom readiness portion leads into job search and retention support that includes wraparound services and barrier removal to help participants get and keep a job and progress along an eventual career pathway.

### NET at North Star Towards Employment

NET at North Star is a shorter program designed for the more skilled, educated or experienced job seeker. The emphasis is on polishing the participant's job search and retention skills and moving more quickly into the search phase. Wraparound services are available with retention and career pathway assistance.

### North Star Neighborhood Reentry Resource Center and Adult Transition Model Oriana House

North Star is both a concept and a place that helps returning citizens and their families navigate the challenges associated with reentry. North Star is a one-stop center that provides service linkages and a wide range of programming, classes and groups on site. Membership is free, the atmosphere is respectful and welcoming and family members are encouraged to share in the program and services with their returning citizen. North Star has a packed monthly calendar of community and self-help meetings and services and has partnered with a diverse group of community providers. North Star provides a free computer lab and is an Ohio Benefits Bank site. It is open 64-hours a week on a drop-in basis. This is a flagship program that has received national interest in being replicated. North Star also dedicates specialists to operate a comprehensive pre and post release reentry model.

### Open Door at CMHA Stokes Mall YMCA Y-Haven

Open Door is a unique collaborative reentry housing program between the Cleveland YMCA and the Cuyahoga Metropolitan Housing Authority. Residents who meet eligibility requirements can live in a safe, transitional environment for up to 18 months, allowing them to gather resources, save money and address the risk factors associated with reentering society. Successful completion will allow a participant to receive preferential permanent housing placement with CMHA.

### Project Learn Cuyahoga County Public Library

This is an adult basic education and Ohio High School Equivalency test education program provided for inmates at the Cuyahoga County Jail. All levels of educational need are served by caring and experienced teachers. The Jail is now an authorized HS Equivalency test site, which allows students the ability to take the test if they are ready before they are released from jail.

### Reentry Court Cuyahoga County Court of Common Pleas

Judge Nancy Margaret Russo presides over a specialized docket that provides selected offenders with an opportunity to return to the community under the direction of the Reentry Court Judge and court staff. Beginning at sentencing and extending beyond release, Reentry Court assesses, identifies and links participants with services specific to their needs to reduce the likelihood of additional criminal behavior.

### Veterans Treatment Court Cuyahoga County Court of Common Pleas

Judge Michael E. Jackson presides over a specialized docket, similar to Reentry Court that specifically addresses the unique needs of veterans.



## Audiology Patient Assistance Program provides discounted hearing aids and a new outlook on life

After Martha retired she noticed increased difficulty hearing her friends and family with her 10 year old hearing aids. Now that she is on a fixed income, the financial burden of purchasing new hearing aids was overwhelming. Fortunately, Martha applied and was accepted to Cleveland Hearing & Speech Center's Audiology Patient Assistance Program, which is funded, in part, by the Cuyahoga County Office of Health and Human services. Martha obtained new hearing aids at a fraction of the retail cost, which has allowed

her to remain active within her community and enjoy her time with friends and family. Martha is delighted with her new hearing aids exclaiming "the difference with my new hearing aids is night and day. I can really hear now!" Martha is extremely appreciative of the service she has received at Cleveland Hearing & Speech Center from Dr. Karen Kantzes, who says "What I love about my job is being able to help people hear...especially those that couldn't afford to buy hearing aids elsewhere."

**"The difference with my new hearing aids is night and day. I can really hear now!"**

Together We **Empower and Protect Seniors**

Over 5,000 grandparents in Cuyahoga County are taking care of their own grandchildren according to the American Community Survey.

## Programs

Adult Development

Transportation

Congregate Meals

Home-Delivered Meals

Adult Day Services

Homemaker Services

Emergency Response System

Personal Care Assistance

Medicaid

Long-Term Care

Audiology Patient Assistance Program

## Programs for Seniors and Adults

**Adult Protective Services** investigates allegations of abuse, neglect, self-neglect, and/or financial exploitation of adults 60 and over. Allegations of abuse concerning adults 18-59 are investigated on a voluntary basis. Adult Protective Services has an interdisciplinary team, known as the Cuyahoga County Adult Protective Collaborative, which is a coordinated community response to victims of elder abuse. Members meet on a monthly basis to identify systematic problems, promote solution based interventions, offer guidance with difficult cases and foster increased communication between agencies and individuals.

**Aging and Disability Resource Network/ Information Services** DSAS' Information Services Unit is a partner with the Aging and Disability Resource Network (ADRN) of the Western Reserve Area Agency on Aging (WRAAA). As partners, Information Services Specialists assist seniors 60 and over, and adults with disabilities age 18-59, identify potential benefits, services and resources that support their independence by linking them to organizations that can help. Information Specialists also provide assistance in applying for Home Energy Assistance Program services, Buderer Drug Repository services, and DSAS Utility Assistance services through the Benefits Check-Up Program.

**Home Support Services** include home health aide, homemaker and respite services for adults who are evaluated and determine eligible. Homemaker services include light housekeeping, laundry services, grocery shopping and meal preparation. Home health aide services include assistance with ambulation and personal care. Home Support Services encompasses the private pay consumers, as well as, some services reimbursed by the National Multiple Sclerosis Society. Private pay consumers are those who are over 60 years and/or frail and disabled. Private pay rates are determined on a sliding scale starting at \$9.00/hour.

**Skilled Home Care Services** is Medicare/Medicaid certified and provides skilled nursing, physical, occupational and speech therapy, medical social services and home health services. Senior and Adult Services are the only provider for the Title I Ryan White grant program which provides personal care and homemaking services to adult residents 18+ living with HIV/AIDS.

**Cuyahoga Options for Independent Living** is designed to fill the gap in Cuyahoga County senior services by assisting older citizens of our county in the effort to live and function independently in their homes. Currently there are over 1,500 clients who would find it difficult, if not impossible, to continue to live in their own homes without assistance. Options services include: light housekeeping, personal care, medical transportation, home-delivered meals, emergency response, and chore.

**The Community Office on Aging** plans, advocates, promotes, and coordinates programs and services for seniors and adults with disabilities in Cuyahoga County. This office also coordinates with other Cuyahoga County government departments serving seniors and the aging network.



"I have a wonderful case manager. She's caring, she listens and she acts on my needs. You can look high and low and never find a better worker, person or human being. I am so lucky to have her."

## Senior Initiatives and Senior Center Innovation

DSAS provided six new senior centers with \$163,970 to deliver services including Catholic Charities Fatima Family Center, Catholic Charities St. Philip Neri, the City of Brecksville, Bedford Heights, Solon, and the Eldercare Services Institute.

