



DIVISION OF SENIOR & ADULT SERVICES (DSAS)

2013 Semi-Annual Statistical Performance Report

Mission Statement

The mission of the Department of Senior and Adult Services is to provide quality in-home and community services to seniors age 60 and older, and disabled adults age 18-59.

The Statistical Performance Report provides semi-annual data on all DSAS programs. Demographic and other key program information can be obtained by clicking on the links listed in the Table of Contents.

Table of Contents

[Adult Protective Services](#) 2

[Home Support Services](#)3

[Options for Elders](#).....4

[Information and Outreach Unit \(IOU\)](#)5

[Community Social Services Program \(CSSP\)](#) 6

Contact

Questions/Comments about the Statistical Performance Report should be directed to:

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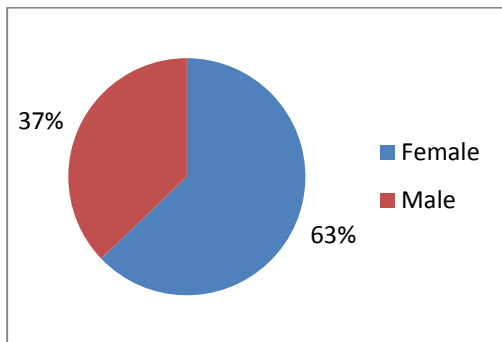
DIVISION OF SENIOR & ADULT SERVICES (DSAS)

Adult Protective Services (APS)

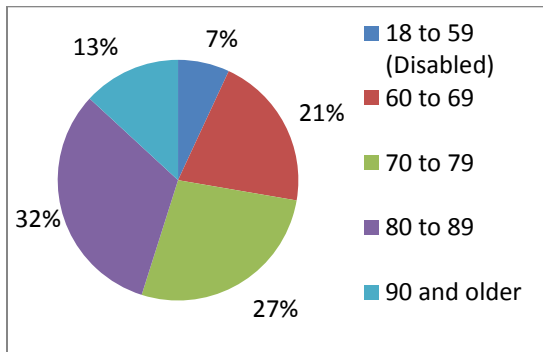
The intent of the adult protective services is to protect and assist adults 60 and older, and disabled adults age 18-59, who may be victims of abuse, neglect, self-neglect and/or financial exploitation. APS is mandated by the Ohio Revised Code (Section 5101.60 and 5101.71).

985 Clients Served from January 1, 2013 through June 30, 2013

Gender



Age

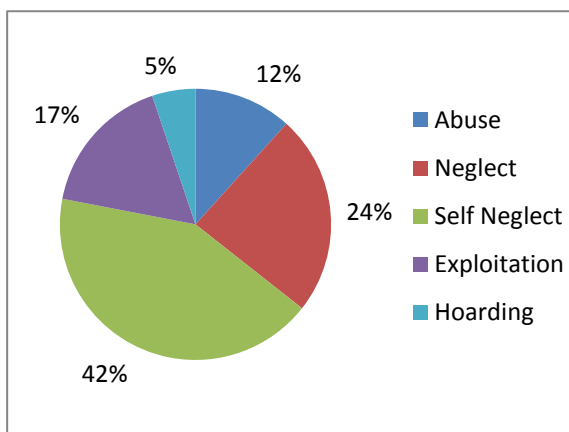


Highlights

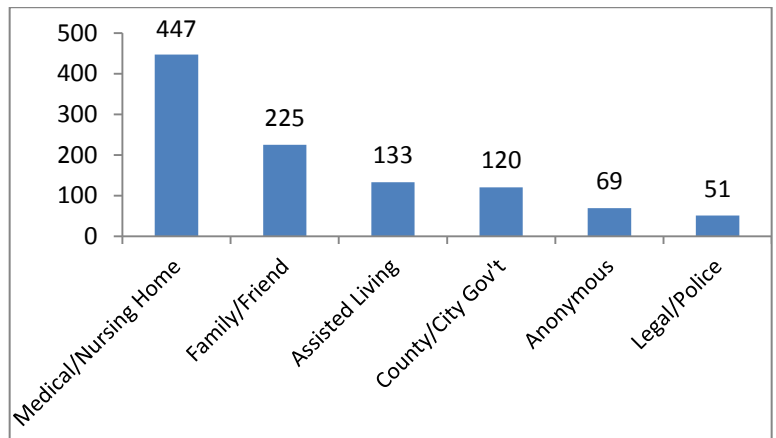
- Demographic trends from 2012 to 2013 are nearly identical for gender, race, and age
- 45% of all clients served by APS are 80 years old or older
- More than half of all APS referrals have been from Cleveland
- Nearly 10% of all APS clients are veterans
- Self-Neglect is the primary reason for an APS investigation

