



DSAS-CUYAHOGA COUNTY DIVISION OF SENIOR AND ADULT SERVICES

2015 Annual Statistical Performance Report

The Statistical Performance Report provides data on all DSAS programs. In 2015 DSAS served nearly 30,000 senior and disabled clients through Centralized Intake, Adult Protective Services, Home Support, Options for Independent Living, Information and Outreach (IOU), and Community Social Services Program (CSSP). This report provides data based on services provided and feedback from customer satisfaction surveys.

In July 2015, DSAS implemented a unified cloud-based case management system that integrates all DSAS programs. This system provides significant opportunities for improving efficiency, client outcomes and reporting capability. Previously, DSAS utilized more than 10 program-specific databases.

Due to changes in the way client counts are reported, adjustments have been made for some programs. These adjustments are noted.

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DSAS-CUYAHOGA COUNTY DIVISION OF SENIOR AND ADULT SERVICES

HIGHLIGHTS

3-Year Program Data

Clients Served	2013	2014	2015
Centralized Intake	14,154	18,345	19,346
Adult Protective Services	1,902	2,014	2,028
Home Support *	521	518	422
Options for Independent Living	1,345	1,477	1,558
Information and Outreach Unit**	4,909	5,299	4,642
Community Social Services Program	1,364	1,414	1,900

* Totals for Home Support declined due to a new method of calculating client counts in the new case management system. Only clients who received personal care and homemaking services are counted. Previously, clients who were assessed, but may have not received personal care or homemaking, were counted in the total.

** Information and Outreach Unit totals decreased due to a decline in outreach events due to staffing levels being 50% lower at times in 2015.

Services Provided	2013	2014	2015
Adult Development (Hours of Service)	167,116	168,840	183,477
Transportation (1-way rides)	120,658	109,786	114,058
Congregate Meals	37,884	43,652	69,908
Home-Delivered Meals	62,491	94,037	113,565
Homemaker Services	54,826	76,968	80,397
Emergency Response System (clients served)	695	700	1,168
Personal Care Assistance (hours of service)	7,536	8,809	9,278
Medical Transportation (Number of 1-way rides)	3,901	4,159	5,940



Overall Highlights

- Demographic Information for all DSAS programs*
 - 70% Female; 30% Male
 - 21% were 85 years old or older
 - 50% live in the City of Cleveland; 50% live in Cuyahoga County Suburbs
 - 51% African American; 43% White; 3% Hispanic; 3% Other
 - 34% had income at or below the Federal Poverty Level**

- More than 25,000 calls were made to DSAS in 2015.
 - Of these calls, nearly 20,000 were referred to the Centralized Intake Unit and were handled by a CIU social worker.
 - This represents a 36% increase since 2013
 - Clients spoke with CIU workers about more than 40 different issues including a variety of home-based services, safety concerns and financial assistance.

- 521 Clients were involved with more than one DSAS Program in 2015.

- Based on data from the 2,250 financial assessment screens that were completed (for Home Support and Options for Independent Living clients) 34% of individuals had income below the federal poverty level and 57% had income below the guidelines for Food Stamps (130%).**

- The number of meals provided to clients (home-delivered and congregate) has increased by 83% from 2013 to 2015.

- Since 2013, the Information and Outreach Unit has provided \$2,019,452 in cost-savings benefits to DSAS clients.

- More than 1,100 customer satisfaction surveys were returned in 2015, a response rate of 33%.

* Demographic information was collected on nearly 8,000 DSAS clients who received a unit of service through at least one DSAS program in 2015

** Financial information is only mandated for eligibility for Options for Independent Living and Home Support (fee-for service) clients



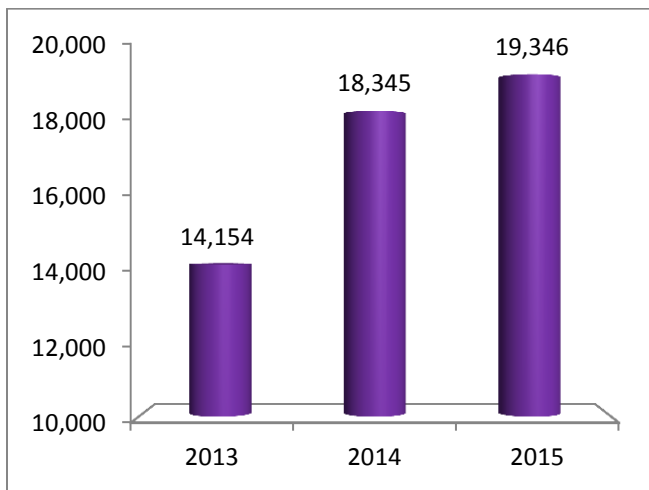
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Centralized Intake

