

Performance Evaluation & Innovation (PEI) 2023 Statistical Performance Report



Division of Senior and Adult Services (DSAS)
Department of Health and Human Services
March 2024

Cuyahoga County
Together We Thrive

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Program History and Description

The Division of Senior and Adult Services (DSAS) was officially established as an independent agency on March 30, 1992. The **mission** of the Division of Senior and Adult Services is to empower older adults, and adults with disabilities to age successfully by providing resources and support that preserve their independence. The **vision** of Senior and Adult Services will demonstrate a leading model of government collaboration within the community, provide needed supportive services for older adults and adults with disabilities, and strive for continuous improvement by measuring key performance outcomes.

Guiding principles include using innovative evidence-based practices that bring the benefit of the latest research to our clients; encourage self-directed care whenever possible; collaborate and convene stakeholders in vital discussions regarding relevant issues; advocate for older adults and adults with disabilities; support families and caregivers; and train and empower staff to provide culturally competent care.

DSAS offers the following programs and services:

- **The DSAS Connection Center (Centralized Intake Phone Line)** provides seamless intake services through the Connection Center phone number, (216) 420-6700. A web-portal is also available to make referrals for Adult Protective Services that is accessible through the State of Ohio website.
- **Adult Protective Services (APS)** is a state-mandated program to protect and assist adults 60 and older who may be victims of abuse, neglect, self-neglect, and/or financial exploitation. Allegations of abuse of adults with disabilities ages 18 and over are investigated on a voluntary basis.
- **Home Support** provides person-centered home care (personal care and homemaking) that helps clients maintain a safe, wholesome environment in their own home at an affordable price. Clients must be age 60 and older, or age 18-59 with a disability and living in their own home or apartment. Clients may be eligible for funding through the Multiple Sclerosis Society, and Ryan White funding.
- **Options for Independent Living** serves older adults and adults with disabilities age 18 and older who are low-income, and not yet eligible for any Medicaid Waiver programs. Person-centered services include home-delivered meals, personal care, emergency response systems, homemaker services, chore services and medical transportation. Minor bathroom modifications are also available. DSAS is Medicare/Medicaid certified.
- **Information Services (Aging and Disability Resource Center)** partners with the Western Reserve Area Agency on Aging (WRAAA) to provide an array of public benefits, including HEAP, to older adults, caregivers, and persons with disabilities. This includes information assistance, benefits assistance and Medicare Improvement for Patients and Providers Act (MIPPA) assistance. Person-centered case management assistance to address complex needs and navigate available resources is also provided.
- **Bed Bug Extermination Program** provides bed bug removal services for income-eligible and disabled adults.
- **Community Social Services Program (CSSP)** provides services through community-based contracts. Services are provided to older adults and adults with disabilities including adult day services, adult development, congregate meals, holiday meals, home-delivered meals, and transportation designated to reduce social isolation and loneliness.
- **DSAS Food Pantry** collaborates with the Greater Cleveland Food Bank to provide DSAS clients with supplemental food assistance to older adults and adults with disabilities.
- **Office of Communications, Outreach, Marketing, and Strategic Partnerships** increases DSAS's visibility in the community through planning, research, and communications by strategically partnering with other agencies and external organizations including private, public, and academic institutions, and local community centers.

Executive Summary

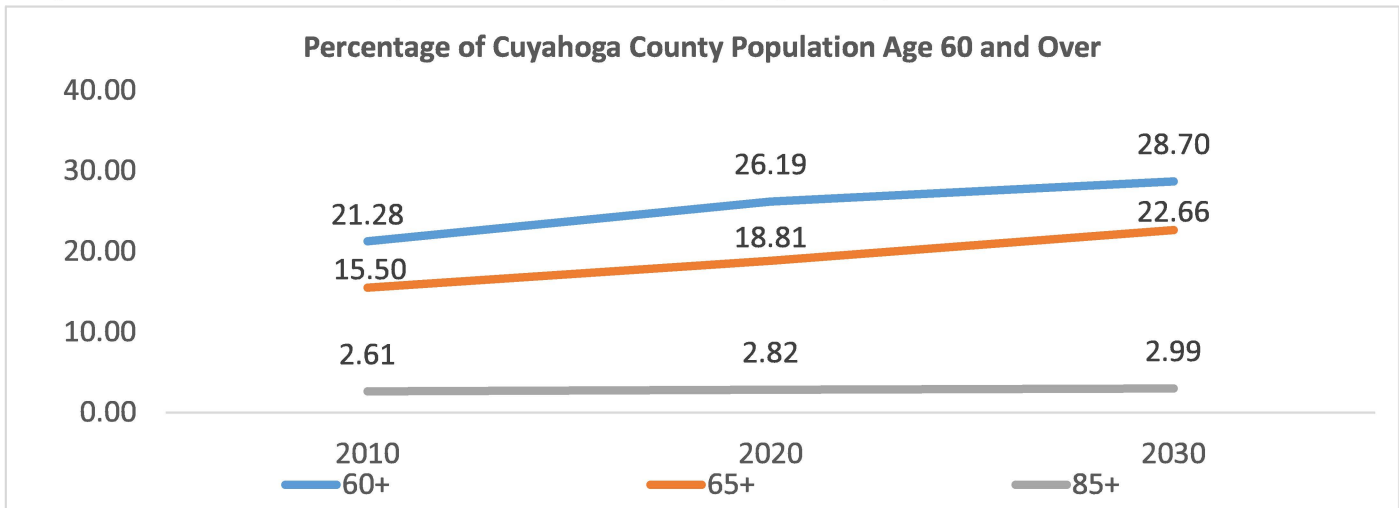
The purpose of the 2023 Division of Senior and Adult Services (DSAS) Statistical Performance Report is to provide a snapshot of the services provided by DSAS, examine caseload trends, and identify key issues for each program.

Key Highlights:

- The **DSAS Connection Center** handled the highest total of calls since its inception in 2015, 24,760 an increase of 8% from 2022, and 28% from 5 years ago.
 - United Way 211 made more than 9,000 referrals to DSAS, the highest total ever recorded and a more than 600% increase from 2021.
 - The increase in calls is primarily due to clients requesting assistance with supporting benefits, such as emergency assistance, and assistance with benefit applications such as HEAP and SNAP.
- **Adult Protective Services (APS)** had the highest caseload in the last decade, serving 2,506 clients.
- In 2023, **The DSAS Information Services Unit** connected older adults and adults with disabilities with more than \$1 million in supportive benefits such as SNAP, HEAP, and transportation.
- **In the last 5 years, DSAS has provided more than 2.5 million meals** through congregate meals at community centers, home-delivered meals, and food pantry services.
- Due to expanded funding and expansion of services, DSAS served 7,094 clients through our **Community Social Services Program (CSSP)**. Services now include home-delivered meals, additional adult development activities, outreach, and digital literacy.
- DSAS tracks client satisfaction and health-related outcomes through the yearly Customer Satisfaction Survey
 - Satisfaction with programs that improve mental and physical health, reduce loneliness and the ability to remain living independently is tracked. The full report is available on the DSAS website at: <https://hhs.cuyahogacounty.gov/resources-data/reports>

Senior Population and Poverty Trends

The need for DSAS services is expected to increase based on population trends. In Ohio, the Miami University School of Gerontology estimates that by 2030, 26.3 percent of the population of the state will be 60 years of age or older. Closer to home, **by 2030, Cuyahoga County's population will have almost 30 percent (28.7) of the total population 60 years of age or older.** DSAS serves only a fraction of seniors in Cuyahoga County.



[Ohio Population Research](#) | [Scripps Gerontology Center](#) | [CAS](#) | [Miami University \(miamioh.edu\)](#)

DSAS Special Initiatives

Livable Cuyahoga Initiative



In April 2022, Cuyahoga County joined the AARP Network of Age-Friendly States and Communities and launched the Livable Cuyahoga Initiative. This initiative supports Cuyahoga County's cities and towns in becoming great places for people of all ages; one with a healthy community, economy, and government.

In February 2023 DSAS released the *Livable Cuyahoga Needs Assessment Report* based on feedback from community focus groups and continued throughout the year to develop an action plan with the goal of making the county a more livable community for people of all ages and abilities.

In 2024, DSAS will utilize the Livable Cuyahoga Roadmap and move into the next phase of the Livable Cuyahoga action plan to address the issues raised from community focus groups and partners to develop and improve community life in eight key domains (See graphic to left).

Key Accomplishments and 2024 Initiative

- Livable Cuyahoga addressed needs identified through our Livable Cuyahoga assessment through New Strategic Partnerships in 2023 and changes in Community Social Services Program (CSSP) reporting guidelines for 2024.
- Specifically, partnerships focused on transportation, housing, and food insecurity; access to doctor's appointments and overall health needs were cited as clients having barriers.
- In 2024, CSSP added new transportation guidelines to accommodate those clients who need additional scheduling for appointments and routine errands.
- In 2024, CSSP partners will be reporting on availability of community food pantries and clients served.
- Funding for home delivered and congregate meals was increased through the Healthy Aging Grant.
- New housing partners were added to support the need to reduce the percentage of income going toward housing cost and for more affordable housing options and renter supports through Cleveland Housing Network and Famicos); funding was added for clients needing rent and utility assistance through the Healthy Aging Grant.
- CSSP funding was maintained for 2024 to reduce social isolation, done through our Healthy Aging Grant.
- DSAS applied for additional funding through the AARP Challenge Grant to increase social engagement opportunities for those 60 Plus, as well as our disabled clients.

Office of Communications, Outreach, Marketing, and Strategic Partnerships (OCOMS) increases DSAS's visibility in the community through planning, research, and communications by strategically partnering with other agencies and external organizations including private, public, and academic institutions. Key highlights include:

- Participated in 72 community and outreach events reaching nearly 9,000 people.
- Conducted The **2023 NEO Aging & Disability Summit**, presented by the Cuyahoga County Division of Senior and Adult Services (DSAS) in partnership with MetroHealth and Western Reserve Area Agency on Aging.

The DSAS Employee Engagement Committee created an environment of inclusion while providing opportunities to foster good morale, celebrate our diverse team members, improve the workplace environment, and support DSAS community programs. The committee sponsored eight fundraisers with proceeds earmarked for the end of year holiday celebration; hosted three agency-wide events to celebrate the diversity of the team; and celebrated colleagues monthly.

The committee also acknowledged and ensured Diversity and Racial Inclusion of our agency by heightening awareness via: Black History Month *Hidden Figures*, Women's History Month *Hidden Jewels*, PRIDE Month, and Hispanic Heritage Month articles; Juneteenth intergenerational African Drum Circle; and Purim and Hanukkah articles.