Additional Program Information

Allegations/Reasons for Investigations



Source of Referral





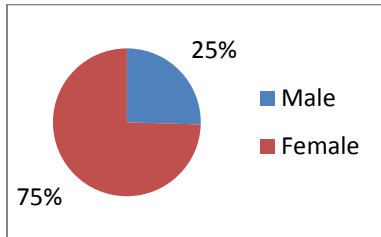
DIVISION OF SENIOR & ADULT SERVICES (DSAS)

Home Support Services

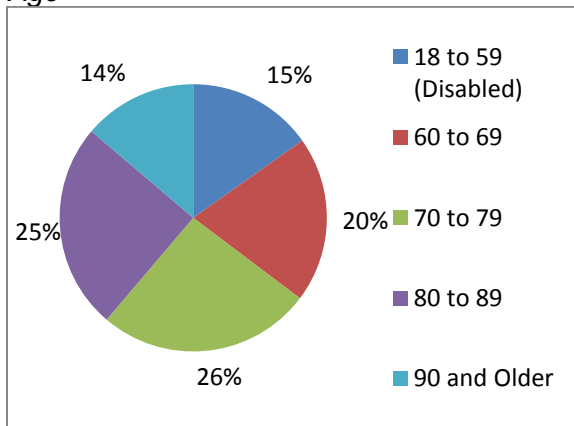
Home Support Services provides skilled nursing care, home health aide services, therapy and other services that enable clients to live in their home. Services are provided on a sliding scale.

428 Clients Served from January 1, 2013 through June 30, 2013

Gender



Age

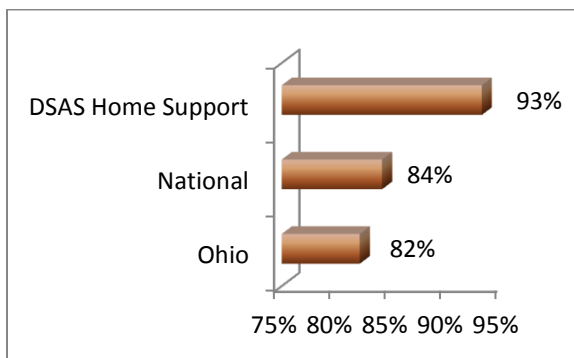


Highlights

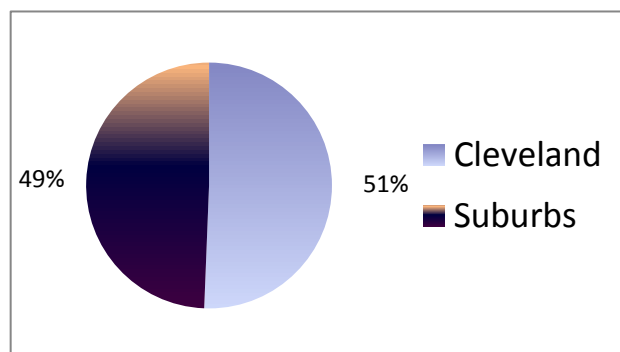
- Three-fourths of all clients served through Home Support are female
- Nearly 40% of all clients served by Home Support are 80 years old or older
- 40% of all Home Support clients were referred by a friend
- 100% of Home Care clients state that the services received through Home Support improve their overall health and enable them to live at home (based on responses through Customer Satisfaction survey)
- Provided more than 4,300 units of Personal Care Assistance

Additional Program Information

*Customer Satisfaction Rate**



New Referral Location



* National and Ohio data obtained from www.medicare.gov; DSAS data obtained from internal Customer Satisfaction survey



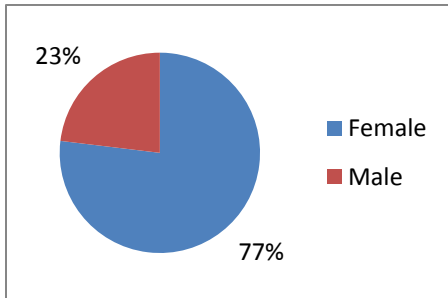
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Options for Elders

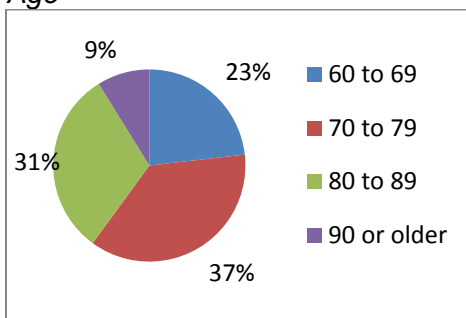
Options for Elders is a flexible, affordable program that provides in-home care to older Cuyahoga County residents who, because of income and/or assets, are not eligible for PASSPORT or other Medicaid waiver programs. Services include: Medical Transportation; Emergency Response System; Personal care; Homemaker services; Home delivered meals; Chore, Grab Bar, and Case Management.