The DSAS Centralized Intake Unit provides seamless intake services through the new Centralized Intake phone number, (216) 420-6700 "One Call Does it All". Seniors and adults with disabilities who call this number speak directly with a DSAS Centralized Intake social worker, who assesses their needs and refers them to the appropriate DSAS program. The Centralized Intake Unit became fully operational in January 2014.

19,346 Clients Served from January 1, 2015 through December 31, 2015

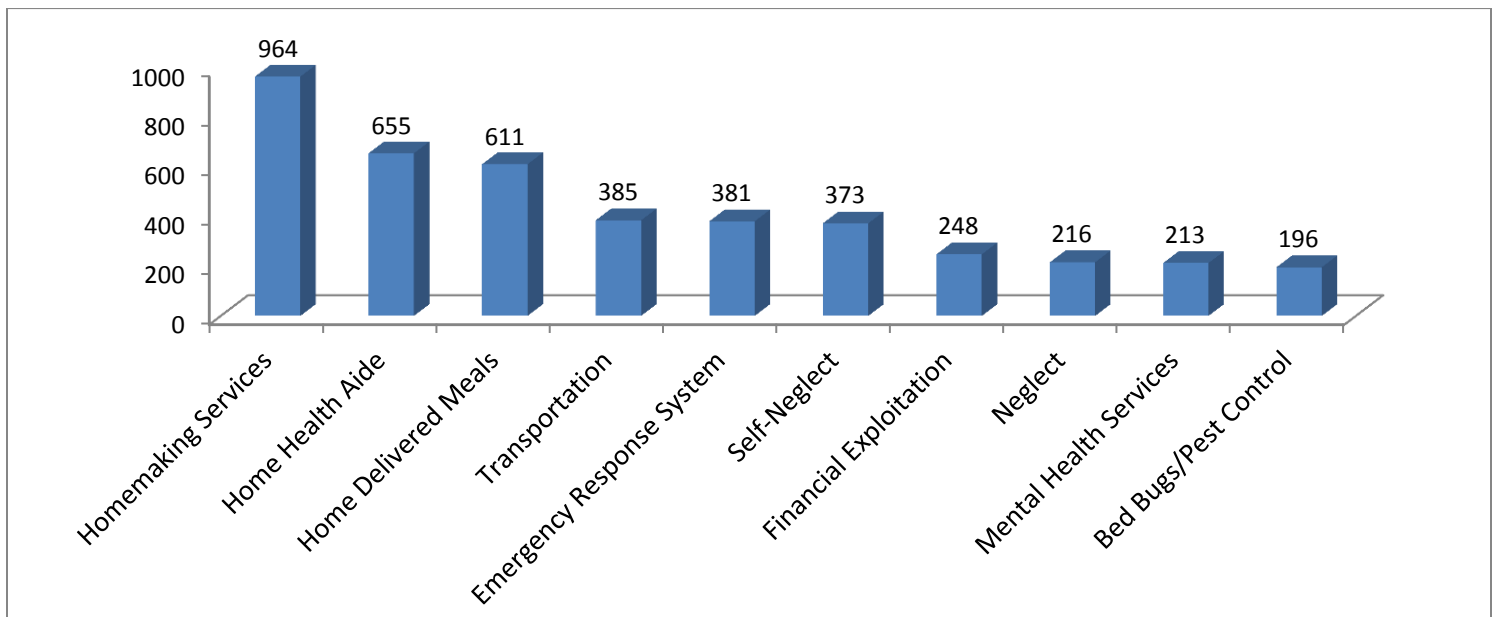
Number of Intake Clients



2015 Annual Centralized Intake Highlights

- There has been a 36% increase in the number of calls handled by the Centralized Intake Unit from 2013-2015
- 1,724 referrals were made from the United Way
- Based on results of a customer satisfaction survey sent to clients who began DSAS services by calling the Centralized Intake Line, there was an overall customer satisfaction rating of 90%

