DSAS
DEPARTMENT OF SENIOR & ADULT SERVICES
Annual Report | 2008

Building Momentum
Services & Solutions for Better Living
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.
At Cuyahoga County Department of Senior & Adult Services nothing stands still. Not our clients. Not our providers. Not us.

Success depends on momentum, and DSAS had momentum in 2008 – as an advocate for programs that serve and protect vulnerable older adults, as a responder to seniors in times of emergency, and as a resource to the community in planning for the future needs of vulnerable Cuyahoga County residents.

During 2008, staff from the Community Office on Aging continued the advocacy for Adult Protective Services. They traveled throughout Ohio, meeting with legislators and social workers in 57 counties in a quest to gain statewide support for APS.

When a Northeast Ohio power outage left seniors in East Cleveland without electricity, nurses and social workers from DSAS Home Support and Community Programs Divisions arrived with food, ice, water and batteries. Our Medicaid Benefits Division opened a new, dedicated reception area at the Virgil Brown Building to make the Medicaid application process more client friendly. Our Management Services Division finished the year with a one million dollar surplus and, for the second year in a row, passed the Ohio Department of Job and Family Services fiscal audit with no citations or recommendations for improvement.

On September 10th, DSAS hosted a Town Hall meeting where we presented the results of a Community Needs Assessment to the public and our partners in the aging network. One thousand five hundred (1,500) seniors, 81 service providers, and 7 key informants took part in the survey conducted by Cleveland State University’s Northern Ohio Data and Information Services.

In these uncertain times, the need for a strong social service safety net is more important than ever. Despite fewer staff and resources, DSAS will strive to sustain its momentum. We will continue to deliver services and solutions for better living.

Susan E. Axelrod, Director
Department of Senior & Adult Services
Community Office on Aging

In 2008, the Office on Aging expanded its advocacy base. Staff traveled throughout Ohio and met, not only with legislators, but also with social workers and interested parties in 57 counties. As a result, DSAS now has a state-wide network of advocates for the elderly who share DSAS’ legislative agenda. The Community Office on Aging employs a number of strategies to educate legislators about DSAS programs and services, including:

- **The Home Visit.** Legislators accompany staff to client homes in their own district. This enables elected officials to observe the value and importance of DSAS programs and services.

- **Providing Testimony.** Staff testifies before the Ohio General Assembly’s Finance Committee on issues of importance to seniors.

- **The Position Paper.** Office on Aging staff develop and promote specific advocacy positions for the Ohio Biennial Budget.

In addition, the Office on Aging staffs monthly meetings of the Cuyahoga County Advisory Council on Senior & Adult Services, and the Cuyahoga County Municipal Offices on Aging (pictured below).

Public Information and Grant Management

In 2008, DSAS and the Western Reserve Area Agency on Aging received a grant of $3,107.00 to educate professionals about the prevalence of HIV/AIDS in the older adult population. Staff partnered with the County Commissioners, Department of Development, and the Playhouse Square Association to host **Senior Movie Day** on August 8th. Seven hundred fifty seven (757) seniors enjoyed a free lunch and movie at the Palace Theatre.

On September 10, 2008, staff hosted a Town Hall meeting at the Visiting Nurse Association to share the results of a **Community Needs Assessment** with the public and colleagues in the aging network. The Needs Assessment was conducted by Cleveland State University’s Northern Ohio Data and Information Center.

On September 20, 2008, DSAS participated in **Heat and Plumb the Country.** Eighty five income-eligible seniors and adults with disabilities from Cleveland and surrounding suburbs received free furnace checks and water audits. Partners in this annual event include the Air Conditioning Contractors of America – Cleveland Chapter, the Plumbing-Heating-Cooling Contractors Association, and the Cuyahoga County Department of Development.
Adult Protective Services (APS)

During 2008, the Adult Protective Services Unit strengthened partnerships with community hospitals, physicians, and social service agencies. APS began a new partnership with the Cleveland Clinic. Third and fourth year medical students, residents, and fellows in gerontology now accompany social workers on home visits. The goal of the home visit is two fold: to help physicians become better identifiers of adult abuse, and to help workers and medical professionals communicate more effectively.

In 2008, APS staff – in collaboration with the Office on Aging – employed the home visit as a tool to educate legislators about elder abuse. After visiting several client homes in his district, Ohio Senator Dale Miller wrote, “The [APS] social worker was amazing…Overall it was a very good experience and well worth seeing first hand.”