DSAS awarded grants to four senior center community collaboratives to encourage innovation and to two community collaboratives that submitted service proposals through a competitive grant process. Grants were provided to the Coordinated Programming Initiative (CPI) and Communities Assisting Residential Elderly (CARE). The Coordinated Programming Initiative is a pilot project led by the Rose Centers for Aging Well, LLC. The initiative will allow senior centers access to a central repository of research and programs. The partnership includes the City of Cleveland, Empowering and Strengthening Ohio's People, Fairhill Partners, and the Greater Cleveland Food Bank.

Communities Assisting Residential Elderly is a collaboration among Cleveland Heights, Highland Heights, Lyndhurst, Maple Heights, South Euclid, Mayfield Hts., Mayfield Village and Solon. The project will provide a service plan to older homeowners that will provide home maintenance and modification at a low cost allowing older people to age in place safely and independently. It will enlist corporate, non-profit, civic, and school based partnerships to recruit and train volunteers, as well as staff from the partner agencies.

Developed partnership with Housing Court to serve older adults facing eviction. Several times per week, DSAS Centralized Intake provides a list of potential seniors who are facing homelessness. We review these cases and make arrangements to set them up with an APS or Information Services Social Services Worker.

## Options for Elders Program helps Ms. B

Ms. B is a 90 year old African American woman who lives in the City of Cleveland and resides alone in her own home. Ms. B has been enrolled in the Options for Elders Program since January 2007. Through the County Options Program she receives the Emergency Response System (ERS), Home Delivered Meal and Homemaking.

The Emergency Response System summons help 24 hours a day. A necklace or bracelet is worn containing an emergency button, which is linked to a response center, which tries to contact the subscriber when activated. A pre-designated list of contacts (family members, neighbors or friends) may be contacted if necessary; for some clients 911 is the first contact.

The Home Delivered Meals Program delivers Ms. B one meal a day to help improve her nutritional intake, it is balanced to provide 1/3 of the daily recommended requirements. These meals are for persons that are homebound and need help preparing complete meals and have no other means of obtaining a complete meal

The Homemaking program offers light housekeeping to eligible clients. A home health aide comes to the home and performs a variety of light duties such as dusting, vacuuming, laundry, damp mop, change of bed linens, cleaning dishes, kitchen sink and countertops, grocery shopping, medication pick up and trash removal.

Options for Elders is a county program funded by the Human Service Levy. The program fills a gap in Cuyahoga county Senior Services by assisting older citizens of our county to live and function independently. This program provides a variety of community-based services to residents who do not qualify for the PASSPORT Program, a State and Federally-funded Medicaid Waiver home care program. Options provides the following services:

- Adult Day Services
- Emergency Response System
- Home-delivered Meals
- Homemaker Services
- Medical Transportation
- Personal Care
- Chores

"My Options case manager is consistently up to date with my care plan. Her manner is both professional and personal. She is an outstanding lady."



Together We Support Healthy Stable Families

## PTOC (Parenting Time Orders for Children)

In 2016, the Office of Child Support Services established 39 Parenting Time Orders for parents at the same time that a support order was established.

PTOC provides parents with a simplified way to establish a parenting time agreement without having to obtain an attorney, pay fees, or file in court. The objective of PTOC program is to offer the chance for unmarried mothers and fathers to establish an agreed order for parenting time when their child support is first established. Children thrive when both parents are involved in their lives, and parents involved with their children are more likely to pay child support and stay involved. Structured parenting time can help both parents manage their co-parenting relationship while reducing conflict and confusion that can harm their children.

### *What do the parents say about this new process?*

A father in one case commented that his relationship with the mother is better now that he's on child support. He has a girlfriend and he said that prior to the parenting time order, mom would get mad and then not let him see the child.

Now, with an official schedule, he thinks it makes it easier. He said that it is very important to offer the Parenting Time Order option at child support. He thinks that lots of parents go through what they're going through. He was surprised and happy that child support offered parenting time orders. "It makes it easier." The father has paid support on a regular and consistent basis since the order was established.

**A child's father was surprised and happy that the support order offered Parenting Time Order, saying "It makes it easier."**

## Programs

Neighborhood Collaboratives

Pay For Success

Families Forward

SNAP (Supplemental Nutrition Assistance Program)

Medicaid

Long-Term Care

TANF (Temporary Assistance for Needy Families)

Child Care

Service Coordination

Health Care Council

Tax Preparation

Utility Assistance

## Parents benefit from “Partnering for Success” (PFS) and are reunited with their children

Many social, economic, and personal factors can lead to families becoming homeless or housing insecure. Substance abuse, domestic violence, untreated mental health are some of the factors that lead to unsafe family situations and result in children needing to come into foster care. When homelessness is coupled with safety concerns for children the result can be that the Division of Children and Family Services (DCFS) must remove the children from the family in order to keep them safe. While reuniting the family is our goal, it can be especially difficult when there is no home the child can return to.

### Intensive treatment to 135 families over four years

For the past two years DCFS has partnered with FrontLine Service and Enterprise Community Partners to pilot an innovative collaboration aimed at stabilizing and reuniting homeless parents with their children in a safe and timely manner.

The program, called Partnering for Family Success focuses on providing a more coordinated system of care in order to reduce the amount of time the children of homeless mothers spend in foster care, by helping the parents reunite more quickly with their children or allowing the child to enter a permanent placement.

DCFS and FrontLine Service work

together with the parents and children, providing counseling, mental health and addiction services, parenting guidance, and many other community services to deal with the causes of the family’s crisis. Most importantly the program offers housing through Cuyahoga Metropolitan Housing Authority and other housing agencies. After all how can parents deal with any of those hard issues when they don’t even know where they’ll sleep at night?

Pay For Success programs treat the funding like an investment. Knowing that the county can save millions of dollars by reducing the amount of days children are in foster care, the county has agreed to pay the funders back based on specific outcomes. The funders receive a return on their investment, the county spends less of our tax payer’s money and families are reunited sooner. Several private and philanthropic organizations are funding this five-year pilot program; The Reinvestment Fund, Nonprofit Finance Fund, Cleveland Foundation, The George Gund Foundation and Sisters of Charity Foundation of Cleveland. Case Western Reserve University is evaluating and tracking the results of the program. At the end of five years they will evaluate whether the program was successful in reducing the number of days children spend in foster care.

While the overall success of the program is yet to be determined, we’re already seeing the value of the

collaborative work with families. In order to keep families together after reunification, FrontLine Services remains engaged with them for several months afterward. This after care service is critical to ensure that parents have the support they need to put into place the skills they learned while their children were in foster care. The therapy provided after reunification for children and the parents is an important component of the program because it helps the family build trust and learn new ways of functioning.