Top 10 Reasons for Contacting DSAS*



* Data obtained from the new case management system effective 7/1/2015; Clients may indicate more than one reason for contacting DSAS



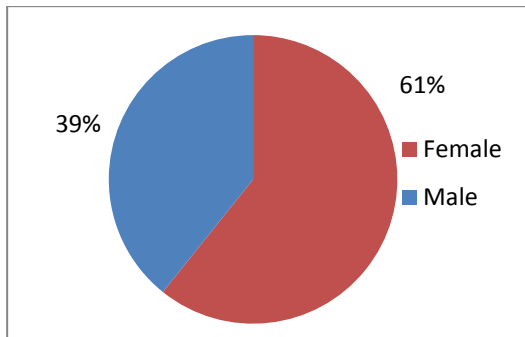
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Adult Protective Services (APS)

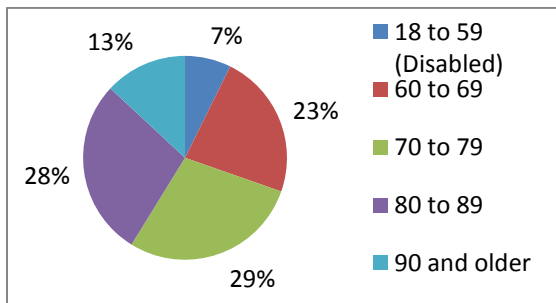
Adult Protective Services (APS) is mandated to protect and assist adults who may be victims of abuse, neglect, self-neglect, and financial exploitation. APS is mandated by the Ohio Revised Code (Section 5101.60 and 5101.71).

2,028 Clients Served from January 1, 2015 through December 31, 2015

Gender



Age

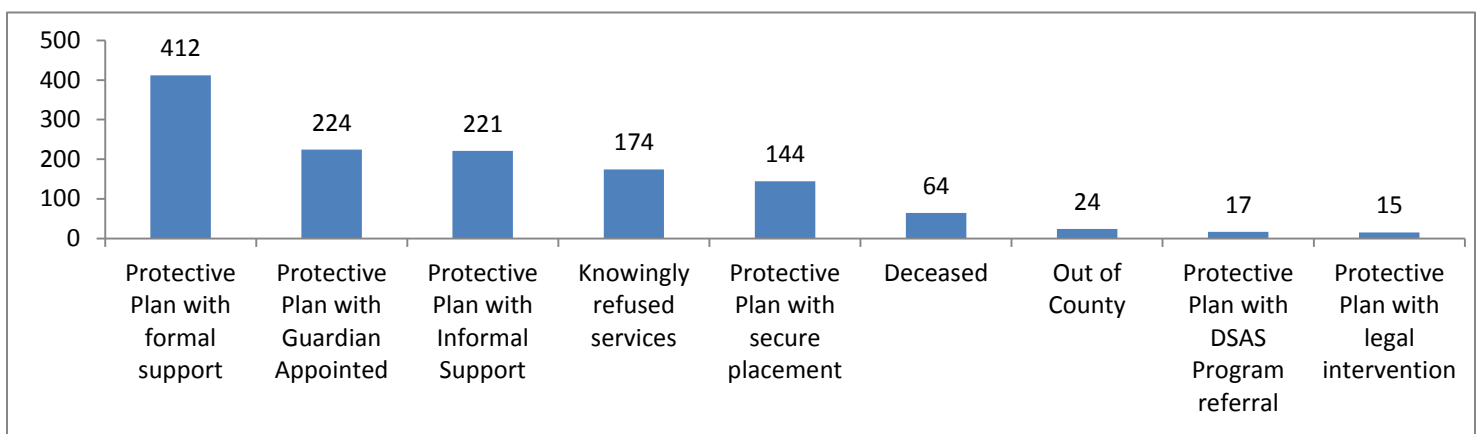


2015 Annual APS Highlights

- Demographic information for APS clients has remained consistent since 2013
- 41% of all clients served by APS were 80 years old or older
- 52% of all APS clients lived in Cuyahoga County suburbs
- Allegations (cases may have more than 1 allegation)
 - Self-Neglect: 40%
 - Neglect: 25%
 - Exploitation: 15%
 - Abuse: 11%
 - Beg Bugs: 5%
 - Hoarding: 4%

