

Performance Evaluation & Innovation (PEI) 2024 Statistical Performance Report



Division of Senior and Adult Services (DSAS)
Department of Health and Human Services
March 2025

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Program History and Description

The Cuyahoga County Division of Senior and Adult Services (DSAS) empowers seniors and adults with disabilities to age successfully, by providing resources and support that preserve their independence. DSAS is the mandated provider of Adult Protective Services (APS) in Cuyahoga County, and provides home-based care services, benefits assistance, outreach, and senior center programming, while advocating for the needs of the County's older adults. DSAS strives to keep seniors safe, supported and independent, so they can live their best lives.

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

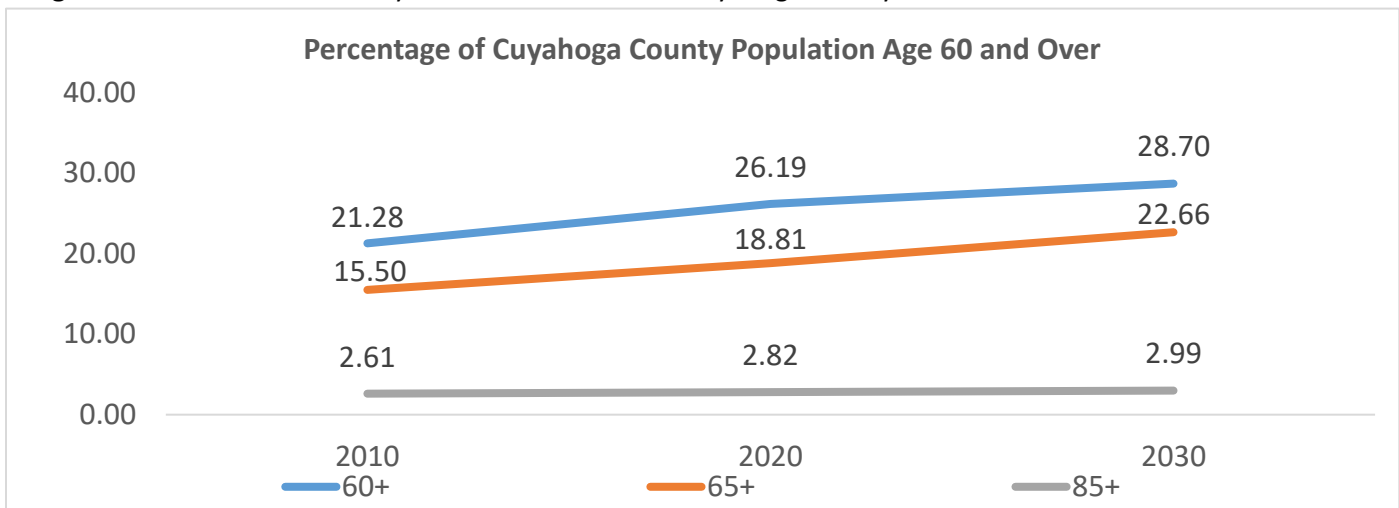
The purpose of the 2024 Division of Senior and Adult Services (DSAS) Statistical Performance Report is to provide a snapshot of the services provided by DSAS, examine caseload trends, and identify key issues for each program.

Key Highlights:

- **In 2024, DSAS experienced record volumes of clients and cases, with the Connection Center, Adult Protective Services, Options for Independent Living, and the Community Social Services Program all seeing record totals.**
 - The DSAS Connection Center managed a record-high 27,881 calls in 2024, marking a 13% increase from 2023 and a 63% rise compared to five years ago, the highest total since its inception in 2015
 - United Way 211 made nearly 10,000 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 supportive 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 2,784 clients, an increase of 19% from five years ago.
- **Options for Independent Living** served 2,499 clients, an increase of 27% from five years ago.
- **In the last five years, DSAS has provided more than 2.9 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 7,897 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 used 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

- In 2024, Cuyahoga County Division of Senior and Adult Services submitted three AARP Challenge Flagship Grants, which focused on public places, transportation, housing, digital connections, and community resilience. The grants included: A Wellness Pop-Up Project, Digital Divide Project, and Community Crossover Project.
- DSAS convened three Livable Cuyahoga subcommittees to explore endeavors and projects. Goals of the subcommittees are to provide Cuyahoga County residents with opportunities, options, and communities where they may remain active, engaged, connected and healthy.
- The three subcommittees focused on Housing, Transportation and Social Engagement. These subcommittees were developed with community partners who possess a willingness to grow Livable Cuyahoga. These subcommittees are designed to strengthen, support, and help advance the Livable Cuyahoga Initiative.
- Livable Cuyahoga published three newsletters providing updates and accomplishments to key stakeholders.

Healthy Aging Grant

Administered by the Ohio Department of Aging (ODA), the Healthy Aging Grants program provided one-time money of \$40 million in support of local aging services focused on helping Ohioans ages 60 and older stay healthy, and maintain their independence. DSAS was awarded a Healthy Aging Grant of \$3.9 million dollars and used all funding. This grant addressed social determinants of health, fostered an improved quality of life for older Ohioans, enabling them to remain in their homes and stay connected to their communities, preserve their personal assets, and promote a healthy, independent, lifestyle. Healthy Aging Grants were also designed to support older Ohioans disproportionately impacted by the COVID-19 pandemic. DSAS used the funds to provide food and housing assistance; digital literacy and social connection; and transportation. Through this grant, DSAS provided 29,478 hours of adult development activities; 19,285 meals; 7,150 rides; and 2,973 hours of digital literacy services.

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 125 community and outreach events reaching nearly 8,000 people.
- Conducted The **2024 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 aims to develop and deliver activities that foster good morale, celebrate our diverse team members, improve the workplace environment, and support DSAS community programs. The committee sponsored fundraisers with proceeds earmarked for the end of year holiday celebration; hosted agency-wide events to celebrate the diversity of the team; and celebrated colleagues monthly.

In 2024, OCOMS, in collaboration with the DSAS PEI team, created a quarterly survey called "the PULSE" to measure the effectiveness of employee engagement events. Data from the end of the year showed increased satisfaction with events and demonstrated the importance of DSAS leadership being active participants.

Findings

DSAS Client and Services Count

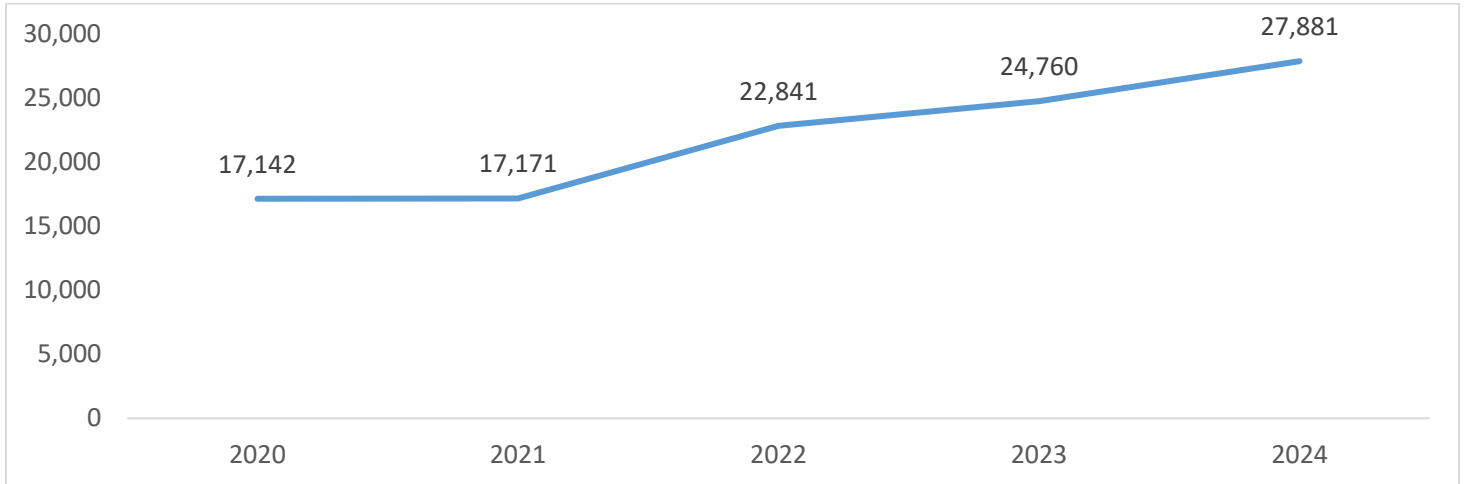
Clients Served	2020	2021	2022	2023	2024
Connection Center (Centralized Intake)	17,142	17,171	22,841	24,760	27,881
Adult Protective Services (APS)	2,340	2,402	2,309	2,506	2,784
Home Support	445	415	399	369	365
Options for Independent Living	1,972	2,151	2,121	2,261	2,499
Information Services	1,427	853	3,143	3,358	3,869
Community Social Services Program (CSSP)	3,664	3,716	6,785	7,094	7,897
TOTALS	26,990	26,708	37,598	40,348	45,295

Services Provided	2020	2021	2022	2023	2024
Meals					
Home Delivered Meals-Options	270,352	302,157	344,853	389,237	478,900
Home Delivered Meals-CSSP	N/A	N/A	96,631	107,181	41,448
Holiday Meals-CSSP	N/A	N/A	2,849	3,395	3,594
Congregate Meals-CSSP****	124,083	138,813	105,165	94,447	96,253
Food Pantry/Holiday Food Baskets*	3,872	2,864	2,840	3,188	3,600
SNAP Meals*	30,002	24,314	30,360	46,055	43,337
WRAAA Circle of Food Program	58,000	66,000	N/A	N/A	N/A
Meals Totals	486,309	534,148	582,698	643,503	667,132
Transportation-1-way rides					
Transportation-CSSP****	78,200	68,230	113,635	127,436	119,274
Medical Transportation-Options	7,011	8,754	8,947	8,651	7,518
Senior Transportation Connection**	4,629	31,987	N/A	N/A	N/A
Transportation Total	89,840	108,971	122,582	136,087	126,792
Activities-Hours of Service-CSSP					
Adult Development****	120,564	172,596	288,827	359,187	365,083
Adult Day Services	1,042	1,068	772	N/A	NA
Outreach Activities	N/A	N/A	7,138	7,733	4,578
Digital Literacy****	N/A	N/A	1,469	8,736	13,014
Activity Hours Total	121,606	173,664	298,206	375,656	382,675
Personal Care Homemaking***					
Homemaker Services	74,435	71,141	59,263	56,808	54,827
Personal Care Assistance	12,766	12,606	11,992	11,421	12,865
Home Supportive Assistance					
Emergency Response System- Options	1,055	1,355	1,299	1,349	1,454
Chore Services-Options	438	584	590	780	875
Grab Bar Installation-Options	41	61	79	93	116
Bed Bug Extermination Program	122	100	86	106	75
Laundry Services	N/A	N/A	N/A	143	491
Specialized Grants					
Faith-Based Initiative**	2,305	2,711	N/A	N/A	N/A
TOTALS	788,917	905,341	1,076,795	1,225,946	1,247,302

*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 **** Includes data from page 4 for services provided through the Healthy Aging Grant that supplemented CSSP funding in 2024.