Another profound lesson is the shift in our thinking about homelessness and housing insecurity. In the past government and non-profit programs operated on the idea that homeless people had to be “ready” for housing; sober enough, mentally healthy enough, employed enough, etc. But in recent years this has changed. Safe, stable housing is essential to the success of families – it should come first. It impacts their safety, health, education, employment and much more. Imagine trying to keep your child safe, fed, in school and on the right track while living in your car or bouncing from one friend’s couch to another.

This new approach to serving Cuyahoga County Families requires collaborative partners to ask critical questions about outcomes that make a difference in families’ lives, use data to measure performance, and use feedback to drive improvements in practice.

## Community Assistance Program

The Community Assistance Program was developed in 2004 by the Family & Children First Council, the Division of Children and Family Services and the Neighborhood Collaboratives to replace the Family Stability Incentive Program (FSIP). Each Neighborhood Collaborative has a Resource Specialist who provides information and assistance to families who reside in their community. When the families live outside their community, the Resource Specialist can refer the family to the nearest Neighborhood Collaborative for services. These funds are also available to the public systems that participate on the Service Coordination Team.

Funding for Community Assistance is considered a last-resort resource. Each Neighborhood Collaborative or public system must show that all other available funding has been exhausted prior to the authorization of this funding.

## Jobs Not Jail - Families on Track program

The Families on Track program is a free, customer focused approach that helps to assist noncustodial parents by identifying and addressing barriers that may prevent them from making consistent child support payments. These barriers can include: Parenting Issues, Driver’s license suspension, Ex-Offender/Reentry, Educational/ GED, Legal Issues, etc. The Families on Track program is designed to help noncustodial parents to reach their best potential and to become more instrumental in the lives of their children by engaging with them and paying support on a consistent basis.

Families on Track participants are referred to the program and are identified by the courts as a parent who owes support and may benefit from the program. The Families on Track program is an alternative to serving jail time for nonsupport.

Parents participate in an orientation and learn about the services available to help them address their barriers that prevent them from making consistent child support payments. Child support staff work with customers to develop a plan of success. Upon successful program completion, participants will receive a graduation certificate that will be filed with the court system. The program is successful in achieving the following program outcomes:

- Link participants to services
- Support their child(ren) by paying financial support on a consistent basis
- Foster positive family relationships and increases child’s likelihood for success

**127 individuals enrolled into the program. Currently, 37 of those cases are receiving payment and only 9 of those cases are not complying with terms of the program.**

*“I heard about the program through Juvenile court, they gave me a referral. I wanted to change my life and better myself so my expectation was to fulfill the program and make a change. I understood clearly what the Families on Track program expected of me. The program connected me to the Fatherhood Initiative workforce programs, i.e., a Towards Employment (TE) program for job search and job readiness skills. It took six weeks to complete the program. After, I completed the program, I was referred to Vocational Guidance Services by TE. I did a four- week class and received my Food Management Certificate. The program was motivation for me. I was determined to complete everything that was offered to me.*

*Since completing the training, it took a month and a half to obtain employment. I am currently employed with Car Parts Warehouse. I feel good that things are working out. I always had a good relationship with my children and helped to take care of them.”*



## Division of Children and Family Services (CFS)

CFS works with families to keep children safe (including from neglect and abuse) and reunite and stabilize families that have been weakened through poverty, illness or crisis.

## Division of Job and Family Services (JFS)

JFS provides access to jobs, benefits, and community services to help families enhance self-sufficiency and the overall quality of their lives.

## Division of Senior and Adult Services (DSAS)

DSAS is the mandated provider of adult protective services in Cuyahoga County. The agency assists with benefits check-ups for numerous programs to help seniors and adults with disabilities live with safety and dignity.

## Office of Child Support Services (OCSS)

OCSS offers services to the community by assisting with establishing, maintaining, and modifying child support orders. The office also assists with establishing paternity, locating absent parents, and assisting with enforcement for health insurance coverage.

## Family & Children First Council (FCFC)

FCFC allows the community to join specialists from every county agency serving youth in discussions, resource sharing, and brainstorming in order to connect people and resources. Council members look at what works for families and then creates a plan.

## Office of Homeless Services

In partnership with the community, the Office of Homeless Services coordinates a continuum of care including prevention, shelter services and permanent supportive housing intended to prevent and reduce homelessness.

## Office of Reentry

The Office of Reentry conducts offender reentry research, community education, advocacy and best practices in order to provide formally incarcerated persons with a continuum of opportunities to support reintegration back into the community and neighborhoods.

## Invest in Children

Invest in Children is a community-wide, public/private partnership administered by the Cuyahoga County Office of Early Childhood. The Partnership works to help increase the development, funding, visibility and impact of early childhood services in Cuyahoga County.

## HHS LEADERSHIP

Thomas D. Pristow  
*Director*

Cynthia Weiskittel  
*Division Children and Family Services*

David Merriman  
*Cuyahoga Job and Family Services*

Dr. Richard Jones  
*Division of Senior and Adult Services*

Deborah Watkins  
*Office of Child Support*

Dr. Rebekah Dorman  
*Invest in Children*

Robin Martin  
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Ruth Gillett  
*Homeless Services*

Crystal Bryant  
*Office of Reentry*

Sabrina Roberts  
*Health Policy and Programs*

Michael Brown  
*Human Resources*

Deonna Kirkpatrick  
*Communications*

Michelle Myers  
*Legal*

Walter Parfejewiec  
*Finance*

Michael Young  
*Information Technology*

Jennifer Croessmann  
*Special Projects Coordinator*



# Division of Children and Family Services

**Mission:** To assure that children at risk of abuse and neglect are protected and nurtured within a family and with support of the community.

**696-KIDS Hotline:** Our 216-696-KIDS hotline is staffed 24 hours a day, 7 days a week (including holidays) to screen referrals of suspected child abuse and neglect, along with families who need preventive services or other support.



36,052 Referrals to the hotline

**Child Abuse and Neglect Investigations:** Child Protection Specialists investigate suspected abuse and neglect and protect children at serious risk. Depending on the circumstances Child Protection Specialists may work with prosecutors and Juvenile Court for protective supervision, emergency custody, temporary custody, or permanent custody of a child.

12,496 Referrals screened in for abuse/neglect investigation  
9,455 families impacted  
1,690 referrals substantiated for abuse/neglect impacting  
1,546 families  
2,319 children

## Open Table

Approximately 150 teens emancipate from the foster care system every year in Cuyahoga County. Without a personal support system many of them struggle with housing, jobs, education and relationships.

In 2016 DCFS launched an ambitious new group mentoring model called The Open Table. The Open Table uses 6-8 volunteers to meet weekly with the young person to help coach, encourage, and support them in furthering their life goals. Just having someone they trust whom they can call with questions or concerns is a vital lifeline for many young people. The groups become a family of support for teens and young adults who did not grow up with or have the support of their own family. For more information or to volunteer contact Amber Donovan at [amberdonovan@theopentable.org](mailto:amberdonovan@theopentable.org) or 216-776-8088.

