The Cuyahoga County
BOARD OF COMMISSIONERS

Jimmy Dimora
VICE PRESIDENT

Timothy F. Hagan
PRESIDENT

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COMMISSIONER

MISSION STATEMENT

The mission of the Department of
Senior & Adult Services is to provide quality
in-home and community services to seniors,
disabled and vulnerable adults based
on individual need.
2004
ANNUAL REPORT

Cuyahoga County Department of Senior & Adult Services
WELCOME
“MOVING FORWARD IN 2004” was the title of an article I wrote at the beginning of the New Year for the DSAS quarterly newsletter, *The Advocate*. I’m pleased to report that my article proved to be prescient. DSAS did, indeed, move forward in 2004.

On February 7th, the Office of Homeless Services opened a new Community Women’s Shelter on Payne Avenue - the culmination of three years work by community leaders who struggled to find a building site suitable for housing women and children in crisis. In June, DSAS, with partners The Cleveland Department of Aging and Fairhill Center for Aging, opened Ohio’s first Senior Guest House. The Guest House, located on the grounds of Fairhill Center, offers short-term residential respite for Cuyahoga County residents 60+ who find themselves in a housing crisis.

Medicaid Benefits added a unit of Eligibility Specialists to the PASSPORT Department, enabling MBD to deliver better service to PASSPORT/PACE consumers. The Home Support Division successfully expanded the Options Program, increasing enrollment to more than 700 unduplicated clients.

Deputy Director Bernardine Brooks and I participated in a yearlong Elder Abuse Task Force comprised of decision makers from a broad range of state agencies. The Task Force, convened by the Ohio Attorney General’s Office, studied elder abuse, neglect, and exploitation in Ohio, as well as the sufficiency of existing systems that address these issues. Task Force recommendations have been published in *The Ohio Elder Abuse Task Force Report*, which can be accessed from our web site. These are a few examples of how DSAS, in collaboration with others, continues to respond to the needs of seniors and at-risk adults in Cuyahoga County.

But, DSAS is also developing a vision for the future. In 2004, DSAS contracted with John Murphy and Associates to help us develop a strategic plan to guide the agency through 2010 and beyond. We expect to have the strategic plan completed by June 2005. Needs assessments and demographic projections indicate that the demand for our services will increase greatly over the next five years. We intend to be ready to deliver!
The Department of Senior & Adult Services (DSAS) was officially established as an independent agency on March 30, 1992. Our mission is to promote a full and dignified life for senior and disabled adult residents of Cuyahoga County.

IN 2004, DSAS WAS TWELVE YEARS OLD. Our agency’s comparative youth and small size have enabled us to be nimble - to adapt our programs and services to the changing needs of the population we serve. Since the year 2000, for example, we have added the following new programs to meet the needs of Cuyahoga County residents:

- Grandparent/Kinship Care Program to assist adult relatives who are the primary caregivers for the children in their household
- Ohio Home Care Waiver Program to serve disabled adults 18+ who require both personal care and skilled home support services
- Options for Elders to serve lower income adults 60+ who are not eligible for Medicaid waiver programs
- The Medicaid Benefits Division to help residents establish financial eligibility for Medicaid to cover placement in a nursing home, certified group home, or to receive services through PASSPORT or PACE.

DSAS has approximately 317 employees. About two thirds of our staff are involved in providing and/or coordinating direct service to eligible seniors and at-risk adults. The remaining employees provide supportive and administrative services that enable the agency to fulfill its mission.
COMMUNITY PROGRAMS

Adult Protective Services (APS)

The Ohio Protective Services for Adults Law (ORC 5101.60) mandates counties to receive, document, and investigate allegations of abuse, neglect, self-neglect, and/or exploitation of impaired adults 60+. The Department of Senior & Adult Services Intake Unit staffs and maintains a 24-hour elder abuse hotline to respond to such calls. In addition, DSAS investigates reports of abuse and neglect of impaired adults 18+ who meet specific acceptance criteria. In 2004, APS staff investigated 2,211 allegations of adult abuse. Slightly less than 1/2 of the cases involved self-neglect.

• Lynette Hood, Social Service Worker III, received an “Outstanding Adult Protective Service Worker Award” from the Ohio Coalition for Adult Protective Services (OCAPS) at their annual conference in Columbus, March 23, 2004.

• In 2004 there was a 10% increase in the number of clients served by APS; a 13% increase in clients served by APS and Community Resources combined.