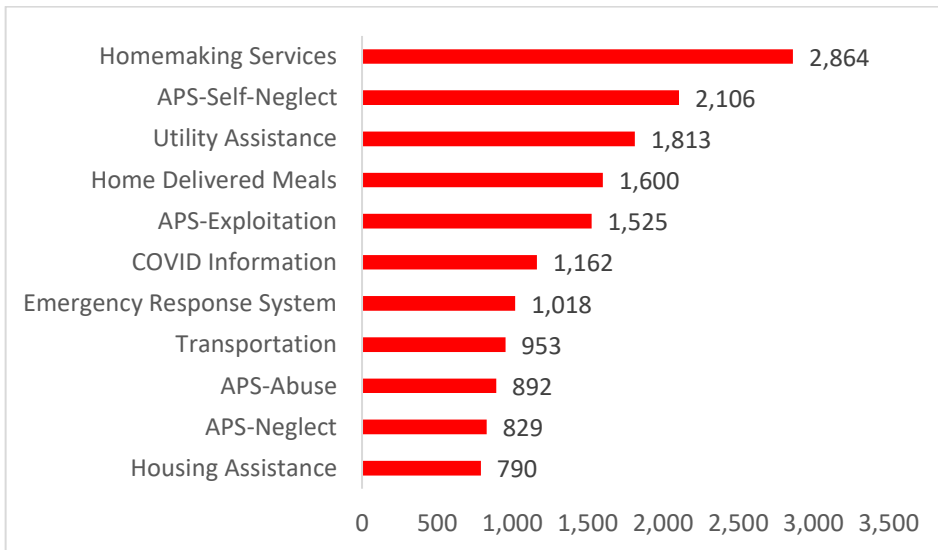
Connection Center

Number of Calls Handled by the Connection Center



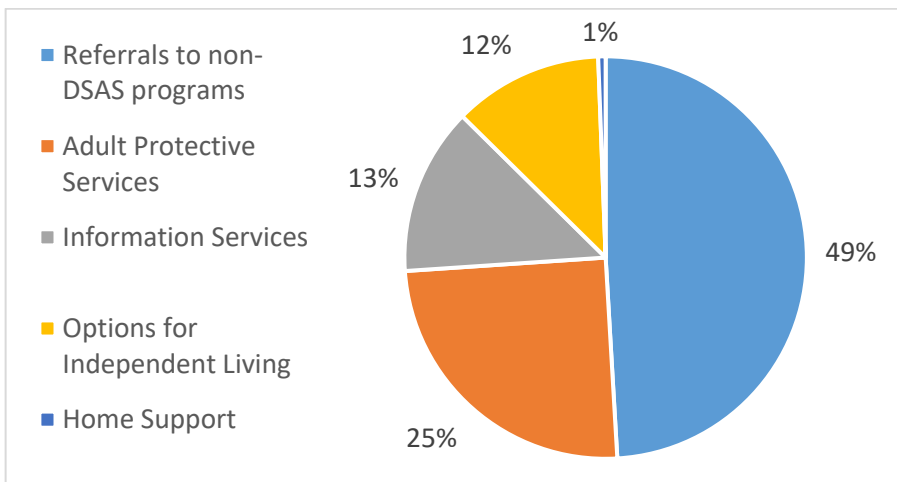
Average speed of answered call: 72 seconds

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



United Way 211 made 9,785 referrals to DSAS in 2024, a 650% increase in the last 4 years. Approximately 80% of all referrals were for rent and/or utility assistance

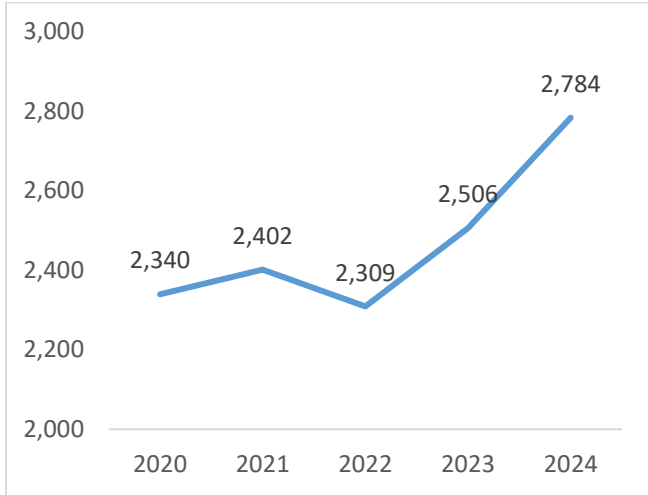
Referrals made by the DSAS Connection Center



- Referrals to non-DSAS programs increased by 25% from 2023.
- The most common referrals to agencies outside of DSAS include referrals to other HHS agencies for assistance with SNAP and Medicaid, and referrals to other community agencies for housing and legal issues.

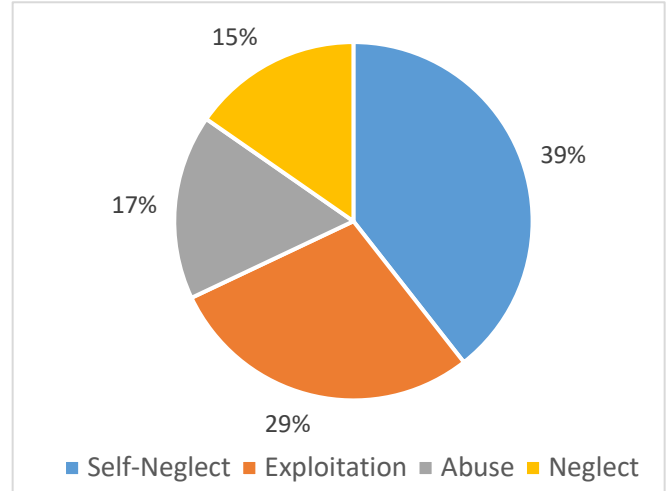
Adult Protective Services (APS)

Number of Unduplicated Clients

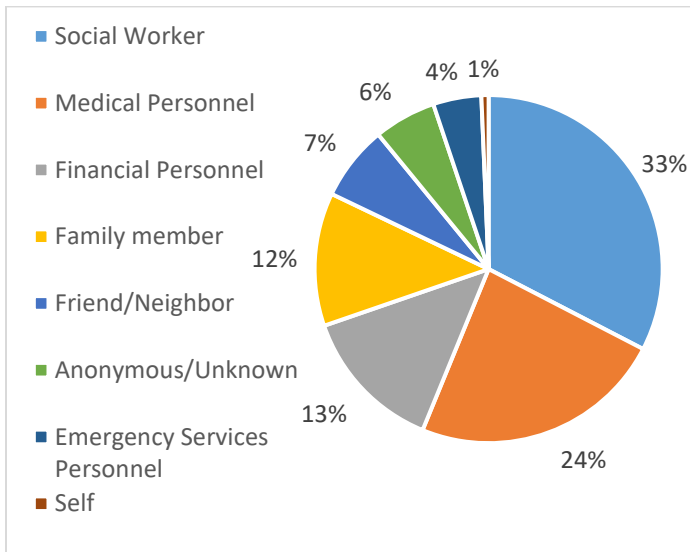


Allegations/Validations (add validation rate)

(Cases may have more than one allegation)