151 teens aged out of foster care

## Changing Service Model

In 2016 DCFS began the process of shifting its service delivery model in order to lessen case transfers and better serve children and families. When an investigation is complete, instead of immediately transferring a case to a new worker to draft a plan and put services in place, now the investigating worker will keep the case. Since they already know the family dynamics they can work on a case plan and put needed services in place immediately.

Services may include:

Medical care  
Behavioral Intervention

Mental Health  
Parenting Classes

Addiction Treatment  
Trauma Therapy and Counseling

If a child comes into the custody of the agency then the case transfers to an extended services worker who will keep the case as long as the child is with us, whether they are reunified with their parent, goes to live with relatives, or is adopted. Not only do they focus on the safety of the child, but also on their long-term permanency and well-being. They search for appropriate family members who can step in, work with placement to find foster parents who fit the child's individual needs, or if necessary work with adoption recruitment specialists to find a permanent home for the child.

Research has shown that the more a case transfers from one worker to another, the longer a case stays open and family remains involved with the child welfare system. We hope this new model will help families receive the help they need faster so they can parent safely, or that a child achieves permanency with other relatives or an adoptive family sooner.



2,977 children in DCFS custody at some point in 2016  
400 children under COPS (court ordered protective supervision)  
5,084 Children with In-home Voluntary Services

## Together We Promote Healthy Positive Parenting

**Foster Care:** When children must be removed from their homes our staff works to place them with kinship or foster families that meet their individual needs. We also recruit, train and conduct home studies for potential foster parents, kinship caregivers and adoptive parents. We provide ongoing training and support for dedicated parents and caregivers.

### As of December 2016

1,880 children in DCFS custody (85 adoptive home 500 relative/kinship home  
1,086 foster home 54 group home 151 residential treatment 27 independent living)

**Adoptions:** In cases when a child comes into the permanent custody of DCFS we seek to find a forever family that meets the child's individual needs. The adoption process involves an application, training, home study, matching, and post-adoption services.

119 children adopted

478 children awaiting adoption

# Job and Family Services

**Mission:** To promote economic self-sufficiency and personal responsibility for families by providing a broad range of quality services.

There were 227,165 families/389,600 individuals receiving Medicaid in Cuyahoga County in 2016.

14,324 families received child care benefits in Cuyahoga County in 2016. (25,186 children)

JFS processed 4,264 issuances of Prevention, Retention and Contingency emergency cash assistance totaling \$1,610,616.17 in funds distributed. Approximately, 70% of the assistance was for emergency utility assistance.



**418,050 county residents served by Cuyahoga Job and Family Services during 2016.**

JFS works with the United Way, the Greater Cleveland Foodbank, Hunger Centers and 8 inner-ring suburb food centers so that each Hunger Center may access any product on the inventory list on an equal basis.

Of those consumers that obtained food from the Hunger Centers, 30,641 (32.3%) were children (between 0 and 17 years of age); 44,419 (46.8%) were between 18 and 59 years of age; and 19,802 (20.9%) were 60 or more years of age.

Cuyahoga County provided over \$1 million in Health and Human Service Levy funds to support local food banks and pantries.

253,674 individuals from 135,371 families received some form of food assistance.

Cuyahoga Job and Family Services  
1641 Payne Avenue  
Cleveland, OH 44114  
216-987-6640  
[www.cjfs.cuyahogacounty.us](http://www.cjfs.cuyahogacounty.us)

Telephonic Benefits Applications - 19,141 individuals were provided help with 8,853 benefit applications over the phone through the **Cuyahoga Benefit Application Hotline**.

The **2016 Summer Youth Employment Program** provided a summer to job to almost 2,500 Cuyahoga County low-income youth ages 14-24. Those youth earned more than \$3 million, with an average summer earning of \$1,250. The youth also received financial education and 86% established a bank account at a traditional banking institution in which their paychecks were deposited directly.

## Together We Connect People with a Path to Career Opportunities

**Tax Preparation** - Through the County-funded Earned Income Tax Coalition, 15,684 residents received free income tax preparation services. As a result of this program residents received \$22.8 million in refunds with an investment of \$225 thousand of federal TANF funds. For every dollar invested, \$73 came back to the local economy. The number of prepared returns has increased 84% since 2008 and the dollar value of the returns have increased 165%.

**On-site Child Care** - 795 families were able to bring their (1,207) children with them to quality, age appropriate drop in child care services while visiting Job and Family Services for an appointment with their case worker.

**Utility Assistance** - With the assistance of a contracted community partner, more than 3,300 low income families had their utilities restored or were able to prevent shut-offs by negotiating with utility companies to reduce or eliminate arrearages. The Provider was able to eliminate \$12.9 million in utility debt with an investment of \$1.75 million in federal TANF funds. For every dollar invested, \$6.40 dollars in utility arrearages were erased.

# Division of Senior and Adult Services

**Mission:** To empower seniors and adults with disabilities to age successfully by providing resources and support that preserve their independence.

## Clients Served in 2016

|                                   |        |
|-----------------------------------|--------|
| Centralized Intake                | 18,257 |
| Adult Protective Services         | 2,390  |
| Home Support                      | 571    |
| Options for Independent Living    | 1,558  |
| Information Services              | 4,499  |
| Community Social Services Program | 2,764  |

## Services Provided in 2016

|   |         |
|---|---------|
| Adult Development (Hours of Service)        | 237,035 |
| Transportation (1-way rides)                | 132,632 |
| Congregate Meals                            | 75,251  |
| Home-Delivered Meals                        | 100,285 |
| Adult Day Services                          | 1,209   |
| Homemaker Services                          | 76,949  |
| Emergency Response System (clients served)  | 1,147   |
| Personal Care Assistance (hours of service) | 16,474  |
| Medical Transportation (No. of 1-way rides) | 6,302   |
| Chore Services (Number of clients)          | 40      |
| Grab Bar Services (Number installed)        | 21      |
| Bed Bug Services (Number of clients)*       | 94      |

DSAS conducted more than 200 outreach, education and benefits assistance events for seniors reaching nearly 15,000 people.

Division of Senior and Adult Services  
13815 Kinsman Road  
Cleveland, OH 44120  
216-420-6700  
[www.dsas.cuyahogacounty.us](http://www.dsas.cuyahogacounty.us)

DSAS completed a Strategic Plan for the division in November, 2016. Four strategic directions were identified in the plan, including the following:

- Ensuring that DSAS' Centers of Excellence are prepared to respond to increased service demand because of growth of senior population.
- Developing partnerships that strengthen the Cuyahoga County Aging and Disability Resource Network.
- Convening stakeholders to develop comprehensive plan for seniors' services in Cuyahoga County.
- Diversifying and strengthening revenue sources supporting programs and services.

