



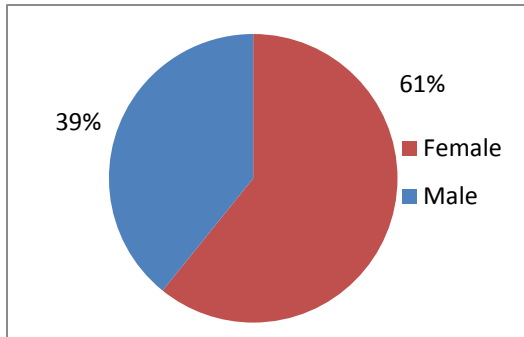
CUYAHOGA COUNTY DIVISION OF SENIOR AND ADULT SERVICES

Adult Protective Services (APS)

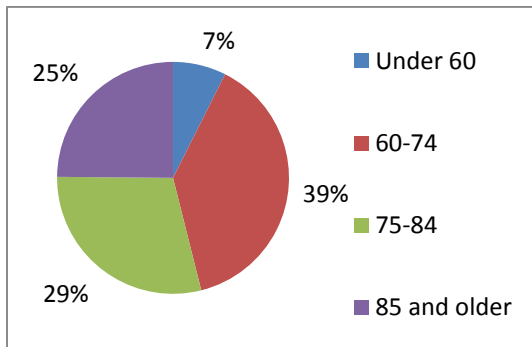
Adult Protective Services (APS) is mandated to protect and assist adults who may be victims of abuse, neglect, self-neglect, and financial exploitation. APS is mandated by the Ohio Revised Code (Section 5101.60 and 5101.71).

1,492 Clients Served from January 1, 2016 through June 30, 2016

Gender



Age

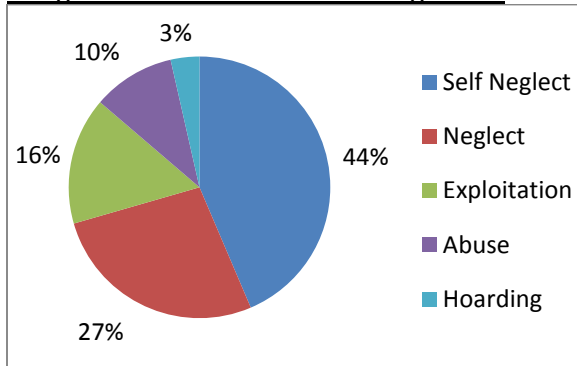


2016 Semi-Annual APS Highlights

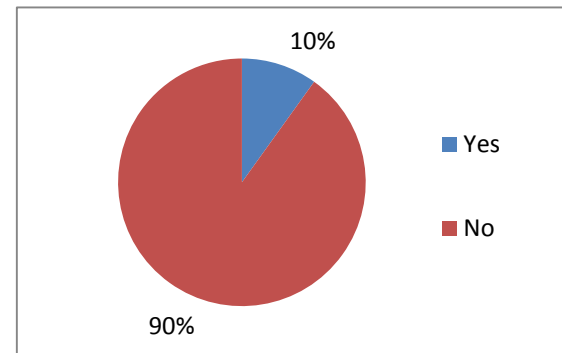
- Demographic trends from 2015 to 2016 were nearly identical
- 25% of all clients served by APS were 85 years old or older
- 54% of all APS clients lived in Cuyahoga County suburbs
- Approximately 70% of APS referrals are through a professional contact such as a nurse, doctor or public safety worker
- Self-Neglect was the primary reason for an investigation

Additional Program Information

Allegations/Reasons for Investigations



Veteran Status





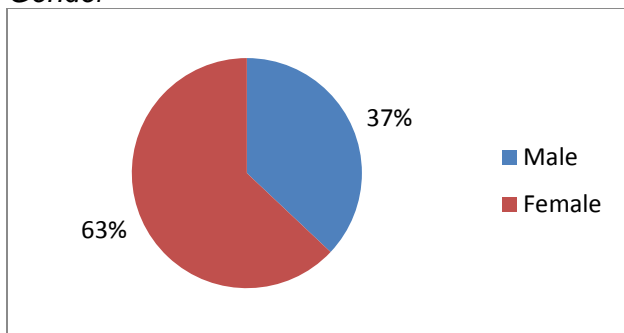
CUYAHOGA COUNTY DIVISION OF SENIOR AND ADULT SERVICES

Home Support Services

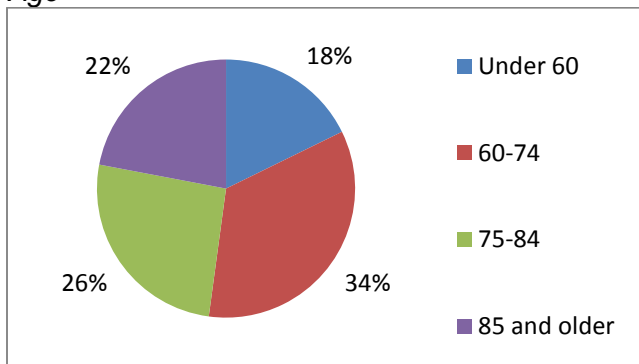
Home Support provides home-based personal care (such as assistance with bathing, dressing, and grooming) and homemaking (such as light housekeeping and laundry) to high-need clients.

