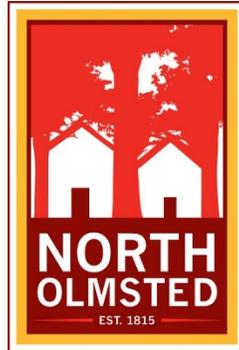


**Department of Planning & Community Development
Division of Youth & Family Services**

2020 Annual Report and Service Summary



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Oxcart Pantry

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PROGRAM HISTORY

The “Youth Development Program” was originally founded in 1978 designed to assist youth who were facing legal issues as an alternative to the traditional court system. It was the first diversion program established in Cuyahoga County and has been used as a model program in other areas of the state and country. Twenty years later in 1998, the diversion program was revamped under the current model with support of the Cuyahoga County Juvenile Court. The Division of Youth & Family Services (DYFS) was officially reorganized in 2010 reuniting pantry services to youth and family programming. The Oxcart Pantry facility was founded at its new location on Butternut Ridge Road in 2011. Historically names have changed and service enhancements have taken place as the City’s human services needs and trends have evolved. Programs were expanded over the years to include parent education, prevention and early intervention programs for youth and their families. The Division of Youth & Family Services continues to develop and enhance services meeting the social needs of youth and their families in North Olmsted.

MENU OF SERVICES

Community Diversion Program

Provides local intervention and accountability for juvenile offenders diverting cases from the traditional juvenile court without establishing a public record

-  Criminal misdemeanors
-  Truancy/Unruly/Curfew status offenses
-  Felony under special circumstances

JTIP: Juvenile Traffic Intervention Program

JTIP provides local intervention for first time juvenile traffic offenders in lieu of a traditional court setting. JTIP referrals are equivalent to a warning and are not reported to the BMV and result in no points. Also may include tobacco offenses.

Crisis Intervention

-  Provides crisis intervention and stabilization for incidents of family conflict, mental health issues, etc. Administrator is on call 24/7
-  Administrator also serves on the No. Olmsted City Schools Crisis Team reporting for staff, student or building crisis (i.e. death of student, staff or catastrophe)

Collaborations with NOCS

-  Absence Intervention Meetings (AIM): Team based services to provide intervention for students hitting state markers for truancy.
-  Insight Group: Alcohol and drug education/early intervention
-  Alateen Programs: Support group for juveniles with a family member who has drug or alcohol abuse issues

Oxcart Pantry

The Oxcart Pantry provides assistance to families in need in North Olmsted through the provision of emergency food to persons meeting eligibility requirements. The Oxcart Pantry stocks food and household items for distribution to ease the burden of economic difficulties or catastrophic events

affecting individuals and families in the community. Other assistance programs coordinated through the Oxcart Pantry include Pack your Backpack with Care (school supplies), Mobile Pantry/Produce Program and Adopt-a-Family.

Community Gardens

Community gardens are available to the public on the grounds of the Oxcart Pantry. Consisting of twenty raised bed gardens and two handicapped off the ground stations, the gardens are a busy place spring, summer and early fall. The Oxcart Pantry plants and harvests two of the plots and others are available to the public. Gardeners have the option of donating product to the Oxcart Pantry if they choose. Many plots are utilized by clients of the pantry as well.

2020: MANEUVERING A GLOBAL PANDEMIC

2020 made history as the COVID-19 coronavirus pandemic took hold of the world and impacted our local area in early March. Coronavirus brought not only serious health risks for our clients and staff but challenged us to adjust our procedures and protocols to continue the delivery of services to residents in the most efficient and safest ways possible. Our staff devised new and creative ways to deliver services and to connect with residents at every possible level as unique needs and obstacles emerged throughout the year. We found the most productive ways to ‘reinvent the wheel’ while simultaneously maintaining our quality and integrity of services.

Over the course of several weeks in early March every aspect of our operations were impacted dramatically. As weeks turned into months, unemployment soared as businesses were impacted by closures and quarantines. The City rolled out furloughs that altered scheduling and staffing. Cross trained staff were shifted to meet demands. Access to product for the Oxcart Pantry and additional PPE supplies were affected initially and continued sporadically. Technology was utilized to the maximum. Our staff was charged with responding to the ever shifting needs of a community in flux. We stood up to the challenge.

Each section of this annual report will reflect the changes and adaptations that were made to ensure that our operations continued as flawlessly as possible throughout the year.