Adult Protective Services served 235 Veterans; an additional 333 Veterans were served through other DSAS programs for a total of **568 Veterans**.

## Together We Create Options for Seniors to Live Independently

### Demographic Information for all DSAS programs

70% Female; 30% Male  
11% were under 60 years old; 20% were 85 years old or older  
45% live in the City of Cleveland; 55% live in Cuyahoga County Suburbs  
49% African American; 46% White; 3% Hispanic; 2% Other  
41% had income at or below the Federal Poverty Level\*

DSAS staff made direct contact with clients more than 50,000 times including more than 47,000 visits to client's homes.

DSAS received more than 20,000 calls for help in 2016.

Of these calls, nearly 19,000 were handled by a Centralized Intake social worker.

Clients spoke with CIU workers about more than 40 different issues including a variety of home-based services, safety concerns and financial assistance.

573 Clients were involved with more than one DSAS Program in 2016.

# Office of Child Support Services

**Mission:** Partnering with parents to provide child support services and to promote consistent on-time support.

Depending on the nature of the case, the Office of Child Support Services may provide one or more of the following services:

- Maintaining accurate child support records.
- Establishing and modifying support orders.
- Collecting support through automatic income withholding and seizure of federal and state income tax refunds, bonuses, lump sum payments, and lottery winnings.
- Assisting in establishing paternity through genetic testing.
- Locating absent parents responsible for support.
- Assisting in the enforcement of orders pertaining to health insurance.
- Providing intergovernmental child support services.
- Collect spousal support obligations.

OCSS partnered with the Cuyahoga County Juvenile Court and Office of Prosecuting Attorney on the **Child Support Warrant Recall Program** to safely recall existing child support warrants. More than 263 warrants were lifted and parents paid \$11,045 in child support payments. In addition, wrap-around services were provided by the Cuyahoga County Fatherhood Initiative, Custody and Mediation and the Office of Child Support.

In September, 2016, the Office of Child Support held its third annual **Employers Workshop**. The purpose of the workshop is to collaborate with employers by providing instruction and training to payroll and benefits personnel on the implementation of child support and medical support orders, and ways to simplify remitting payments on behalf of their employees. Employers are a vital source of child support collections and improving communications and partnerships between OCSS and employers is paramount to increasing regular and consistent support. In FFY 2016, employers withheld over 75% of all child support collected in Cuyahoga County.

## Implementing best practices

- The **New Order Unit** was created to build a bridge between the establishment of an order and the enforcement of the order. This team focuses on getting parents started on the right path from the start of the order.
- The **Early Intervention Team** was created to proactively focus on cases that fall out of compliance.
- The **Case Maintenance Division** was created to focus on cases that are paying 75% of the support obligation or greater. The Contact Center was also added as an integral part of the Case Maintenance Division.
- The **Compliance Division** was created to focus on cases paying less than 75% of the obligation.

Office of Child Support Services  
1640 Superior Avenue  
Cleveland, OH 44114  
216-443-5100  
[www.cjfs.cuyahogacounty.us](http://www.cjfs.cuyahogacounty.us)

## Cuyahoga Fatherhood Initiative

Employment Readiness programs  
Life Skills and Parenting programs  
Fun events and programs for parents and children  
Boot Camps for New Dads  
Custody and Parenting Time Services and Mediation  
Prevention of Premature Fatherhood  
Annual Fatherhood Conference

## Together We Provide Essential Support for Healthy Stable Families

In the 2016 program year, OCSS collected **\$238,335,102** in child support payments. Nearly 63% of the child support paid is paid during the month that it is due.

The Office of Child Support Services (OCSS) provided family support services for 397,545 participants (includes parents, caretakers, children) as of 12/31/16. The child support program touches the lives of **145,546 children**.

# Family and Children First Council

**Mission:** Convene partners to prepare children and youth for healthy, stable adulthood, by supporting programming and planning that increases the self-sufficiency and decision-making abilities of families, prevents children from becoming deeply involved in public systems, and better connects the services a child really needs.

## Service Coordination

The Cuyahoga County Service Coordination model is a navigation process designed to direct parents with children, prenatal through graduation, to appropriate services. It directs parents to a full scale of quality services for their children, particularly kids who are having a tough time, and are having difficulties with the traditional service system. It focuses on developing a coordinated and cooperative public system infrastructure that promotes cross system collaboration—at the policy, programmatic, and case levels.

The Service Coordination Team (SCT) exists to help children with multiple needs and who are involved in multiple public systems, and their families, access appropriate community services and to assure the effective coordination and delivery of services among systems for the child's best possible health and safety. This team works within the public systems to ensure families are not experiencing system barriers. The Service Coordination Team works with family teams ("wraparound" or "wrap" teams) to assist when children are in crisis or in need of a short-term placement. These system liaisons are able to commit dollars on behalf of the systems they represent, and help monitor the child's length of stay. This subcommittee meets monthly.

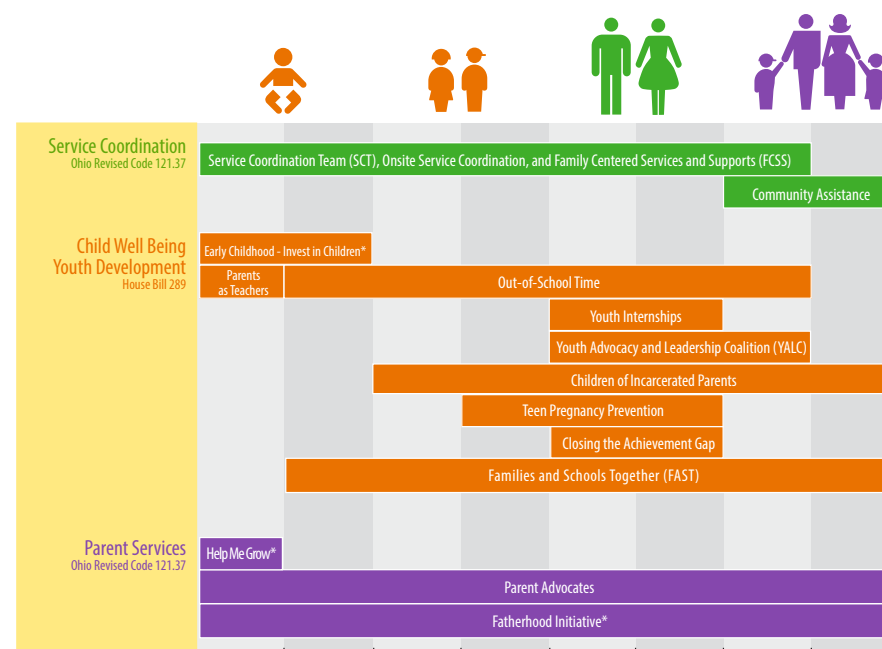
### What is Service Coordination?