445 Clients Served from January 1, 2016 through June 30, 2016

Gender



Age

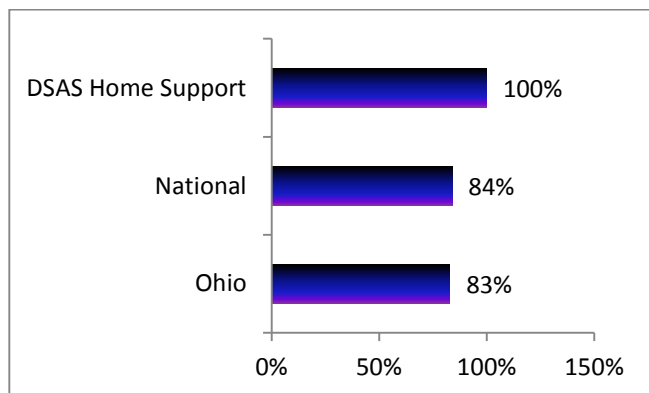


2016 Semi-Annual Home Support Highlights

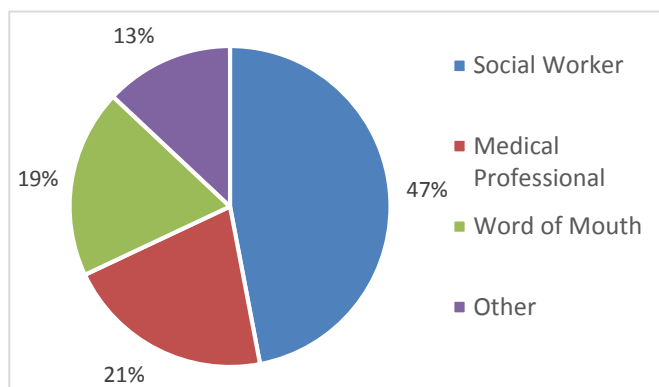
- Demographic trends from 2015 to 2016 were nearly identical
- 15% of Home Support clients are married or living with a domestic partner or significant other
- 22% of all clients served by Home Support were 85 years old or older
- 63% of Home Support clients live in Cuyahoga County suburbs
- 100% of Home Support clients who submitted a customer satisfaction survey stated the services they received enabled them to live at home and their overall health was better. (based on 66 responses received through customer satisfaction surveys)

Additional Program Information

Customer Satisfaction Rate*



Program Referral Source



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



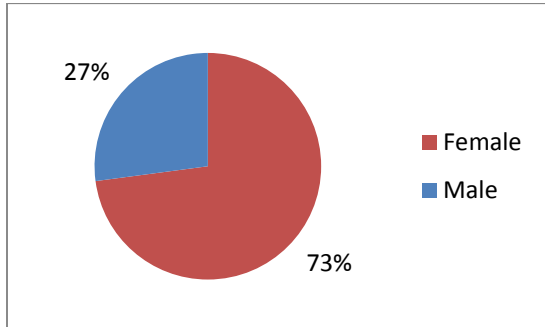
CUYAHOGA COUNTY DIVISION OF SENIOR AND ADULT SERVICES

Options for Independent Living

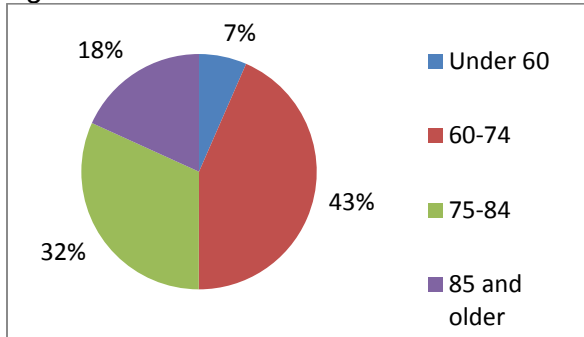
Options serves seniors with limited income who need help coordinating and financing their multiple home care needs, but are not eligible for PASSPORT services or Medicaid reimbursements for services to assist in maintaining independence. Services include: Medical Transportation; Emergency Response System; Personal care; Homemaker services; Home delivered meals; Chore; Grab Bar; and Case Management.