COMMUNITY DIVERSION PROGRAM

Initially, shutdowns and quarantines in mid-March halted in-person programming. During the weeks to come, it was evident that the pandemic would not be resolved during this initial shutdown and effects could linger for the foreseeable future. Hearings were suspended from late March when shutdowns began until changes in procedures and protocols could be established to resume services meeting the necessary safety protocols for social distancing and use of PPE. New case intakes resumed in April. In order to adapt to needed safety concerns, intake meetings were established over a virtual format. Hearings were also similarly resumed several weeks later using a virtual meeting format that could incorporate remote connection to link the youth and their family with our department and a magistrate. Learning and implementing new technology was prioritized and we also worked diligently to educate our clients about utilizing these same tools. While not the optimum setting, the virtual formats were convenient, safe and maintained their effectiveness. The virtual formatting also led to new post hearing protocols in handling and conveying original documents to families, obtaining signatures and establishing a billing protocol. These additional steps in our program procedures resulted in more follow up case management. Despite all of these changes we continued to provide intervention programming effectively for this essential service.

Other challenges which impacted our operations were the necessity for furloughs in the spring and early summer, resulting in reduced hours for our staff. Additionally, the Cuyahoga County Juvenile Court worked remotely until late fall of 2020, establishing limited in-office work late in the year on a part time basis. This slowed down the referral process and public health stay-at-home orders and curfews along with remote schooling options reduced the incidence of juvenile crime county wide. Case numbers were lower than previously anticipated for the year.

As the year progressed into fall, community service placements were halted and magistrates were advised to use alternative interventions during the winter months; the majority of placement worksites could not ensure safe social distancing and outdoor options were eliminated due to weather. This will be resumed once the weather breaks in spring 2021.

The Division of Youth & Family Services Community Diversion Program (CDP) diverts juvenile offenders from the traditional court system providing local accountability and intervention for youth in North Olmsted and occasionally some surrounding communities. CDP is an opportunity for local youth to avoid a public record in the traditional court. Offenses include misdemeanor and status offenses (only applicable to minors; such as curfew and truancy). Periodically, felonies such as sexting or THC possession are diverted to CDP with a ruling from the County Prosecutor. Special circumstances are made for juveniles in such situations depending upon the incident, age and willingness to take responsibility. Individualized intake is conducted by the DYFS Administrator, who is a mental health professional, for all program youth and their parent/guardian to obtain background and consent. A case summary is prepared and presented to the presiding magistrate along with applicable law enforcement reports. A hearing is then conducted by a volunteer magistrate serving our program. Criminal and status offenders are provided intervention and tracking up to a maximum of one full year from the date of the original hearing.

 The CDP logged 28 diversion cases in 2020 and conducted 35 juvenile hearings for CDP. While cases reflect a decrease, changes in court protocols and the pandemic impacted the number of cases referred significantly in 2020. (See Appendix 1: 2020 Offense Summary with Comparison Data)

Magistrates

Three volunteer magistrates served the North Olmsted Community Diversion Program in 2020. Volunteer magistrates are attorneys in good standing with the Ohio Bar Association approved by the Juvenile Court. They dedicate their time and expertise to the program on a volunteer basis overseeing juvenile hearings.

- ❖ Magistrate Charles A. Bowers has served the CDP since the current model was adopted in 1999. He is currently a partner with Taft Stettinius & Hollister LLP.
- ❖ Magistrate Bruce Khula has served the CDP since 2010 and is an Associate General Counsel with Progressive Insurance.
- ❖ Magistrate Jonathan Lieber has served the CDP since 2016 and is currently a task force officer with the Federal Bureau of Investigation working at the Ohio Attorney General's Office BCI.

Interventions

The CDP provides a diversity of intervention services to confront issues affecting juveniles and their families participating in the diversion program. By addressing presenting-problems and contributing factors through intervention and education, the risk of re-offending can be reduced. Diverting cases from the traditional court benefits not only the juvenile involved but their family and the entire community as a whole. Participants are followed and provided intervention for up to twelve months. Our diversion option also significantly reduces demand on law enforcement officials by reducing the necessity and economic burden of prosecution in the traditional court system. Case coordination ensures compliance with all dispositions and service referrals. CDP utilizes mental health counseling, random drug testing, theft intervention programming, conflict resolution programming, chemical dependency assessments/treatment and drug/alcohol education programming as primary interventions for cases involved in the program. Magistrates additionally have the flexibility of developing creative forms of intervention and learning such as educational projects, behavior contracts, community service and reward systems.

CDP cases resulted in 47 hours of community service; significantly lower due to Covid-19 protocols in place. CDP has recovered \$4,687 in financial damages due to victims of crime in 2020 (note some cases may carry over into 2021). This was a successful shift in policy at our request to the Juvenile Court in handling cases with restitution again after the Juvenile Court restricted those cases in 2019. This policy shift is a win-win for participants and families in CDP as well as victims of damage so that matters can be resolved out of the courtroom for both parties. Our staff monitors these plans and ensures tracking for both parties.

Financial Overview: CDP Fund

- ❖ User fees are required for all participants in diversion and fees are placed in the CDP Fund which are earmarked for program costs and operations. Fees are set by Council and range from \$80-\$120 depending on the level of offense and/or repeat offense. The CDP Fund has been solvent for over twenty-two years without budget assistance from the General Fund.
- ❖ DYFS received \$8,000 from the County Juvenile Court for its CDP program in 2020 through an inter-agency agreement.