Service Coordination is a process for systems and community providers to link families to the necessary services and resources through a family-driven, team process.

### What is the purpose of Service Coordination?

To prevent children or teens who are involved in multiple public systems, and their families, from falling through the cracks due to intake, eligibility, or funding barriers.

Family & Children First Council (FCFC)  
Continuum of Care



## Service Coordination (Cont.)

### How does Service Coordination work?

In Cuyahoga County, Service Coordination is a family-driven process designed to bring services and supports to children and families in a manner that includes family participation at every level.

### Whom does Service Coordination benefit?

Families who:

- Are involved with multiple public systems, like child welfare, mental health, or juvenile court, and whose children are at risk of placement outside of their home;
- Are not involved in public systems, but have a need;
- Require assistance with navigation across systems;
- Are experiencing difficulties moving smoothly through the system processes;
- Have wishes that differ from what the system is offering;
- Have needs that outweigh the resources of one or more systems;
- Have encountered barriers within a system or between systems which may impede or disrupt the process; or
- Are having difficulty accessing needed services or supports.

### Why is Service Coordination necessary?

Some children and families get services from many providers. Service Coordination: streamlines services; promotes shared responsibilities; reinforces collaborative values; encourages accountability in achieving goals; identifies gaps and barriers in available services or resources; offers a formalized process with written procedures; and establishes a format to resolve conflicts or questions.

Together We Inspire Tomorrow's Citizens, Leaders, and Innovators

## Family Centered Services and Supports

The purpose of FCSS is to maintain children and youth in their own homes through the provision of non-clinical, community based services with a foundation in the System of Care Model

### Where does the funding come from:

FCSS funds are a combination of federal child welfare dollars from ODJFS and state general revenue funds from the ODMH, ODYS, DODD, and ODADAS.

Target Population: Children ages 0 -21 with multi-systemic needs who receive services utilizing the wraparound process.

Family and Children First Council is responsible for the oversight of the funds.

The following are examples of allowable family support expenditures when identified on the individualized family service coordination plan (IFSCP):

- Non-clinical in-home visits;
- Non-clinical parent support groups;
- Parent education;
- Mentoring;
- Respite care (including summer camp);
- Out of home placements or services/supports to those children who are in out of home placements and their families;
- Court related expenses;
- Administrative or operating expenses;
- Federal match;
- Clinical interventions (i.e., services, assessments, and clinical case management);

Family & Children First Council  
310 W. Lakeside Avenue,  
Suite 500  
Cleveland, OH 44113  
216-698-2875  
[www.fcfc.cuyahogacounty.us](http://www.fcfc.cuyahogacounty.us)

# Office of Homeless Services

**Mission:** Coordinate a continuum of care of prevention, shelter services and permanent supportive housing intended to prevent and reduce homelessness. This coordination is implemented through planning, facilitating, advocating and developing resources with community stakeholders, including homeless and formerly homeless persons.

27 member Community Stakeholder Advisory Board, including persons with lived experience

Coordinates services and housing from street outreach to Permanent Supportive Housing to reduce and end homelessness

|  |              |
|--|--------------|
| Continuum of Care (CoC) funding in 2016: | \$36,270,951 |
| Rapid Re-housing:                        | \$4,352,000  |
| Shelter:                                 | 6,529,951    |
| Transitional Housing:                    | 2,901,000    |
| Permanent Supportive Housing:            | 22,488,000   |
| Total:                                   | \$36,270,951 |

## Persons and Households served:

Shelter: Single adults : 4,500 unduplicated persons Families: 482 Households  
 Rapid Re-Housing: RRH was not available to Singles in 2016 Families: 519 Households  
 Permanent Supportive Housing: 2,200 Units receiving long term subsidies.

## Ending chronic homelessness for single adults, youth and families

Housing First model - Outreach to longest term homeless persons

Goal to create 1,217 units

Support services, on site, not required for housing

More than 1/2 way to production goal -10 projects

Since 2009, 77% reduction in # of chronically homeless

Less than 2% return to shelter

Office of Homeless Services  
 310 W. Lakeside Avenue,  
 Suite 595  
 Cleveland, OH 44113  
 216-420-6844  
[www.ohs.cuyahogacounty.us](http://www.ohs.cuyahogacounty.us)

## Ending Veteran Homelessness

Identify all homeless veterans (by name list)

Offer immediate shelter, link with VA resources, short term housing assistance, Grant Per Diem, long term housing assistance

House homeless veterans within 90 days

Have met Benchmarks to declare success in Ending Veteran Homeless as of March 1, 2017.

# Together We Empower Individuals to Overcome Challenges

## Ending Youth Homelessness

Prevent child welfare exits to homelessness

Identify 18 -24 year olds in shelter

Rapid Re-housing

Was one of three sites selected to participate in the "100 Day Challenge to End Youth Homelessness" by Away Home America. Cuyahoga County exceeded the goal. 104 youths received housing.

# Office of Reentry

**Mission:** To remove the stigma and social burdens that challenge returning citizens by launching and sustaining a reentry movement that provides the full range of comprehensive services, support, and monitoring opportunities needed for a successful integration.

## Key Partnerships

### Adult Parole Authority Cleveland Region

The Office shares content and information about reentry services through participation in both the S.T.A.R. and Video S.T.A.R. Forums. Office staff also works closely with reentry coordinators and leadership, recognizing the value of collaboration and shared resources.

### Adult Transition Model at the Grafton and Northeast Reintegration Centers

The Cuyahoga County Adult Transition Model aims to improve the transition process of male and female offenders being released from a reintegration center back into Cuyahoga County. Offenders soon to be released at Grafton Reintegration Center and Northeast Pre-Release Center are invited to an informational orientation and one-on-one meetings with Oriana House transition specialists.

Trust is built along with an individualized reentry plan created together with a dedicated specialist. Family contact is encouraged and facilitated where appropriate. Once released, the transition specialist remains in contact with the client to set up appointments for them to become members at North Star and continue working their reentry plan. Of particular note is the 60% retention rate of clients who stay engaged in the program after release and become ongoing North Star members.

### The Leadership Coalition of the Greater Cleveland Reentry Strategy

The Office of Reentry leads meets every other month and oversees the work of committees addressing the full spectrum of reentry needs and issues. Active Committees are: Personal Growth & Health; Community Education and Advocacy; Research & Evaluation; and Funding.