Additional Program Information

Reasons for Case Closure for Cases with a Confirmed Allegation





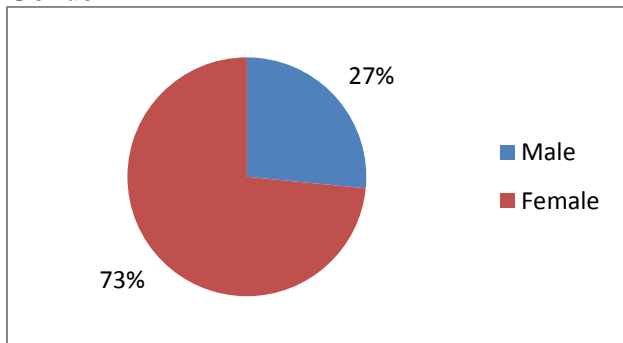
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Home Support Services

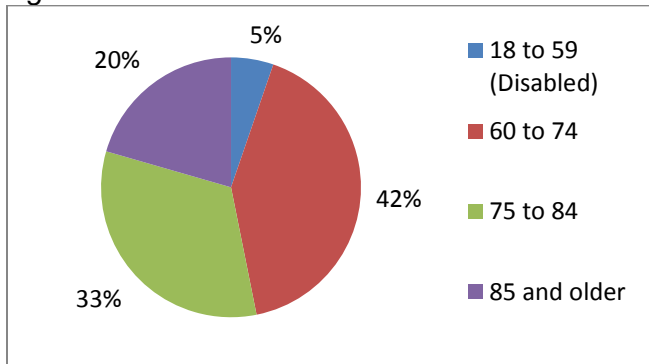
Home Support provides home-based personal care (such as assistance with bathing, dressing, and grooming) and homemaking (such as light housekeeping and laundry) to high-need clients.

422 Clients Served from January 1, 2015 through December 31, 2015

Gender



Age

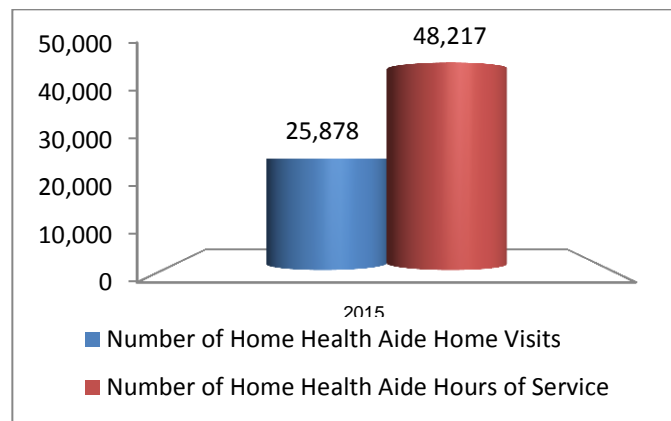
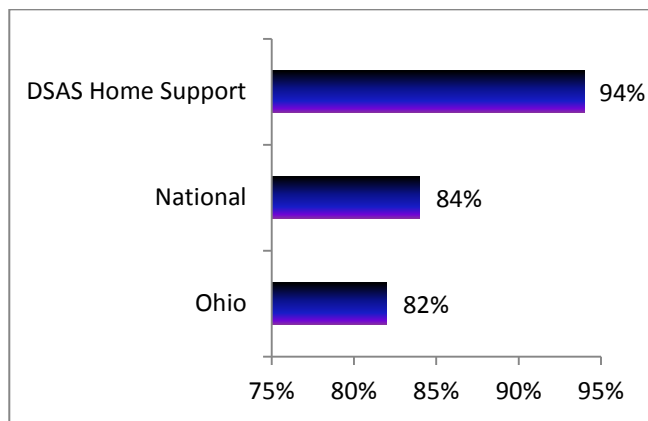


2015 Annual Home Support Highlights

- Demographic trends from 2013 to 2015 were nearly identical
- 42% of all clients served by Home Support were 80 years old or older
- 61% of Home Support clients lived in Cuyahoga County suburbs
- 44% of all Home Support clients were referred to the program by a social worker, 27% by word of mouth, and 20% from a nursing home or hospital
- 97% said the services enabled them to live at home (based on 101 responses received through customer satisfaction surveys)

Additional Program Information

Customer Satisfaction Rate*



* National and Ohio data obtained from www.medicare.gov; DSAS data obtained from internal Customer Satisfaction survey. National and state data collection period 7/1/2014 through 6/30/2015; DSAS Customer Satisfaction Rate from 1/1/2015 through 12/31/2015.