1,386 Clients Served from January 1, 2016 through June 30, 2016

Gender



Age

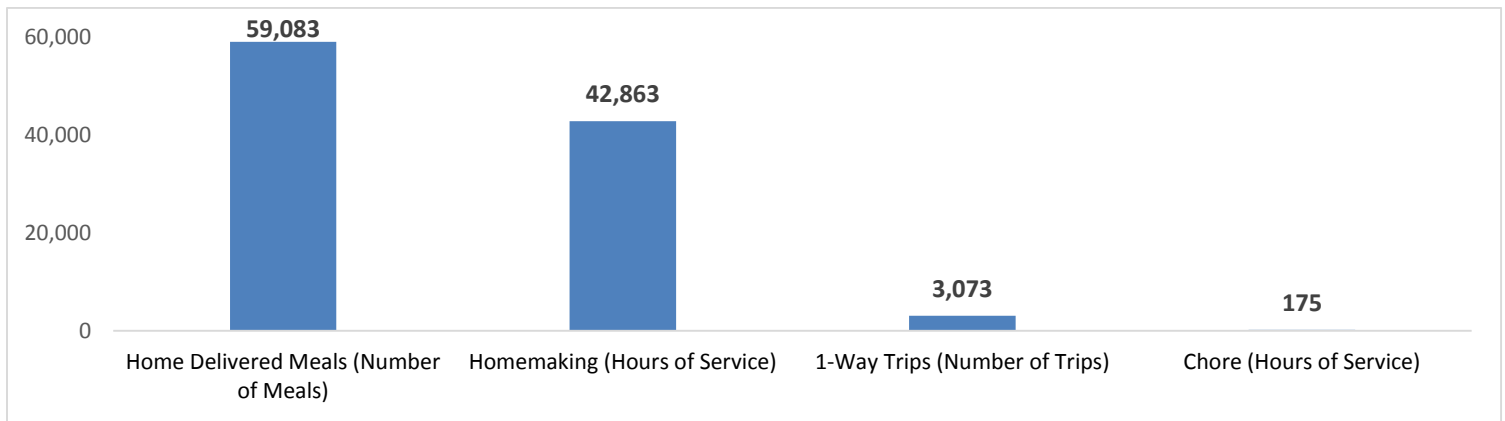


2016 Semi-Annual Options for Independent Living Highlights

- Demographic trends from 2015 to 2016 were nearly identical
- 50% of all clients served are from suburban locations
- Service provided in 2016 included more than 59,000 home-delivered meals; more than 42,000 hours of homemaking services, more than 3,000 1-way trips, and 175 hours of chore services
- 1,014 clients utilized Emergency Response System services, and 16 grab bars were installed in client's homes
- Based on customer satisfaction surveys, 95% of Options clients stated that the services they received enabled them to live at home; and 78% stated their case manager linked them to services they did not have before (based on 92 returned surveys)

Additional Program Information

Home-Based Services Provided





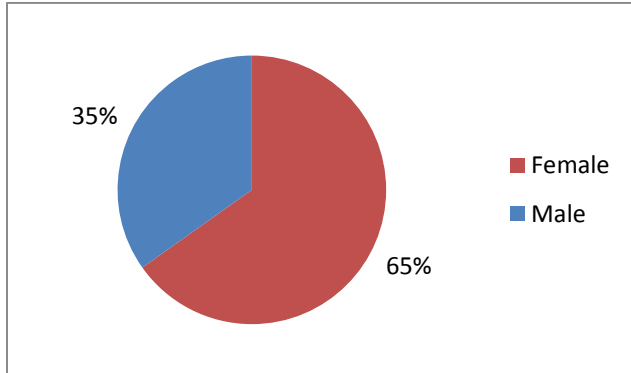
CUYAHOGA COUNTY DIVISION OF SENIOR AND ADULT SERVICES

Information and Outreach Unit (IOU)

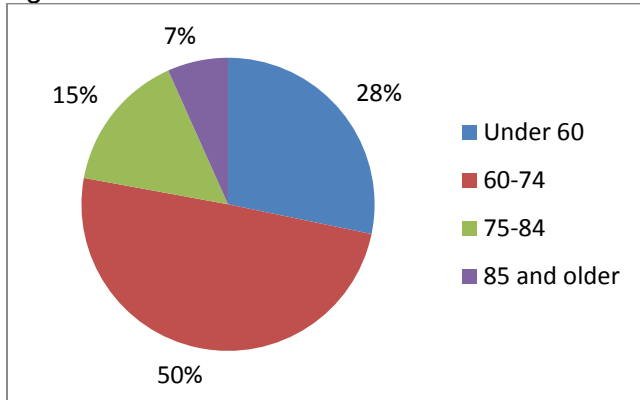
The Information Outreach Unit improves the economic well-being of seniors and disabled adults by helping them to navigate through, link with, and enroll in the complex network of social service benefits.