### The Ohio Dept. of Rehabilitation and Correction Hope Channel and Hope University

Office of Reentry staff were invited to serve on the inaugural Planning and Content Development Teams for the NE Region. The Office of Reentry has created original content for the Hope Channel both in-studio and on location in Cleveland and encourages all of its funded programs and partners to create programs for the Channel. In addition, Office staff frequently visit HOPE Channel program aides to share ideas and provide feedback and encouragement.

### American Job Center at Euclid Jail

#### Recovery Resources

#### Project Learn

#### Towards Employment

This is a comprehensive pre and post release program at the Cuyahoga County Jail's Euclid Jail location where participants are offered intensive outpatient services for substance abuse, cognitive behavioral programs and employment readiness services according to indicated need and voluntary participation. Reentry plans are completed and treatment and job placement services continue on to assist participants with reentry transitioning after release back into the community. Number of Participants: 129

### North Star Neighborhood Reentry Resource Center

- Increased the number of individual services provided by 12% compared with 2015 (27,827 in 2016)
- Increased hours of community involvement by 23% compared with 2015 (6,123 community involvement hours in 2016)

### Record Sealing (Expungement)

- Held seven community information and referral workshops for those with criminal justice backgrounds and community service providers who assist reentrants
- Held two education and information workshops in ODRC correctional institutions
- Worked with Legal Aid Society of Cleveland to conduct 9 Expungement clinics
- Assisted over 125 individuals seeking to have their records sealed

Office of Reentry  
310 W. Lakeside Avenue  
Suite 550  
Cleveland, OH 44113  
216-698-3437  
[www.reentry.cuyahogacounty.us](http://www.reentry.cuyahogacounty.us)

## Together We Offer a New Chance for Success

### Project Learn

- Provided over 1900 hours of instruction.
- More than 125 inmates passed at least one section of the GED exam or improved at least two grade levels.

### Open Door

- First in the nation partnership with public housing authority for housing dedicated to reentrants.

### Reentry Court

- Reduced number of days of incarceration resulted in a savings of almost \$3 million to state taxpayers.

### Chopping For Change

- 100% graduation rate.

**In 2016, the Office expended a total of \$1,600,000 on 8 programs.**



# Invest In Children

**Mission:** To mobilize resources and energy to ensure the well-being of all young children in Cuyahoga County, provide supportive services to parents and caregivers, and build awareness, momentum, and advocacy in the community around children and family issues.

## Expanding Access to High Quality Preschool

High quality pre-kindergarten gives children a firm foundation for educational success. Research indicates that children in high quality preschool programs make gains in early literacy, pre-reading, and early math; have more positive interactions with peers and adults; and are better prepared for kindergarten. In response to this compelling research, Invest in Children launched the Universal Pre-kindergarten (UPK) program in August 2007.

### Number of UPK kindergarten seats doubling to 4,000 in 2017-2018

Early in 2016, Cuyahoga County launched a new effort to expand the availability of high quality preschool. An impressive commitment of \$10,000,000 in new public funding was made and a fundraising effort to

secure private multi-year donations generated another \$12,800,000 from private foundations, corporations and individuals. Because of this success, beginning with the 2017-2018 school year, the UPK Program will double the number of seats to 4,000, as well as enhance the program's family engagement and special needs components.

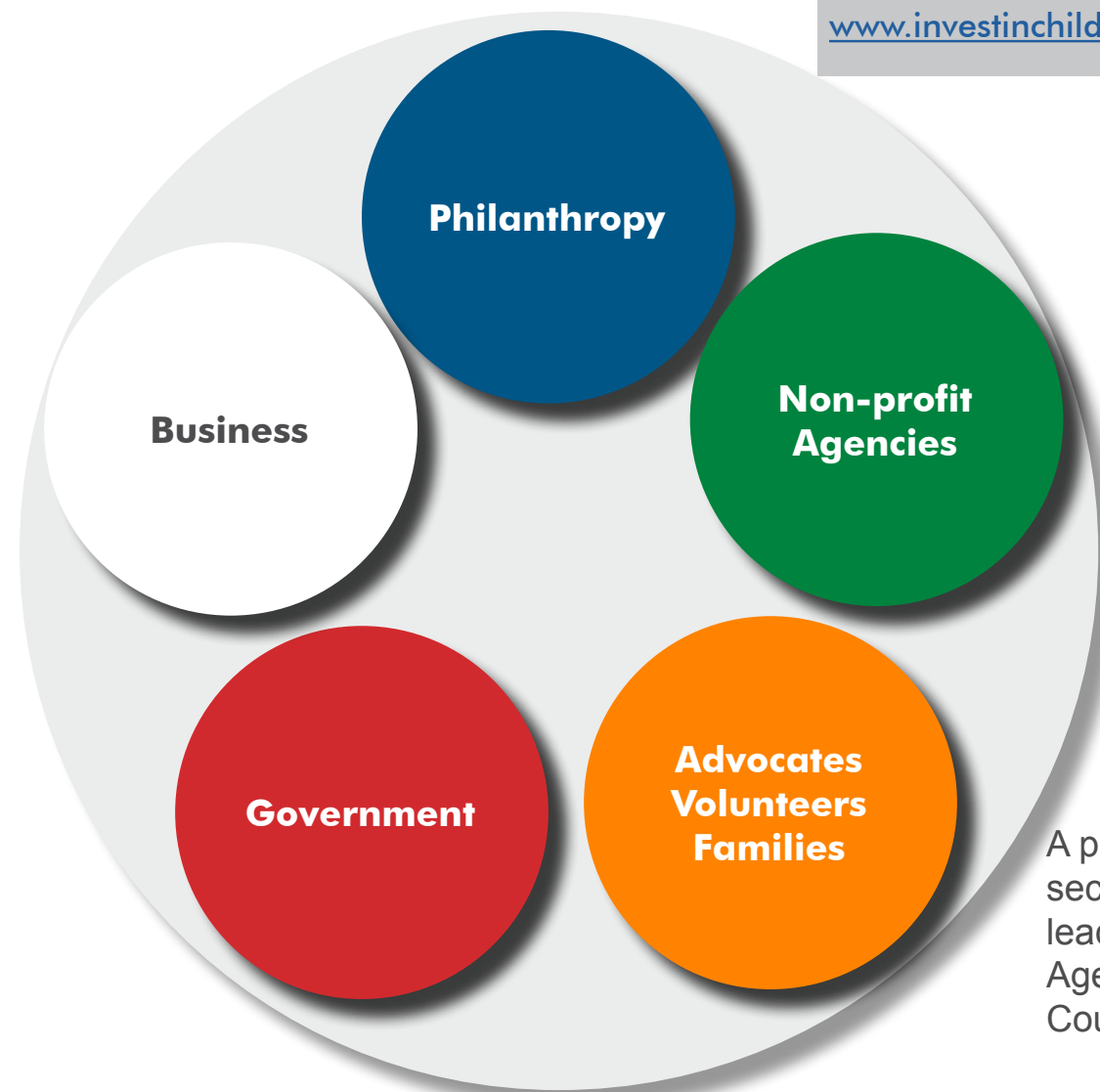
UPK in Cuyahoga County makes high quality early care and education accessible to families at selected sites by providing funding to enhance quality, as well as scholarship assistance to low and moderate income families. Although states and communities across the country are implementing similar programs, UPK in Cuyahoga County was the first such program in the state of Ohio.