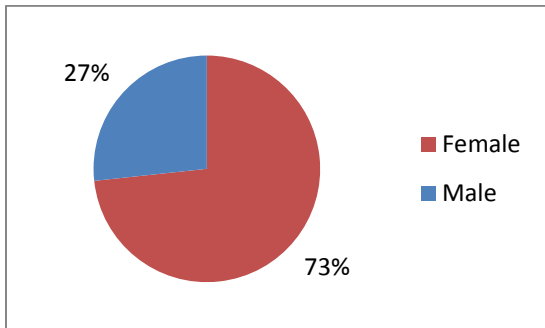
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Options for Independent Living

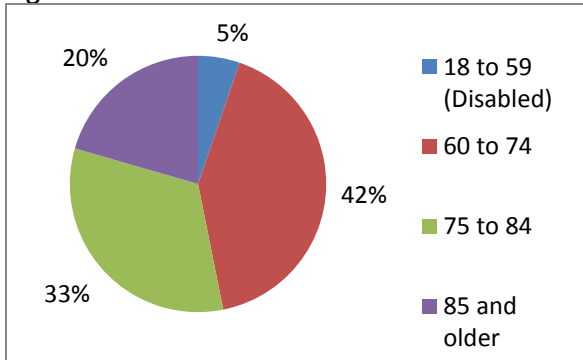
Options serves seniors and disabled adults with limited income and who need help coordinating and financing their multiple home care needs. Participants are not eligible for PASSPORT services or Medicaid reimbursements for services that assist in maintaining independence. Services include: Medical Transportation; Emergency Response System; Personal Care; Homemaking Services; Home Delivered Meals; Chore; Grab Bar; and Case Management

1,558 Clients Served from January 1, 2015 through December 31, 2015

Gender



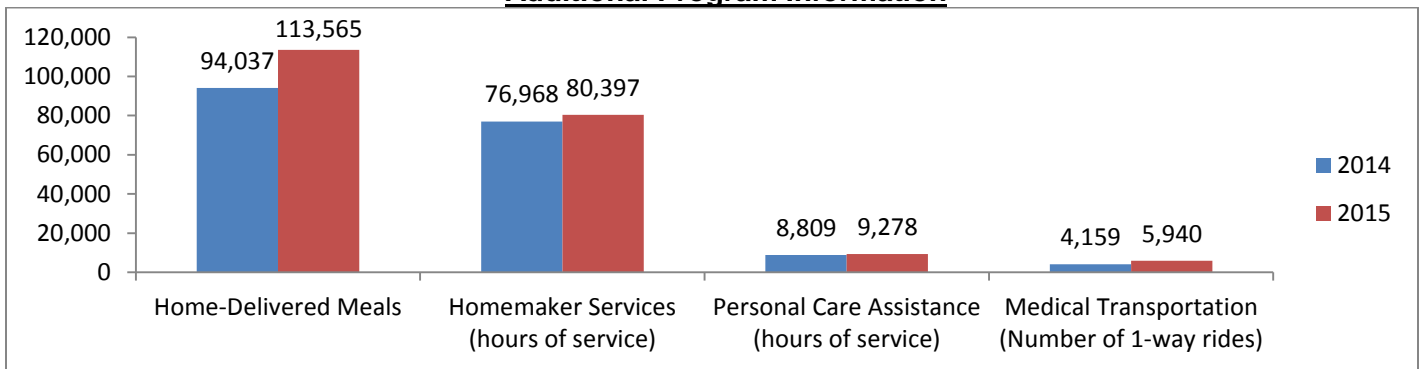
Age



2015 Annual Options for Independent Living Highlights

- There has been a 16% increase in the Options client count from 2013 through 2015
- Demographic trends from 2013 to 2015 were nearly identical
- 51% of all clients served are from suburban locations
- More than 50% of all Options clients received more than one Options service
- More than 1,100 (75%) Options clients received the Emergency Response Service
- Based on customer satisfaction surveys, 93% of Options clients stated that the services they received enabled them to live at home; and 80% stated their case manager linked them to services they did not have before (based on 217 returned surveys)

