Dear Cleveland Residents,

As we are faced with an unbelievable world-wide emergency, the gravity of which has never been seen in our lifetimes, we want to assure you that your representatives in Cleveland City Council are diligently working to keep you informed, healthy and safe.

Communication is a key to stopping the spread of this deadly virus and we have been working to create the channels necessary to keep you informed about the status of this quickly moving disease.

We are living in very stressful circumstances right now, but together we will endure and overcome this microscopic threat known as COVID-19.

Meanwhile, we ask you to follow some simple recommendations from the national Center for Disease Control:

- **Stay at home as much as possible** and avoid contact with others (social distancing).
- **Clean your hands often** with soap and water or hand sanitizer.
- **Avoid touching your face** with unwashed hands.
- **Clean “high-touch” surfaces daily**. These include counters, tabletops, doorknobs, light switches, bathroom fixtures, toilets, phones, keyboards, desks, and tablets.

These general practices have proven to be effective in the state of Washington where the virus first hit in the United States. And if we strictly follow them here, we too will see positive results.

Remember, we are all in this together. The virus doesn’t discriminate. It hits young, old, rich and poor. However, it will run its course. Our job is to quicken that run.

Please don’t hesitate to call us with questions or concerns. A good source for information is the Ohio Department of Health which is running a call center seven days a week during this virus crisis.

The phone number is: 1-833-4-ASK-ODH (1-833-427-5634).

You may also visit the department’s website specifically on the virus and resources at coronavirus.ohio.gov

Meanwhile, stay healthy and keep the faith. We will conquer this thing.

Remember, we are all in this together.

Important Information Pertaining to the Primary Election Extension

Due to the outbreak of COVID-19, the Cuyahoga County Board of Elections (BOE) has announced its Vote-by-Mail procedure for those who did not have the opportunity to cast their ballots in the March 17 Primary Election. Please note that all votes already submitted by mail or in-person before March 17 will be counted.

With the 2020 Primary Election extended until April 28, the BOE has set up several ways in which you can obtain a Vote-by-Mail ballot application:

1. **PRINT YOUR OWN BALLOT REQUEST APPLICATION**: Go to the Board’s website, www.443VOTE.us to complete a Ballot Application form by entering your name and birthday. Print and complete the Ballot Application and mail it to the Board of Elections. This is the recommended method because it creates a personalized Ballot Application that includes a bar code.

2. **REQUEST AN APPLICATION BY MAIL**: Go to www.443VOTE.us enter your name and birthday and ask the Board to mail you a Ballot Application. When it arrives complete the Ballot Application and mail it to the Board of Elections. Call the Board at 216-443-VOTE (8683) and ask the Board to mail you a Vote-by-Mail Ballot Application.

Please return completed Vote-by-Mail application to: Board of Elections, PO Box 89448, Cleveland, OH 44101-6448

You can also return your application in person to the Board of Elections, which is located at 2925 Euclid Avenue. The building is closed to the public but a secure drop box is located in the parking lot behind the building and is accessible 24 hours a day.

**REMEMBER...**

Absentee **BALLOT REQUEST Deadline**: Noon, Saturday, April 25, 2020.

ALL Absentee **BALLOTS** must be submitted by Tuesday, April 28, 2020:

- **Mailed-in BalLOTS** must be postmarked by Monday, April 27th
- **Dropped-off Ballots** must be delivered in person by Tuesday, April 28th to the Board of Elections at 2925 Euclid Ave. (Drop box located in parking lot behind the building)
Health Insurance

Ohio's Governor has issued an order requiring insurance companies to permit employers to continue covering employees under group policies even if the employee becomes ineligible due to a decrease in hours worked.

If you've lost your health insurance, it may be considered a "qualifying event" for you to sign up for Medicaid or the ACA (Obamacare). For the ACA go to healthcare.gov or call 1-800-318-2596 and for Medicaid call 1-800-324-8880 go to benefits.ohio.gov.

Unemployment Benefits

In Ohio, unemployment benefits have been expanded to those workers who have been quarantined, laid off, or otherwise rendered inoperative due to the coronavirus and/or health crisis.

The normal one-week waiting period for benefits has also been suspended. You can apply online or call 1-877-644-6562. Agents available M-F 7 am to 7 pm, Saturday 9 am - 5 pm and Sunday 9 am – 1 pm. It takes awhile because of a surge but keep trying. You can apply online at unemployment.ohio.gov. (You’ll need some personal and job-related information. For info on what you need to go to jfs.ohio.gov.) The mass layoff number is 2000180.

Food Resources

SNAP (food stamps) provides a monthly supplement to buy food. Individuals may qualify for SNAP if their household's gross monthly income is at or under 130 percent of the federal poverty guidelines. To apply, visit benefits.ohio.gov.

If you have SNAP you can buy online. Grocery stores have wireless mobile point-of-sale (POS) devices, they can swipe recipients' EBT cards at curbside. If they do not have mobile POS devices, recipients still can order food in advance and go into the store to pay and pick up their groceries. Retailers also have the option to process manual vouchers at curbside. Grocers cannot accept the EBT card number over the phone.

Also you don't have to recertify your eligibility. Ohio has extended by six months the phone.

Business Resources

CITY OF CLEVELAND
Emergency Working Capital Fund

• Up to $10,000 Loan
• Reimbursement for operating costs incurred for the month of March onward
• No fees
• No interest or payments due until January 1, 2021, 1% interest thereafter
• Payment of $150/month until repaid.