**Total of generated funding through grants and inter-agency agreements
currently exceeds \$362,159 since the program model was implemented in 1999
(total does not include user fees)**

- Funds from the inter-agency agreement, user fees and additional revenue from JTIP kept the CDP Fund in good financial status closing 2020 with a carry-over balance for 2021.
- A new inter-agency agreement is currently under review for services in 2021 with the Cuyahoga County Juvenile Court.
- The DYFS anticipates the pursuit of grant and non-profit organization status in the future to widen the potential options for additional funding alternatives. Without these options, court funding cuts may create a need for general fund assistance in the future.

JUVENILE TRAFFIC INTERVENTION PROGRAM (JTIP)

Similar to CDP, initial shutdown and quarantines in March 2020 halted in-person hearings. Hearings were suspended from late March resuming in May 2020 until changes in procedures and protocols could be established to resume services under the pandemic's public safety requirements. Hearings were resumed using a virtual meeting format that could incorporate remote connection for the youth and their family joined with our staff and a magistrate. Learning new technology allowed us to implement programming across several channels. While not the optimum setting, the virtual formats were convenient, safe and maintained their effectiveness. Going virtual also meant we had to establish new protocols prior to and after the established hearings to obtain pre-hearing documentation such as a photo of the juvenile's driver's license and proof of insurance. The new billing protocol also carried over from CDP for JTIP cases post hearing. JTIP was somewhat easier to manage remotely than CDP as less issues arose outside the box.

Other challenges which impacted our operations were the necessity for furloughs in the spring and early summer and a slowdown of issuing referrals by the NOPD in the initial months following the COVID-19 outbreak. Total participant referrals were also impacted by remote learning, stay-at-home orders and curfews. Less youth were on the roads. Notably, we have found over previous years that more referrals are made when school is in full session than when it is recessed for vacations or summer. Additionally, school shutdowns and virtual learning options put less students in the buildings and far fewer tobacco/vape cases were established. Therefore, given the aforementioned factors, case numbers were lower than anticipated.

The Juvenile Traffic Intervention Program (JTIP) was established in 2013 and provides an intervention option for juveniles involved in a first time traffic stop. Offenses eligible include signal or moving violations such as speeding or minor motor vehicle accidents when, at the officer's discretion, the infraction is handled as a **warning** by the North Olmsted Police and referred to JTIP in lieu of a traditional citation requiring court action. The program is designed to offer an intervention alternative for first time offenders regardless of residency.

Juveniles can avoid a court record, report to the Ohio BMV and points on their license while also averting automatic suspensions if they successfully complete the 90-day program by complying with a disposition issued at an informal hearing. Families have the added benefit of preventing soaring insurance costs due to official violations. Interventions such as a comprehensive driver improvement course, community service hours or written assignments coordinated through JTIP make our young drivers responsible, educated and safe!

State and local ordinances passed in late 2018 enabled the JTIP program to initiate local referrals to JTIP for vaping, tobacco and tobacco related offenses. Our School Resource Officer(s) and North Olmsted Middle and High Schools began targeting these violations on campus, however, given remote learning in 2020 cases were considerably lower.

In 2020, 77 cases were referred to JTIP and 74 hearings were conducted for first time juvenile offenses. There was a total of 80 complaints. Case numbers were roughly 50% lower than 2019. Totals were impacted by less traffic referrals due to less traffic and traffic stops made by the NOPD. Also contributing was a 73% reduction in the number of nicotine/vaping cases due to schools being closed and classes being conducted virtually during the pandemic. Of the 77 cases referred, three were not eligible for JTIP due to prior complaints or ineligible offenses. Of the 74

cases heard, 100 percent were resolved successfully! No cases were returned to court for official action. There were 45 male participants and 32 females. There were no opt outs.

A comprehensive online 6.5 hour driver improvement course is the primary intervention for JTIP traffic cases. Of the 77 traffic related cases, 59 juveniles were referred to a remedial driver’s education course. Additionally, the program referred juveniles for community service and written assignments. All participants in JTIP are required to pay a \$95 fee with funds earmarked for DYFS programs. The following chart below summarizes the offenses referred to the Juvenile Traffic Intervention Program in 2020.

