

Adult Protective Services

Investigates all allegations of abuse, neglect, self neglect, and/or financial exploitation of adults 60+. Allegations of abuse concerning adults 18+ are investigated on a voluntary basis.

Options Program

Helps older adults to live and function independently in their homes. Options services include: light housekeeping, personal care, medical transportation, home-delivered meals, emergency response, and chore.

Home Support Services

Provides in-home services by nurses and home health aides to help clients remain in their homes, including homemaker, respite services and skilled nursing care.

Information & Outreach Services

Administers the Benefits Check Up (BCU) Program and the Buderer Drug Repository Program for prescription assistance. IOU is also a designated Aging and Disability Resource Center (ADRC), and provides access to an array of public benefits to seniors, caregivers and adults with disabilities.

January 15, 2015

Benefits Check Up Screen -
Cleveland Clinic/Stephanie T. Jones Health Center
 13944 Euclid Avenue, East Cleveland, Ohio 44112
 11:00 AM - 1:00 PM

January 28, 2015

Benefits Check Up Screen - Parma Senior Center
 7001 West Ridgewood Drive, Parma, Ohio 44129
 8:30 AM - 2:00 PM

March 20, 2015

Ohio Coalition for
Adult Protective Services (OCAPS) Conference
"Celebrating 30 Years of Education and Advocacy"
 Columbus State Conference Center, Columbus, OH

May 21, 2015 - Save-the-Date

DSAS Legislative Event
Commemorating Older American's Month
"Get Into the Act"

Further details to be announced

For a complete schedule, please visit our website at:
<http://dsas.cuyahogacounty.us/en-US/Calendar.aspx>
 or call us at: **(216) 420-6700**.

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Services and Solutions for Better Living



Centering on the Person



In 2014, as part of our Strategic Plan, the Division of Senior and Adult Services (DSAS) established a "Best Practices" workgroup which identified "Person-Centered Care" as a best practice model to be implemented DSAS-wide in 2015. Developing Person-Centered Care is not a one-time event; rather it requires a sustained commitment to on-

going facilitation of practices and, a long-term commitment both in clinical teams and across the organization. DSAS is committed to weaving Person-Centered Care into the fabric of our culture.

Person-Centered Care (PCC) is treatment and care provided by healthcare professionals that places the person at the center of their own care. PCC honors and respects the voice of clients and those working closest with them. It involves a continuing process of listening to client goals and preferences, trying new things, seeing how they work, and changing things in an effort to individualize care.

PERSON-CENTERED CARE CONSISTS OF:

Getting to know the client as a person - This focuses on building a relationship between the patient and the caregiver, and listening to the client's goals.

Sharing power and responsibility - This focuses on respecting preferences.

Accessibility and flexibility - This focuses on meeting patient's individual needs by being sensitive to values, preferences and expressed needs.

Coordination and integration - This is about teamwork. It includes working together to minimize duplication and providing each patient with a key contact at the agency/organization.

Changing the environment - This refers to both the physical and the organizational/cultural environment.

We are excited about embracing Person-Centered Care in 2015. Thank you for entrusting us as your service provider, funder of services and advocate. We are committed to providing our clients with the highest quality service, and will continue to put YOU at the center. Watch out 2015, here we come!



What's Inside...

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CUYAHOGA COUNTY DIVISION OF SENIOR AND ADULT SERVICES

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www.dsas.cuyahogacounty.us

www.onecuyahoga.com

Ohio Relay Service 711

Services and Solutions for Better Living

DSAS Programs Highlight Home Support Unit – Skilled Care

Ms. Q is in her late eighties, lives alone, is legally blind and takes over ten different medications. The Division of Senior and Adult Services (DSAS) assists Ms. Q by managing her medications, monitoring the effects of new medications and coordinating her medical appointments.

With the support of a team of nurses, home health aides and schedulers, Ms. Q's care is just one example of the skilled care that is delivered by DSAS' Home Support Unit. Each year, the Home Support Unit delivers nursing and other home healthcare services to over 550 clients. Five percent of these clients require **Skilled Care** services. **Skilled Care** involves trained professionals performing services that are needed temporarily due to injury or illness, including nursing care, speech, occupational and physical therapy. While the majority of skilled care clients live alone and are in their late 50s or older, DSAS also provides skilled services to adults with disabilities, ages 18 to 59. Without skilled services from DSAS, many of these adults would end up in a nursing home or other institutionalized setting.

Home Support Unit clients are referred to DSAS by family members, hospital discharge planners, physicians and sometimes the client. DSAS receives a large number of clients from MetroHealth Medical Center on the County's west side. MetroHealth discharge planners frequently call DSAS for challenging clients who are being released from the hospital to home, but lack family or other community supports. DSAS is also the **first call** for hospitals arranging care for Ryan White clients living with HIV and/or AIDS. Through a grant funded by the Cuyahoga County Board of Health, DSAS is the only provider of homemaking services for Ryan White clients in the county. To learn more about DSAS' Skilled Care services, or to refer a client to us, please call our Centralized Intake Line at **(216) 420-6700**.