Other DEI events included: Black Health Matters: A Conversation with Harry Boomer; (as part of Black History Month 2023), 239 views; Celebrating Women Who Tell Our Stories: Webinar with Rabbi Rosie (as part of Women's History Month 2023) 96 views; Better Health While Aging, Through Better Understanding (as part of Minority Health Month 2023), 84 views; Preserving Hispanic Legacy: An Introduction to Estate Planning (as part of Hispanic Heritage Month 2023), 177 views.

Findings

DSAS Client and Services Count

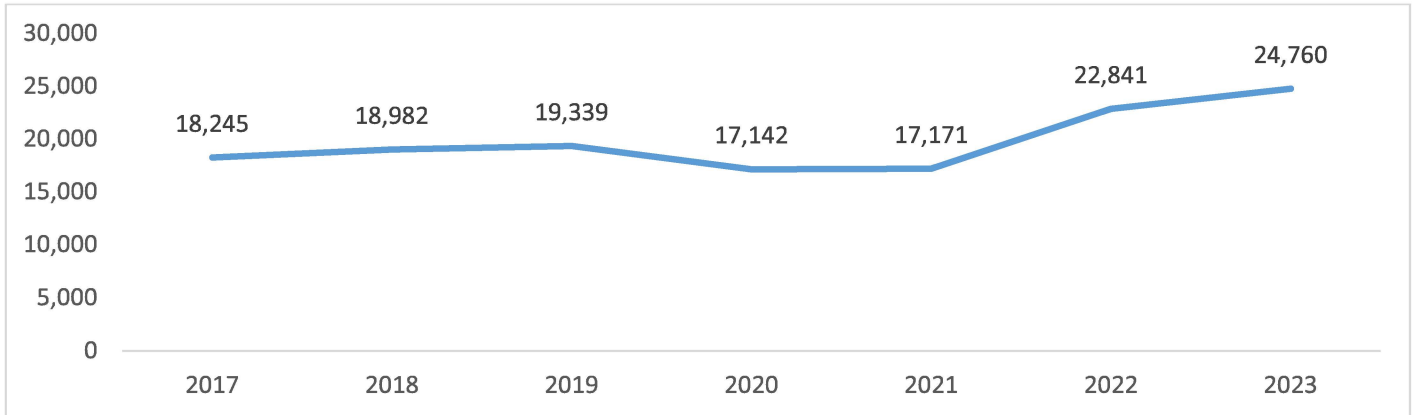
Clients Served	2019	2020	2021	2022	2023
Connection Center (Centralized Intake)	19,339	17,142	17,171	22,841	24,760
Adult Protective Services (APS)	2,436	2,340	2,402	2,309	2,506
Home Support	542	445	415	399	369
Options for Independent Living	1,669	1,972	2,151	2,121	2,261
Information Services	3,411	1,427	853	3,143	3,358
Community Social Services Program (CSSP)	3,303	3,664	3,716	6,785	7,094
TOTALS	30,700	26,990	26,708	37,598	40,348

Services Provided	2019	2020	2021	2022	2023
Meals					
Home Delivered Meals-Options	145,319	270,352	302,157	344,853	389,237
Home Delivered Meals-CSSP	N/A	N/A	N/A	96,631	107,181
Holiday Meals-CSSP	N/A	N/A	N/A	2,849	3,395
Congregate Meals-CSSP	77,713	124,083	138,813	105,165	94,447
Food Pantry/Holiday Food Baskets*	2,000	3,872	2,864	2,840	3,188
SNAP Meals*	40,523	30,002	24,314	30,360	46,055
WRAAA Circle of Food Program	N/A	58,000	66,000	N/A	N/A
Meals Totals	265,555	486,309	534,148	582,698	643,503
Transportation-1-way rides					
Transportation-CSSP	148,711	78,200	68,230	113,635	127,436
Medical Transportation-Options	8,305	7,011	8,754	8,947	8,651
Senior Transportation Connection**	N/A	4,629	31,987	N/A	N/A
Transportation Total	157,016	89,840	108,971	122,582	136,087
Activities-Hours of Service-CSSP					
Adult Development	290,705	120,564	172,596	288,827	359,187
Adult Day Services	1,535	1,042	1,068	772	N/A
Outreach Activities	N/A	N/A	N/A	7,138	7,733
Digital Literacy	N/A	N/A	N/A	1,469	8,736
Activity Hours Total	292,240	121,606	173,664	296,737	375,656
Personal Care Homemaking***					
Homemaker Services	78,538	74,435	71,141	59,263	56,808
Personal Care Assistance	15,188	12,766	12,606	11,992	11,421
Home Supportive Assistance					
Emergency Response System- Options	925	1,055	1,355	1,299	1,349
Chore Services-Options	460	438	584	590	780
Grab Bar Installation-Options	86	41	61	79	93
Bed Bug Extermination Program	96	122	100	86	106
Laundry Services	N/A	N/A	N/A	N/A	572
Specialized Grants					
Faith-Based Initiative**	500	2,305	2,711	N/A	N/A
ALL TOTALS	810,604	788,917	905,341	1,076,975	1,226,375

*SNAP meals based on \$1.40 cents per meal based on benefits provided by DSAS Information Services Unit per Center on Budget Policies and Priorities: <https://www.cbpp.org/research/food-assistance/>; Food Pantry meals based on 8 meals provided to each recipient ** STC and Faith-based initiative counted in CSSP totals for 2022 *** Includes totals for both Home Support and Options for Independent Living

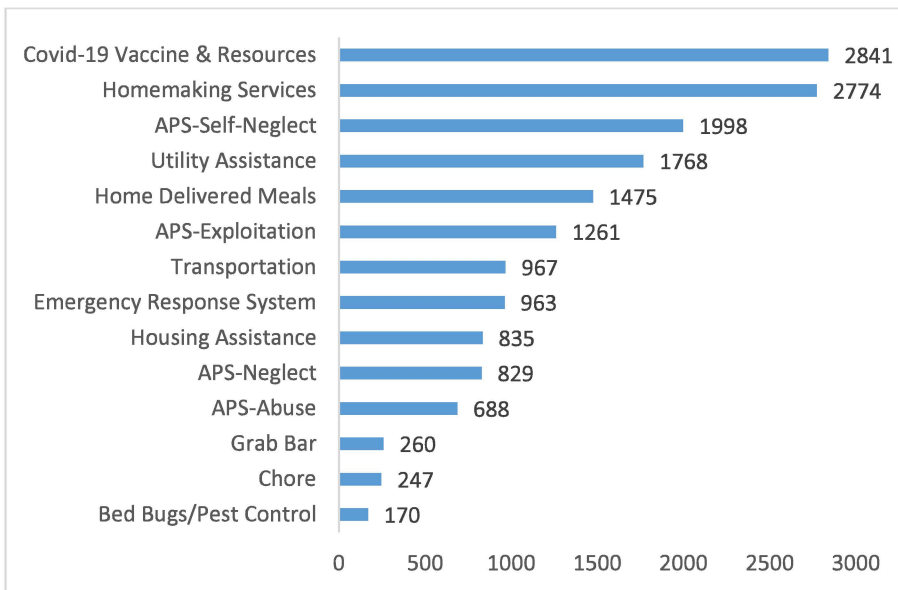
Connection Center

Number of Calls Handled by the Connection Center



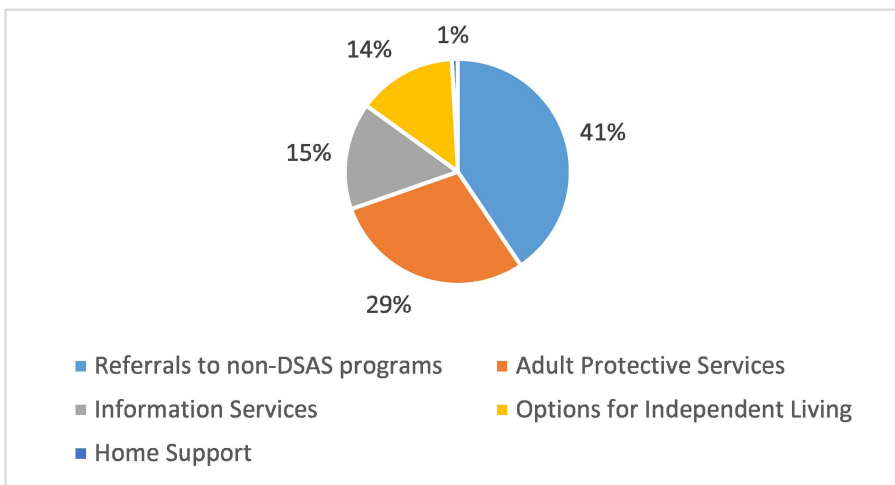
Average speed of answered call: 68 seconds

Top Reasons for Contacting the DSAS Connection Center (clients may indicate more than one topic)



United Way 211 made 9,297 referrals to DSAS in 2023, a 600% increase in the last 2 years. Approximately 2/3 of all referrals were for rent and/or utility assistance

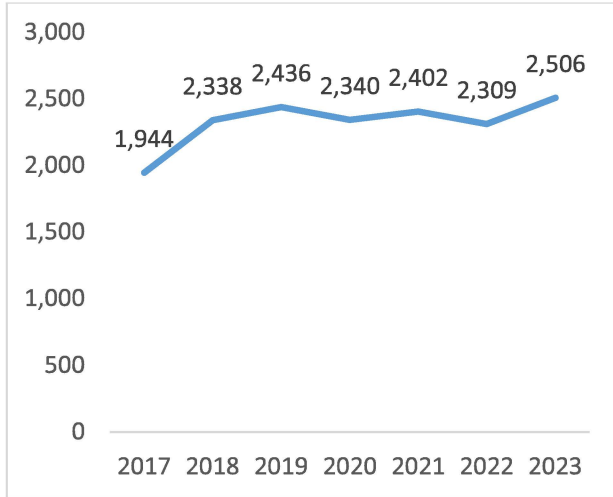
Referrals to DSAS Programs by the DSAS Connection Center



Most common referrals to agencies outside of DSAS include referrals to other HHS agencies; referrals to other community agencies for housing and legal issues; and information about COVID-19 testing and vaccination.