ELIGIBILITY

Business that were operating in the City of Cleveland as of March 1, 2020

Eligible Small Business in line with SBA definitions - Negatively impacted by COVID-19 - Subject to Credit Review

The Department of Economic Development will be posting an application for funds on April 6, 2020. Funds are limited, so applicants are encouraged to submit their applications as soon as possible.

Loans funded from the City's resources will have all payments deferred until October 1, 2020. The Department of Economic Development is currently engaged with grantor agencies to secure payment relief for loans funded through these resources.

The Department has already begun implementation of this accommodation with many borrowers have been relieved of their payment obligation due April 1.

If you have a loan with the City and have not been contacted concerning this debt relief, please contact your loan officer.

STATE OF OHIO
JobsOhio is providing a six-month deferral period on all JobsOhio loans. They have also established a workforce retention loan program. Go to jobs ohio.com/ohio-safe-ohio-working.

Ohio has created an Office of Small Business Relief to coordinate help, programs, and services. It will operate within the Ohio Development Services Agency at businesshelp.ohio.gov.

The FEDERAL GOVERNMENT

The government has passed the “Cares Act” that offers numerous business grants and loans as well as additional unemployment funding. For more information home.treasury.gov/cares.
April 2020 Bulk Pick-Up Suspended

All bulk pick-up for the month of April is suspended until further notice. Regular waste collection (trash and recycling) will not be affected.

The reason behind this temporary effort is to reduce any potential exposure of our public service workers to COVID-19. The City will provide notice when the service resumes.

Waste Collection Set Out Guidelines FOR WEEKLY TRASH & RECYCLING

Remember, we’re all in this together. Be sure to follow the waste collection set out guidelines:

- Please place all waste in the carts provided by the city. Place carts out no earlier than noon the day before your regular pick up day. Remove carts by noon the following day. If possible, use off street parking on your collection day.
- Use blue cart for ALL recyclables (glass, metal, plastic, paper and cardboard). Place items in cart un-bagged. NO recyclables should be placed outside of the blue cart.
- Use black/gray city issued cart for household trash and yard waste. NO trash should be placed outside of the black/gray cart.

Senior Services

The Cleveland Department of Aging remains open Monday – Friday, 8:00 -5:00 pm. Call 216-664-2833 or email them at aging@city.cleveland.oh.us.

- For information and assistance about community resources including home delivered meals, food resources, transportation and more, call Michael at 664-4383.
- Daily Phone Call Wellness Program called Cleveland Care Calls - Call Donna at 664-6316 to sign up.
- Home Repair Needs - Call Kathye at 664-7045.
- Information about Home Energy Assistance Program (HEAP) - Call Ursula at 664-2239
- Resources in Spanish (Recursos en Español) - Call Yahaira at 420-7616 (Llama a Yahaira al 420-7616).
- Concerned about a senior neighbor - Call Alisha at 664-2425.
- Assistance signing up for local, state and federal benefits - call Shaniqua at 664-3685
- General Information - Call 664-2833
- Find updates on resources on Facebook at Cleveland Department of Aging and on Twitter @ClevelandAging. Also visit our website: www.city.cleveland.oh.us/aging

City Hall Reduces Hours, Council Offices Closed to Public

The City of Cleveland is moving to an essential workforce and will not allow public access to certain city buildings. All employees will be paid as normal.

City Hall will be open Tuesdays and Wednesdays from 9 a.m. to 2 p.m. for limited public services. Mondays, Thursdays and Fridays, City Hall will be closed.

Cleveland City Council offices are closed to the public, even on days City Hall is open. Only council members and council staff are allowed access.

Many city departments are closed with no public access. Others have limited public access.

Department of Public Utilities

As a reminder, the drinking water is safe. While business is operating as normal, the Public Utilities Building is closed to the public.

Cleveland Water and Cleveland Public Power have temporarily stopped disconnection of residential services for non-payment. Cleveland Water customers should call 216-664-3130 and Cleveland Public Power customers should call 216-664-4600 for service restoration.

Cleveland Water Pollution Control (WPC) Customer Service lobby remains open to the public to purchase permits and review maps. The WPC office at 12302 Kirby Ave, is open 8:00 am - 5:00 pm, Monday through Friday. Report emergencies 24/7 by calling 216-664-2513.

Cleveland Water customers can make payments and manage their account at myclevelandwater.com, by calling 216-664-3130. Questions can be submitted via the inquiry form at clevelandwater.com/ask-a-question. CPP customers can make payments and manage their account at cpp.org. Inquiries and questions can be submitted via www.cpp.org/Contact

Cleveland Water and CPP customers may also use the dropbox located at 1201 Lakeside. Please include name and account number along with payment. Multiple accounts must be on separate checks.

WWW.CLEVELANDCITYCOUNCIL.ORG
General Council Phone Number: 216-664-2840
www.clevelandcitycouncil.org
Facebook and Twitter: @CleCityCouncil
City Hall: 601 Lakeside Avenue
City Hall, Room 220
Cleveland, OH 44114
General Council Phone Number: 216-664-2840
City Hall will be open Tuesdays and Wednesdays from 9:00 am to 2:00 pm for limited public services. Mondays, Thursdays and Fridays, City Hall will be closed. Council Offices are closed to the public.

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