BBB Consumer Alert Don't Allow Holiday Scams to Get the Best of You

The holidays are a special time of year to be shared with family and friends and to make pleasant memories. Unfortunately, for family members of aging loved ones, the holidays are also a time to be aware of scams. While scam artists work all year long, they seem to increase their efforts around Thanksgiving, Christmas, and the New Year especially targeting the elderly and disabled adults. Holiday season scams range from malicious emails to stolen wallets and from illegitimate charities to Craigslist postings. The Division of Senior and Adult Services and the Better Business Bureau (BBB) want your wallet and your identity to stay safe this holiday season. When getting into the holiday mood and preparing for the New Year, take the tips below into consideration to make sure the season stays jolly:

BBB offers these additional tips:

- Watch out for charities that sound similar to more well-known ones. Many veterans' charities include the same words in different order or form to appear legitimate.
- Look for a clear description of the organization's programs in its appeals and on its website. If the charity says it's helping veterans, does it explain how (financial assistance, shelter, counseling) and where it is doing so?
- Telemarketing can be a costly method of fundraising unless carefully managed. If called, do not hesitate to ask for written information on the charity and its finances before making a decision.
- Be wary of excessive pressure in fundraising. Don't be pressured to make an immediate on-the-spot donation. Charities should welcome your gift whenever you want to send it.
- If donating clothing or other goods, find out how the charity benefits from the collection and re-sale of gifts.
- Check first before giving, for free, with charity monitoring services like BBB's give.org and the County's Consumer Affairs Department, which may be reached by calling (216) 443-7035.



The Season for Giving DSAS Senior Santa

The Division of Senior and Adult Services (DSAS) has once again partnered with *Home Instead Senior Care* and *Caring Tree Senior Home Care* to brighten the holidays for deserving seniors. This collaboration has benefitted over 275 DSAS clients who reside on the east and west sides of Cuyahoga County.

For over five years, DSAS has partnered with *Home Instead Senior Care* and *Caring Tree Senior Home Care* to identify older adults who might not otherwise receive gifts this holiday season. Both companies work with local businesses and retail stores to help facilitate the purchase and distribution of gifts by placing trees and ornaments within their various locations. Each senior's gift request is written on a Senior Santa tree ornament. Staff from DSAS volunteer to help collect, wrap, and deliver these gifts to identified clients from our Options for Elders and Home Support programs. Senior Santa is just one way DSAS supports our clients during the holiday season.

**For more information about the Senior Santa Program at DSAS, please contact:
Lauren Forbes,
Special Projects Manager at (216) 698-4844**

From The Administrator



Building on Success - Year Ahead Holds Great Promise

The beginning of a new year always provides us the perfect opportunity to reflect back on, and review our successes – accomplishments that would not have been possible without the hard work and dedication of our staff, Advisory Board and community partners. It also gives us a chance to see where our focus must

lie in the coming year if we are to see continued gains. In 2014, we continued our tradition of excellence and saw major accomplishments, including:

- Establishing a "Best Practices" workgroup which identified "Person-Centered Care" as a best practice model to be implemented DSAS-wide during 2015;
- Launching our first two Advocacy Alert newsletters to inform consumers, staff and community providers of increased funding to improve the Adult Protective Services system state-wide, and to educate consumers about benefit changes under the new MyCare Ohio program;
- Establishing the Cuyahoga County Senior Service Network (CCSSN), a group of over sixty (60) agencies and municipalities that serve seniors and adults with disabilities throughout Cuyahoga County; and
- Streamlining program eligibility requirements so that all programs with an income requirement are aligned with the poverty index.

Along with our Advisory Board, community partners, staff and clients, we have made significant strides and are looking forward to the year ahead. We will continue to use our 2014-2016 Strategic Plan as our road map. Thank you for the opportunity to serve you. We look forward to a great 2015!

Stanford Chronic Disease Self-Management



On any given day, you might notice more clients in our building. In an exciting new partnership, with Fairhill Partners, we now provide a group intervention program called the "Stanford Chronic Disease Self-Management" (CDSM) curriculum. CDSM is an evidence-based curriculum that has been well researched and shown to be very effective in helping improve the quality of life of adults age 55 and older with an ongoing or long-term health condition. This program is delivered in workshop format, for two and a half hours, for six weeks. Persons with different health conditions attend this weekly program. In this group clients learn: 1) techniques to deal with problems such as frustration, fatigue, pain and isolation, 2) appropriate exercise for maintaining and improving strength, flexibility, and endurance, 3) appropriate use of medications, 4) communicating effectively with family, friends, and health professionals, 5) nutrition, 6) decision making, and, 7) how to evaluate new treatments. Through grant funding, Fairhill Partners provides CDSM facilitators free of charge to DSAS. Be on the look-out for an expansion of this program in 2015.