• DSAS staff took part in an Elder Abuse Task Force convened by the Ohio Attorney General’s Office. Their policy recommendations have been published in The Ohio Elder Abuse Task Force Report, which can be accessed on line: www.cuyahogacounty.us/dsas (APS).

“The social worker who took my call was very tactful and professional. She made me feel that I had done the right thing. Reporting my neighbor’s situation [dementia] has since brought me great peace of mind.”
COMMUNITY PROGRAMS

Community Resources

Community Resources focuses on issues of immediate concern to residents, and also on education and training for the future.

The Intake Unit consists of 5 social workers who answer calls to the Adult Protective Services elder abuse hotline. Intake staff assist residents who call to report potential cases of adult abuse, neglect, self-neglect, and exploitation.

The Resource Unit consists of social workers who conduct assessments for at risk adults 18+ to implement supportive services or resolve other unmet needs, such as housing, medical care and disability assistance. Social workers also provide case management for clients participating in a representative payee program, adult care homes, as well as for those with long term needs.

Registered nurses conduct nursing and mental health assessments in collaboration with social workers. This multi-disciplinary approach has proven to be an asset in responding to crisis situations and in accessing medical care for consumers. Training focuses on issues concerning the elderly, including elder abuse, Adult Protective Services and mental illness.

Two training coordinators implement a variety of programs and educational opportunities for DSAS, identifying programs that will contribute to staff development. In 2004, coordinators scheduled Resource Panels on topics such as “Senior Mediation,” “The Impact of Dialysis on Patients,” and “Reverse Mortgages in Ohio.” The establishment of in-house training programs enables staff to earn continuing education credits in the workplace. DSAS is an approved provider of the Ohio Counselor, Social Worker and Marriage & Family Therapist Board (RCS089801).

- In 2004, an additional social worker was assigned to Intake, and hotline phones were upgraded to increase capacity and improve response time.
- Staff provided training to community organizations, churches, mandated reporters, and to participants at professional conferences.
- Areda Neal, RN, C, was accepted into the New Ventures in Leadership Program, sponsored by the American Society on Aging.

www.cuyahogacounty.us/dsas
Community Office on Aging

The Community Office on Aging plans, advocates, develops and coordinates services for seniors and at-risk residents of Cuyahoga County. This office also links DSAS with other Cuyahoga County agencies serving seniors and disabled adults. One of the key initiatives of this office is the Benefits Check Up Program. Benefits Check Up is a web-based program - a database of national, state, and Cuyahoga County benefit programs available to seniors 55+, veterans, and disabled adults 18+. Benefits Check Up was launched in 2001 by the National Council on the Aging.

Staff and volunteers from the Community Office on Aging conduct Benefits Check Up screenings at DSAS and at senior centers throughout Cuyahoga County. In 2004, 2,507 individual screenings were conducted, identifying 43,382 benefits for residents and their caregivers. The chart below is a sample of the many benefit programs residents were able to take advantage of in 2004.

**SAMPLING OF BENEFITS IDENTIFIED IN 2004**

www.benefitscheckup.org/link/cuyahoga

![Graph showing benefits identified in 2004](image)

The Community Office on Aging also conducts Low Income Home Energy Program Assistance (LIHEAP) outreach to seniors and disabled adults. In 2004, 37 HEAP presentations were made at local senior centers, organizations and clubs. HEAP applications were distributed at banks, health and information fairs, and at flu shot sites. Applications, totaling 3,436, were sent by mail. In addition, the 2003-2004 Home Energy Assistance Programs application was available in both English and Spanish on the DSAS web site, www.cuyahogacounty.us/dsas. During 2004, there were 27,158 hits for the Home Energy Assistance Programs Application on line.

“I just wanted to put in writing how great the staff at Benefits Check Up is. Without their help I would not have my medications and would still be bedridden. All praise and glory to them.” — W.M.
Grandparent/Kinship Care Program

The Grandparent/Kinship Care Program addresses the needs of grandparent and relative caregivers as well as the children in their care. Services include individual legal consultation, quarterly legal workshops, respite, emergency assistance, guidance from community navigators, and linkage to counseling programs, support groups, and other community resources.

During 2004, three hundred ninety two unduplicated relative caregivers were served by the Grandparent/Kinship Care Program. Sixty eight families received respite services for two thousand nine hundred hours of total service time. One hundred twenty five caregivers attended legal workshops at various locations throughout the county.

On September 30, 2004, one hundred seventy eight caregivers attended the annual Grandparent/Kinship Care Resource Fair at Cleveland State University’s Cole Center for Continuing Education. WKYC TV3 news anchor Romona Robinson presented the keynote address.