During 2008:

- APS staff served on local and regional committees dedicated to protecting the elderly: the Consortium Against Adult Abuse, Ohio Coalition of Adult Protective Services, Domestic Violence Roundtable, Hospice of the Western Reserve, Cleveland Clinic’s Elder Protection Council and Domestic Violence Fatality.

- Staff initiated ongoing dialogue with the Cuyahoga County Coroner’s Office. As a result, the deaths of two elderly residents in 2008 were ruled homicides and are being prosecuted as criminal cases of caregiver neglect.

The mission of Adult Protective Services, mandated by the Ohio Revised Code (ORC 5101.60), is to protect and assist adults 60+ who may be victims of abuse, neglect, self-neglect, and/or financial exploitation. Allegations of abuse concerning adults 18+ are investigated on a voluntary basis. Anonymous calls are accepted. In Cuyahoga County, Adult Protective Services is administered by DSAS.
Community Resources

The Community Resources Unit provides supportive services and interventions to clients not served through Adult Protective Services. In Ohio, Adult Protective Services is mandated for residents 60+, however, the Community Resources Unit fills a gap in service by accepting cases involving adults aged 18 - 59 on a voluntary basis.

During 2008, Community Resources expanded its outreach to Senior Adult Care Homes, the Long Term Care Ombudsman, and to SAVES (the Senior Anti-Violence Empowerment Services Network).

In addition, the Community Resources Unit continued its partnership with Case Western Reserve University’s Mandel School of Applied Social Sciences (MSAS). Two MSAS graduate students began their 8 month internship in the Community Resources Unit in 2008.

The Community Resources Unit also expanded an existing partnership with the Cuyahoga County Community Mental Health Board by participating in Project Assist and SAVES. Project Assist serves older adults in crisis as the result of moderate to severe mental illness. SAVES is a collaboration among organizations committed to serving adult victims of domestic violence.

In 2008, Community Resources:

- Increased referrals concerning adults aged 18 - 59 by 5.25% for a total of 226
- Provided emergency heating assistance to 658 clients and members of the community who either had their utilities disconnected, or who were facing a disconnection
- Responded to 30 referrals in situations of domestic violence involving adults 60+
- Provided 50 residents with emergency funds to purchase food and/or prescription medicine
- Conducted 260 nursing assessments for DSAS clients and 92 assessments for Project Assist
- Received a customer satisfaction rate of 89%

Community Resources are available to at-risk residents in need of social support. The Medical Unit conducts nursing and mental health assessments as part of an interagency team. The Resource Unit conducts social work assessments for vulnerable adults 18+ in need of social services. Social workers link clients with services and resources to alleviate risk.
Information Outreach

During 2008, the Information Outreach Unit increased collaboration with community agencies to extend the reach of the Benefits Check Up Program. New collaboratives include Community Housing Solutions, Consumer Credit Counseling Service, Cuyahoga County Public Library, The Empowerment Center of Greater Cleveland, Legal Aid Society, Southpointe and Huron Road Hospitals, the Veterans Service Commission, and the Cuyahoga County Department of Development.

In 2008, staff conducted 1,317 Benefits Check Up screenings throughout the county including, but not limited to, Cuyahoga County Public Library (Garfield Heights), Deville Apartments (Beachwood), Murtis Taylor Multi-Service Center, Parma Hunger Center, Parma Senior Center, Shaker Heights Community Life Center, and the West Side Community Center.

Staff also reached out to colleagues in other DSAS divisions to make them aware of how Benefits Check Up and Home Energy Assistance Programs help our clients save money and improve their quality of life.

During 2008, the Information Outreach Unit became an active participant in Ohio’s Drug Repository Program. The Ohio Drug Repository provides prescription medication to residents who lack prescription drug coverage, who are underinsured, or who cannot afford their deductibles and co-pays. Nursing homes and institutional pharmacies donate unused prescription medicines for distribution to Ohioans in need. There are no age or income limits. The Information Outreach Unit determines client eligibility on a case-by-case basis.

DSAS has conducted Home Energy Assistance Programs (HEAP) outreach since 1994. An annual grant from the Ohio Department of Development, through the Western Reserve Area Agency on Aging (WRAAA), enables the Information Outreach Unit to provide HEAP outreach to a targeted population - Cuyahoga County residents 60+ and adults with disabilities.

