



2016 Annual Statistical Performance Report

The Statistical Performance Report provides data on all DSAS programs. In 2016 DSAS served more than 30,000 senior and disabled clients through Centralized Intake, Adult Protective Services, Home Support, Options for Independent Living, Information Services, and Community Social Services Program (CSSP). This report provides data based on services provided and feedback from customer satisfaction surveys.

In July 2015, DSAS implemented a unified cloud-based case management system that integrates all DSAS programs. This system provides significant opportunities for improving efficiency, client outcomes and reporting capability. Previously, DSAS utilized more than 10 program-specific databases.

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HIGHLIGHTS

4-Year Program Data

Clients Served	2013	2014	2015	2016
Centralized Intake	14,154	18,345	19,346	18,257
Adult Protective Services	1,902	2,014	2,028	2,390
Home Support	521	518	422	571
Options for Independent Living	1,345	1,477	1,558	1,558
Information Services	4,909	5,299	4,642	4,499
Community Social Services Program	1,364	1,414	1,900	2,764

Services Provided	2013	2014	2015	2016
Adult Development (Hours of Service)	167,116	168,840	183,477	237,035
Transportation (1-way rides)	120,658	109,786	114,058	132,632
Congregate Meals	37,884	43,652	69,908	75,251
Home Delivered Meals	62,491	94,037	113,565	100,285
Adult Day Services	3,508	2,415	1,106	1,209
Homemaker Services	54,826	76,968	80,397	86,927
Emergency Response System (clients served)	695	700	1,168	1,147
Personal Care Assistance (hours of service)	7,536	8,809	9,278	16,474
Medical Transportation (Number of 1-way rides)	3,901	4,159	5,940	6,302
Chore Services (Number of clients)	45	68	60	40
Grab Bar Services (Number installed)	69	58	50	21
Bed Bug Services (Number of clients)*		23	62	94

* Bed Bug extermination services began in August 2014



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Overall Highlights

- Demographic Information for all DSAS programs
 - 70% Female; 30% Male
 - 11% were under 60 years old; 20% were 85 years old or older
 - 45% live in the City of Cleveland; 55% live in Cuyahoga County Suburbs
 - 49% African American; 46% White; 3% Hispanic; 2% Other
 - 41% had income at or below the Federal Poverty Level*
- DSAS staff made direct contact with clients more than 50,000 times including more than 47,000 visits to client's homes.
- More than 20,000 calls were made to DSAS in 2016.
 - Of these calls, nearly 19,000 were handled by a Centralized Intake social worker.
 - Clients spoke with CIU workers about more than 40 different issues including a variety of home-based services, safety concerns and financial assistance.
- 573 Clients were involved with more than one DSAS Program in 2016 (Not including calls to Centralized Intake).
- Since 2013, DSAS has provided 597,073 meals (congregate and home delivered) to DSAS clients.
- Since 2013, the Information and Outreach Unit has provided \$2,769,683 in cost-savings benefits to DSAS clients.
- More than 1,100 customer satisfaction surveys were returned in 2016, a response rate of 31%.
- Adult Protective Services served 235 Veterans; an additional 333 Veterans were served through other DSAS programs for a total of 568 Veterans.
- DSAS conducted more than 200 outreach, education and benefits assistance events for seniors reaching nearly 15,000 people.

* Financial information is only mandated for eligibility for Options for Independent Living and Home Support (fee-for service) clients and some Information Services clients.