1,158 Clients Served from January 1, 2013 through June 30, 2013

Gender



Age

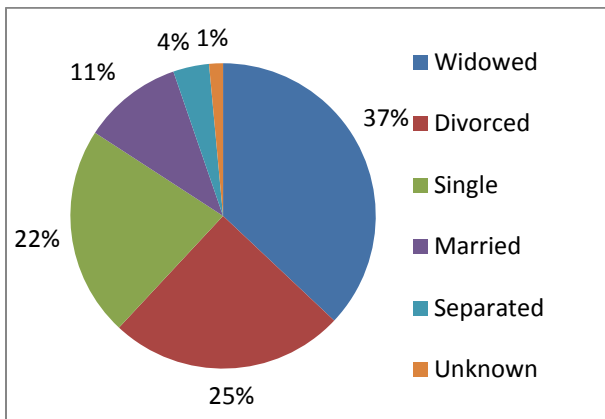


HIGHLIGHTS

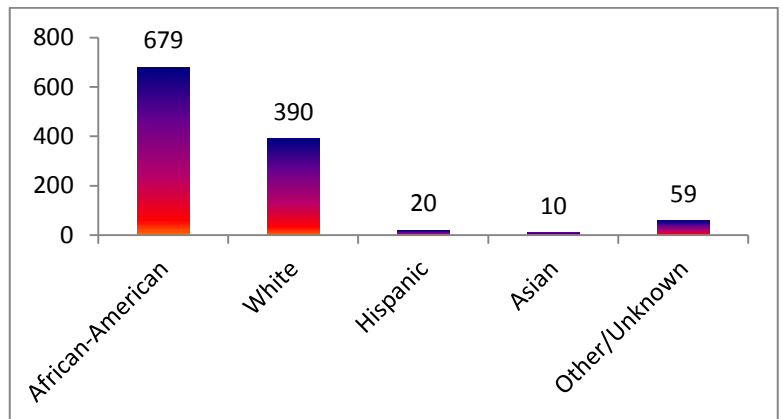
- Options serves clients from all Cuyahoga County suburbs
 - 48% of all clients served are from suburban locations
 - Cleveland Hts., Lakewood, Euclid and East Cleveland have the highest percentages
- 48% of all Options clients use 3 or more Options services
- Overall customer satisfaction rate of 93%

Additional Program Information

Marital Status



Race





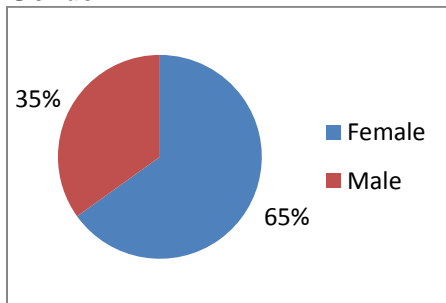
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Information and Outreach Unit (IOU)

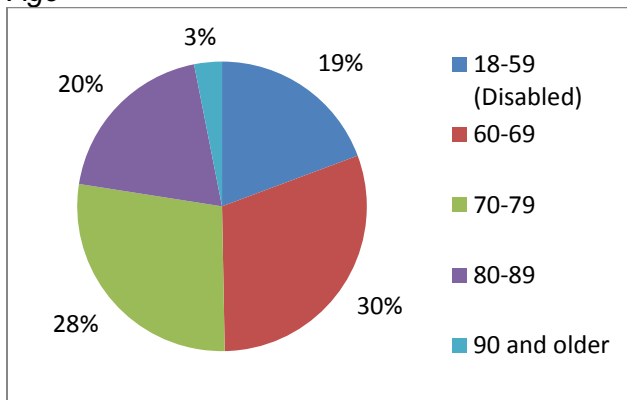
The Information Outreach Unit administers the web-based Benefits Check-Up Program, provides assistance in applying for Benefits Check-Up, provides Case Management, and also conducts Home Energy Assistance Programs (HEAP) outreach to seniors 60+ and adults with disabilities.