JTIP Offense Summary

ORC 313.01 (A)	Red Light	6
ORD 331.08 (A)(1)	Marked Lanes	2
ORC 331.17	Right of Way – Left Turn	2
ORC 331.22	Failure to Yield – Right of Way	3
ORC 331.34 (A)	Failure to Control	1
ORC 331.34 (C)	Full Time Attention Required	1
ORC 331.42 (B)(1)	Cell Phone	1
ORC 333.03 (A)	Assured Clear Distance	5
ORC 333.03 (B)	Speed	43
ORC 333.11	Texting While Driving	1
ORC 335.01	No Operator’s License	1
ORC 335.10	Display of Operator’s License	1
ORC 335.10(D)	Expired Plates	1
ORC 337.27(B)	Failure to Wear Safety Belt	1
ORC 557.06	Possession of Tobacco/Vape	11

Community Service Coordination

Community service is an effective accountability sanction utilized in a variety of DYFS programming offering the juvenile a personal connection to the City and community. Juveniles take responsibility for their actions, learn new skills and connect with adult mentors through their service. In addition to CDP and JTIP, DYFS also coordinates service placements for court orders from Juvenile Court for resident juveniles. DYFS coordinated 57 hours of community service in 2020. Service hours benefited local and area organizations, non-profits and City departments while providing meaningful experiences and direct supervision for juveniles involved in the Division of Youth & Family programming.

Community Service Program Source	Hours	Hours Serviced by Placements	Hours
CDP	47	DYFS/Oxcart Pantry	24
		Service Dept.	5
JTIP	10	Springvale	13
		Other Community Organizations	15
Total hours coordinated	57	Total hours	57

OXCART PANTRY

Perhaps the greatest impact to our department from the COVID-19 pandemic was to the operations and protocols at the Oxcart Pantry. This was also the area receiving the greatest impact of need from our residents. While food assistance programs were never halted during 2020, procedures and protocols were constantly evaluated and altered with the public health recommendations and trends.

In early March prior to the local shutdown, decisions were made to begin altering the plan for in-person service appointments out of an abundance of caution. For two weeks, clients entered the waiting area of the pantry for appointments but did not enter the main floor of the pantry. Hand sanitizer was made available and clients used a wireless keyboard to sign in for service; all choice pantry items were instead pre-packed for clients. After these initial two weeks, protocols were reviewed and it was determined that the waiting area was too small to allow clients to gather safely.

Shutdowns in March closed the pantry building to the general public. At that time, 90% of our volunteers were released of service because they fell into high risk categories for age or health conditions. The SITES Program was also suspended by the North Olmsted Schools resulting in additional loss of labor. Remaining volunteers were limited to one per shift and zones were set up to ensure volunteers and staff practiced social distancing: one person per zone with a maximum of four persons in the building at a given time. A drive through protocol was established for pick up and clients continued to make appointments for food assistance in the usual manner. The Greater Cleveland Food Bank waived in person signatures for service and permitted our staff to sign off for clients receiving food. Clients were asked to follow a pattern in the parking lot: open their trunks and remain in the vehicle while our staff loaded their food. The overall process was more labor intensive for our staff but convenient for clients and increased safety for all involved. Due to need, DYFS staff was shifted to cover the pantry on a regular basis all year for deliveries and distributions.

The decision to halt individual and group donations was made in April for several reasons. First, to ensure our food was coming from a reliable source so our clients could be assured of safe handling for safe consumption. Second, to reduce the labor on our staff and reduced volunteer crew. Food was obtained from the Greater Cleveland Food Bank and retail partners of Target, Giant Eagle and Save-A-Lot. This created less need for sorting regarding condition and expiration date. Most product arrived in cases which could easily be moved to dry storage racks eliminating the time-consuming sorting process.

Signage, bag stuffers, newsletters and social media helped to convey our new procedures to the public. During the first couple months, calls increased dramatically both for food assistance and general information. Stats in April reflected holiday numbers for service. Unemployment, shutdowns, school closings and anxiety all affected the need for additional food resources for residents. While food costs did rise, the Oxcart Pantry received several COVID-19 grants during the year from the Greater Cleveland Food Bank that were applied to our purchasing account. Additionally, donations were higher than expected during the year. The community rallied to support us and the clients we serve.

Deliveries were broken down outdoors when weather permitted in the spring, summer and fall. Utilizing tents, tables and carts outdoors allowed us to have some volunteers, utilize staff from other departments along with our own staff working both inside and outside to break down and repack produce, toiletries and even Thanksgiving baskets. This allowed for safe, socially distanced work areas both indoor and out.

It should be noted that both staff and young alumni from North Olmsted Schools assisted us in the spring of 2020 with outdoor tasks. Additionally, NOCS donated surplus produce on several occasions and continued milk donations throughout the summer months when obtaining product was sporadic.

We in turn assisted them with coordinating sites in the community to distribute school lunches in the spring and summer. This cooperative relationship is just one that came out of need and common concern for residents during the pandemic.

In addition to food assistance and meeting the need of food insecure residents during the pandemic, the need for education and access to cleaning/hygiene supplies and PPE was high. Obtaining these supplies for distribution to our clients was made a new priority.