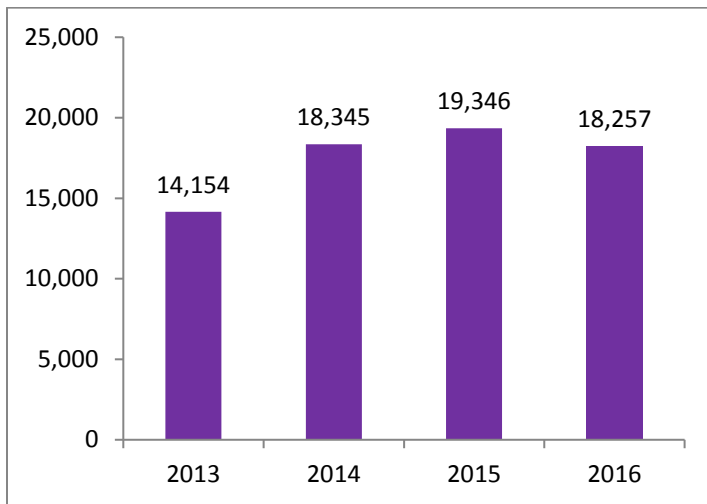
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Centralized Intake

The DSAS Centralized Intake Unit provides seamless intake services through the Centralized Intake phone number, (216) 420-6700 “One Call Does it All”. Seniors and adults with disabilities who call this number speak directly with a DSAS Centralized Intake social worker, who assesses their needs and refers them to the appropriate DSAS program. The Centralized Intake Unit became fully operational in January 2014.