During 2008, Information Outreach staff:

- Distributed 3,113 HEAP applications to residents at banks, health fairs, senior sites, and by mail
- Provided HEAP information and assistance to 348 residents by phone
- Made 33 formal HEAP presentations to senior organizations, clubs, and to residents in high rise apartments. Total attendance was 1,600+
- Posted an interactive version of the 2008-2009 Home Energy Assistance Programs Application (English and Spanish) on the web at: www.dsas.cuyahogacounty.us
- Received a customer satisfaction rate of 92%

The Information Outreach Unit, that administers the Benefits Check Up Program and Home Energy Assistance (HEAP) outreach, is a key component in helping the County Commissioners meet the needs of county residents.
Building Momentum…
with community support.

Grandparent/Kinship Care Program (GKP)

During 2008, families in DSAS Grandparent/Kinship Care Program continued to benefit from the strong ties the GKP has developed with the community. The National Council of Jewish Women – Cleveland Section – donated more than $30,000 in 2008, to provide food, clothing, and a summer camp experience for GKP clients. The faith-based community also pitched in. For the past 2 years, the Anglican Church of the Transfiguration has donated 125 Thanksgiving food baskets to kinship care families. The National Council of Jewish Women distributed 215 grocery store gift cards for the Thanksgiving and Christmas holidays.

During the year, the GKP served 1,103 families. The program continues to provide services for adults as well as children, including legal workshops, monthly educational luncheons, respite, and an annual holiday party co-sponsored by the Cuyahoga County Volunteer Coalition. In addition, GKP staff advocated for kinship families at the local, state, and federal level. GKP staff attend monthly meetings of community collaboratives and grandparent/relative support groups. During 2008, the Program Administrator was Co-President of the Kinship Advocacy Coalition. She also serves on the Ohio Kinship Advisory Council.

During 2008, the GKP:

• Made 98 legal referrals – at no charge to kinship care families – for a total of 127 hours
• Hosted 10 Caregiver Education Luncheons with a total attendance of 458
• Provided 4,233 hours of respite, enabling caregivers to take a temporary break from their responsibilities to rest and recharge
• Responded to 2,211 calls for information and assistance, resulting in 561 new clients

• Co-hosted, with the Cuyahoga County Volunteer Coalition, an annual Holiday Party for GKP families. Four hundred children received an age-appropriate gift donated by Cuyahoga County employees.
• Received a customer satisfaction rate of 88%

The Grandparent/Kinship Care Program addresses the needs of grandparent/relative caregivers of Cuyahoga County children through education and information, short-term service coordination, and linkage to county and community services.
Home Support Division

The Department of Senior & Adult Services Home Support Division is one of the largest providers of in-home care in Cuyahoga County. Our clients have a variety of home care options to choose from depending on their age, income, and level of care requirements. The Comparison Chart on chart on page 9 provides a quick overview of all seven home support programs.

During 2008, The Home Support Division maintained a customer satisfaction rate of 95%.

PASSPORT Provider Unit

PASSPORT is a Medicaid Waiver Program that provides home support services to adults 60+ who are determined eligible by the Western Reserve Area Agency on Aging. During 2008, DSAS PASSPORT Provider Unit served 133 clients for a total of 61,394.25 service hours. In 2008, the PASSPORT Unit passed a service and financial audit by the Western Reserve Area Agency on Aging with no citations or recommendations for improvement.

In December 2008, Leigh Brown, PASSPORT Family Service Aide 2, received recognition from the Ohio Department of Aging for “Exemplary Service to consumers enrolled in Ohio’s PASSPORT, Choices, or Assisted Living Program.”

Options for Elders

Options serves frail residents 60+ who are not eligible for Medicaid waiver programs. Services include: personal care, homemaking, adult day, home delivered meals, emergency response system, medical transportation, respite, chore, and minor bathroom modifications.

During 2008 Options:

- Answered 6,789 calls for information and assistance
- Added chore services to assist clients with yard work and heavy cleaning
- Issued contracts to 32 agencies that, together, provide 63 services to Options clients
- Designed a Remaining Funds Report to help providers manage their contract dollars

![Cuyahoga Options for Elders](chart.png)
Home Care Skilled and Support Services

DSAS Home Support Division provides Skilled Care to residents with special needs, as well as to clients in the Ohio Home Care Waiver Program. Services include personal care, homemaking, social work counseling, physical, occupational, and speech therapy. Home Care Waiver clients are also eligible for adult day and transportation services. To receive skilled care, residents must be Medicaid/Medicare eligible and under the care of a physician.