#### UPK 2.0 is...

- a new enhanced program model.
- incorporating feedback from current UPK providers.
- using evidence-based engagement approaches.
- Piloting a more intensive model of technical assistance for children with behavioral challenges.
- launching in Fall, 2017 with 2000 NEW seats across the county.

## Public/Private Partnership

Invest in Children  
310 W. Lakeside Avenue, Suite 565  
Cleveland, OH 44113  
216-698-2215  
[www.investinchildren.cuyahogacounty.us](http://www.investinchildren.cuyahogacounty.us)



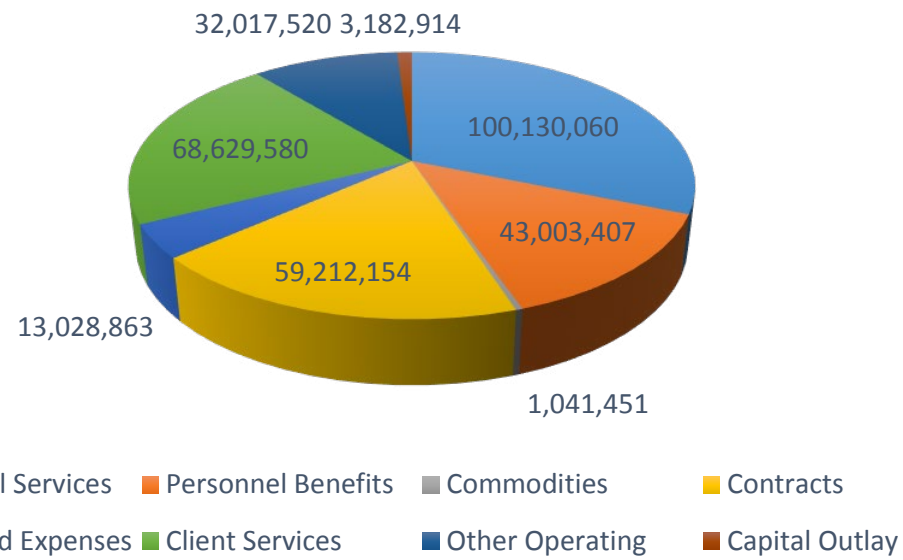
A public/private multi-sector partnership that leads the Early Childhood Agenda in Cuyahoga County.

## Together We Grow Strong Minds and Bodies

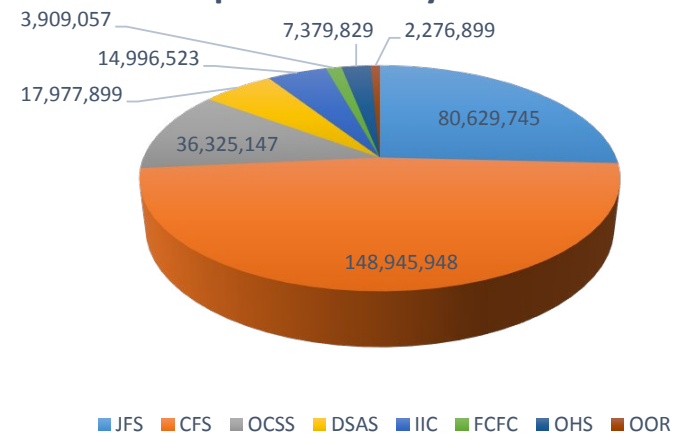
Invest in Children is organized and operates on the **principle of partnerships**. All of our programs are conducted in close coordination with our lead agencies. They include: **The Cuyahoga County Board of Health, The Cleveland Department of Public Health, Family Connections of Northeast Ohio, The ADAMHS Board of Cuyahoga County, Starting Point and Help Me Grow.**

Since its founding in 1999, Invest in Children has brought in nearly \$40,000,000 in funding received from private foundation grants, corporate donations, and individual donors.

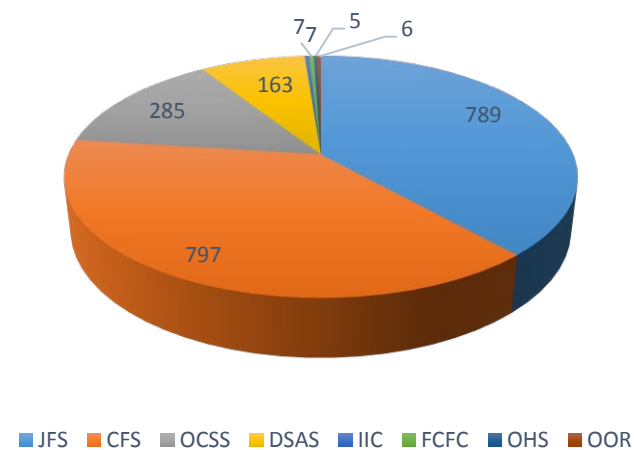
### Expenditures by Class



### Expenditures by Division



### Full Time Employees by Division



## Funding Highlights

|                               |                 |
|-------------------------------|-----------------|
| Youth Employment              | \$5,343,090     |
| Senior Meals                  | \$1,112,147     |
| United Way/Food Bank          | \$1,095,450     |
| SNAP (Food Assistance)        | \$396,696,480   |
| Medicaid Benefits Issued      | \$3,076,568,062 |
| Neighborhood Collaboratives   | \$4,194,968     |
| Agency Foster Care            | \$2,121,335     |
| Network Foster and Group Care | \$43,175,277    |



Cuyahoga County  
Department of Health and Human Services  
3955 Euclid Avenue  
Cleveland, OH 44115  
216-881-5554

[Child Abuse Hotline - 24 hour Hotline](#)

216.696.KIDS (5437)

Report concerns about the welfare or safety of children.

[Adult Protective Services - 24 hour Hotline](#)

216.420.6700

Provides assistance to adults 18+ who are at risk of abuse, neglect or exploitation.

[Public Assistance Fraud](#)

216.987.6950

Report concerns of someone providing false information or receiving assistance for which they are not eligible.

[United Way's 2-1-1](#)

Free, multilingual service available 24 hours a day/7 days a week and refers callers to nonemergency health and human services. Dial 2-1-1

[Cuyahoga Benefits Application Hotline](#)

(216) 416-4440