**981 Clients served face-to-face from January 1 2013 through June 30, 2013;
An additional 1,166 served through outreach events**

Gender



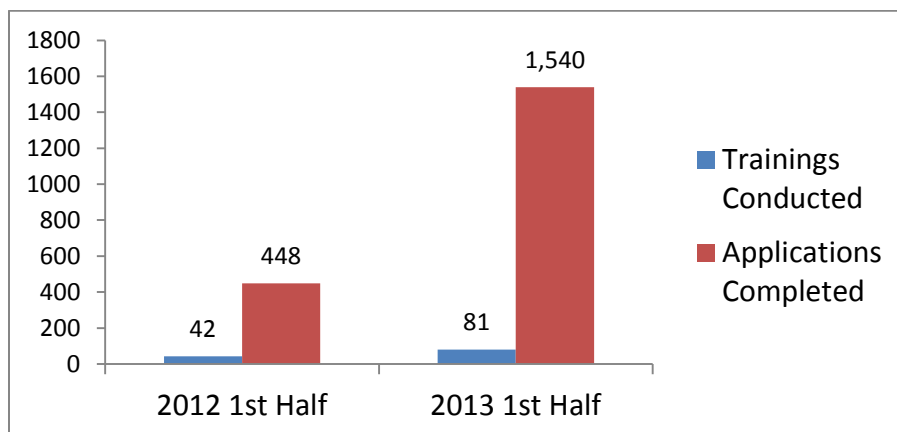
Age



Highlights

- Nearly two-thirds of all IOU clients served face-to-face are women
- Nearly 25% of all IOU clients served face-to-face are 80 years or older.
- More than 1,300 hours of face-to-face assistance was provided to clients through Benefits Check-Up events
- To date, IOU has linked clients to \$186,383 in cost-saving benefits through other programs
- IOU has a Customer Satisfaction rate of 91%

Additional Program Information





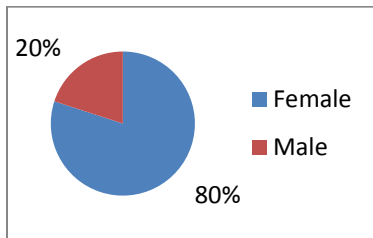
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Community Social Services Program (CSSP)

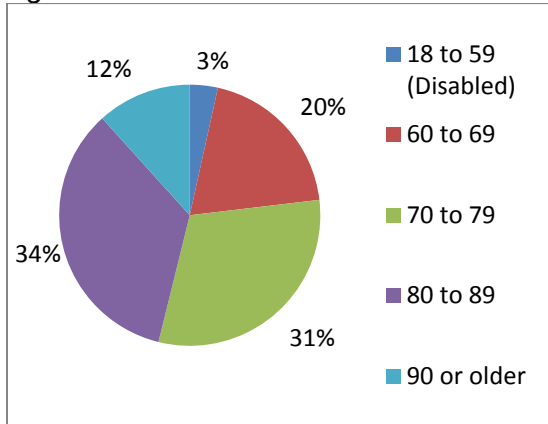
Through funding of senior centers, DSAS provides more than 1,100 seniors and at-risk adults with adult development, congregate meals, adult day services, and transportation.

1,155 Clients Served from January 1, 2013 through June 30, 2013

Gender



Age

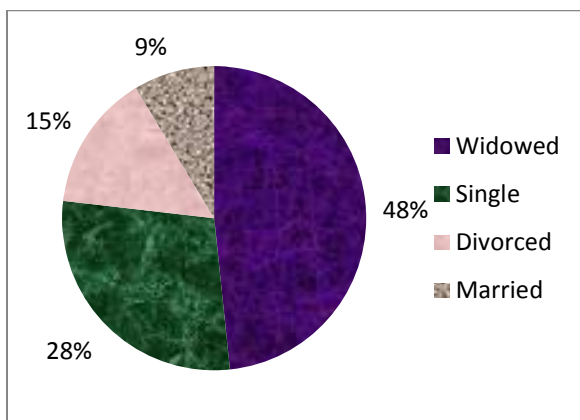


Highlights

- More than 156,000 units of services have been provided for the first half of 2013
 - Transportation, adult development, and congregate meals are the main services provided
 - 70% of all clients use transportation services; 52% use adult development services; and 31% use congregate meals
- 46% of all clients served through CSSP providers live in Cuyahoga County suburbs
- More than 90% of clients stated they “agree” or “strongly agree” that they are less lonely because of the services they receive at their senior center

Additional Program Information

Marital Status



Race