Special programs also had to be adapted throughout the year such as the Pack your Backpack with Care program and Adopt-a-Family during the holidays. Totally new procedures were implemented to ensure these programs went forward to assist our residents. Gift cards were distributed in lieu of school supplies in backpacks; this assisted our staff with labor as well as giving clients flexibility in purchasing special products they may need during virtual learning periods.

The Adopt-a-Family Program went forward with the same concept while implementing an entirely new practice. Families prepared a wants/needs list for each member of the household. Our staff then 'window shopped' online developing registries that organizations and individuals could use to shop remotely and have product delivered to the pantry. It was our intent to eliminate the need for donors to physically go out to shop as we did not want their good deeds jeopardizing their good health. We felt this to be the most efficient and responsible way to maintain the integrity of the program while ensuring the safety of our donors.

The mission of the Oxcart Pantry is to offer assistance to residents of North Olmsted through the distribution of food and household items which ease the burden of economic difficulties or catastrophic events affecting individuals and families in our community. Food programs are designed to supplement households and to provide additional support for them so they may use their personal resources more effectively. All clients served meet eligibility guidelines which reflect 200% of federal poverty guidelines. (Note: Federal government adjusted the income guidelines in spring of 2020 to increase the cut off levels which remained in place for the rest of the year.) Applications are completed annually documenting both income and residency; due to the pandemic applications and renewals were waived and will be resumed in 2021.

Service markers in 2020 showed overall consistency in totals from 2019 with some notable service changes on a monthly basis. April showed a significant increase reflecting the beginning of the pandemic effect on unemployment and food insecurity. One hundred seventy-three households were served in April 2020 versus 115 in April of the previous year 2019. Other months were less impacted as federal assistance to SNAP (Supplemental Nutrition Assistance Program 'food stamps') increased monthly dollar allocations boosting levels to maximum for each income bracket for several months at a time. In total, 1,703 household visits were completed in 2020 serving 4,725 persons. Note that reported numbers do reflect cases of repetitive service for families accessing the pantry throughout the year.

At the close of 2020, the Oxcart Pantry had 381 household applications on file for service; an over than 20% increase over 2019. Food costs showed an increase due to pandemic protocols, however, donations were also higher than anticipated and more than covered food costs. Additionally, the Oxcart Pantry received several Covid-19 grants and two Harvest for Hunger grants applied to our account at the Greater Cleveland Food Bank. Allocations (surplus donations or Federal commodities distributed at no cost) were very high in poundage. Overall stock was in very good shape for the entirety of 2020 though we did experience several difficulties in maintaining particular items throughout the year such as milk, toilet paper and cleaning and hygiene products.

The availability of cleaning and hygiene products increased as the year went on and these items were readily available in the last quarter. Surplus produce was also readily available most of the year after the pandemic hit in March. Restaurant produce distributors diverted product to us which had been intended for restaurants. Since restaurants were not operating to capacity during the pandemic, surplus produce was delivered to us through Food Rescue throughout the months of March to December providing clients with a very generous supply of fresh vegetables and fruit each week. Our retail partners also assisted with perishable donations such as meat, produce and bread weekly. They include Giant Eagle (North Olmsted and Rocky River), Target and Save-A-Lot. Stock at year end into 2020 was at very good levels allowing for adequate inventory carry over. Additional restocking will take place after the first of the year when deliveries resume, especially to build up freezer inventory.

Installation of a walk in freezer project was completed in June of 2020 in spite of challenges from the pandemic. The Oxcart Pantry received \$5,000 toward the project through a Fresh Food Capacity Grant awarded through the Ohio Foodbank Association. This enabled expansion to cold freezer storage specifically used for protein including meat and fish, prepared foods, bread and dairy items such as cheese and eggs available for distribution to our clients. Protein per pack was increased due to the volume of storage. Also, due to this expansion, for the first time we were able to accept and store turkey donations onsite during the holidays and distribute to all of the households picking up in November. Turkeys were donated by Jack Casino and stock was also available free from the GCFB.

Oxcart Pantry Service Data 2020

<u>Month</u>	<u>Households</u>	<u>Seniors</u>	<u>Adults</u>	<u>Children</u>	<u>Total People</u>
January	146	88	162	107	357
February	125	74	180	110	364
March	147	78	221	150	449
April	173	103	238	137	478
May	89	67	92	51	210
June	114	73	152	82	307
July	143	91	186	102	379
August	118	85	140	86	311
September	145	101	187	127	415
October	121	90	153	95	338
November	191	116	279	179	574
December	191	130	154	159	543
TOTALS	1,703	1,096	2,244	1,385	4,725

In 2020 the average number of families served was consistent overall with 2019 data though there were surges in April and again in September. We averaged 142 families per month with a surge to 191 families during the holiday months of November and December. Overall, the Oxcart Pantry

has experienced extreme growth in families served from the beginning of the decade in 2010 (85 families monthly) and the end of the decade in 2020 (142 families per month).