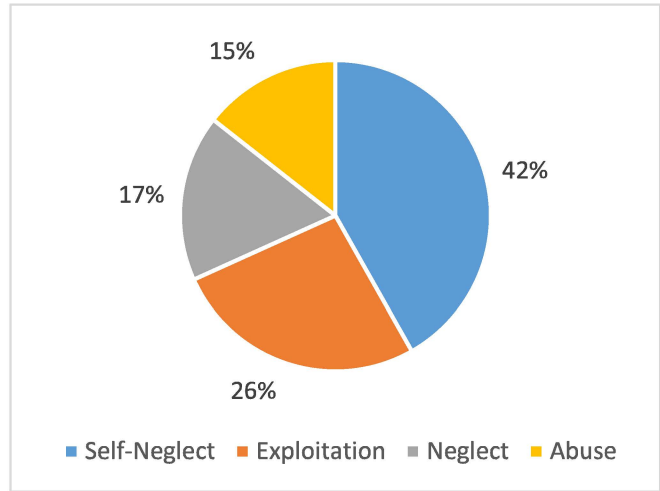
Adult Protective Services (APS)

Number of Unduplicated Clients

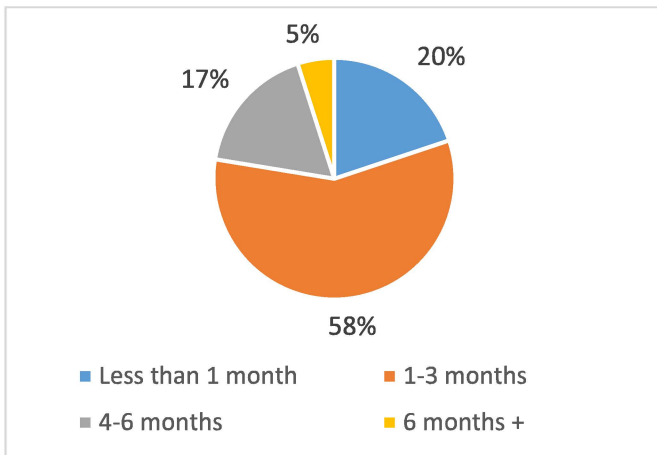


Allegations

(Cases may have more than one allegation)

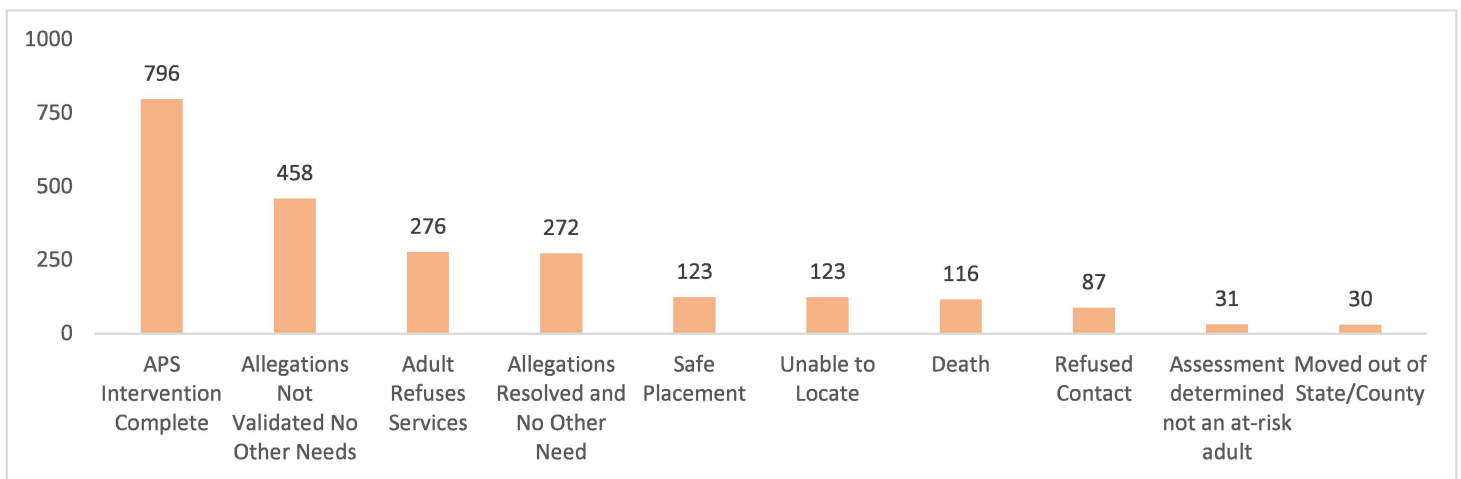


Length of APS Case



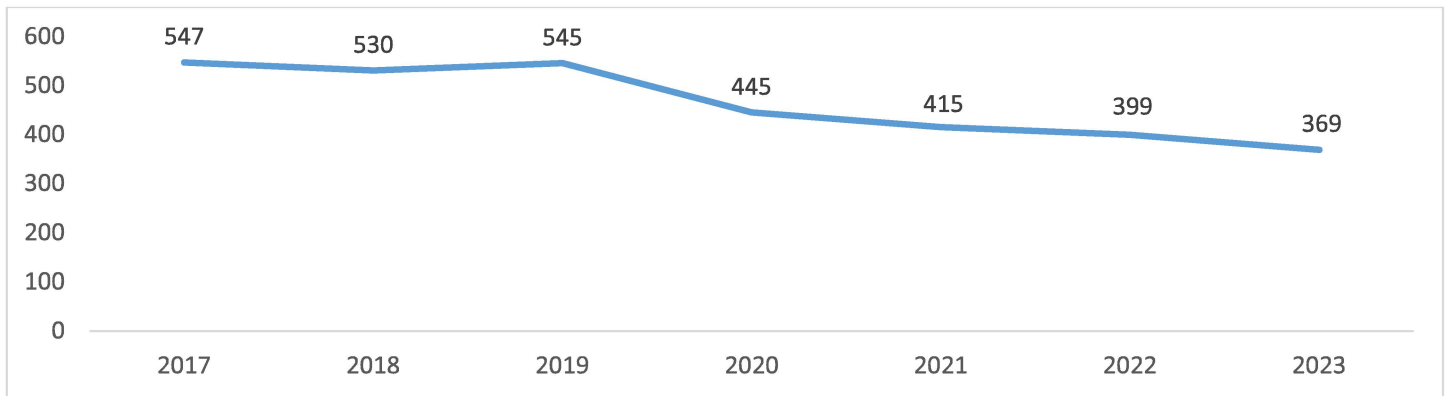
- Allegations of exploitation of increased from 15% of all allegations to 26% of all allegations since 2015.
- In 2023, the DSAS Geriatric Behavioral Nurse Unit assisted 151 APS clients; conducted more than 300 in-house consultations and home visits, and conducted 142 behavioral and geriatric assessments.
- 630 referrals to APS were made through the APS web portal on the State of Ohio website.

Case Closure Reasons (codes mandated by the State of Ohio)

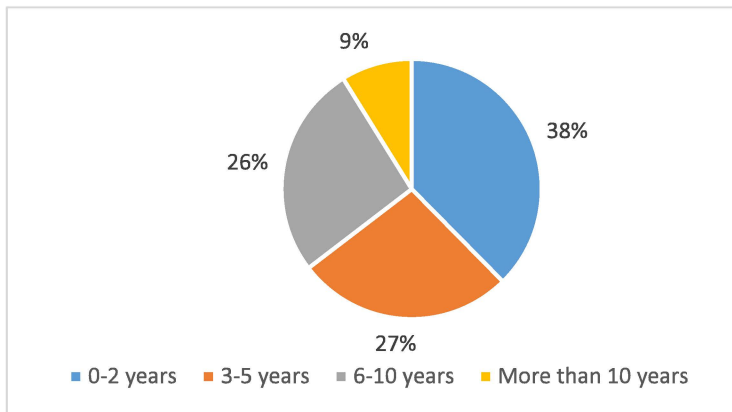


Home Support Services

Number of Unduplicated Clients

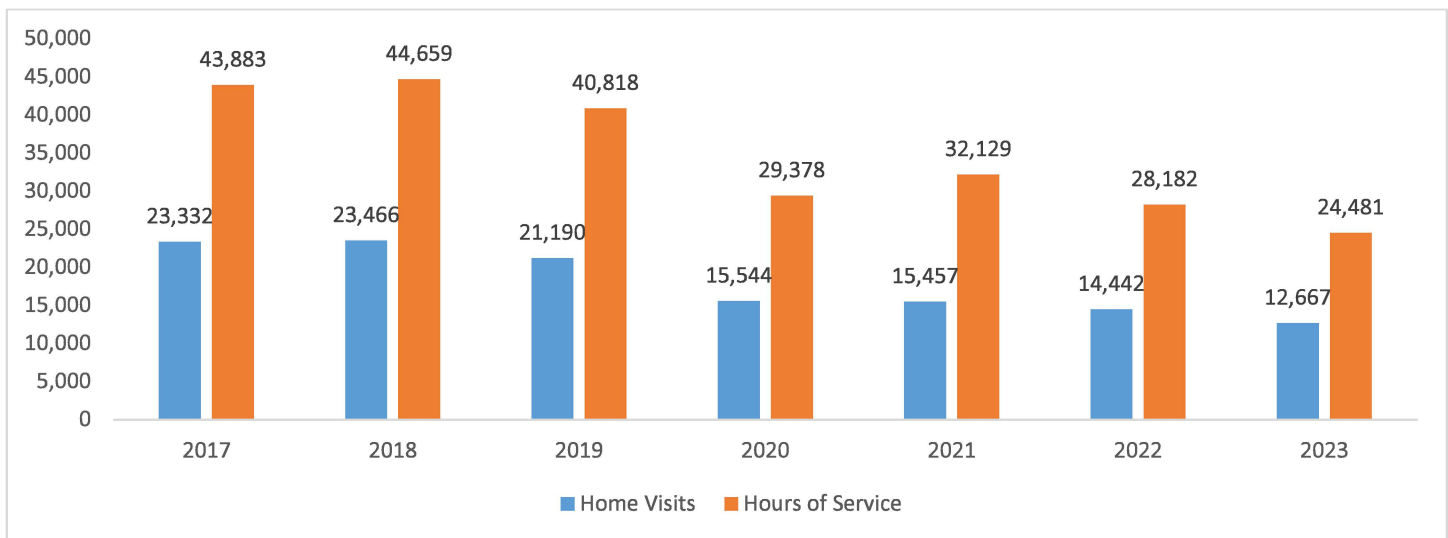


Length of Time on Caseload



- In 2023, 43 clients were served through the Ryan White Program and 21 clients received services through a partnership with McGregor PACE.