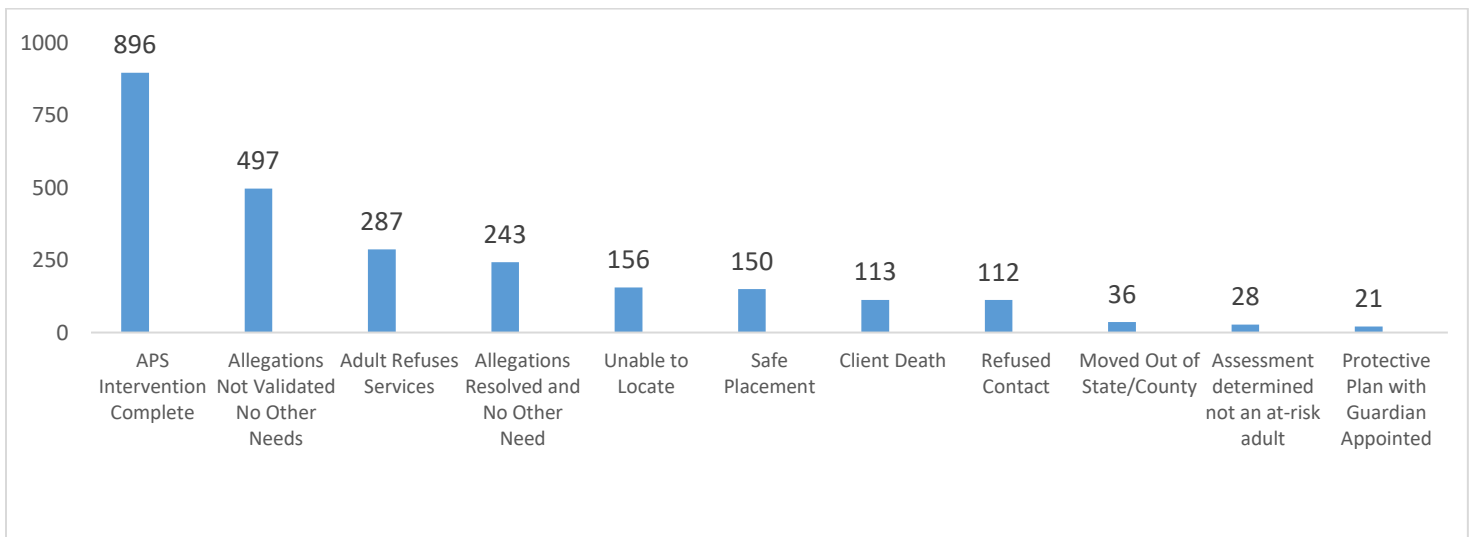


Referral Source



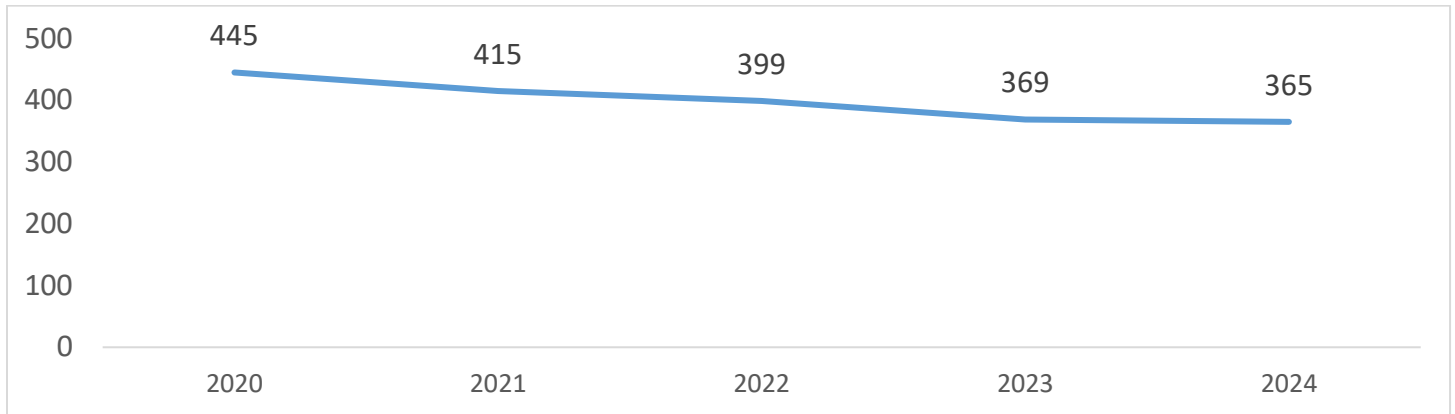
- Allegations of exploitation have increased from 15% of all allegations to 29% of all allegations since 2015.
- In 2024, the DSAS Geriatric Behavioral Nurse Unit assisted 151 APS clients; conducted more than 300 in-house consultations and home visits; and conducted 142 behavioral and geriatric assessments.
- 784 referrals to APS were made through the APS web portal on the State of Ohio website.

2024 Case Outcomes (codes mandated by the State of Ohio)

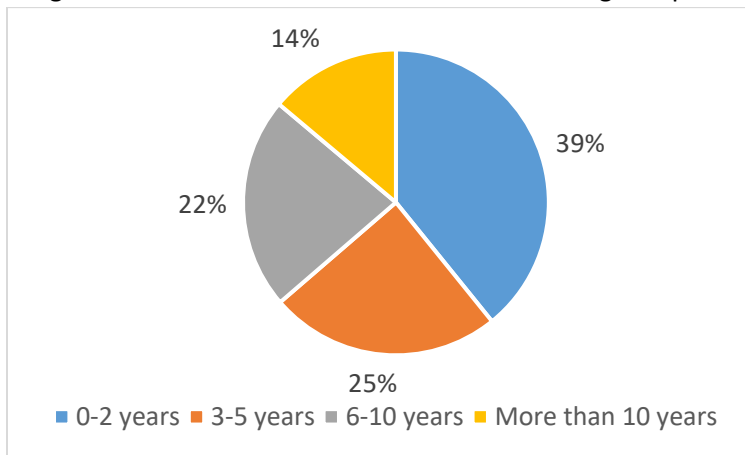


Home Support Services

Number of Unduplicated Clients

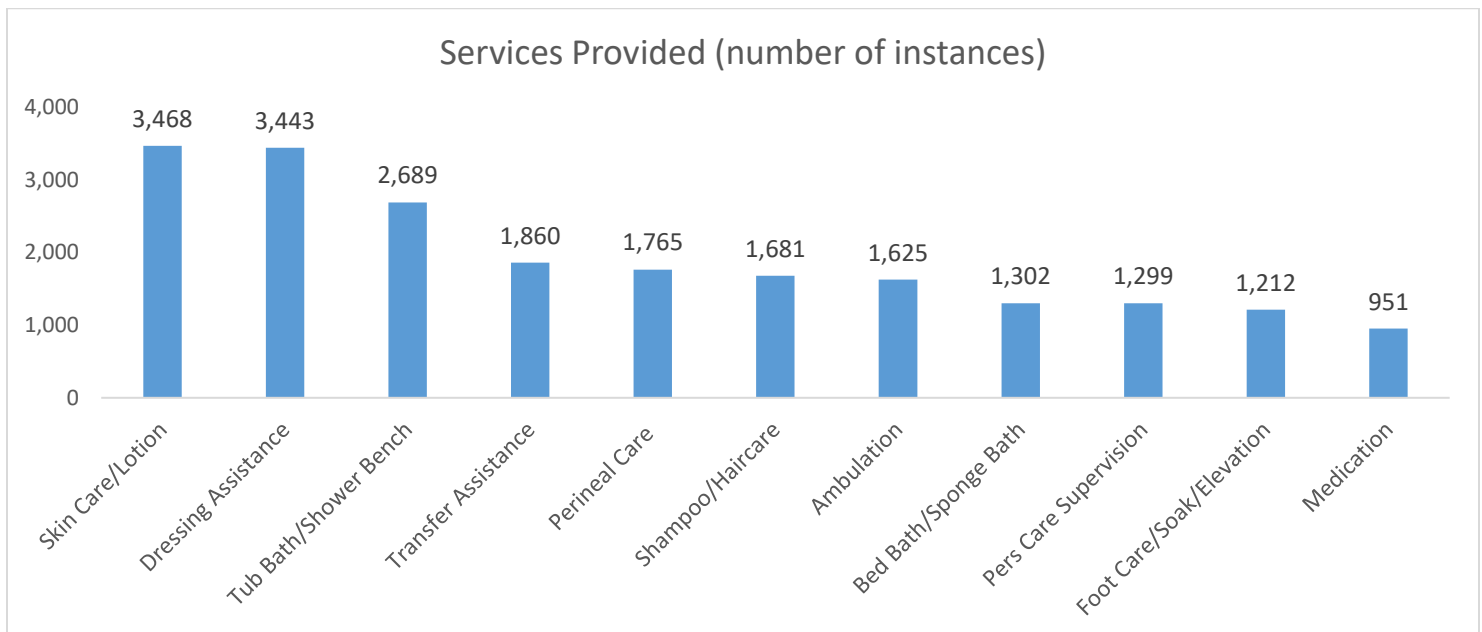


Length of time on caseload for clients-Clients living independently



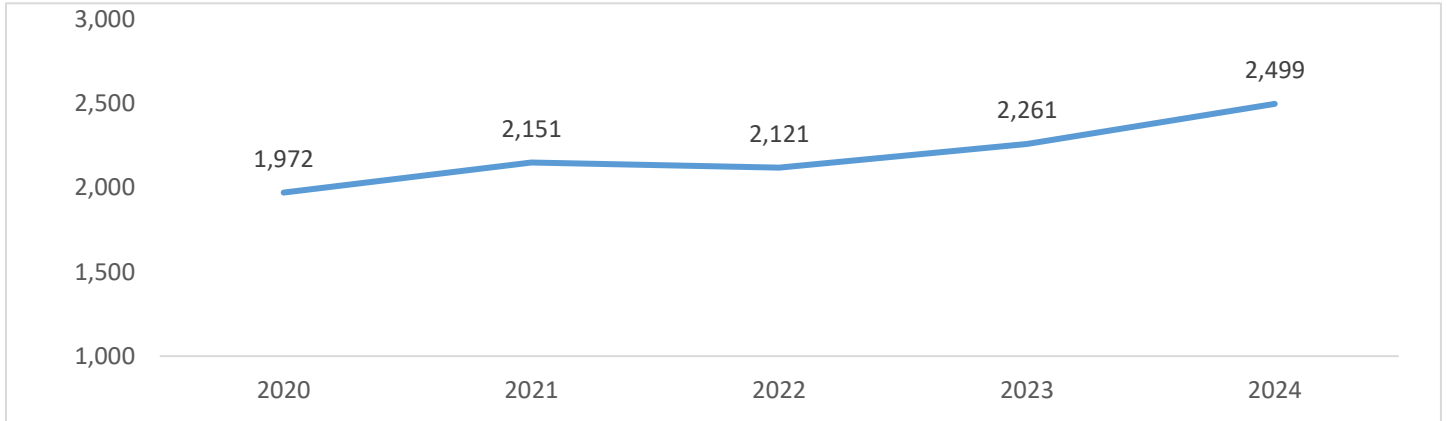
- In 2024, 31 clients were served through the Ryan White Program.