Volunteerism is an integral component of our organization in meeting the needs of our residents and we welcome their involvement in our organization. At the start of 2020 there were 43 regular volunteers that assist with sorting/stocking, distribution, packing and deliveries. These volunteers also assist with Mobile Pantry (Produce) set up, distribution and tear down in the summer and Adopt-a-Family programs during the holidays. Due to the pandemic, volunteer numbers were reduced to just six who continued work in the building and another five that assist with deliveries to homebound or picking up retail donations. The majority of volunteers are in the 70+ age range and/or have at risk health issues and were given the option of staying at home during the pandemic. A few new volunteers were added to our crew in 2020 and reflected in the number of volunteers who served through the pandemic. We stayed in touch with our volunteers throughout the year and hope for their return in 2021. Rebuilding volunteer crews will be a priority.

Pantry volunteers logged 387 hours throughout the year and SITES partners from North Olmsted High School contributed another 92 hours of service. Combined, volunteer hours reached 479 for 2019. This is under 50% of typical volunteer hour capacity for the year. This put a large burden of labor on our staff. Additionally, 11 community service hours from juveniles involved in other DYFS programming were completed at the Oxcart Pantry in 2020. This brings the total to 490 hours of combined service/volunteer hours which were supervised by our staff to ensure the operations and programming of the Oxcart Pantry ultimately served our residents needs at an optimal level.

Retail partners continue to be an important donor source for the Oxcart Pantry. Financial donations from individuals, organizations and local businesses covered expenses in purchasing food as necessary from the GCFB. One hundred percent of food cost is covered by donations with the balance of stock being actual donated goods.

Community Gardens

The Community Gardens had another successful season in spite of the pandemic. We made this outdoor activity a priority and opened the gardens in early May. Twenty-two gardeners enjoyed the benefits of community gardening in 2020. Because of school shut downs and virtual learning, NOHS SITES was not available for their typical spring service projects at our gardens. The City's Service Department stepped in to prep the gardens, install some new raised beds where age and wear had deteriorated some and laid stone on the paths. Gardens were beautifully prepped to open for season.

Gardens were ready for an early May opening and closed in mid-October after a long season due to favorable weather. The Oxcart Pantry relinquished its two plots due to staff shortages but two community members stepped up to utilize those beds for the 2020 season. The Oxcart Pantry will resume its gardening activities in 2021. Many gardeners make donations throughout the summer and early fall to the pantry. Over one-third of the garden plots are now utilized by Oxcart Pantry clients and help to sustain their families with healthy fresh produce.

The Orchard at the Oxcart Pantry survived another winter. There were some blossoms in spring and trees did produce a handful of apples. It is our hope that some continued care will result in regular harvests down the road.

Mobile Pantry (Produce to People)

In partnership with the Greater Cleveland Food Bank, the Oxcart Pantry continued its commitment to provide healthy food options for clients. The Mobile Pantry produce program in the summer significantly boosts the amount of produce the Oxcart Pantry distributes annually. The Oxcart Pantry is the only pantry in the Westshore area which hosts this program. Maple Intermediate School/PTA now operate a produce program September-May dovetailing services with our program. In 2020 the program was conducted once monthly in April, June, July and August and service totals showed significant increases this year. The Oxcart Pantry added the April distribution because of school shutdowns which impacted the Maple School distribution. On distribution days, The Greater Cleveland Food Bank provided a truck load of 6,000-8,000 pounds of fresh produce on 6-8 bundled pallets for distribution to area residents at no cost to us! The Mobile Pantry produce program has been generously hosted by John Knox Presbyterian Church which has graciously donated the use of their facilities and grounds for this program since its inception.

DYFS staff utilize the help of volunteers in setting up outdoor distribution lines for the produce. Due to the pandemic, the distribution was done totally outdoors with a drive thru model and pre-registration conducted prior to distribution online. Student volunteers and community service placements aided with carry out to vehicles along with volunteers. The program was open to Oxcart Pantry clients as well as all residents neighboring communities. A total of 641 households were served in 2020 over the four distribution dates. In total, 2,014 people were provided with fresh produce such as corn, melons, carrots, cabbage, onions, apples and potatoes. Monthly average was much higher than 2019 with a peak of households served in August reaching 218. These totals are detailed below and are *in addition to* service totals for regular pantry distributions conducted during those months at our own facility. Surplus produce was distributed to several churches and stocked the Oxcart Pantry for additional client access each month (product distribution numbers are not available for these sources). In total we distributed over 25,000 pounds of produce in total in these once monthly distributions.