During 2008, skilled care clients received 3,779 visits from nursing staff and family service aides provided 5,057 service hours. Family service aides receive 12 hours of continuing professional education annually. In addition, they are cross trained in medical insurance regulations, enabling them to work with clients in all DSAS home support programs. In 2008, the Home Care Skilled and Support Unit passed the Medicare/Medicaid audit by the state of Ohio with no citations or recommendations for improvement.

During 2008, the 518 residents enrolled in Personal Pay, Ryan White, and Respite programs received 38,226 service hours from DSAS nurses and family service aides.

• **Personal Pay** services include personal care, homemaking and respite. This program is available to residents 18+. Fees are based on a sliding scale according to income.

• **Ohio Home Care** is a Medicaid waiver program available to residents 18+. Both skilled and unskilled care are available. Services include personal care, homemaking, adult day care, transportation, physical, occupational and speech therapy.

• **Caregiver Respite** is available to qualifying residents who provide unpaid care to a relative or family member living in the same home. There is no age requirement for the caregiver, as long as the adult being cared for meets income eligibility requirements. Respite is available Monday through Friday, between 8 am and 5 pm. There is a 75 hour maximum per 90 day period.

• **Ryan White Part A HIV/AIDS Program** provides home care for residents 18+ living with HIV/AIDS. During 2008, 48 residents received one or more of the following services through Ryan White: personal care, homemaking, social work counseling, and/or respite.

DSAS Home Care Skilled and Support Services Unit provides skilled care to adult residents with a variety of special needs, including clients of the Multiple Sclerosis Society, residents 18+ living with debilitating illness, residents who elect personal care and homemaking on a fee for service basis, as well as adults 18+ living with HIV/AIDS.
<table>
<thead>
<tr>
<th>CRITERIA</th>
<th>OPTIONS</th>
<th>PASSPORT</th>
<th>OHIO HOME CARE WAIVER</th>
<th>PERSONAL PAY</th>
<th>SKILLED CARE</th>
<th>RYAN WHITE</th>
<th>CAREGIVER RESPITE</th>
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<td>18-59</td>
<td>18+</td>
<td>18+</td>
<td>18+</td>
<td>60+ for Care Recipient</td>
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<td>State/Federal Medicaid Program</td>
<td>State/Federal Medicaid Program</td>
<td>Sliding fee scale based on client income</td>
<td>Medicare Medicaid</td>
<td>State/Federal Ryan White Program</td>
<td>State/Federal Title III funds</td>
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<td>Services Provided</td>
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<td>Personal care, homemaking, respite, social work counseling</td>
<td>Personal care, homemaking, adult day care, transportation, occupational therapy, physical therapy, speech therapy</td>
<td>Personal care, homemaking, respite</td>
<td>Personal care, homemaking, social work, counseling, occupational therapy, physical therapy, speech therapy</td>
<td>Personal care, homemaking</td>
<td>Respite provides an interval of rest or relief from caregiving, so the caregiver can rest and recharge. Mon-Fri, 8 am - 5 pm. Maximum 75 hours within a 90 day period</td>
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<td>Western Reserve Area Agency on Aging</td>
<td>CareStar, Inc.</td>
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<td>(216) 420-6817</td>
<td>(216) 420-6817</td>
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Medicaid Benefits

The Medicaid Benefits Division (MBD) is responsible for determining financial eligibility for Medicaid benefits, including health insurance, at-home ancillary support services, residence in group homes, nursing homes and assisted living facilities.

During 2008, MBD opened a first floor reception area for DSAS clients in the Virgil Brown building, 1641 Payne Ave. The receptionists help residents who are applying for, or who are receiving, long term care Medicaid. An electronic scheduling system, installed in 2008, provides quicker response to clients, and ensures that they will be seen at the time of their scheduled appointment. Five thousand two hundred eighty nine (5,289) individuals were greeted at the front desk reception area in 2008.

In addition, MBD incorporated a caseload of 3,700 new clients who are receiving services from the County Board of Mental Retardation and Developmental Disabilities (MR/DD), or who are physically disabled.

During the year, the Medicaid Benefits Division updated their publication, A Quick Guide to Long Term Care Medicaid, in order to incorporate major changes in federal and state guidelines for Medicaid certification. The Guide is available on line at www.dsas.cuyahogacounty.us. Click on “Publications.”