Personal Care Services Provided

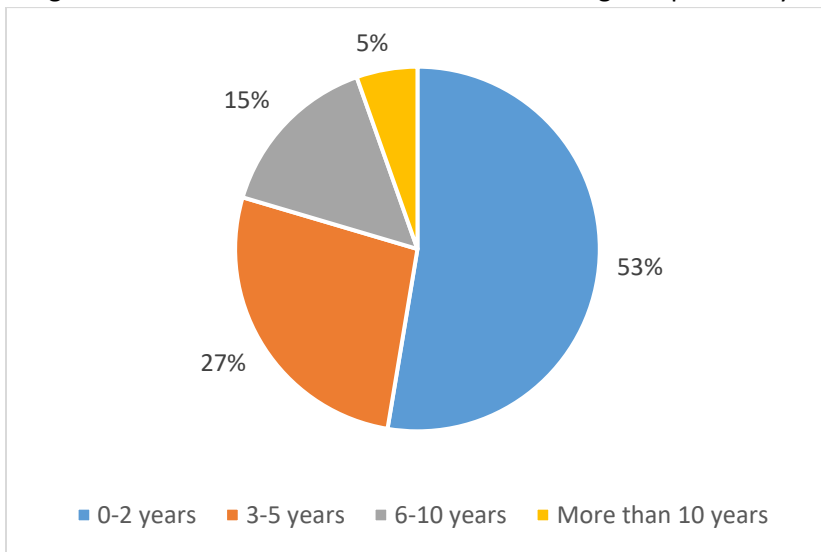


Options for Independent Living

Number of Unduplicated Clients

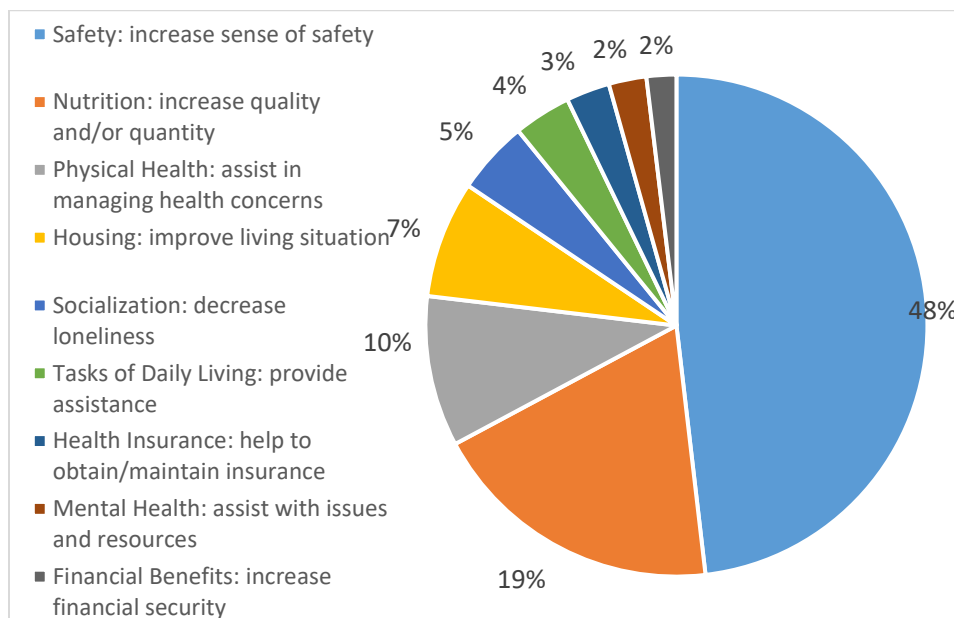


Length of time on caseload for clients-Clients living independently



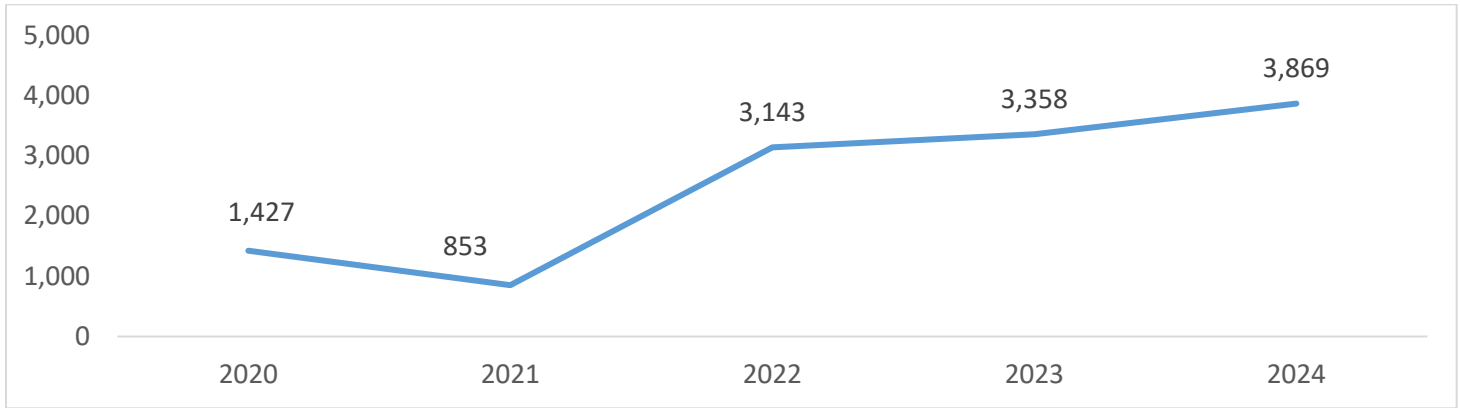
- Nearly 1.8 million home-delivered meals have been delivered in the last 5 years through Options.
- For Options client requesting home-delivered meals in 2024, 84% scored “high risk” on a standardized food insecurity assessment tool.

Client Goals and Outcomes (self-reported by Client)

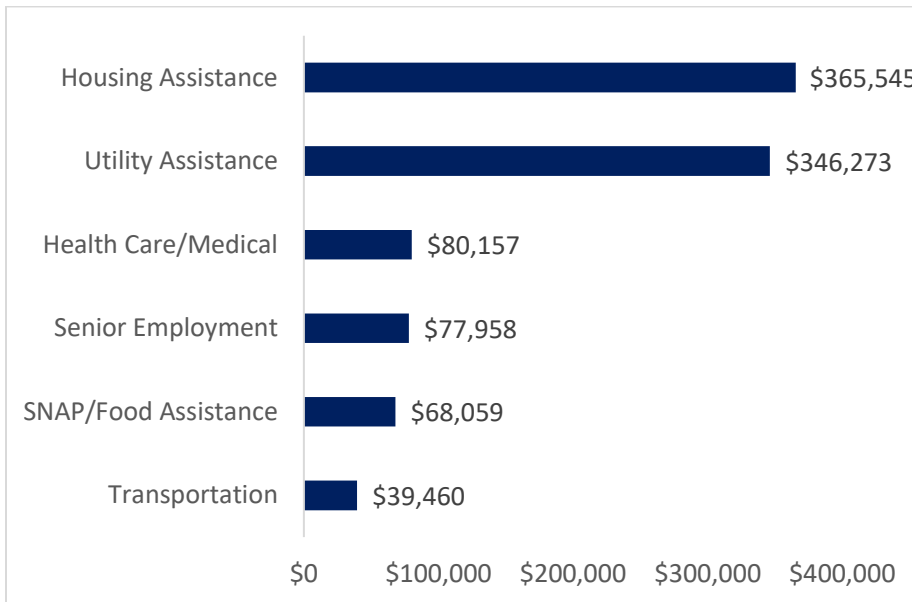


Information Services Unit Aging and Disability Resource Center (ADRC)

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

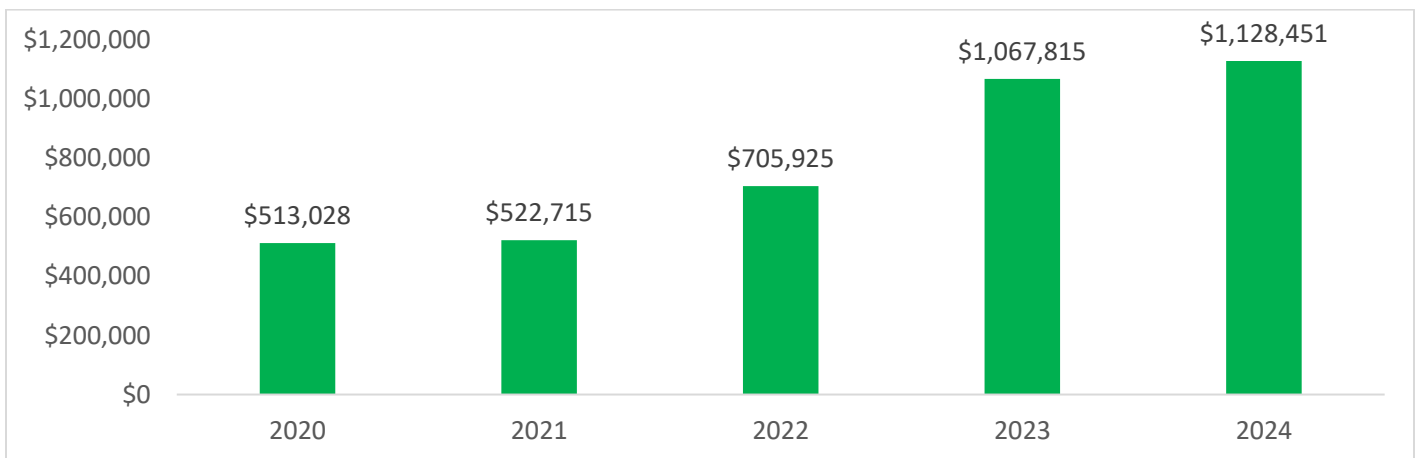


Most common types of benefits received through Information Services staff



In the last 5 years, the Information Services Unit provided more than \$3.9 million in cost-savings benefits to DSAS clients (See chart below).

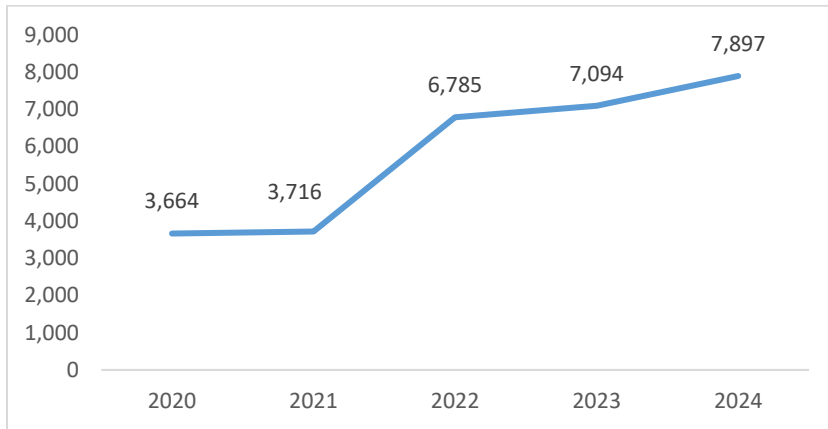
Cost-Benefit Savings



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

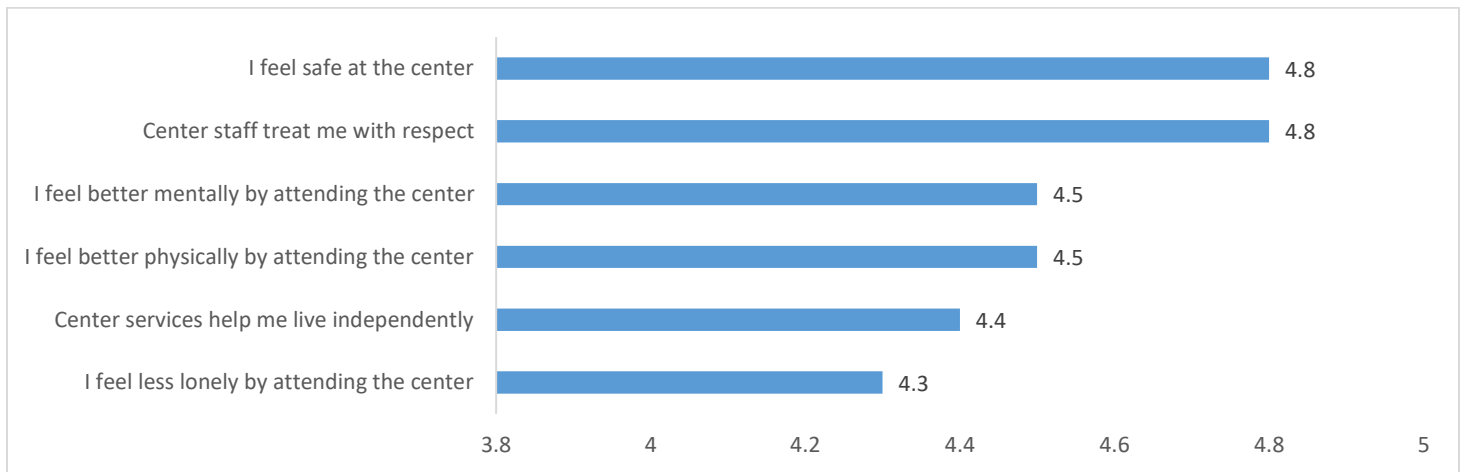
Community Social Services Program (CSSP)

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).
- \$3.5 million was allocated to 33 providers in 2024.