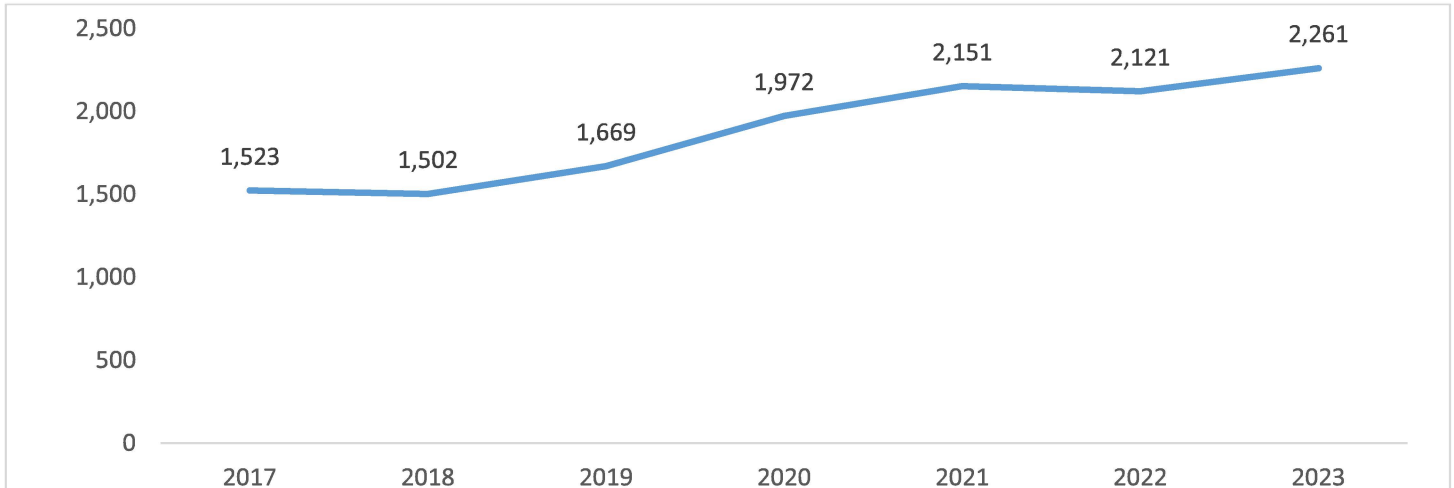
Home Health Aide Productivity



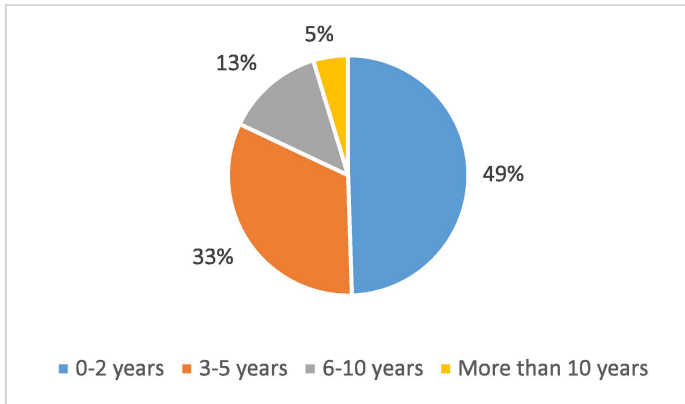
Most frequent types of service include house cleaning; assistance with dressing; running errands; laundry; bathing/showering assistance; transferring/mobility; and perineal care.

Options for Independent Living

Number of Unduplicated Clients in receipt of at least one home-based service

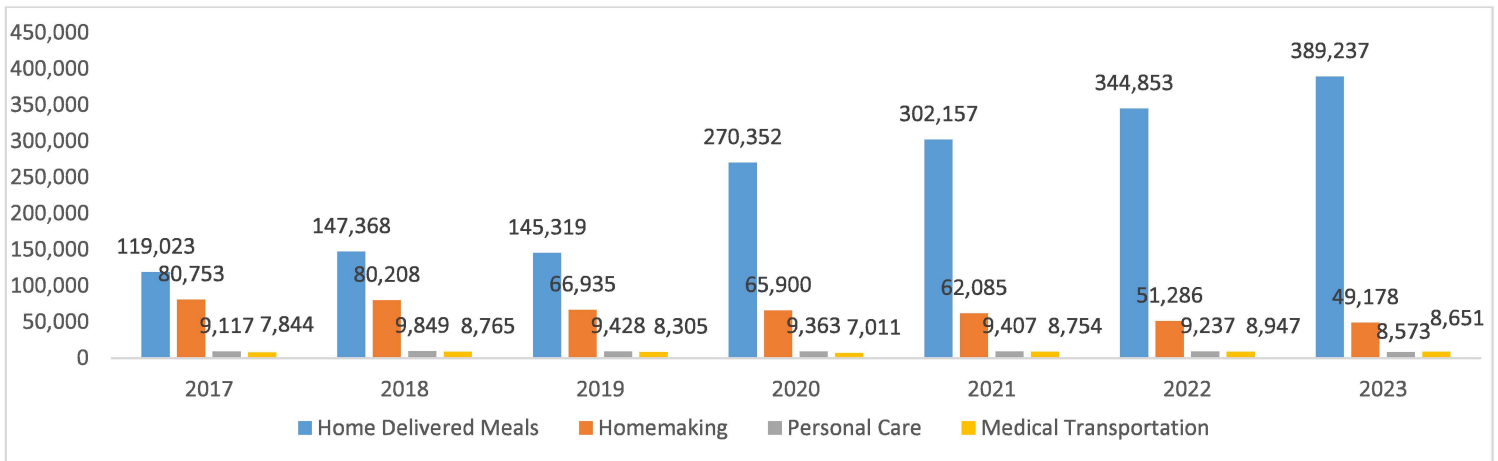


Length of time on caseload for clients in receipt of home-based services



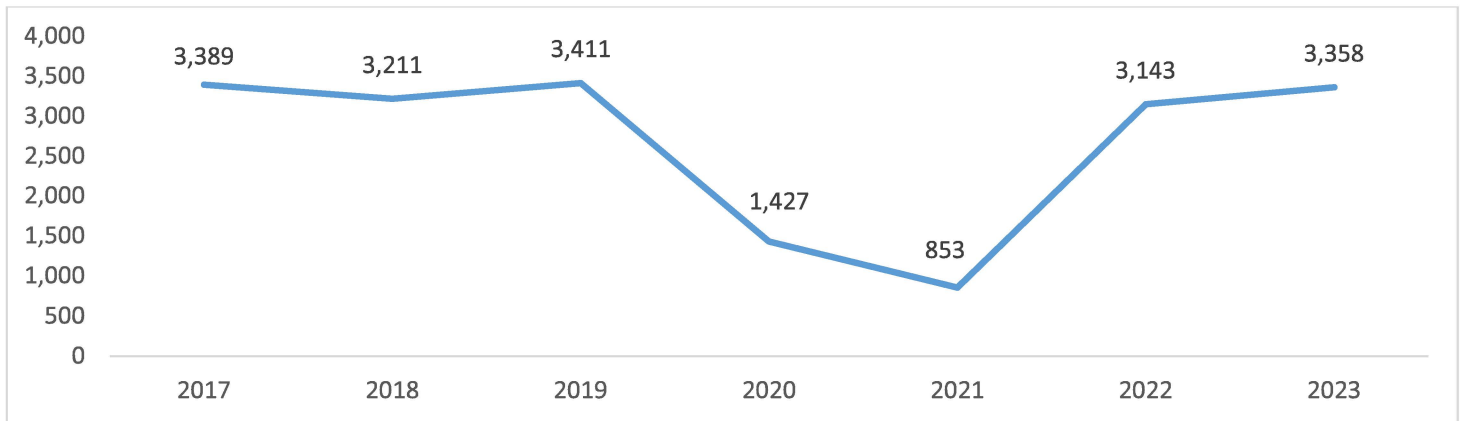
- Over 1.4 million home-delivered meals have been delivered in the last 5 years
- In 2023, a new contract providing laundry services was added, which assisted 143 Options for Independent Living clients.

Units of Service Provided

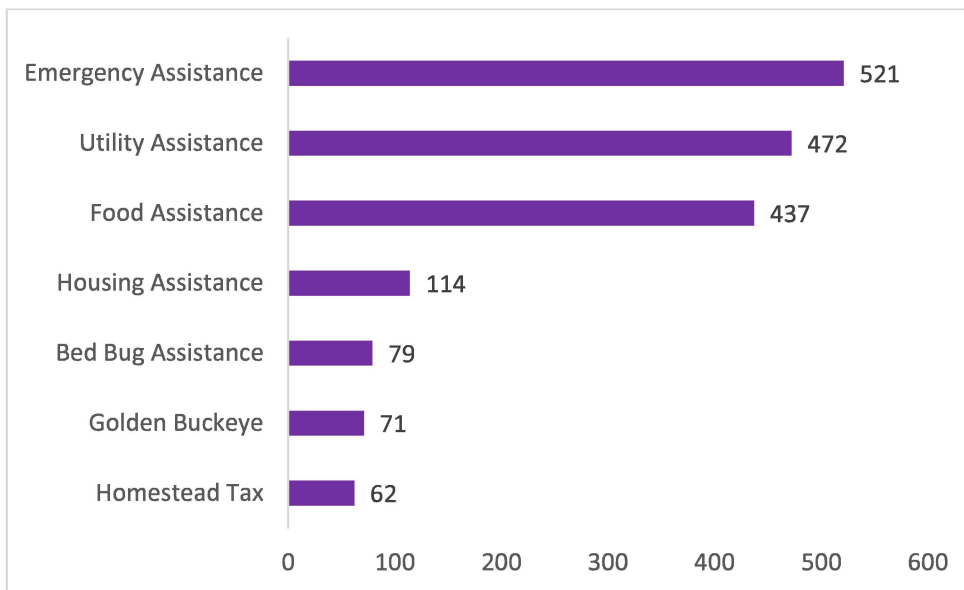


Information Services Unit Aging and Disability Resource Center (ADRC)

Number of Clients Served (includes those with service provided by a case worker and clients seen at Benefit Check-Up Events)

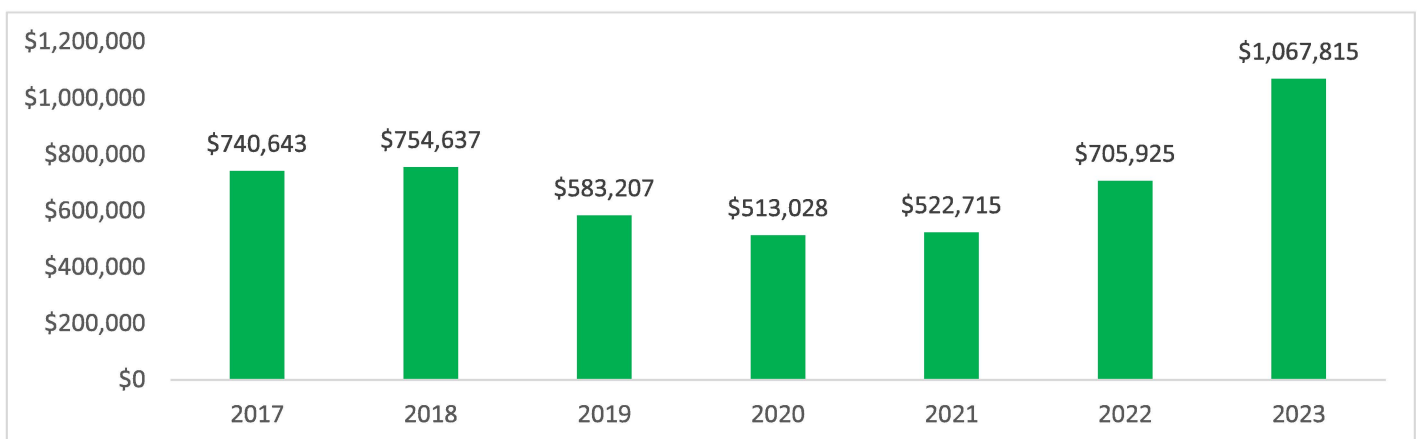


Most common types of benefits received through Information Services staff



Since 2017, the Information Services Unit provided more than \$4.8 million in cost-savings benefits to DSAS clients (See chart below).