- In 2004, staff collaborated with the Department of Children & Family Services to identify relative caregivers early in their caregiving experience. This enabled Grandparent/Kinship Care Program staff to be more proactive in providing county and community services.

- Staff also focused on building relationships with community collaboratives and other organizations that work with relative caregivers.

- When discretionary funding is available, grandparent/kinship caregivers can apply to receive financial assistance with certain purchases for home and children: furnishings and repairs, appliances, and clothing vouchers.
The DSAS Home Support Programs Division is one of the largest providers of in-home services in Cuyahoga County. We offer accessible and affordable home based care for seniors and adults with debilitating illnesses who need assistance to continue living independently in their own homes. In 2004, our staff included: 109 home health aides, 16 registered nurses who supervise care, a dietitian and a licensed independent social worker.

Cuyahoga Options for Elders (Options)

The Options Program serves frail residents 60+ who are not eligible for PASSPORT or other Medicaid waiver programs due to income and/or asset levels. Options clients may select from a menu of available services including: adult day services, home delivered meals, personal care, emergency response system, homemaker services, medical transportation, and minor bathroom modifications.

Options CLIENTS SERVED ANNUALLY

<table>
<thead>
<tr>
<th>Year</th>
<th>2000</th>
<th>2001</th>
<th>2002</th>
<th>2003</th>
<th>2004</th>
</tr>
</thead>
<tbody>
<tr>
<td>190</td>
<td>376</td>
<td>568</td>
<td>589</td>
<td>738</td>
<td></td>
</tr>
</tbody>
</table>

“The workers,” says 78-year-old Mr. Desie Hill, “are always so courteous. They bend over backward to help you.”

“My homemaker is very neat and tidy,” says Mrs. Alvarez, who moved to Cleveland from India 13 years ago. “America is a wonderful place for seniors to live.”
HOME SUPPORT PROGRAMS

Personal Pay Services
DSAS offers home care for seniors and at-risk adults 18+. Fees are charged on a sliding scale based on income. Available services include geriatric counseling, homemaking, personal care, nutritional counseling, and respite.

Ohio Home Care Waiver (Core Services)
The Ohio Home Care Waiver Program is a state and federally-funded home care program for adults with unstable medical conditions and/or disabilities. Clients enrolled in DSAS Core Services can have home health aide assistance with their activities of daily living, skilled therapy home visits, and home visits by a registered nurse. DSAS became a Core Services provider in March 2004. We look forward to expanding our caseload in 2005.

Skilled Nursing
Skilled nursing care is available to residents who are Medicare/Medicaid eligible and under the care of a physician. Services include skilled nursing, physical therapy, occupational therapy, speech therapy, services of a home health aide, social work consultation and nutritional counseling.

Nutritional Consultation
Nutritional assessments, counseling, and education are provided to adults in DSAS Home Support Programs and also to clients of Adult Protective Services. Assessments include a home visit by a registered dietitian, a 24-hour food intake study, medication review, and financial evaluation. Clients are provided with information concerning healthful dietary principles and food safety.

“The nutritionist has helped me tremendously. Her knowledge of nutrition is excellent and she goes the extra mile to find out what the problem is and how to cure it. She is definitely an asset to your program.” S.B.

Ernestine Chiara, Home Health Aide in DSAS’ PASSPORT Unit, learned to crochet from one of her clients. Instead of trading spaces, Ernestine and her client trade their respective talents!

- 4 clients were serviced under the DSAS’ new Ohio Home Care Waiver Program in 2004.
- Skilled Nursing unduplicated census numbers increased 26% from 2003.
- 40% of elderly clients are at risk for malnutrition.
- In 2004, our licensed independent social worker made approximately 400 home visits to Home Support clients.
Ryan White Title I HIV/AIDS Program

The Ryan White Title I HIV/AIDS Program provides personal care, homemaking services, and nutritional counseling to adult residents 18+ living with HIV/AIDS. These services are a significant factor in helping clients maintain the dignity and comfort of independent living. Individualized nutritional counseling in the home is available to all HIV/AIDS clients. Home visits include assessment, nutritional counseling and a monitoring visit.

Social Work Counseling

Counseling and medical social work services are provided to clients in DSAS Personal Pay, (including Ryan White Title I), Skilled Medicare, and PASSPORT Programs. A licensed independent social worker provides clinical assessments and intervention to seniors and disabled adults. Home visits to clients include mental health and psychosocial assessments.