Key Findings from Customer Satisfaction Survey (scale of 1-5 with 5 being “strongly agree”)

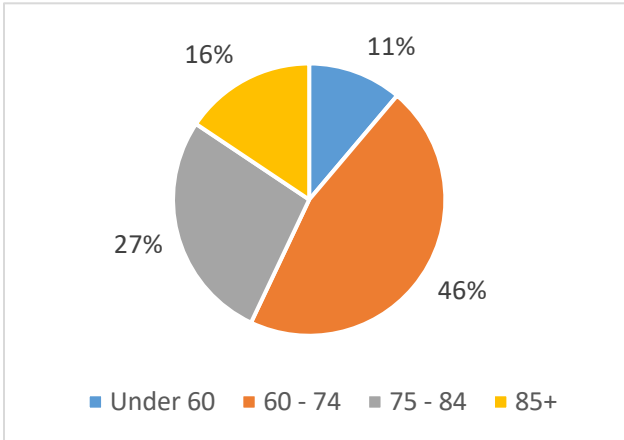


Client Comments from the Customer Satisfaction Survey

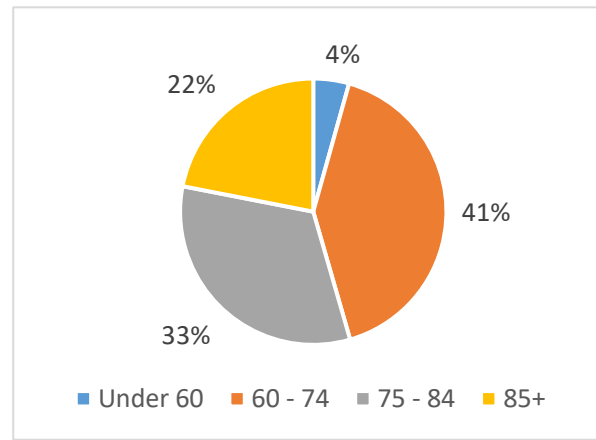
- “My instructor taught me how to learn a computer even though I never used one and was told I was too old to learn. He was very patient and kind. I thank everyone who put this together.”
- “I have anxiety and depression, and the centers activities have kept me physically, emotionally, and mentally healthier. These services have helped me overcome the sense of isolation that I felt after my husband passed away. These services are a life saver.”
- “I have learned to live alone and be active since my husband died and living in a walkable community with a mayor who does so much for seniors is great.”

APPENDIX A-DSAS Demographics-Age

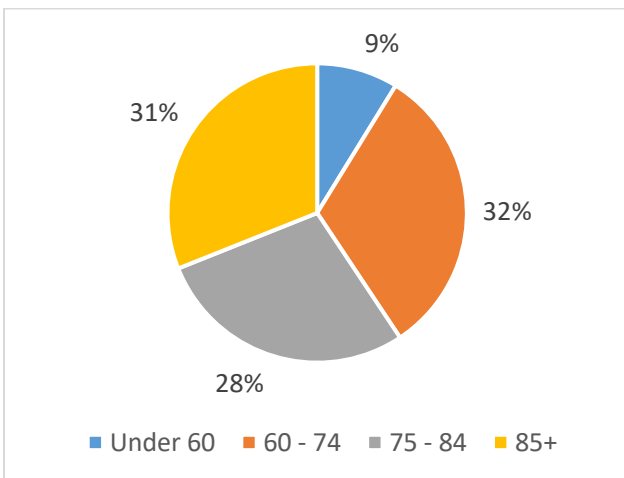
All DSAS



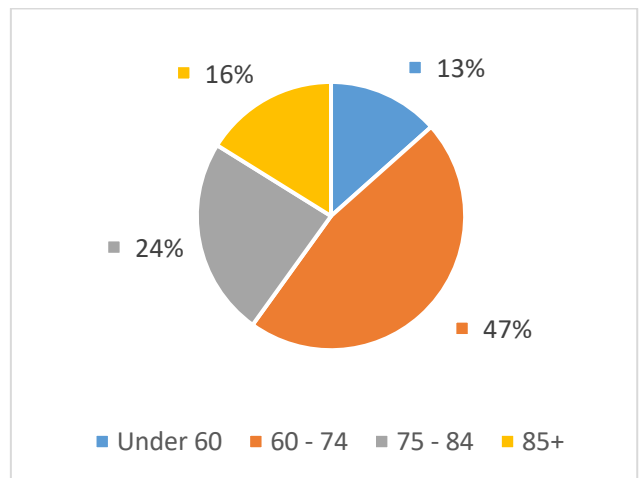
Adult Protective Services



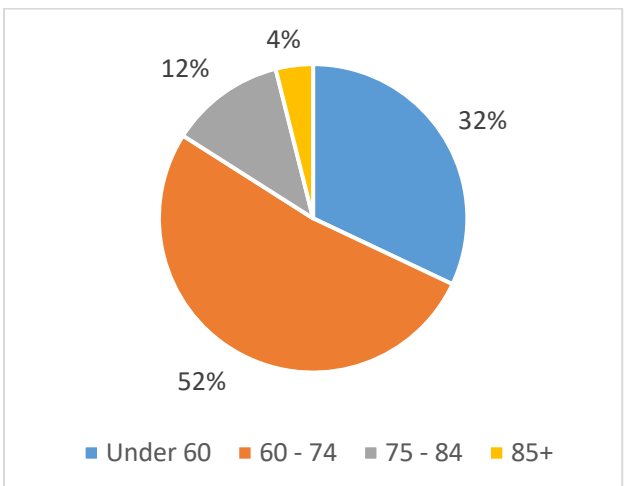
Home Support



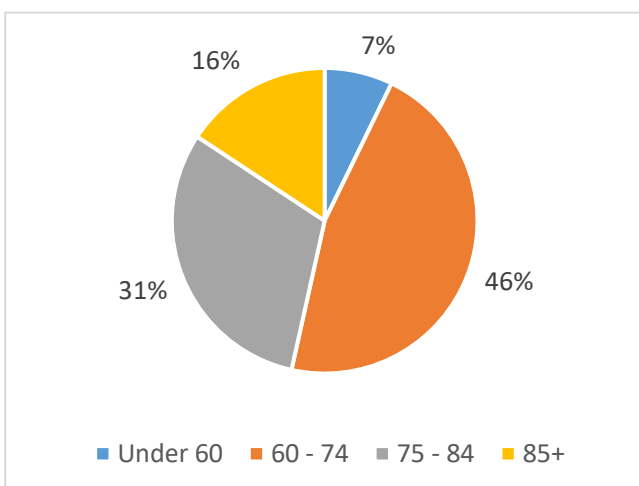
Options for Independent Living



Information Services

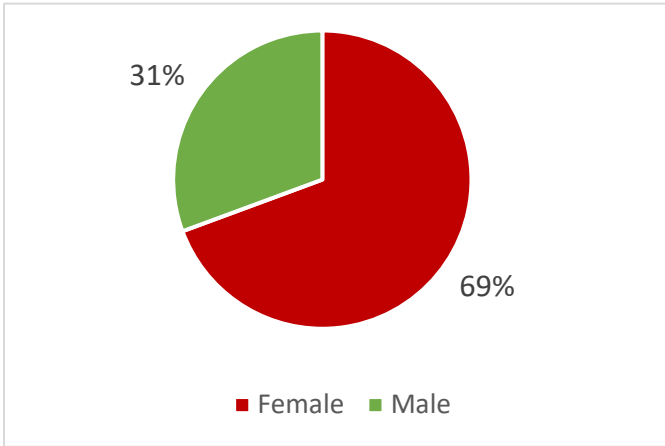


Community Social Services Program

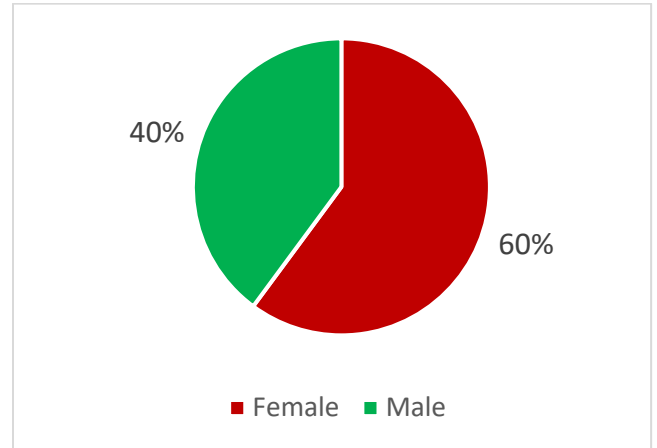


APPENDIX B-DSAS Demographics-Gender

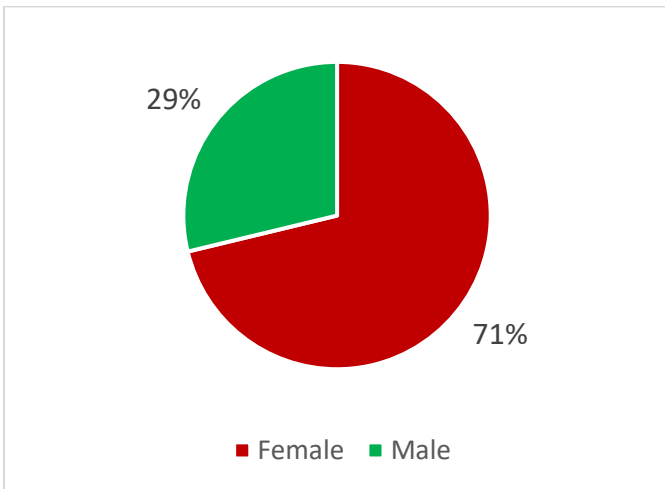
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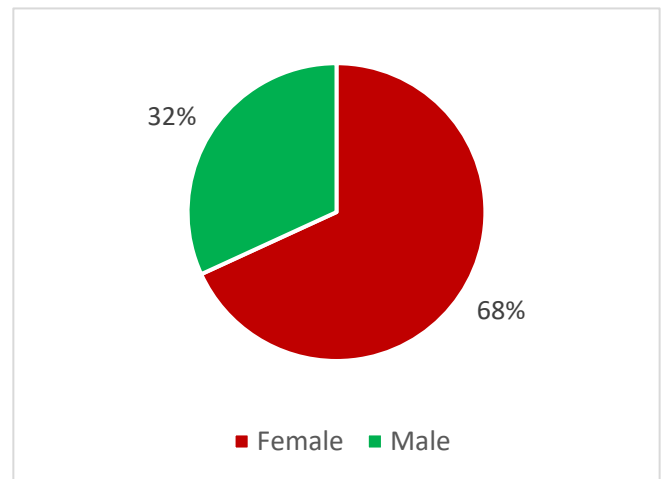
Adult Protective Services