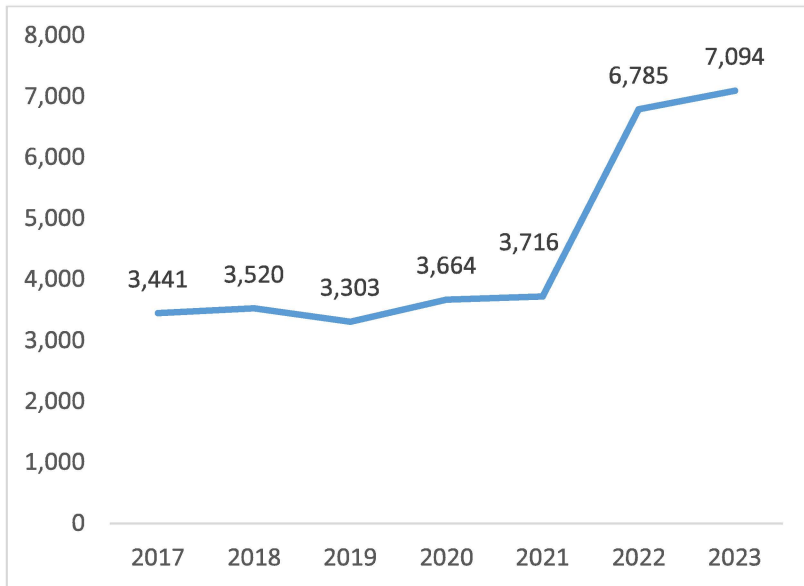
Cost-Benefit Savings



Cost-benefits savings represents the total amounts of benefits received by clients assisted by Information Services staff.

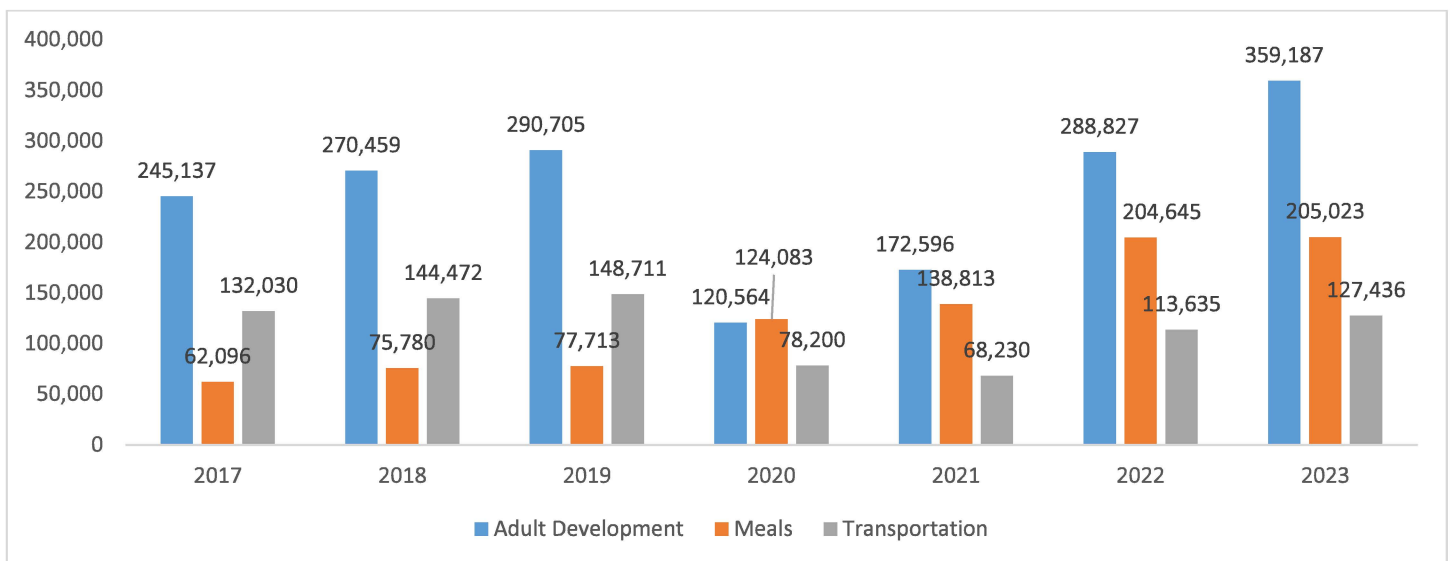
Community Social Services Program (CSSP)

Number of Clients Served



- The increase in caseload count is due to additional contracted providers and centers resuming on-site activities following closures due to COVID-19.
- Approximately 1/3 of all contracted providers now offer home-delivered meals in addition to congregate meals (see table on page 5).

Units of Service Provided



Conclusion

In 2022, DSAS saw a dramatic increase in calls for services. 2023 continued that trend and showed that community needs for older adults continues to grow. Inflation had a dramatic impact on older adults in addressing basic needs such as food and utility assistance. 2023 proved to be a challenging year for DSAS due to the increase in calls made to the DSAS Connection Center and the increase in the Adult Protective Services caseload. Not only did DSAS receive more calls, but the number of referrals from United Way 211 reached an all-time high. Nearly two-thirds of DSAS clients live alone with limited networks of social support, and rely on DSAS services to address basic needs.

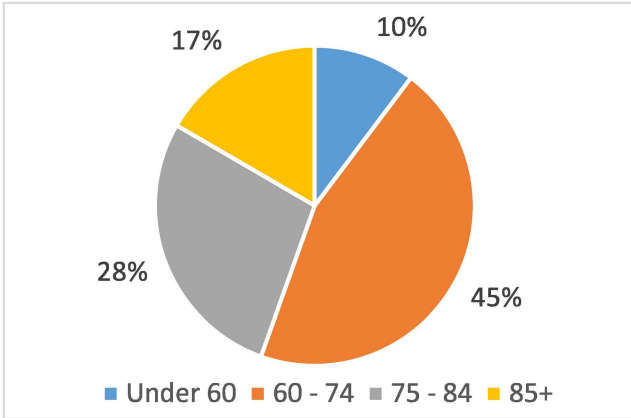
Staffing levels for home health aides, not only for DSAS, but for contracted providers, continues to be a challenge. These staffing issues have helped result in a gradual decrease in clients for the DSAS Home Support program, as well as an increase in waiting lists for these services for Options for Independent Living clients.

DSAS is committed to addressing these challenges to ensure that all seniors are providing the services and care many so desperately need. The Behavioral Health Unit has been expanded, providing virtual geriatric assessments and consultations for high-risk clients. Additional services have been added for CSSP and Options for Independent Living programs. Data automation and streamlining of case management processes, such as a new automated mileage tracking system, have been implemented.

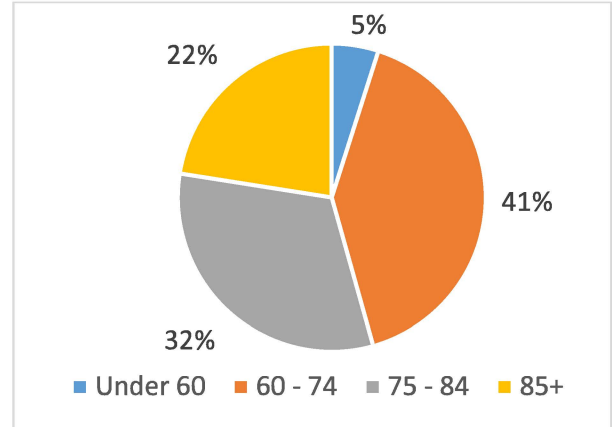
Questions about this report should be directed to Kit Newell at kit.newell@jfs.ohio.gov
or Elizabeth Dregne at elizabeth.dregne@jfs.ohio.gov