18,257 Clients Served from January 1, 2016 through December 31, 2016

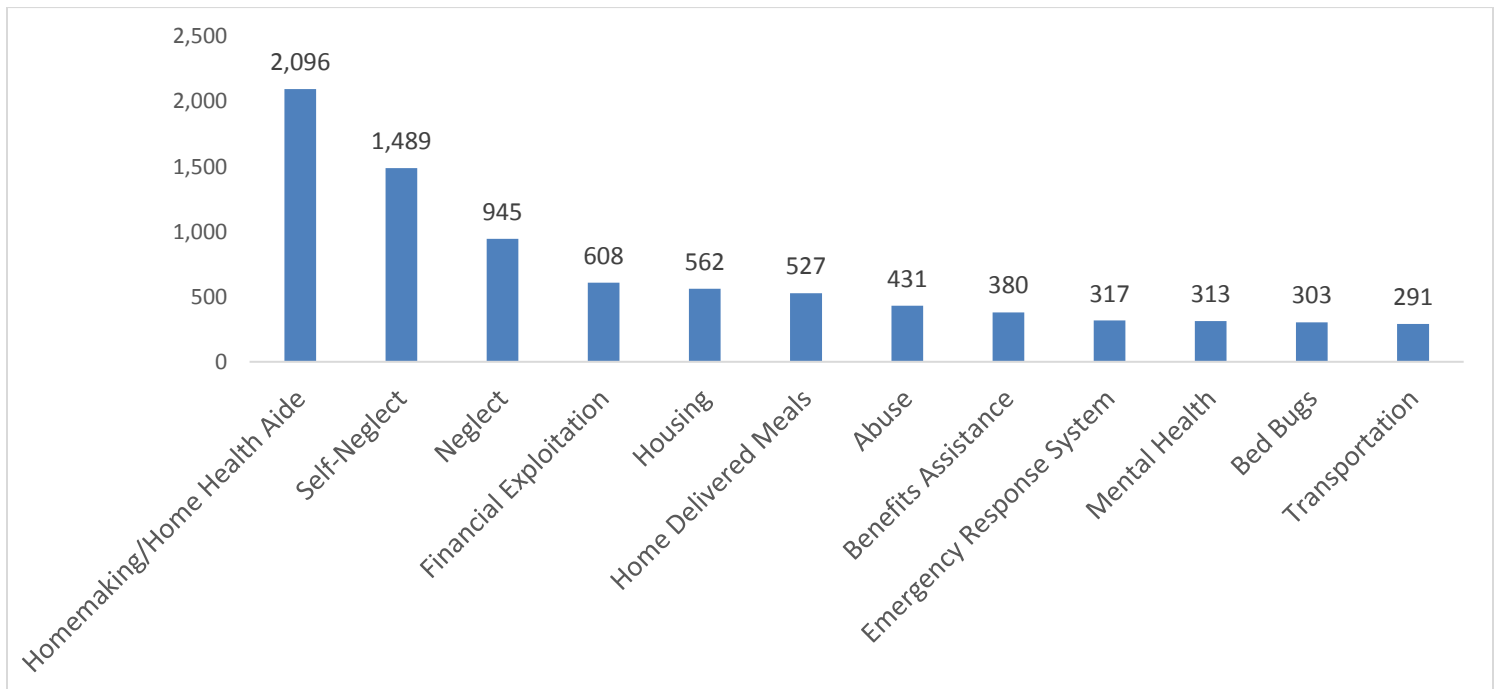
Number of Intake Clients



2016 Annual Centralized Intake Highlights

- 1,676 referrals were made from the United Way.
- Based on results of a customer satisfaction survey sent to clients who began DSAS services by calling the Centralized Intake Line, there was an overall customer satisfaction rating of 84%.
- Average speed of answered call was 24 seconds.

Main Reasons for Contacting DSAS





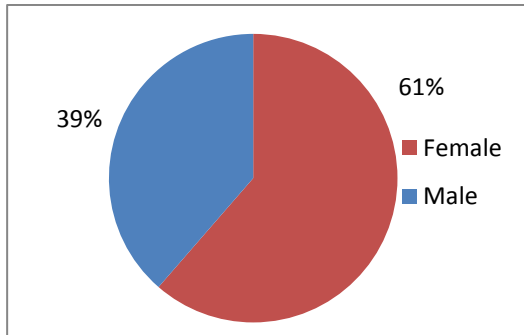
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Adult Protective Services (APS)

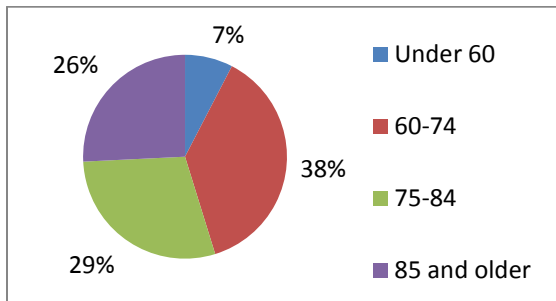
Adult Protective Services (APS) is a state-mandated service whose purpose is to protect and assist adults who may be victims of abuse, neglect, self-neglect, and financial exploitation. APS is mandated by the Ohio Revised Code (Section 5101.60 and 5101.71).