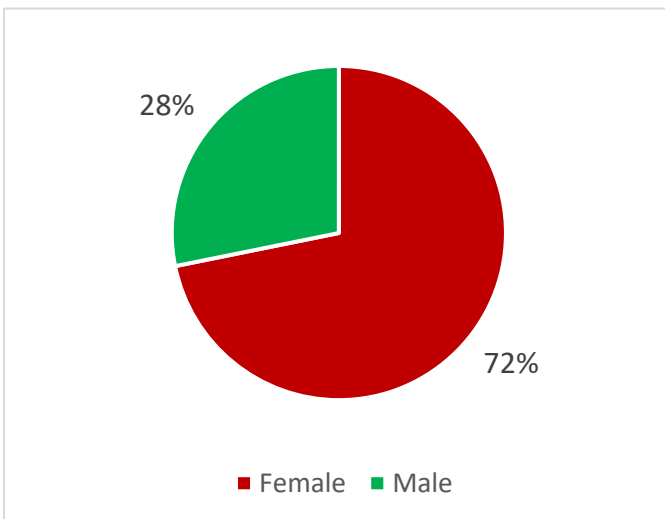
Home Support



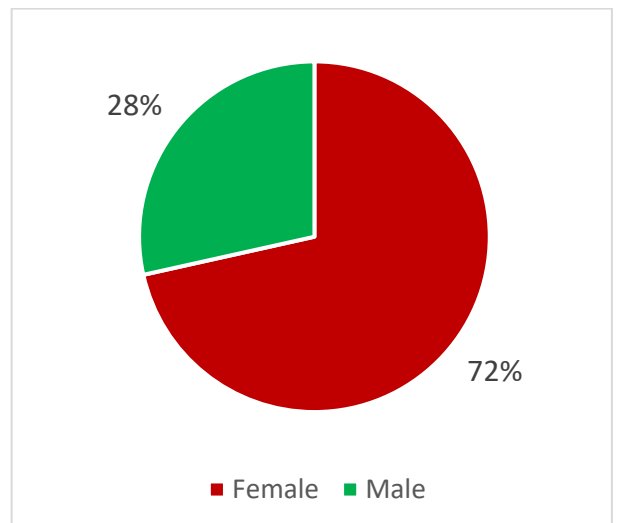
Options for Independent Living



Information Services

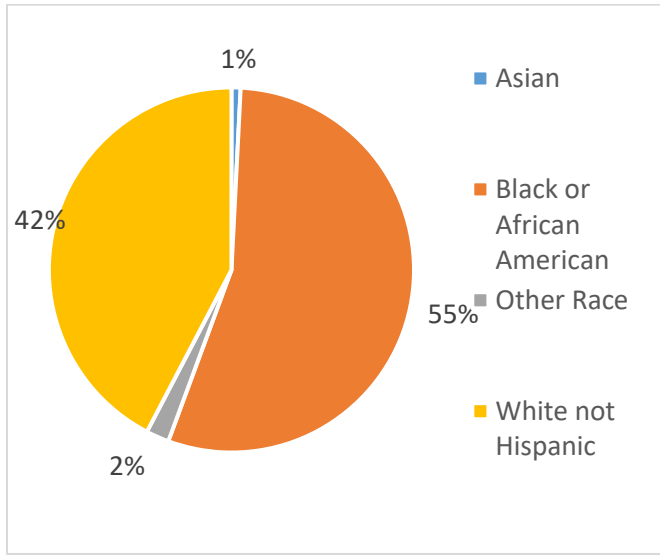


Community Social Services Program

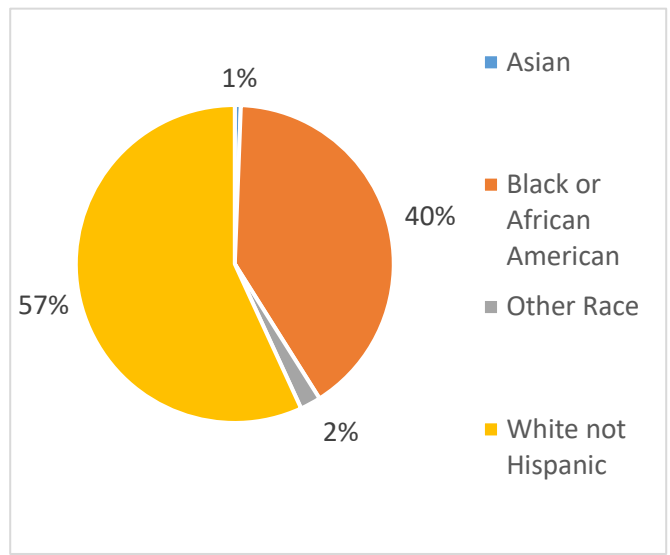


APPENDIX C-DSAS Demographics-Race

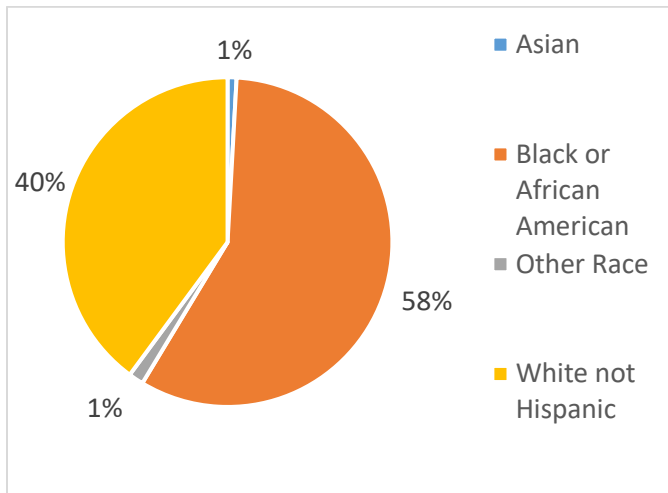
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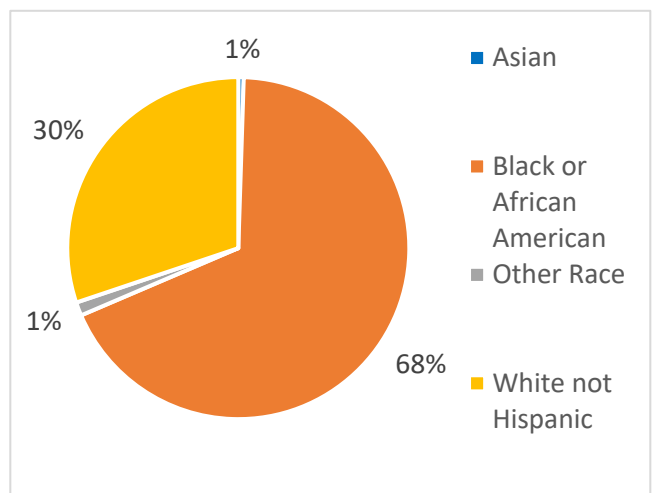
Adult Protective Services