APPENDIX A-DSAS Demographics-Age

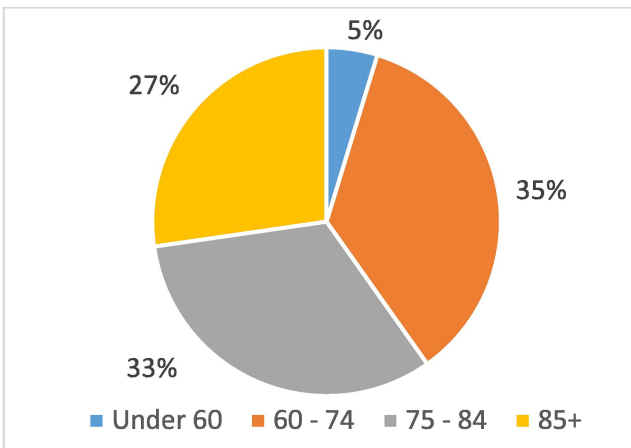
All DSAS



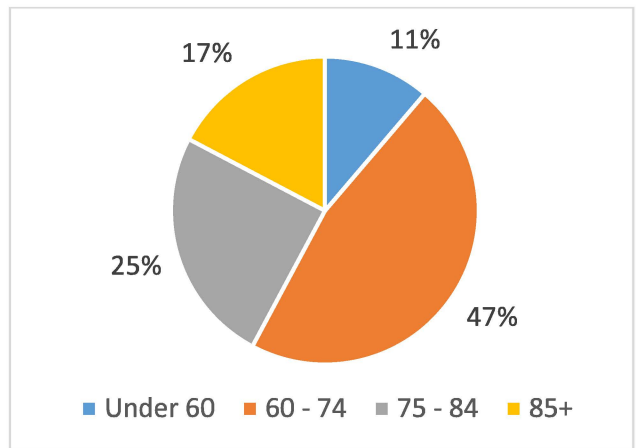
Adult Protective Services



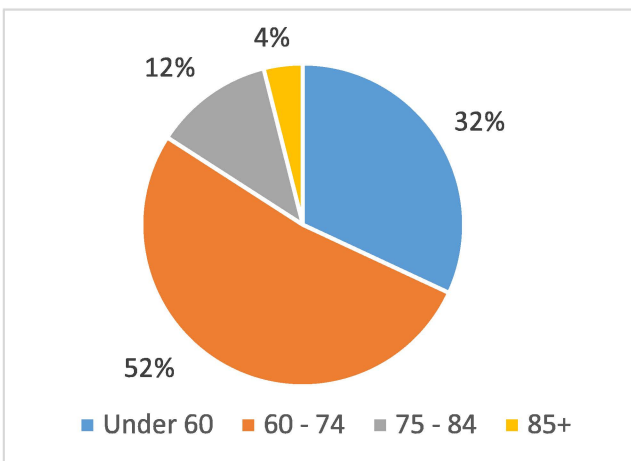
Home Support



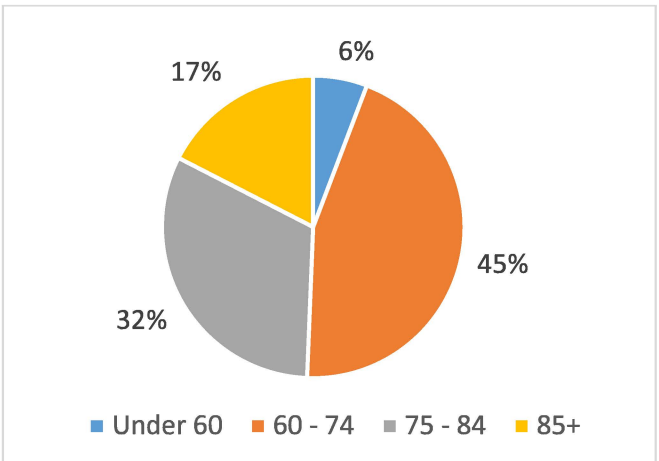
Options for Independent Living



Information Services

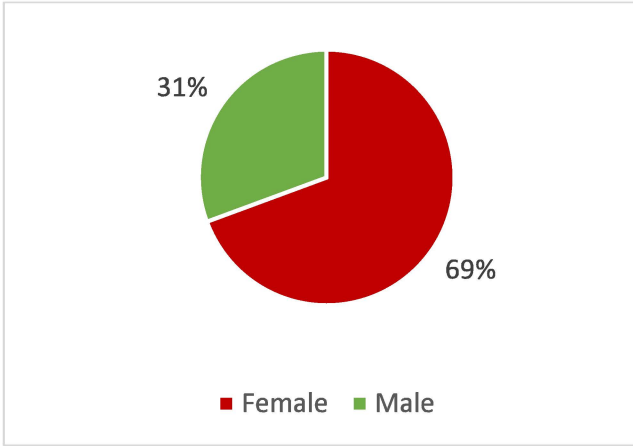


Community Social Services Program

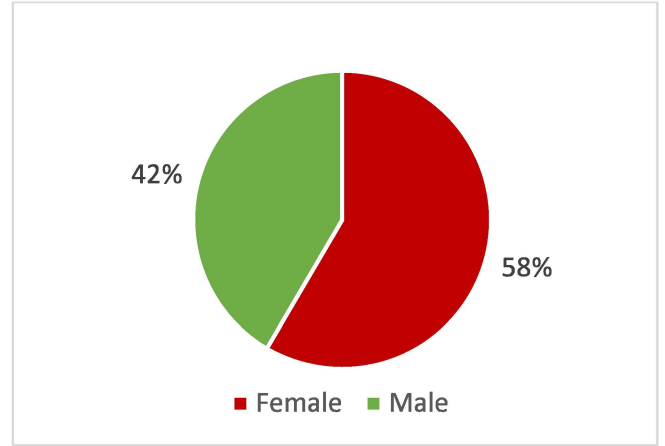


APPENDIX B-DSAS Demographics-Gender

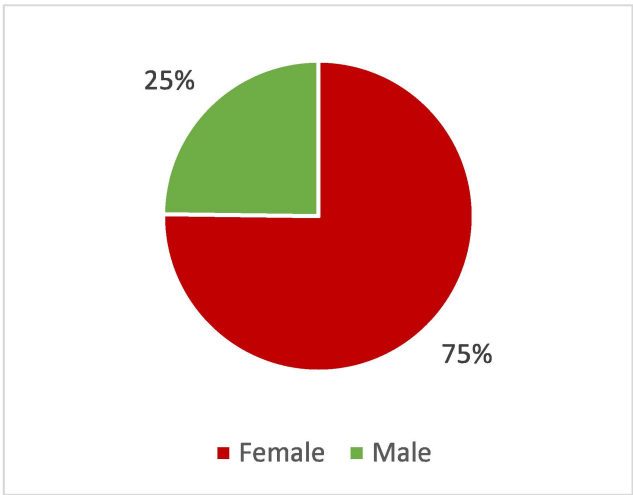
All



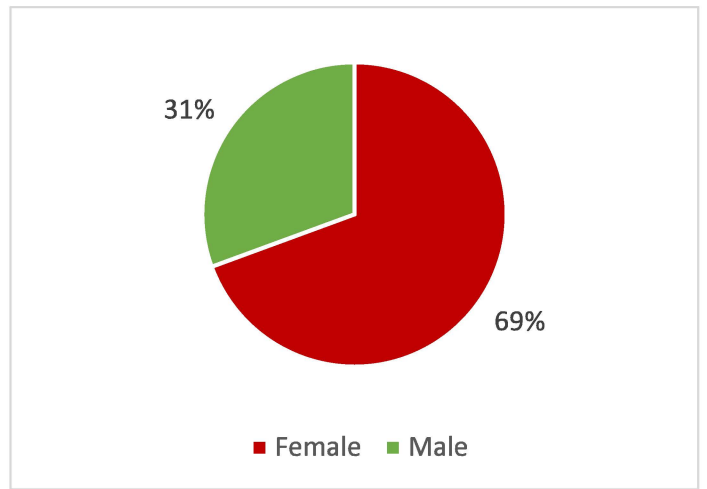
Adult Protective Services



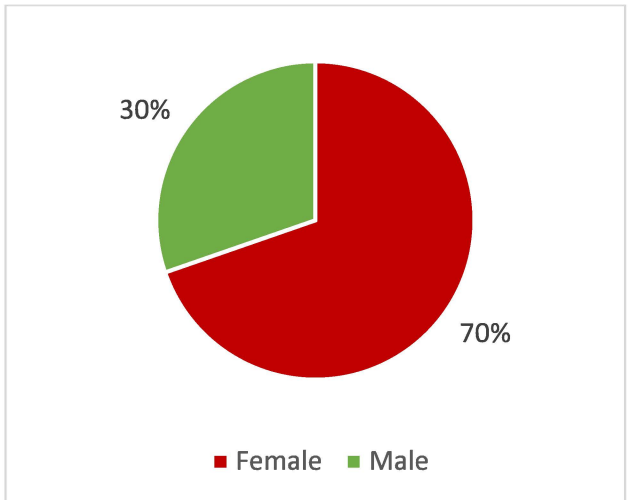
Home Support



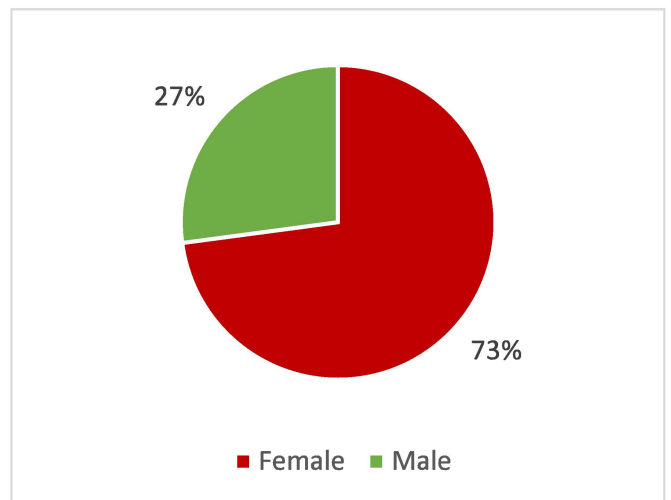
Options for Independent Living



Information Services

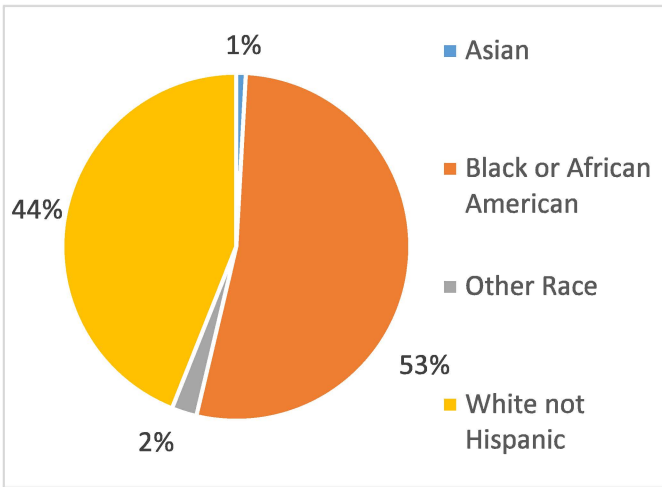


Community Social Services Program

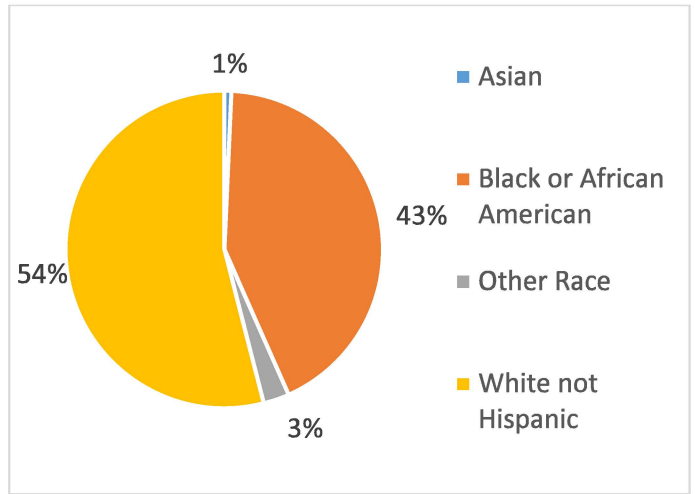


APPENDIX C-DSAS Demographics-Race

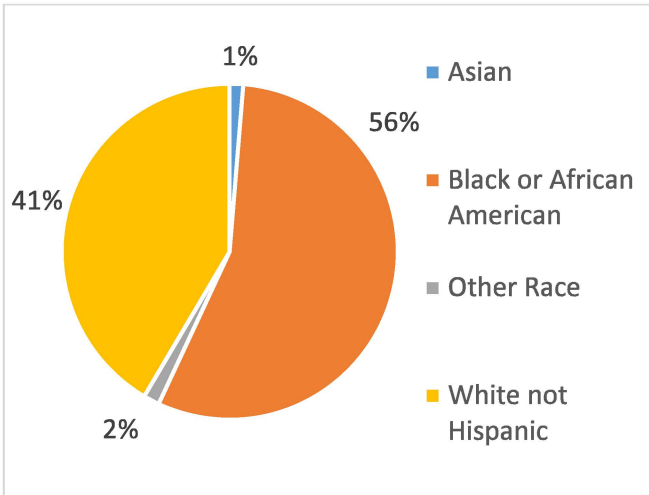
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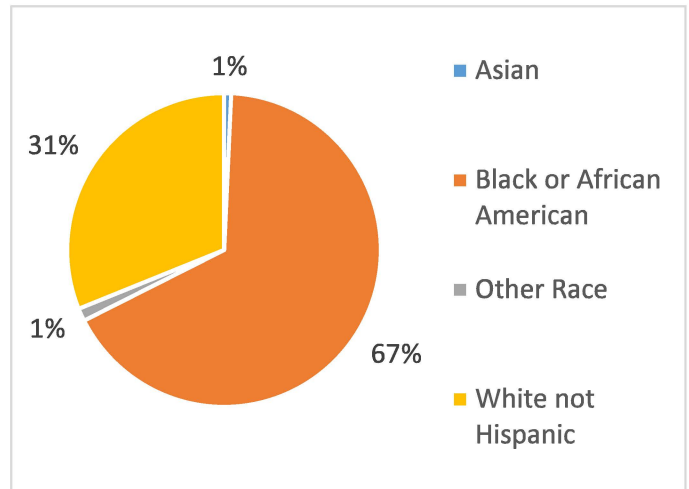
Adult Protective Services