2,416 Clients served from January 1 2016 through June 30, 2016
1,888 served at Benefit Check-up events and
528 served through ongoing case management services

Gender



Age

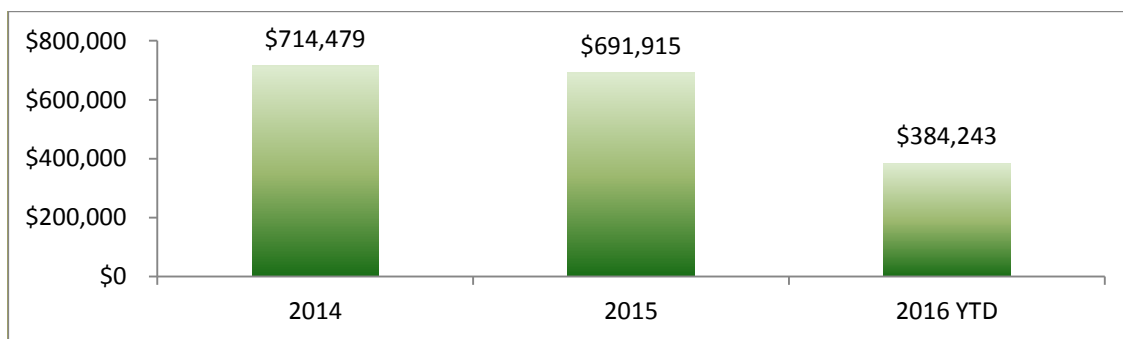


2016 Semi-Annual IOU Highlights

- Demographic trends from 2015 to 2016 were nearly identical, with the exception of serving a slightly higher percentage of males and clients under 60 years of age
- Benefit check-up events were conducted throughout the City of Cleveland and in 11 Cuyahoga County suburbs
- IOU staff participated in 17 senior events and community collaboratives that were attended by more than 8,000 people
- 37 clients received services through a bed bug removal service

Additional Program Information

Information Outreach linked clients with nearly \$385,000 in cost-saving benefits in 2016 (through June)





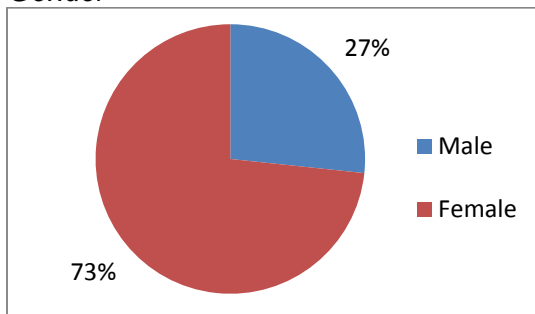
CUYAHOGA COUNTY DIVISION OF SENIOR AND ADULT SERVICES

Community Social Services Program (CSSP)

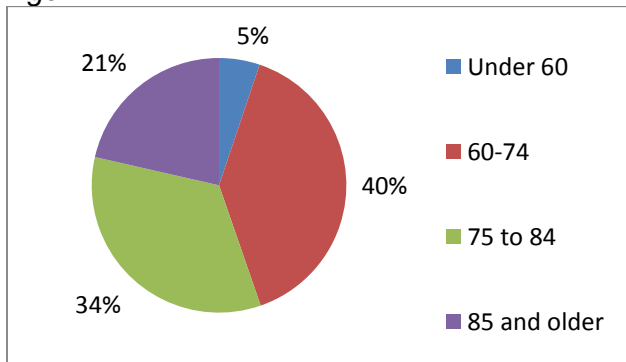
CSSP allocates funding to community providers to reduce isolation and loneliness of seniors which will lead to improved overall health. Services provided include adult development services, congregate meals, adult day services, and transportation.

2,148 Clients Served from January 1, 2016 through June 30, 2016

Gender



Age



2016 Semi-Annual CSSP Highlights

- 62% of all clients served through CSSP providers live in Cuyahoga County suburbs
- 21% of all clients served were 85 years or older
- 91% 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 277 responses received through customer satisfaction surveys)
- Based on customer satisfaction surveys, 86% of respondents who received adult development services stated they felt better mentally, and 82% felt better physically due to services received at their senior center

Additional Program Information

Units of Service Provided

