



DSAS Statistical Performance Report 2020-Executive Summary

Full Report available at: <https://hhs.cuyahogacounty.us/resources-data/reports>

Response to COVID-19

Due to COVID-19, except for Adult Protective Services who were mandated by the State to continue to conduct face-to-face initial visits, DSAS staff conducted phone calls and wellness checks in lieu of home visits. **If the social worker determined a face-to-face visit was needed, or it was requested by the client, it was conducted.** In June, the number of home visits began to increase, as staff gradually resumed conducting home visits.

- Home visits and phone calls
 - More than 50,000 phone calls and 25,000 home visits were made to DSAS clients
- PPE (Protective Personal Equipment) distribution
 - Distributed more than **260,000** items to senior centers
 - More than \$30,000 spent to equip DSAS front-line workers for home visits
- DSAS Home Support Nurses and Home Health Aides conducted more than 40,000 COVID-19 screenings throughout all County buildings.
- Established a partnership with MetroHealth to create a Falls Prevention Initiative, which conducted assessments and provided tools to prevent falls for nearly 1,500 Options for Independent Living clients.
- Information Services staff normally responsible for conducting large-scale benefit check-up events instead focused on contacting home-bound clients individually to ensure safety and well-being.
- The Options for Independent Living waiting list for home-delivered meals was eliminated, resulting in an increase in clients of nearly 20%, and nearly doubling the number of home-delivered meals from 2019.
- Community Social Services Program (CSSP) service adjustments:
 - Due to Covid-19, many community centers shifted service delivery to provide virtual activities, activity bags, home-delivered meals, and curbside meals.
 - While the number of adult development hours significantly decreased, the client count for CSSP increased due to additional client outreach for home-delivered and curbside meals.

Key Data for 2020

- Nearly 500,000 meals were provided by DSAS in 2020.
- Nearly two-thirds of all DSAS clients live alone.
- According to the 2020 DSAS Customer Satisfaction survey, while senior centers were closed due to Covid-19, 29% of respondents indicated they “strongly disagreed” with the statement, “I have enough and sufficient technology to participate in online/internet activities; 58% of respondents indicated “strongly agree” or “agree” to the statement “I have felt lonelier while the community center has been closed.
- Nearly 80,000 rides were provided by DSAS CSSP community centers and nearly 8,000 rides to medical appointments were provided by the DSAS Options for Independent Living Unit.
- The DSAS Geriatric Behavioral Nurse assisted APS clients more than 700 times and conducted more than 400 in-house consultations and home visits, and more than 200 behavioral and geriatric assessments.
- More than 75,000 direct contacts were made with DSAS clients, either via phone, home visit or email.
- In the last 6 years, the DSAS Information Services Unit has connected seniors and adults with disabilities with more than \$4 million in supportive benefits such as SNAP, HEAP, and transportation.
- In the last 6 years, DSAS has provided more than 1.1 million meals through congregate meals at community centers, home-delivered meals, and food pantry services.

DSAS Client and Services Count

Clients Served	2015	2016	2017	2018	2019	2020
Centralized Intake	19,346	18,257	18,245	18,982	19,339	17,142
Adult Protective Services (APS)	2,028	2,390	1,944	2,338	2,436	2,340
Home Support	422	571	547	530	542	445
Options for Independent Living	1,558	1,558	1,490	1,468	1,632	1,935
Information Services	4,642	4,499	3,389	3,211	3,411	1,427
Community Social Services Program (CSSP)	1,900	2,764	3,441	3,520	3,303	3,664
Counseling Services for Passport Clients	N/A	18	33	34	37	37
TOTALS	29,896	30,057	29,089	30,083	30,700	26,990

Services Provided	2015	2016	2017	2018	2019	2020
Meals						
Home Delivered Meals-Options	113,565	100,285	119,023	147,368	145,319	270,352
Congregate Meals-CSSP	69,908	75,251	62,096	75,780	77,713	124,083
Food Pantry/Holiday Food Baskets	N/A	N/A	1,760	1,232	2,000	3,872
SNAP Meals	N/A	25,759	23,403	43,036	40,523	30,002
WRAAA Circle of Food Program	N/A	N/A	N/A	N/A	N/A	58,000
<i>Meals Totals</i>	183,473	201,295	206,282	267,416	265,555	486,309
Transportation-1-way rides						
Transportation-CSSP	114,058	132,632	132,030	144,472	148,711	78,200
Medical Transportation-Options	5,940	6,302	7,844	8,765	8,305	7,011
Senior Transportation Connection	N/A	N/A	N/A	N/A	N/A	4,629
<i>Transportation Total</i>	119,998	138,934	139,874	153,237	157,016	89,840
Activities-Hours of Service-CSSP						
Adult Development	183,477	237,035	245,137	270,459	290,705	120,564
Adult Day Services	1,106	1,209	1,506	1,421	1,535	1,042
<i>Activity Hours Total</i>	184,583	238,244	246,643	271,880	292,240	121,606
Personal Care Homemaking						
Homemaker Services	80,397	86,927	80,753	89,526	78,538	74,435
Personal Care Assistance	9,278	16,474	14,978	15,586	15,188	12,766
Home Supportive Assistance						
Emergency Response System-Options	1,168	1,147	891	926	925	1,055
Chore Services-Options	119	204	343	143	460	438
Grab Bar Installation-Options	50	21	28	17	86	41
Bed Bug Extermination Program	62	94	154	124	96	122
Smoke Detector Distribution Program	N/A	N/A	N/A	34	8	7
Specialized Grants						
Senior Center Innovation Grants	N/A	N/A	400	1,500	2,829	N/A
Faith-Based Initiative	N/A	N/A	N/A	N/A	500	2,305
ALL TOTALS	579,128	683,340	690,346	800,389	813,441	788,924