PASSPORT Provider Services

PASSPORT (Pre-Admission Screening System Providing Options and Resources Today) is a Medicaid waiver program designed to provide in-home services to residents 60+ who are determined eligible by the Western Reserve Area Agency on Aging (WRAAA). The DSAS PASSPORT Unit offers the following services: personal care, homemaking, meal preparation, laundry assistance, grocery shopping, prescription pickup, and escort to medical appointments to seniors and disabled adults. Home visits to clients include mental health and psychosocial assessments.

“I wanted to say that [Irene] is a wonderful Health Aide and a very great person. I trust her to give me a shower. Send her back anytime!” M.C.

“Very satisfied with the home health aide. She’s like family.” F.C.

“The nutritionist does an excellent job and is very dedicated. She is always well-prepared and has useful suggestions.” W.B.
## HOME SUPPORT PROGRAMS

### HOME SUPPORT PROGRAMS COMPARISON CHART

<table>
<thead>
<tr>
<th>CRITERIA</th>
<th>OPTIONS</th>
<th>PASSPORT</th>
<th>OHIO HOME CARE (CORE)</th>
<th>PERSONAL PAY</th>
<th>SKILLED CARE</th>
<th>RYAN WHITE</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Age Requirement</strong></td>
<td>60 +</td>
<td>60 +</td>
<td>18+</td>
<td>18+</td>
<td>18+</td>
<td>18+</td>
</tr>
<tr>
<td><strong>Funding</strong></td>
<td>Board of County Commissioners supported by the Health and Human Services Levy</td>
<td>State and Federally-funded Medicaid program</td>
<td>State and Federally-funded Medicaid program</td>
<td>Sliding fee scale based on client’s income</td>
<td>Medicare Medicaid</td>
<td>Federal/State Ryan White Program</td>
</tr>
<tr>
<td><strong>Medicaid Waiver Program</strong></td>
<td>No</td>
<td>Yes</td>
<td>Yes</td>
<td>No</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td><strong>Services Provided</strong></td>
<td>Homemaking, Personal Care, Respite, Emergency Response, Home-Delivered Meals, Medical Transportation, Adult Day Service, Minor Bathroom Modifications</td>
<td>Personal Care, Homemaking, Respite, SW/Counseling, Nutrition Consultation</td>
<td>Personal Care, Homemaking, Adult Day Care, Transportation, Nutrition, Occupational Therapy, Physical Therapy, Speech Therapy</td>
<td>Personal Care and Homemaking</td>
<td>Personal Care, Homemaking, Nutrition, SW/Counseling, Occupational Therapy, Physical Therapy, Speech Therapy</td>
<td>Personal Care, Homemaking, Nutrition Consultation</td>
</tr>
<tr>
<td><strong>Administered by</strong></td>
<td>DSAS</td>
<td>WRAAA</td>
<td>CareStar, Inc.</td>
<td>DSAS</td>
<td>DSAS</td>
<td>DSAS</td>
</tr>
<tr>
<td><strong>Case Managers</strong></td>
<td>LSWs</td>
<td>LSWs and RNs</td>
<td>RNs</td>
<td>RNs</td>
<td>RNs</td>
<td>RNs</td>
</tr>
<tr>
<td><strong>Asset Limit</strong></td>
<td>$25,000</td>
<td>$1,500</td>
<td>$1,500</td>
<td>None</td>
<td>None</td>
<td>None</td>
</tr>
<tr>
<td><strong>Level of Care Requirement</strong></td>
<td>PLOC/ILOC</td>
<td>ILOC/SLOC</td>
<td>PLOC/ILOC</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Refused PPHC because of cost share or estate recovery</strong></td>
<td>Will not be eligible for OPTIONS</td>
<td>Eligible for PPHC but must agree to terms</td>
<td>Will not be eligible if refused PASSPORT</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td><strong>Intake Number</strong></td>
<td>(216) 420-6800</td>
<td>(216) 621-0303</td>
<td>(216) 420-6817</td>
<td>(216) 420-6817</td>
<td>(216) 420-6817</td>
<td>(216) 420-6831</td>
</tr>
</tbody>
</table>

**DSAS:** Dept. of Senior & Adult Services, **BOCC:** Board of County Commissioners, **ILOC:** Intermediate Level of Care, **PLOC:** Protective Level of Care; **SLOC:** Skilled Level of Care, **PPHC:** PASSPORT Home Care
The Medicaid Benefits Division (MBD) determines financial eligibility for Cuyahoga County residents who apply for Medicaid to cover the cost of a nursing home, certified group home, or to receive services through the PASSPORT (Pre-Admission Screening System Providing Options and Resources Today) or PACE (Program for All Inclusive Care for the Elderly) programs.