2,390 Clients Served from January 1, 2016 through December 31, 2016

Gender



Age

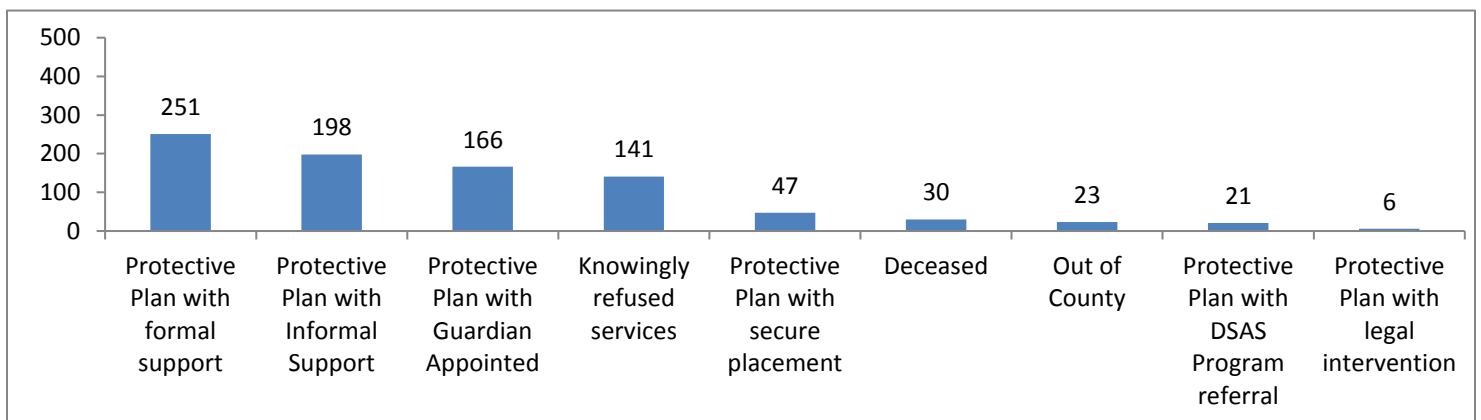


2016 Annual APS Highlights

- Demographic information for APS clients has remained consistent since 2013.
- 26% of all clients served by APS were 85 years old or older.
- 54% of all APS clients lived in Cuyahoga County suburbs.
- 135 referrals were made to APS through the online web-portal.
- Allegations (cases may have more than 1 allegation)
 - Self-Neglect: 42%
 - Neglect: 25%
 - Exploitation: 16%
 - Abuse: 11%
 - Beg Bugs: 3%
 - Hoarding: 3%
- APS has a 15% recidivism rate (Clients with more than one case conducted since January 2014).
- APS staff participated in nearly 300 legal consultations.

Additional Program Information

Reasons for Case Closure for Cases with a Confirmed Allegation





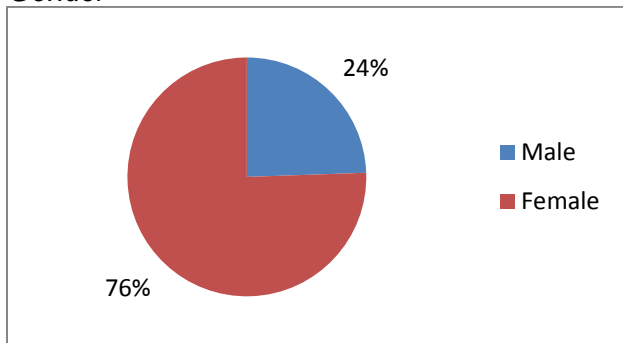
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Home Support Services

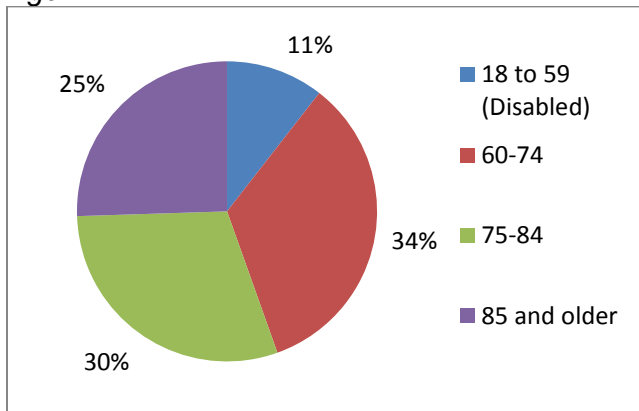
Home Support provides home-based personal care (such as assistance with bathing, dressing, and grooming) and homemaking (such as light housekeeping and laundry) to high-need clients.