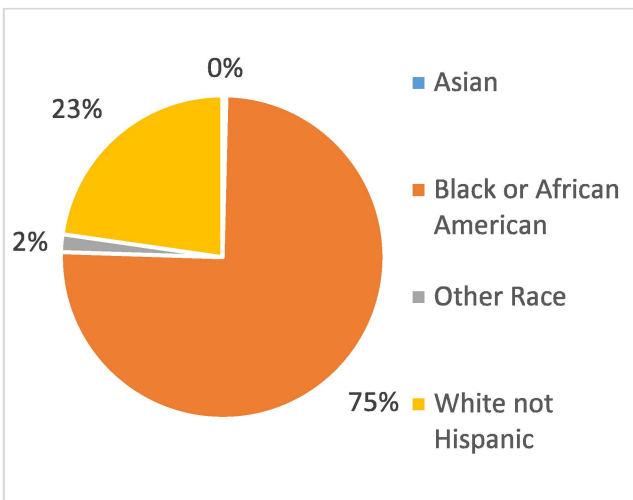
Home Support



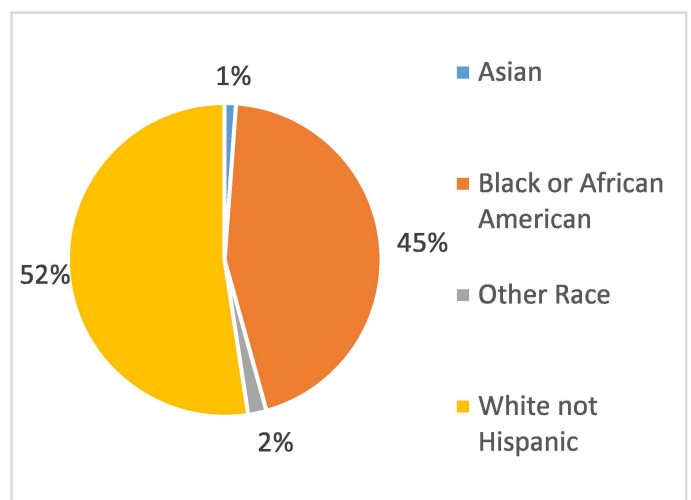
Options for Independent Living



Information Services

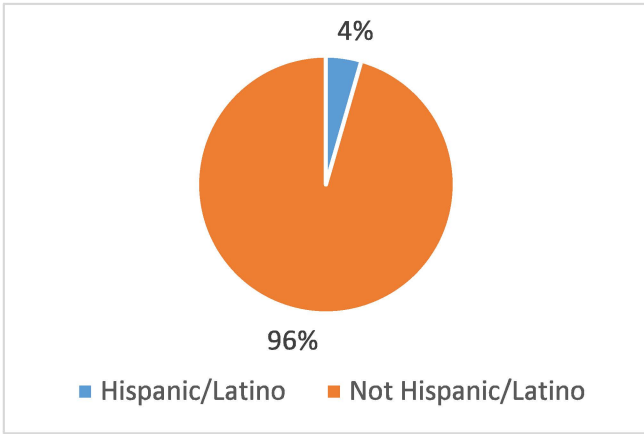


Community Social Services Program

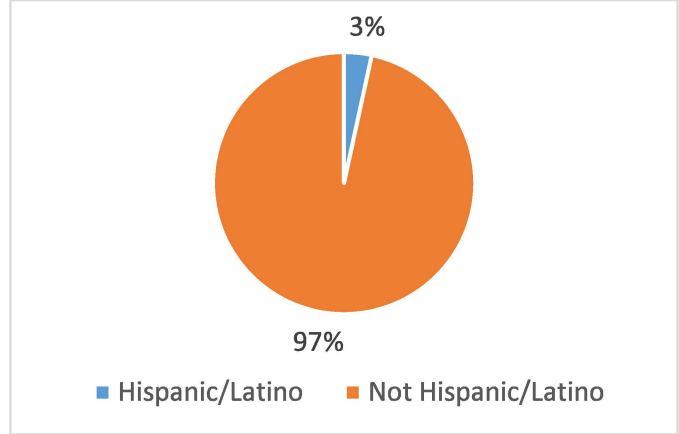


APPENDIX D-DSAS Demographics-Ethnicity

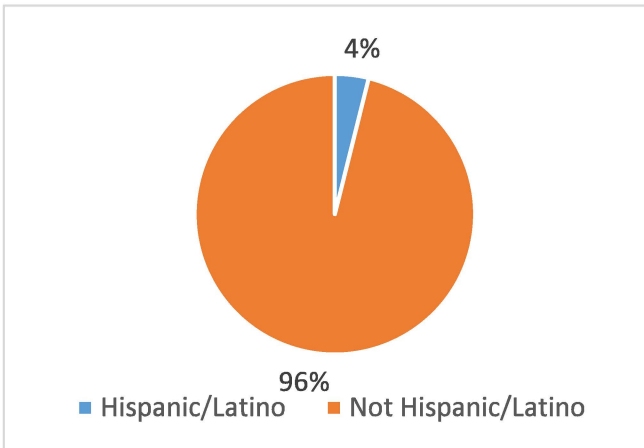
All



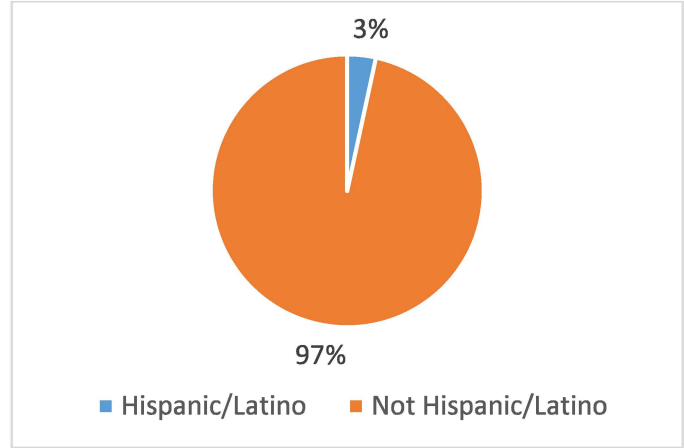
Adult Protective Services



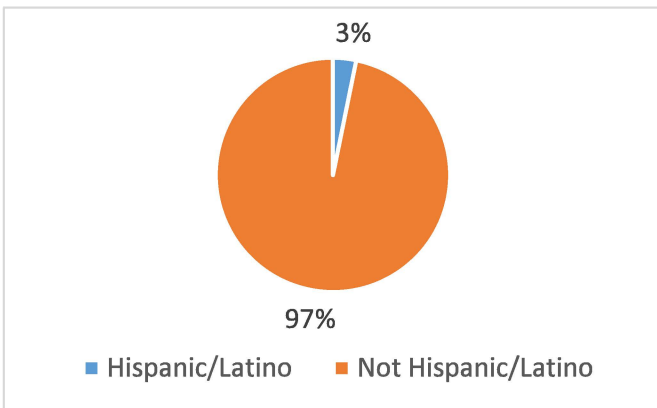
Home Support



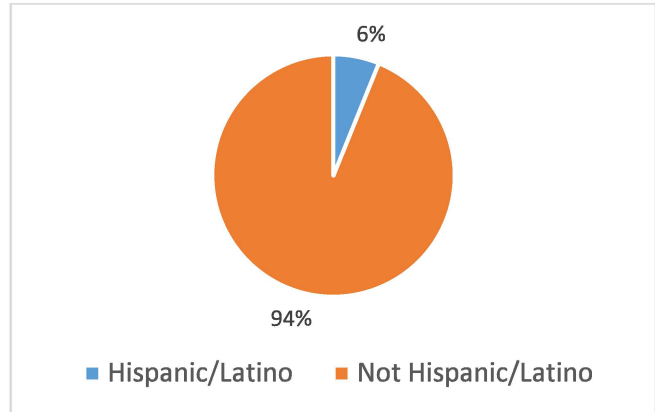
Options for Independent Living



Information Services

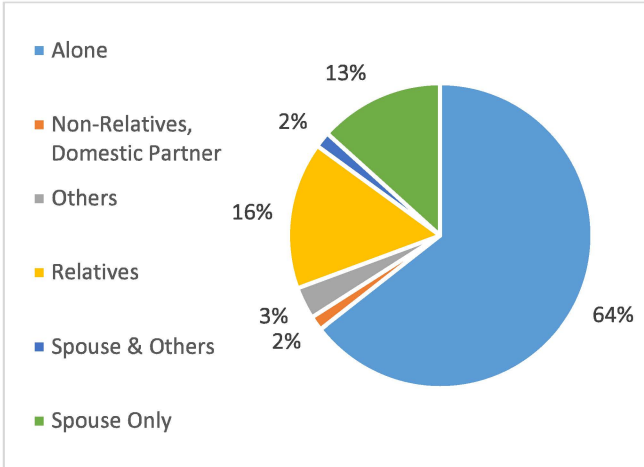


Community Social Services Program

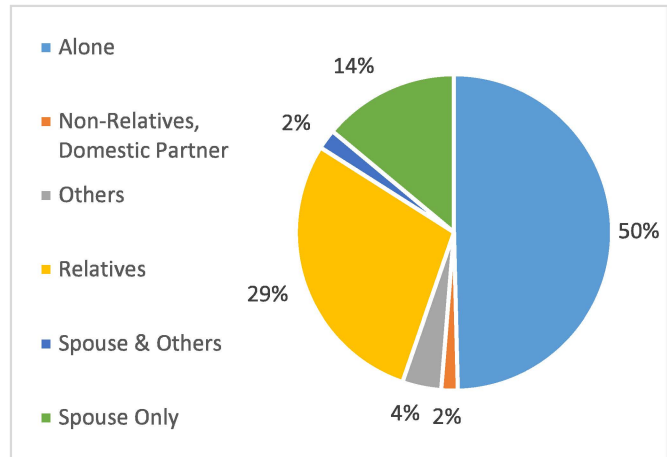


APPENDIX E-DSAS Demographics-Living Situation

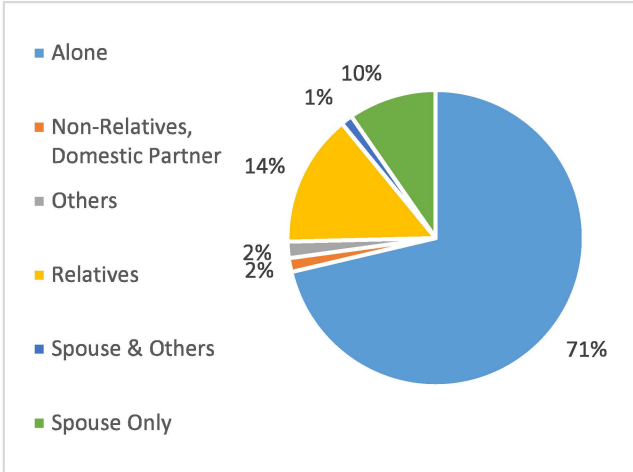