These programs serve elderly and frail individuals who also have been determined eligible through a physical and mental assessment. Medicaid eligibility follows guidelines established by the state of Ohio.
In 2004, with the goal of serving our aging population more quickly and efficiently, the Medicaid Benefits Division reorganized how we serve the public in the Nursing Home Department. Staff at area nursing homes, as well as our clients, have praised the more prompt and efficient service.

In 2004, the Medicaid Benefits Division received approval to add a unit of Eligibility Specialists to the PASSPORT Department. The additional staff has enabled us to provide more individualized, quality service to PASSPORT/PACE consumers.

On May 7, 2004, MBD held its bi-annual seminar for nursing home administrators. Attendees were introduced to new state policies and procedures, interacted with MBD staff and Ohio Administrators. Speakers included the Honorable Senator Eric Fingerhut, Ohio Senate, and representatives from ODA and ODJFS.

“This new system has been so helpful for our staff, our residents, and our families.”

“This was the most useful seminar I have attended in years. The manual will be extremely helpful.” Nursing home staff
OFFICE OF HOMELESS SERVICES

- In February 2004, a new Community Women's Shelter opened at 2219 Payne Avenue. This facility combines adequate shelter space with expanded services for homeless women and children. One hundred women are housed each night at the shelter.

- In collaboration with the City of Cleveland and local housing advocates, the OHS secured local foundation support to initiate a planning process that will address homelessness prevention and affordable housing.

- The OHS assisted in securing public ownership of the Men's Shelter at 2100 Lakeside Avenue. The transition to a new provider was accomplished with no interruption of services.

The Office of Homeless Services (OHS) is funded by Cuyahoga County with the support of the City of Cleveland. The OHS serves as a link between funders and service providers.

In January 2004, the community received a Homeless Assistance Grant Award of $18.7 million from the United States Department of Housing and Urban Development (HUD) for the 2004 Continuum of Care grant application. The OHS coordinates the application process for this grant on behalf of the community.

Grant award dollars maintain project activities that provide outreach, transitional housing, permanent housing, and supportive services to homeless men, women, and families in Cuyahoga County. New funding in 2004 will add 125 units of permanent supportive housing in the community.

H.U.D. RESOURCES SUPPORTING THE CONTINUUM OF CARE

The Office of Homeless Services does not provide direct client service. Persons needing emergency assistance with housing, food, clothing or related issues should contact United Way's First Call for Help at (216) 436-2000 or 2-1-1.
The Management Services Division works to develop the operating budget, execute contracts, procure goods and services, provide technology solutions, and to audit contracted providers. This approach serves to build bridges that strengthen client access to a broad array of services available in their own neighborhoods.

Management Services is an administrative and programmatic division within the Department of Senior & Adult Services. Principal Units within this division are:

- Audit Unit
- Community Based Services
- Financial Services
- Information Resources Management
- Office Services
- Procurement and Contractual Services

The comprehensive mission statement of the division is to effectively provide support and high standards of customer service to all DSAS employees, community partners, and clients in an accurate and timely manner, utilizing sound business practices, current technology, and strong communication skills.

Management Services responsibilities include managing the agency’s $25.7 million operating budget, including more than $0.5 million in categorical grants. Additionally, the administrative functions of this division include the development and maintenance of network applications and automated systems, the processing and recording of all financial transactions, as well as the administration of procurement, contractual services, and facility operations. This division also performs internal and external audits/compliance reviews.

As part of DSAS’ operations support services, management services envisions continued emphasis on the enhancement of customized systems and applications, particularly those which improve client information tracking and service delivery. The new Home Health Aide Monitoring System (HHAMS) and the Client Information Management System (CIMS) will help upgrade DSAS’ systems and technology to the next level.
## DSAS 2004 Year End Revenue (unaudited)

### Charges for Services

<table>
<thead>
<tr>
<th>Service</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Home Support Fees</td>
<td>$136,111</td>
</tr>
<tr>
<td>PASSPORT Provider Services</td>
<td>$1,005,561</td>
</tr>
<tr>
<td>Medicare Part B</td>
<td>$45,317</td>
</tr>
<tr>
<td>Medicaid State</td>
<td>$116,107</td>
</tr>
<tr>
<td>Medicaid CORE Waiver</td>
<td>$21,284</td>
</tr>
<tr>
<td>Ryan White Title I Grant</td>
<td>$174,353</td>
</tr>
<tr>
<td>Options</td>
<td>$89,311</td>
</tr>
</tbody>
</table>