571 Clients Served from January 1, 2016 through December 31, 2016

Gender



Age

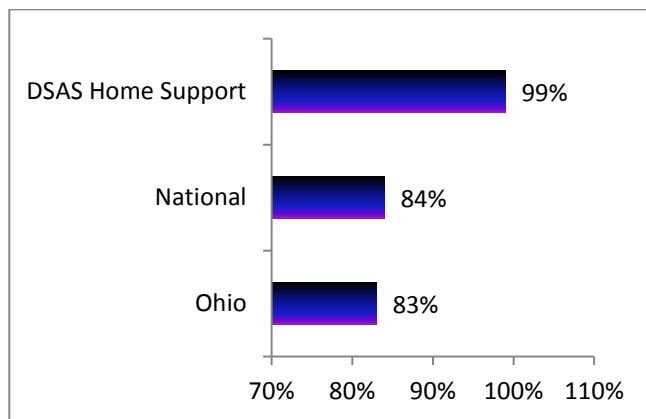


2016 Annual Home Support Highlights

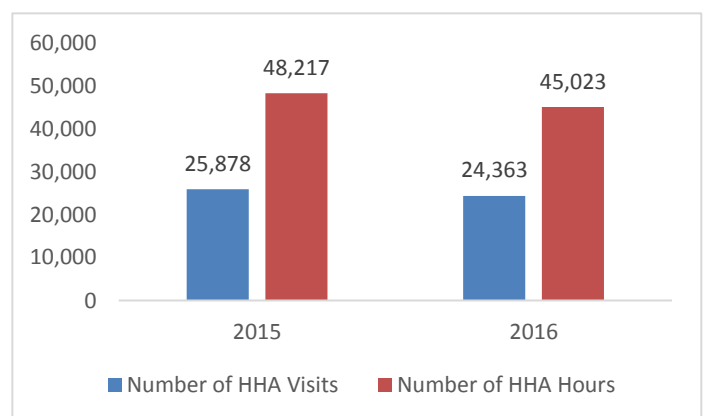
- Demographic trends from 2013 to 2016 were nearly identical.
- 25% of all clients served by Home Support were 85 years old or older.
- 63% of Home Support clients lived in Cuyahoga County suburbs.
- 42% of all Home Support clients were referred to the program by a social worker, 22% from a medical professional, and 21% by word of mouth.
- 100% said the services enabled them to live at home (based on 104 responses received through customer satisfaction surveys).
- 6,608 hours of Personal Care Assistance were provided to Home Support clients

Additional Program Information

Customer Satisfaction Rate*



Home Health Aide Productivity



* National and Ohio data obtained from www.medicare.gov; DSAS data obtained from internal Customer Satisfaction survey. National and state data collection period 7/1/2015 through 6/30/2016; DSAS Customer Satisfaction Rate from 1/1/2016 through 12/31/2016.



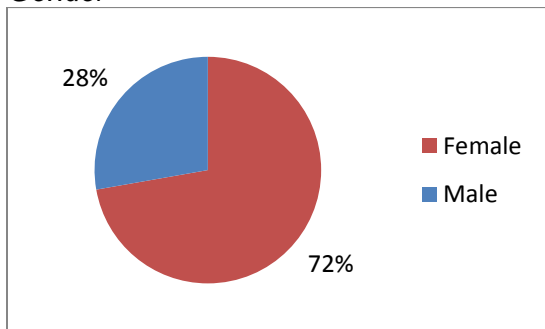
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Options for Independent Living

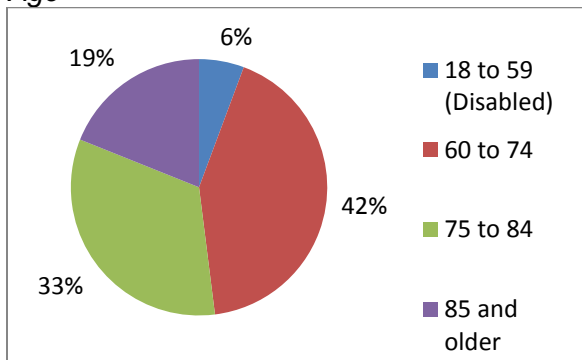
Options serves seniors and disabled adults with limited income and need help coordinating and financing their multiple home care needs. Eligible participants must not qualify for Medicaid Waiver services. Services include: Medical Transportation; Emergency Response System; Personal Care; Homemaking Services; Home Delivered Meals; Chore; Grab Bar; and Case Management