Mobile Pantry Service Data 2020

<u>Month</u>	<u>Total Households</u>	Seniors	Adults	Children	Total persons
April	120	103	188	87	378
June	152	147	253	114	514
July	151	142	218	108	468
August	218	191	287	176	654
TOTALS	641	583	946	485	2014

SPECIAL PROJECTS 2020

Covid-19 Health and Safety Packets

The DYFS Oxcart Pantry determined a need for PPE and hygiene and cleaning products for our clients as well as the need for public health education and information during the pandemic. The pantry obtained donations of hand sanitizer and locally made hand sewn masks for client distribution in early spring. In addition, a generous ongoing financial donation from one of our volunteers enabled us to purchase additional items such as thermometers and wipes. The GCFB had available items such as cloth masks, disposable masks and disinfecting wipes. Items were packed into kits and distributed several times throughout the year and the DYFS produced a handout for education on Covid-19. The handout highlighted best practices for hygiene, social distancing and mask wearing as well as verified information on the virus transmission and symptoms. Over 2,000 masks were distributed along with other pertinent products in the Health and Safety Packets. We anticipate continuing this practice into 2021.

Walk-in Freezer Project

The DYFS Oxcart Pantry successfully completed a walk-in freezer project in 2020. Recognizing the need for additional freezer storage, DYFS applied for and was granted a \$5,000 Fresh Food Capacity Grant from the Ohio Association of Food Banks to apply to the project cost. In spite of challenges during the pandemic, this project was prioritized to move forward in spring of 2020. Construction began with knocking out a window and adjoining wall to attach the walk-in freezer to the building mounted on a cement foundation. The freezer offers 500 cubic feet of frozen cold storage more than doubling freezer space available for product. This has enabled us to increase the amount of protein we can also distribute to client households through the Oxcart Pantry. Freezer storage is predominantly protein such as meat and fish and the pantry has expanded to include vegan alternatives such as plant based burgers when available through the GCFB. We also can store additional prepared foods, bread or pastry and some dairy items such as cheese and butter when available. The added capacity allows us to maximize opportunities when free product is available to us. For the first time ever, turkeys (all donated and/or obtained free from the GCFB) were distributed to all households at Thanksgiving because of the added storage availability. The walk-in freezer will serve cold storage needs for many years to come.

Pack Your Backpack with Care

DYFS again sponsored the Pack your Backpack with Care program to support area students with school supplies to start off the fall term prepared and in style in the fall. Donated funds enabled the purchase of backpacks and gift cards to provide a total of 57 local students with backpacks and resources to purchase supplies.

Holiday Giving Programs

The DYFS staff once again coordinated a holiday giving project, **Adopt-a-Family**, in December of 2020. Thirty-six families were adopted by individuals, churches, local businesses or school organizations. Families in need received special gifts selected from personalized needs and wishes lists which were compiled on registries. Members of sponsoring organizations personally selected

their gifts from the registries and could have items delivered directly to the pantry. This enabled no contact shopping and delivery for donors. Pantry staff and volunteers sorted, compiled and combined these gifts with holiday food baskets to distribute in December.

Fourteen additional children were referred to the **FOP Cops and Kids Program** and were gifted a \$100 shopping spree at Wal-Mart accompanied by a local police officer. Though the program was a bit modified due to the pandemic, kids and their families still benefits from the donation and interaction with officers from the NOPD.

PARTNER PROGRAMS WITH NORTH OLMSTED CITY SCHOOLS

- ❖ Absence Intervention Meetings (AIM) consist of teams typically comprised of an administrator, guidance counselor, school based social worker or teacher and the Administrator of DYFS. AIM is convened primarily at the NOMS and NOHS for students who have hit initial markers for truancy due to unexcused absences. HB410 passed in spring of 2018 enacted new mandates for the provision of intervention for truancy prior to filing cases with the Juvenile Court. The plans developed during AIM provides intervention to help student success in attendance, academics and overall health or welfare by identifying barriers to success or contributing circumstances. The plan is tracked over a maximum 60-day period and if students make adequate progress the case closes. This was a highly emergent problem during virtual learning and hybrid plans during the spring and fall of 2020 due to the impact of the pandemic. It was more challenging than ever to engage some students on alternate plans and to establish learning remotely. Once plans were established, if the problem cannot be resolved at the school level it is filed with the Juvenile Court and youth may be referred to the CDP. Working with the AIM helps us to identify problems earlier, work and develop a rapport with students and may prevent further action. It is prevention as opposed to CDP which is intervention. If a case is eventually referred to CDP, we then have a head start on what needs to be done next for accountability and intervention.
- ❖ Group services provide opportunities for juveniles to gain insight into their personal or family situations in a small group setting. Programs focus on insight for drug and alcohol issues or support for children from families who have a member struggling with alcohol or drug abuse or addiction. Insight Groups and Alateen meetings were suspended during the pandemic.
- ❖ The Oxcart Pantry is a SITES Program partner hosting students from NOHS completing community service work at the Oxcart Pantry throughout the school year. Students help prep, pack and assist families on distribution days as well as help with seasonal programs. The spring semester of 2020, one student was placed at the pantry however the placement was terminated prematurely when the pandemic shut down schools in later March. The fall placement was filled with another student who began service later than is typical in mid-October. The partners assist with daily operations and we welcome their work and interaction with our staff and clients.