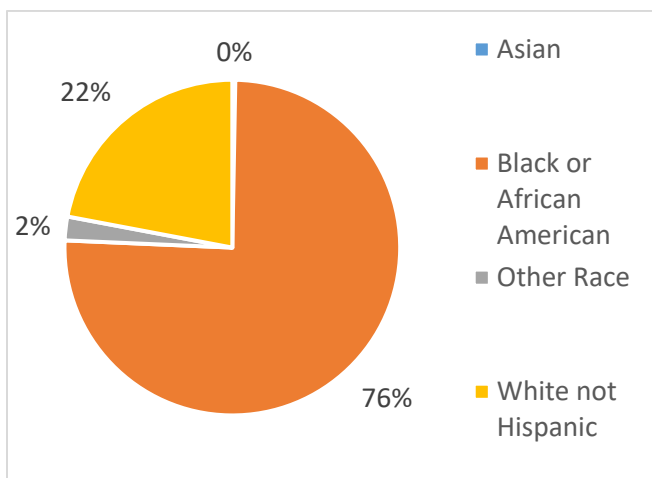
Home Support



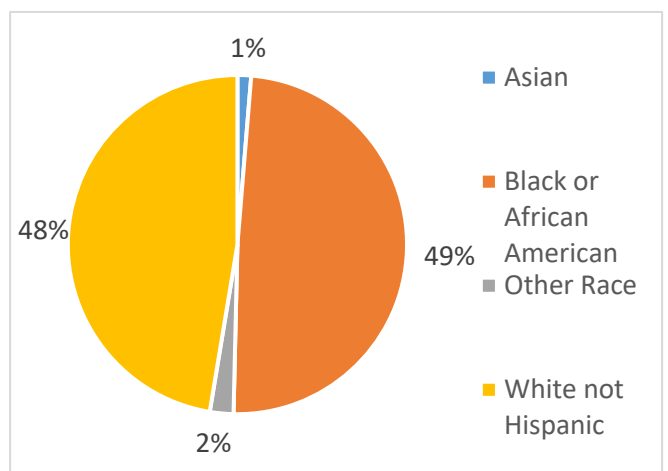
Options for Independent Living



Information Services

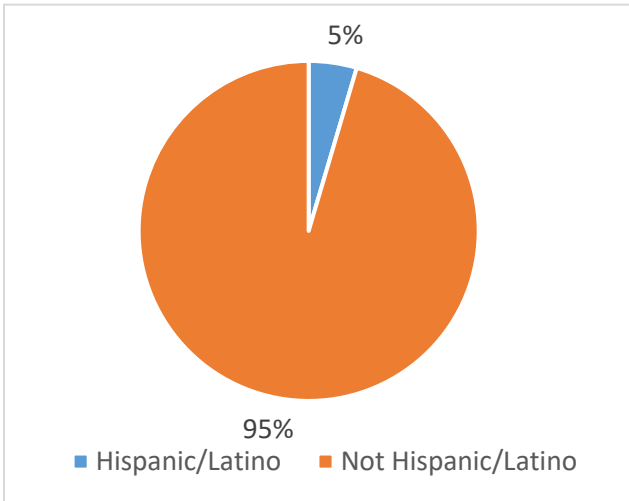


Community Social Services Program

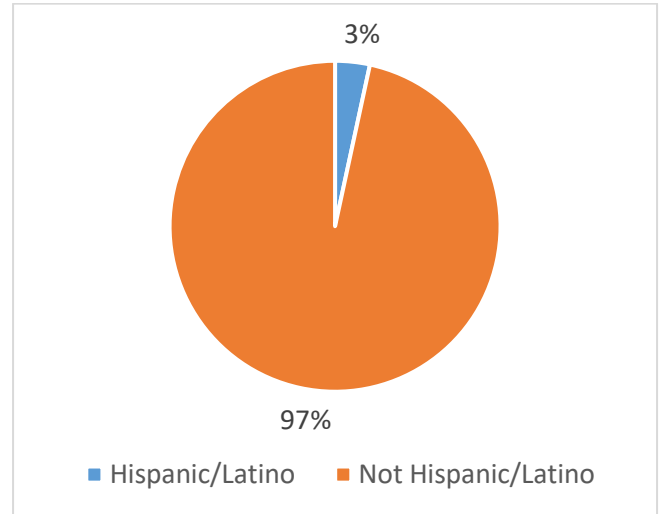


APPENDIX D-DSAS Demographics-Ethnicity

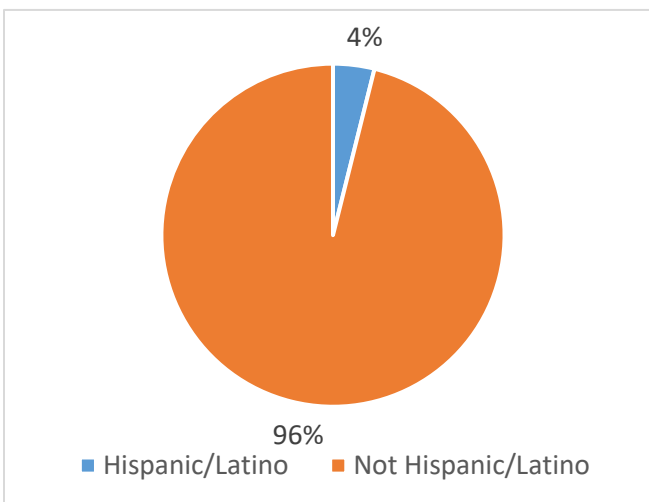
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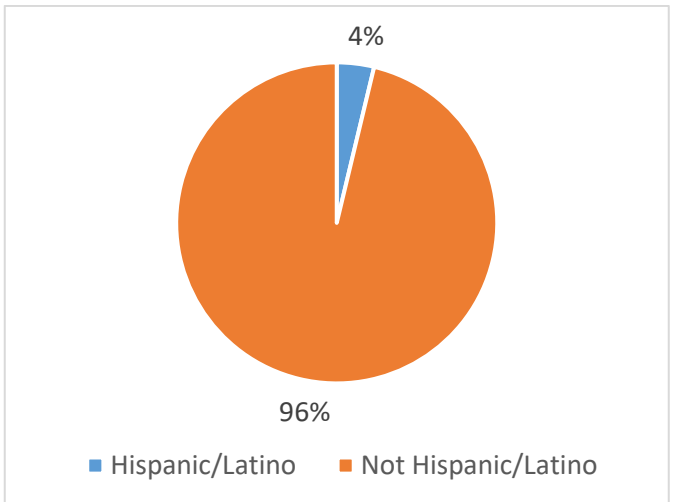
Adult Protective Services