1,558 Clients Served from January 1, 2016 through December 31, 2016

Gender



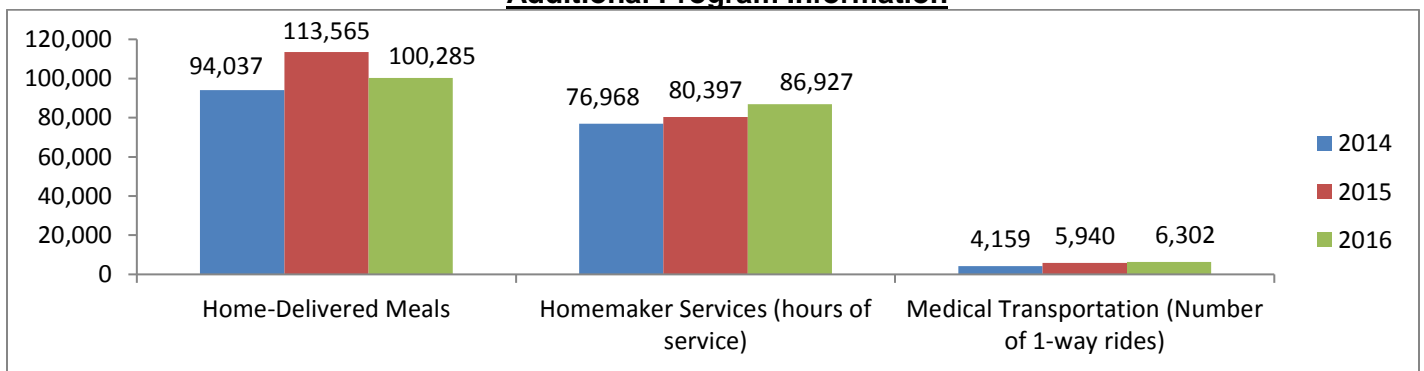
Age



2016 Annual Options for Independent Living Highlights

- Demographic trends from 2013 to 2016 were nearly identical.
- 50% of all clients served are from suburban locations.
- 32% of all Options clients received 3 or more services from Options.
- More than 1,100 (74%) Options clients received the Emergency Response Service.
- 10,406 hours of Personal Care Assistance were provided
- Based on customer satisfaction surveys, 97% of Options clients stated that the services they received enabled them to live at home; and 80% stated their case manager linked them to services they did not have before (based on 232 returned surveys).
- A licensed social worker also provides counseling services to 18 Waiver clients.

Additional Program Information





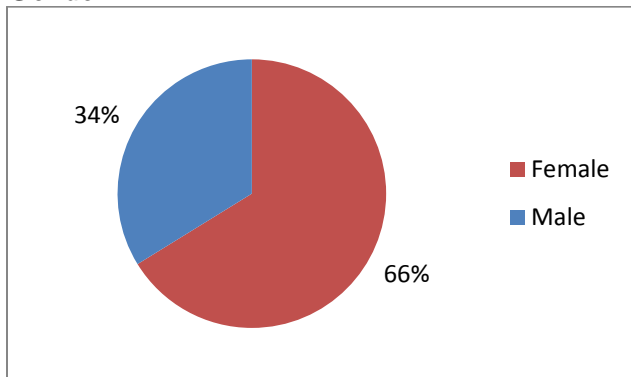
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Information Services

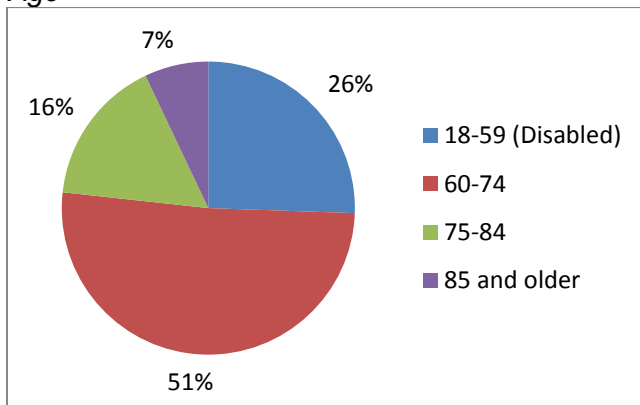
The Information Services Unit improves the economic well-being of seniors and disabled adults by helping them to navigate through, link with, and enroll in the complex network of social service benefits.