MISCELLANEOUS

Community involvement, speaking engagements and coordination with local organizations, churches and schools are also integral to the operations of the Division of Youth & Family Services. Here are some highlights for 2020.

- ❖ Our sustained relationship with Knights of Columbus has garnered thousands of dollars in donations earmarked for persons who have special needs.
- ❖ The DYFS Administrator is a member of the Advocacy Champions Committee of the Greater Cleveland Food Bank (GCFB) assisting in promoting the work of and advocating for feeding programs the GCFB supports.

🍁 Building relationships with local churches, businesses and organizations along with our generous residents is a major foundation for donations both financial and food for the Oxcart Pantry. The pantry received over \$33,910 (nearly 280% over 2019 totals) in financial donations in 2020. For a complete list of donors contact the Administrator of DYFS.

The Division of Youth & Family Services would like to thank the following local businesses which regularly provide donations to the Oxcart Pantry:

- 🍁 Giant Eagle Water Tower Square
- 🍁 Giant Eagle Rocky River
- 🍁 Save-A-Lot (North Olmsted)
- 🍁 Target (North Olmsted)

Our thanks also to Pastor Tom MacMillan and the staff at John Knox Church who have graciously donated their facilities to physically host our Mobile Pantry and St. Richard Church who acts as sponsor for our pantry for membership with the GCFB.

2020 was a unique year and while we often receive support from other City staff, this year it became a necessity. We extend our thanks to the staff of the Senior Center, Planning and Community Development Department, Parks & Recreation and the Service Department who supported us with extra assistance when volunteers were scarce, new protocols required more labor or shifts had to be made to get tasks completed. We also appreciate the shared resources for cleaning and PPE when needed. The Division of Youth & Family Services staff expresses its sincere gratitude to Mayor Kevin Kennedy, Council President Nicole Dailey Jones, all of North Olmsted City Council and the administration for its support. We are grateful to thrive in a community of individuals, organizations, businesses and schools that provide for the needs of its residents and support our mission to serve.

Respectfully Submitted,

Christine M Allegra MA, LSW

Christine M. Allegra M.A., LSW
Administrator, Division of Youth & Family Services

APPENDIX 1:
North Olmsted Community Diversion Program
Offense Summary
January 1, 2020 December 31, 2020
With 2018-2019 Comparison Data

NORTH OLMSTED COMMUNITY DIVERSION PROGRAM

OFFENSE SUMMARY

OFFENSE DESCRIPTION	# OF COMPLAINTS PER YEAR		
	2020	2019	2018
Aggravated Menacing	1	2	2
Assault	2	1	5
Carrying Concealed Weapons	-	1	1
Criminal Damaging	4	-	-
Criminal Trespassing	5	1	5
Curfew Violation	-	-	4
Disorderly Conduct	3	11	10
Disseminating Matter Harmful to Juveniles (Sexting) (Felony)	-	1	-
Domestic Violence	2	2	-
Failure to Comply	-	-	1
Failure to Disclose Personal Information	-	1	-
Falsification	1	-	1
Fireworks	-	-	2
Identity Theft	-	-	2
Misuse of Credit Cards	-	-	2
Nudity-Oriented Material or Performance-Juvenile (Sexting) (Felony)	-	11	-
Obstruction of Official Business	2	-	2
Pandering Obscenity Involving a Minor (Sexting) (Felony)	-	4	-
Possession of Criminal Tools	-	1	2
Possession/Use of Drug Paraphernalia	1	6	2
Possession of LSD	-	1	1
Possession of Marijuana	2	4	9
Possession of THC (Felony)	-	2	-
Prepare Marijuana for Shipment	-	-	1
Prohibition, Under 21 Years of Age (Alcohol violation)	-	3	5
Public Indecency	-	-	1
Receiving Stolen Property	-	-	1
Resisting Arrest	-	1	1
Sale of Marijuana	-	-	1
Telecommunications Fraud	-	-	2
Theft	4	1	3
Truancy from School	6	6	3
Unruly	-	3	11
Unauthorized Use of Motor Vehicle	1	-	-
Vehicular Trespass	1	-	-
TOTAL NUMBER OF COMPLAINTS (Charges)	35	63	80
TOTAL NUMBER OF CASE REFERRALS	28	48	54
TOTAL HEARINGS CONDUCTED*	35	97	76
FEMALES	9	15	20
MALES	19	33	34
HIGH SCHOOL		28	41
MIDDLE SCHOOL GRADES 7-8		15	10
INTERMEDIATE GRADES 4-6		5	3
AGE RANGE	12-18	12-18	9-18
*INCLUDES FOLLOW-UP HEARINGS			