**Total Charges for Services**  
$1,588,044

### Miscellaneous Revenue

<table>
<thead>
<tr>
<th>Revenue</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Private Grants (Home Energy Assistance Program - HEAP)</td>
<td>$24,758</td>
</tr>
<tr>
<td>Private Grants (McGregor Support A Student Grant)</td>
<td>$11,401</td>
</tr>
<tr>
<td>WRAAA Caregiver Support Program</td>
<td>$116,879</td>
</tr>
<tr>
<td>Refunds, Reimbursements, and other Collections</td>
<td>$16,989</td>
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</table>

**Total Miscellaneous**  
$170,027

### Intergovernmental Revenue

<table>
<thead>
<tr>
<th>Revenue</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Title XX</td>
<td>$3,305,511</td>
</tr>
<tr>
<td>Adult Protective Services</td>
<td>$401,972</td>
</tr>
<tr>
<td>Medicaid Allocation (Employment &amp; Family Services transfer)</td>
<td>$2,109,909</td>
</tr>
<tr>
<td>Federal Social Services</td>
<td>$45,489</td>
</tr>
<tr>
<td>Public Assistance Closeout Funds</td>
<td>$1,367,849</td>
</tr>
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</table>

**Total Intergovernmental**  
$7,230,730

### General Fund Subsidy

<table>
<thead>
<tr>
<th>Revenue</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Revenue Transfers</td>
<td>$15,510,330</td>
</tr>
<tr>
<td>Volunteer Guardianship Program</td>
<td>$300,000</td>
</tr>
</tbody>
</table>

**Total Other Funding**  
$15,810,330

### Total 2004 Revenue

$24,799,131
MANAGEMENT SERVICES

DSAS 2004 YEAR END EXPENDITURES (unaudited)

- Salaries: 45.0%
- Client Services: 22.1%
- Contracts & Services: 4.8%
- Commodities: 0.6%
- Fringes: 20.8%
- Other Operating: 2.6%
- Controlled Expense: 4.0%
- Capital Outlay: 0.1%

Legend:
- Salaries
- Client Services
- Contracts & Services
- Commodities
- Fringes
- Other Operating
- Controlled Expense
- Capital Outlay
2004 ADVISORY COUNCIL and OPTIONS COMMITTEE

DSAS is committed to services through an extensive alliance with community based agencies and individuals. A major component of these partnerships, in 2004, included the Options Advisory Committee as well as the Cuyahoga County Advisory Council on Senior & Adult Services.

Options Advisory Committee

Barbara Nyegran, Chairperson

Paul Alandt
Donna Barrett
Sue Biagianti
Marsha Blanks
Howard Bram
Mary Ann Caston
Jane Fumich
Patricia Gresko
Ronald Hill
Belle Likover
Margaret McCarthy
Paulette McMonagle
David Mordarski
Bob Phillips
Sylvia Pla Raith
Mary Schwendeman
Eleanor B. Steigman
Lisa Uffman-Kirsch
Mae Von Pless
Karen Vrtunski
Lois Weissberg

Cuyahoga County Advisory Council on Senior and Adult Services

Irene Kay, Chairperson
Candace Carmichael, Vice Chair
Janice Dzigiel, Vice Chair
Bernice Harel, Secretary

Joyce Able Schroth
Sue Biagianti
Donna Burke
Jill Burke
Carolyn Caldwell
Teo Feliciano
Elaine Gohlstin
Susan Goodwin
Belle Likover
Edward A. McKinney
Stanley Miller

David Mordarski
Jeffrey Mostade
Gerry Nelson
Rocco Oliverio
Andrea Price
Marilyn Senick
Mary Schwendeman
Margaret Smedley
Eleanor Steigman
Samuel P. Watts
George Weiner

Left to Right, Barbara Nyegran, Director, Strongsville Senior Center and Candace Carmichael, Manager, MetroHealth Advantage
DEPARTMENT OF SENIOR & ADULT SERVICES (DSAS)

MANAGERS

Bernardine Brooks
Manager, Community Programs

Maureen Crider-Wallace
Manager, Home Support Programs

Bette Eisenstein
Manager, Medicaid Benefits

Ruth Gillett
Manager, Office of Homeless Services

David Dombrosky
Manager, Management Services

...providing quality in-home and community services to seniors, disabled and vulnerable adults based on individual need...