In 2008, Medicaid Benefits opened a new client reception area in the Virgil Brown Building.
Management Services

DSAS Management Services Division ended 2008 with a million dollar surplus – a major accomplishment in a year when many organizations faced a shortfall. The Division also passed the Ohio Department of Job and Family Services fiscal audit, for the second consecutive year, with no citations or recommendations for improvement.

Management Services supports the DSAS mission by developing and maintaining the agency’s 30 million dollar operating budget, and by executing contracts and procuring goods and services. This is accomplished through the work of 5 autonomous units: Financial Services, Information Resource Management (IRM), Office Services, Procurement and Contractual Services (PCS), and Professional Development.

- **Financial Services** managed DSAS’ 30 million dollar operating budget (including grant management), processed invoices and voucher payments totaling $6,792,449 for clients and providers, processed monthly employee travel expense reports for duty related travel, and managed the ODJFS fiscal audit.

- **Information Resource Management (IRM).** During 2008, IRM received and processed 1,291 work orders for technical support - requests for database fixes, new user set ups, password resets, hardware/software issues and related items. In addition, IRM developed and implemented a remote access system for the Medicaid Benefits Division, giving staff the ability to conduct client eligibility reviews on location.

- **Office Services** provided pick up and delivery, workplace security, equipment maintenance, meeting room set up, and conducted the annual inventory of DSAS capital goods. During 2008, the Office Services Unit completed 98% of the agency’s work orders on or before deadline.

- **Procurement and Contractual Services (PCS)** released and evaluated 46 Requests for Proposals (RFPs) from agencies interested in providing services to DSAS Community Social Services Program (CSSP) clients.* Forty six proposals were reviewed and 18 contracts awarded for 2009/2010. In addition, PCS completed financial and programmatic audits of contracted providers and processed 334 orders for goods and services.

- **The Professional Development Unit** conducted 8 monthly workshops for Medicaid Benefits staff, facilitated 14 Ohio Human Services Training System sessions, 2 new employee orientations, and 12 hours of continuing education for DSAS family service aides. Nine in-house sessions, including CPR and First Aid Training, were open to all staff.

*The CSSP funds adult day services, adult development, chore services, services for the communicatively impaired, congregate meals, homemaking, financial counseling, and representative payee services. CSSP programs are provided in the client’s own community.
### MANAGEMENT SERVICES

**Cuyahoga County Department of Senior & Adult Services**

**Financial Statements (unaudited)**

#### Total 2008 Revenue: $26,688,428

<table>
<thead>
<tr>
<th>Charges for Service</th>
<th>Intergovernmental Revenue</th>
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<tbody>
<tr>
<td>Home Support Fees</td>
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<td>PASSPORT</td>
<td>Adult Protective Services</td>
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<td>Medicare Part B</td>
<td>Medicaid Allocation (EFS transfer)</td>
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<td>Medicaid Home Care Waiver</td>
<td>County Child Care</td>
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<td>Ryan White Part A Grant</td>
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<td>Options</td>
<td>Social Service Operations</td>
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<td><strong>Total Charges for Services</strong></td>
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<td>Federal Food Stamps</td>
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<td>$855,094</td>
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<td>State Reimbursement</td>
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<td><strong>Total intergovernmental</strong></td>
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<table>
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<tr>
<th>Miscellaneous Revenue</th>
<th>General Fund Subsidy</th>
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<td>Project Assist</td>
<td>Revenue Transfers (PA Fund)</td>
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<td>$390,000</td>
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<td>Private Grants (HEAP)</td>
<td>Revenue Transfers</td>
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<td>WRAAA GKP-Private Grant</td>
<td>(General Fund Subsidy)</td>
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<td><strong>Total Other Funding</strong></td>
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#### Total 2008 Expenditures: $28,713,270

| Salaries/Direct Care                      | Controlled Expenses                                          |
|                                          | $1,363,190                                                    |
| Fringes                                   | Client Services                                              |
|                                          | $5,480,515                                                    |
| Commodities                               | Other Operating                                              |
|                                          | $742,398                                                      |
| Contracts and Services                    | Capital Outlay                                               |
|                                          | $43,623                                                       |

![Pie chart showing percentages of expenses](chart.jpg)
EXECUTIVE STAFF

From Left to Right:

Susan Axelrod
Director

Maureen Crider-Wallace
Deputy Director
Home Support Division

David Dombrosky
Deputy Director
Management Services Division

Bernardine Brooks
Deputy Director
Community Programs Division

Bette Eisenstein
Deputy Director
Medicaid Benefits Division
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