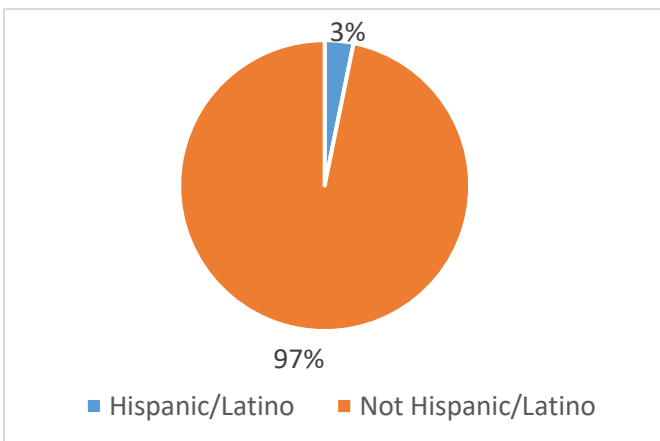
Home Support



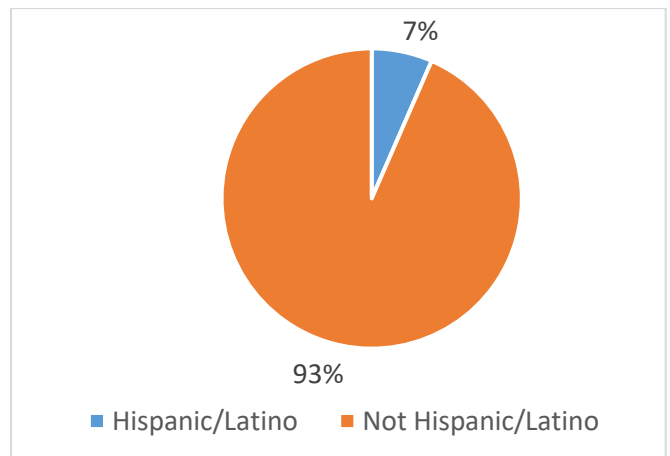
Options for Independent Living



Information Services

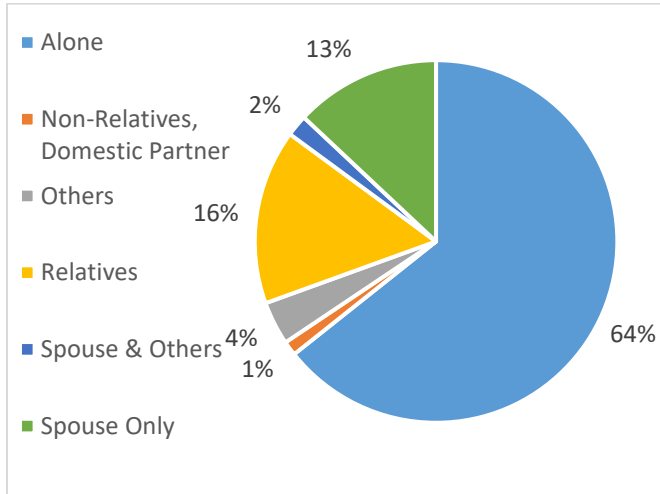


Community Social Services Program

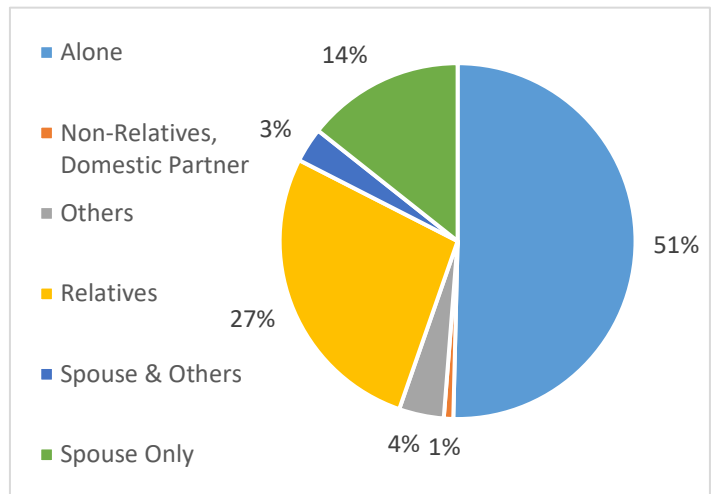


APPENDIX E-DSAS Demographics-Living Situation

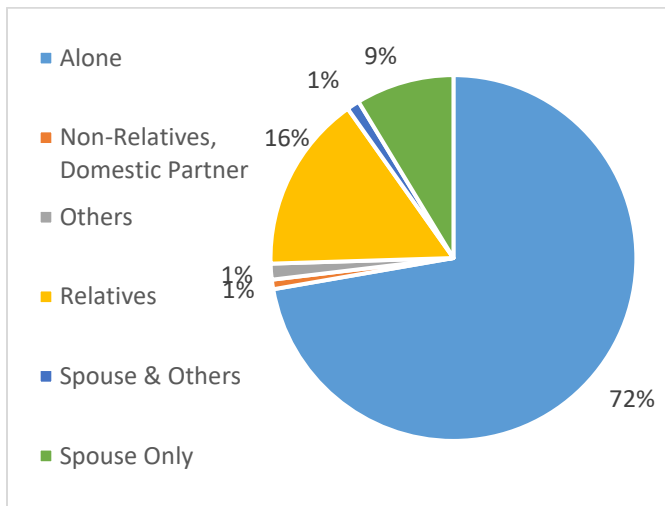
All



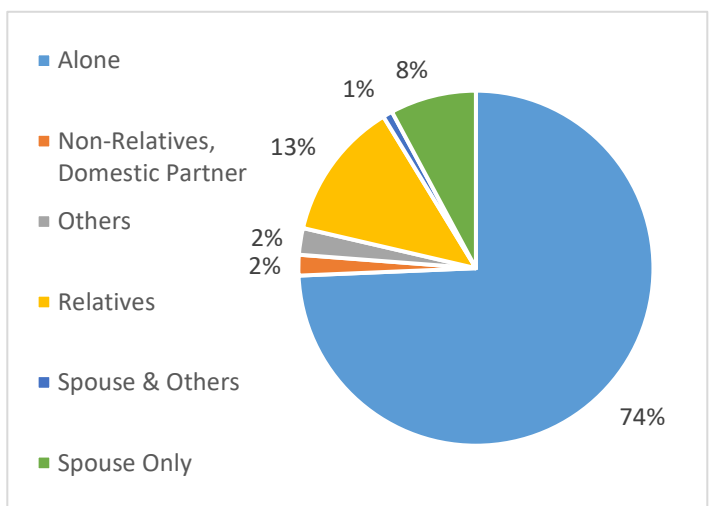
Adult Protective Services



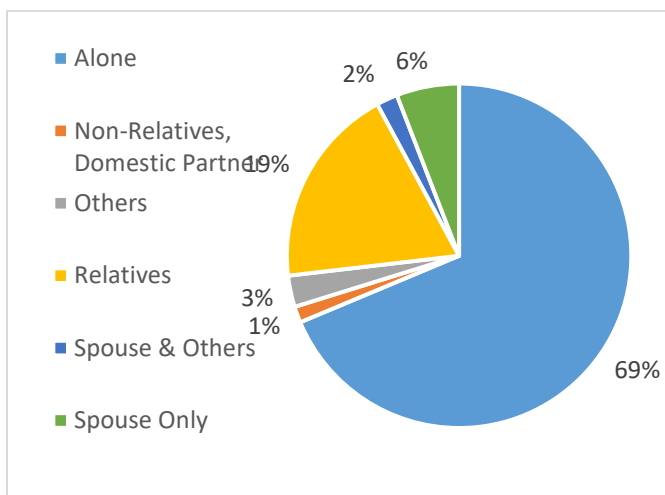
Home Support



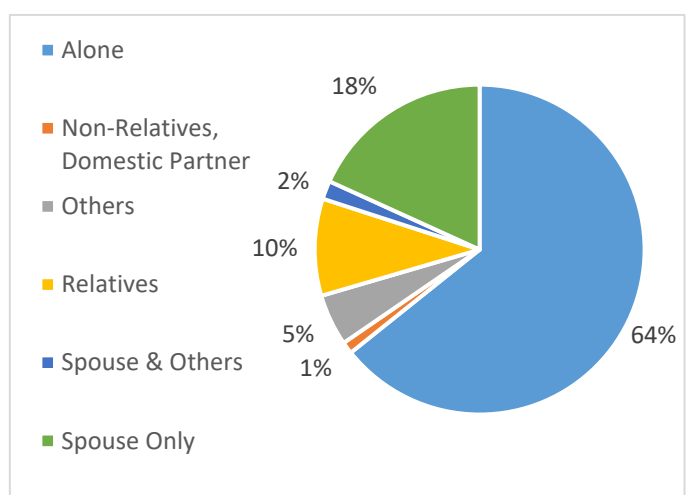
Options for Independent Living



Information Services

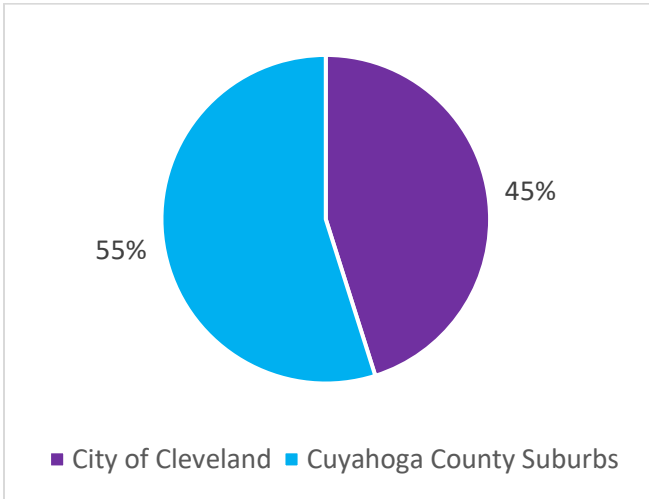


Community Social Services Program

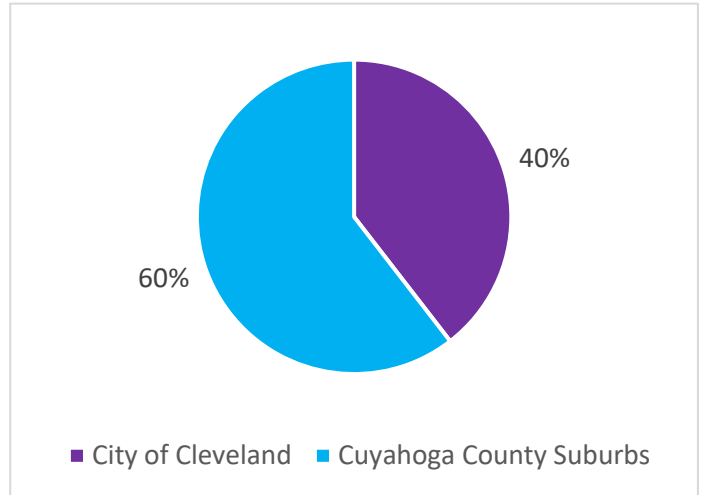


APPENDIX F-DSAS Demographics-City of Residence

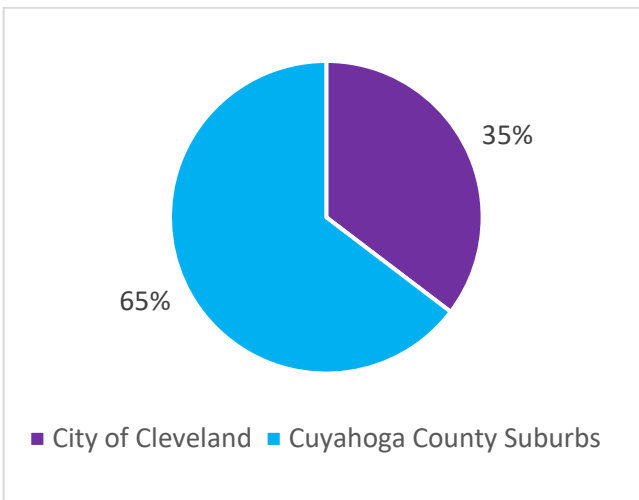
All



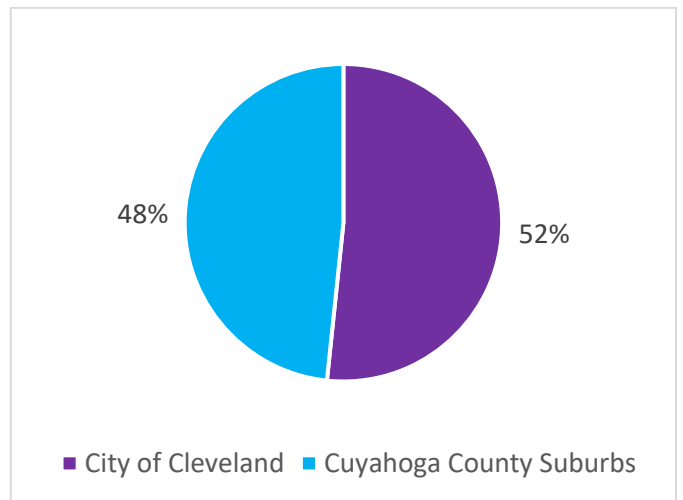
Adult Protective Services



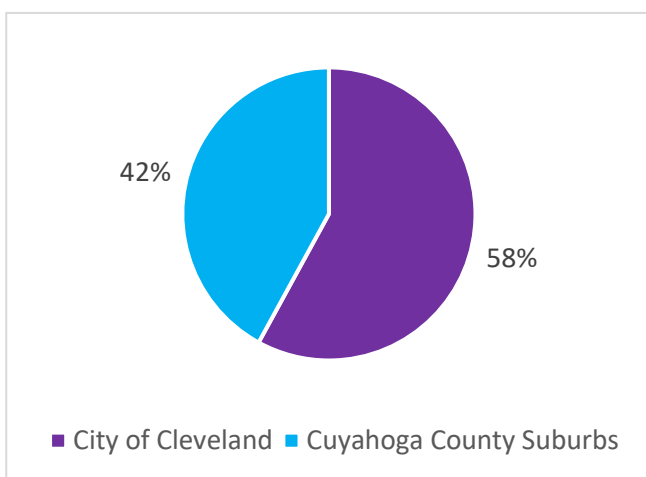
Home Support



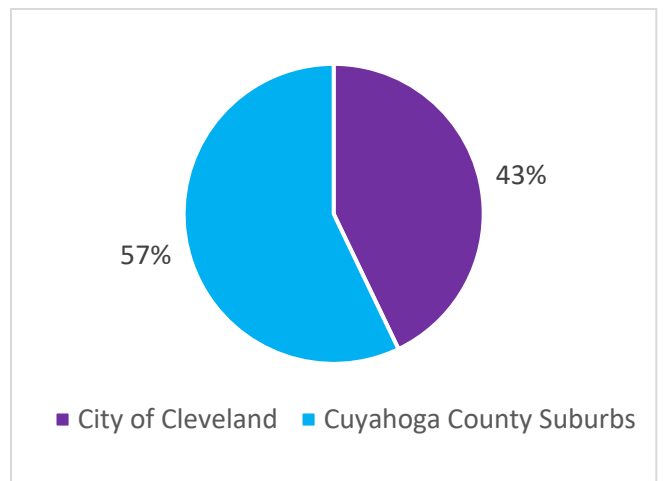
Options for Independent Living



Information Services



Community Social Services Program



APPENDIX G-10-Year Historical Caseload Counts

10-Year Historical Caseload Counts

Program	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024
Connection Center (Centralized Intake)	18,257	18,245	18,982	19,339	17,142	17,142	17,171	22,841	24,760	27,881
Adult Protective Services (APS)	2,390	1,944	2,338	2,436	2,340	2,340	2,402	2,309	2,506	2,784
Home Support	571	547	530	542	445	445	415	399	369	365
Options for Independent Living	1,558	1,490	1,468	1,632	1,935	1,972	2,151	2,121	2,261	2,499
Information Services	4,499	3,389	3,211	3,411	1,427	1,427	853	3,143	3,358	3,869
Community Social Services Program (CSSP)	2,764	3,441	3,520	3,303	3,664	3,664	3,716	6,785	7,094	7,897
Totals	30,039	29,056	30,049	30,663	26,953	26,990	26,708	37,598	40,348	45,295

APPENDIX H-Client Map for all DSAS Programs-Cuyahoga County Council Districts