4,499 Clients served from January 1 2016 through December 31, 2016 through Benefit Check-Up events and community presentations

Gender



Age

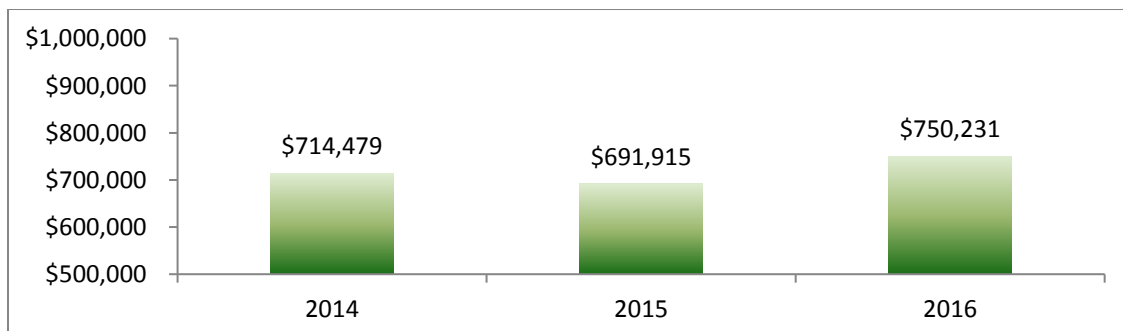


2016 Annual Information Services Highlights

- Demographic trends from 2013 to 2016 were nearly identical.
- More than half of all Information Services clients served by a social worker were between the ages of 60-74.
- In 2016, 180 trainings and presentations were conducted.
- 193 clients were assisted with HEAP applications.
- Since 2013, the Information Services provided \$2,769,683 in cost-savings benefits to DSAS clients.

Additional Program Information

Information Outreach linked clients with more than \$750,000 in cost-saving benefits in 2016





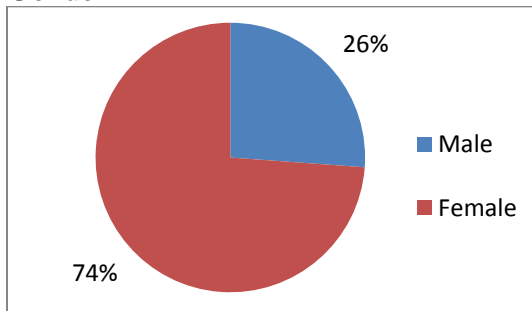
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Community Social Services Program (CSSP)

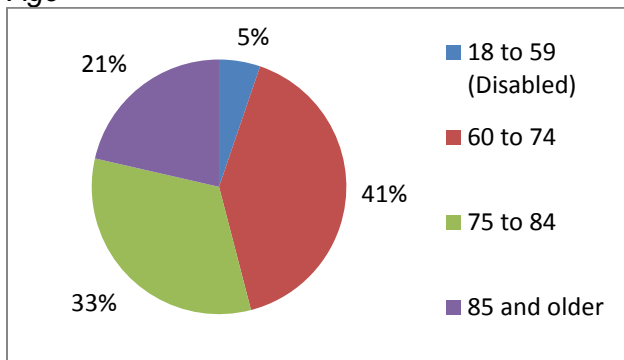
CSSP allocates funding to community providers to reduce isolation and loneliness of seniors which will lead to improved overall health. Services provided include adult development services, congregate meals, adult day services, and transportation.

2,764 Clients Served from January 1, 2016 through December 31, 2016

Gender



Age



2016 Annual CSSP Highlights

- 57% of all clients served through CSSP providers lived in Cuyahoga County suburbs.
- 23% of all clients served were 85 years or older.
- 86% of clients stated they “agreed” or “strongly agreed” that they felt less lonely because of the services they received at their senior center (based on 537 responses received through customer satisfaction surveys).
- Based on customer satisfaction surveys, 87% of respondents who received adult development services stated they felt better mentally, and 84% felt better physically due to services received at their senior center.

Additional Program Information

Units of Service Provided