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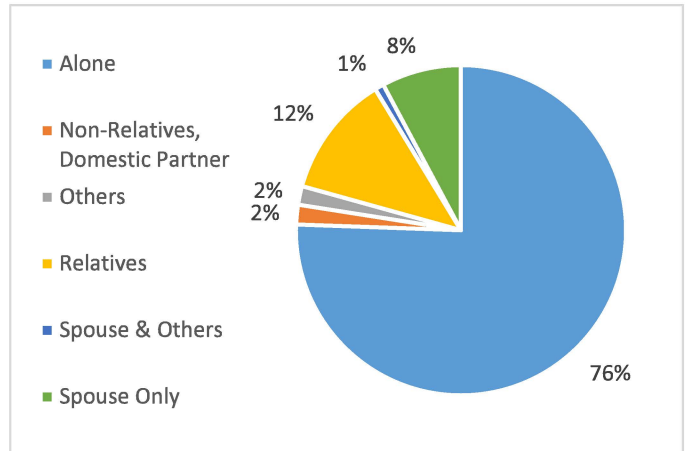
Adult Protective Services



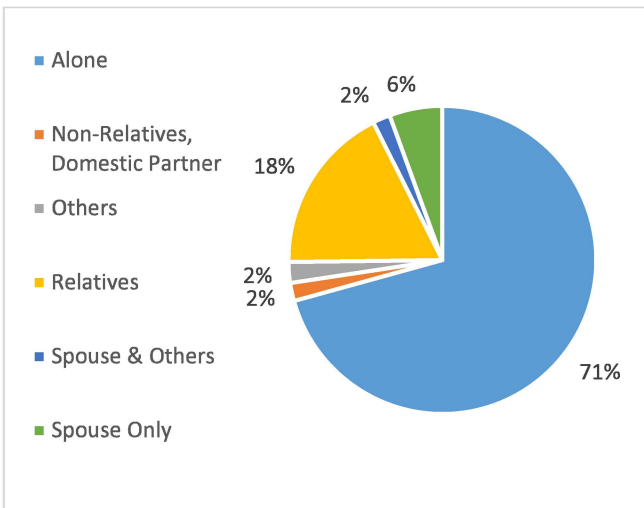
Home Support



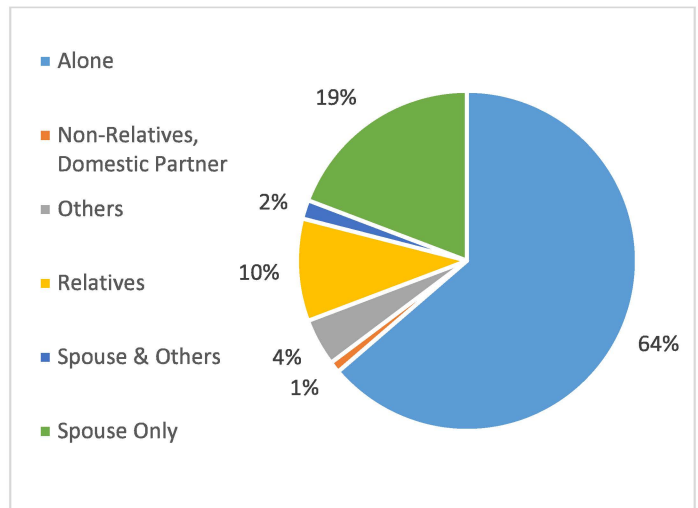
Options for Independent Living



Information Services

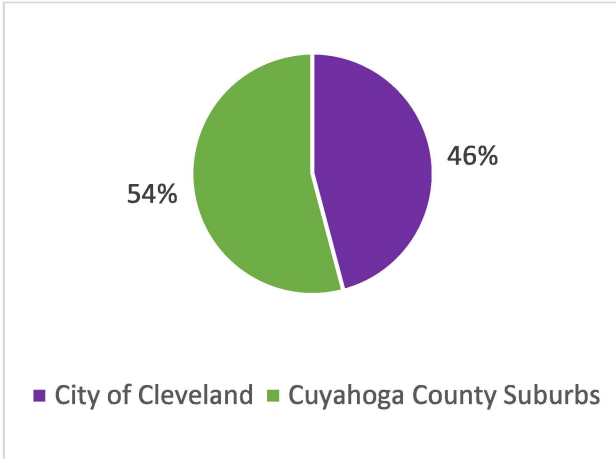


Community Social Services Program

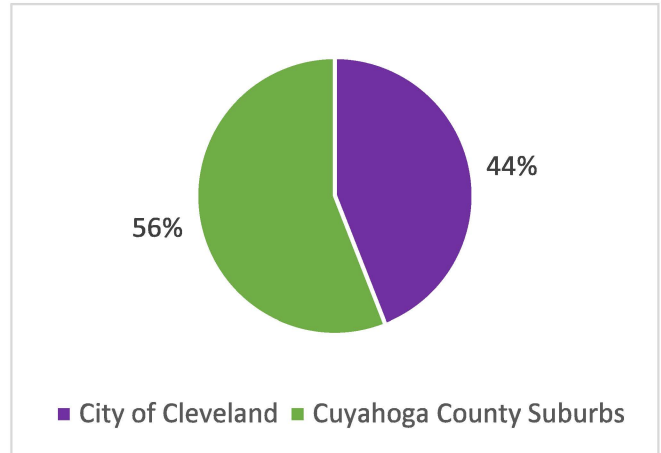


APPENDIX F-DSAS Demographics-City of Residence

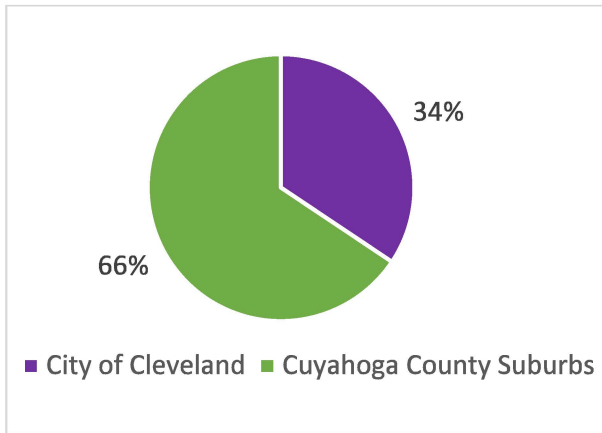
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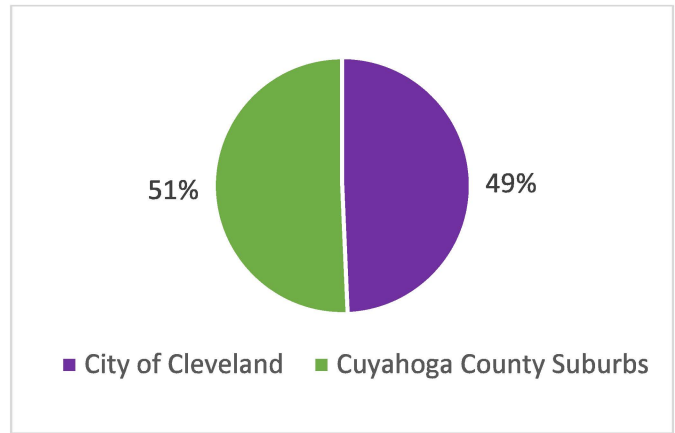
Adult Protective Services



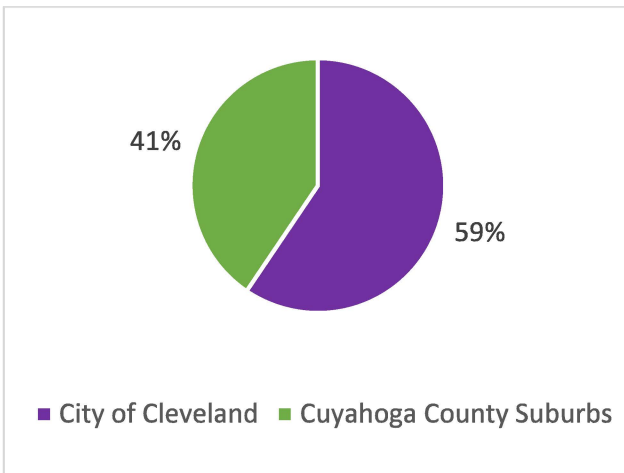
Home Support



Options for Independent Living



Information Services



Community Social Services Program