Additional Program Information





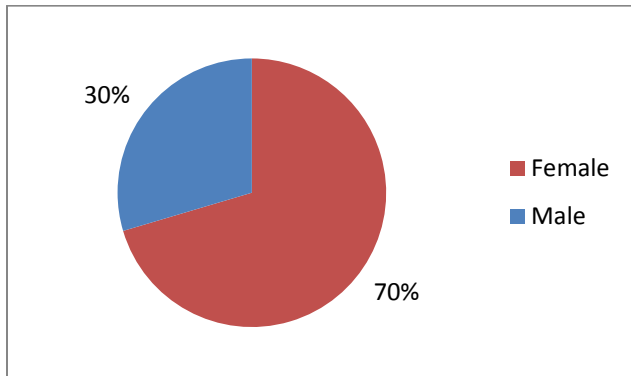
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Information and Outreach Unit (IOU)

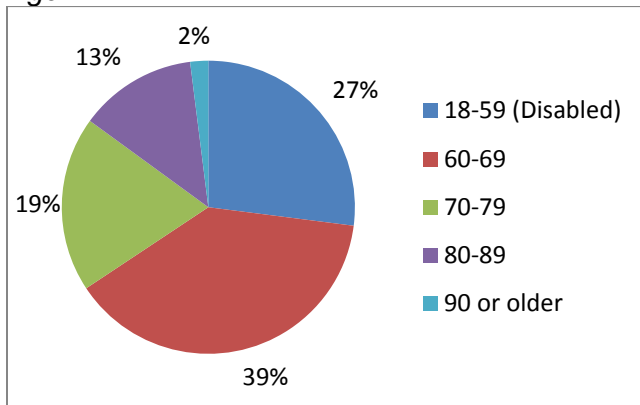
The Information Outreach Unit improves the economic well-being of seniors and disabled adults by helping them to navigate through, link with, and enroll in the complex network of social service benefits.

4,642 Clients served from January 1 2015 through December 31, 2015 through Benefit Check-Up events and community presentations

Gender



Age

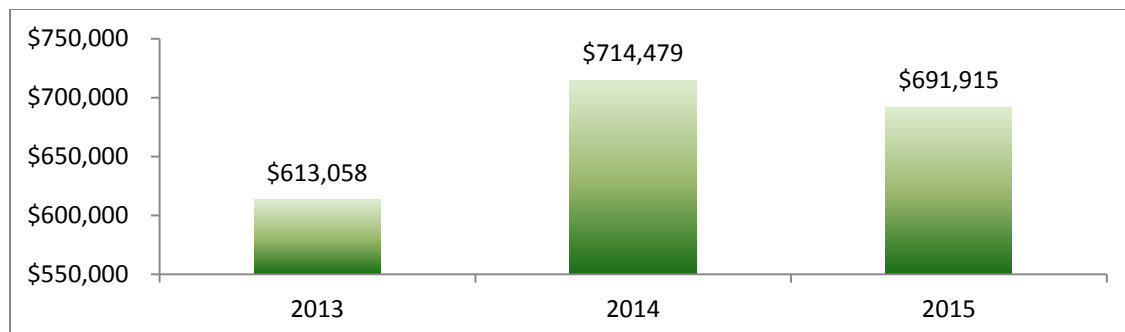


2015 Annual IOU Highlights

- Demographic trends from 2013 to 2015 were nearly identical
- 15% of all IOU clients served through BCU events were 80 years or older
- In 2015, IOU conducted 179 trainings and presentations
- Since 2013, the Information and Outreach Unit has provided \$2,019,452 in cost-savings benefits to DSAS clients.

Additional Program Information

Information Outreach linked clients with nearly \$700,000 in cost-saving benefits in 2015





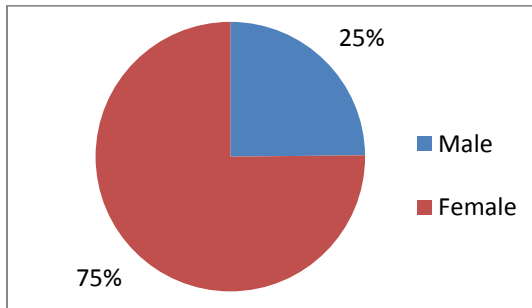
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Community Social Services Program (CSSP)

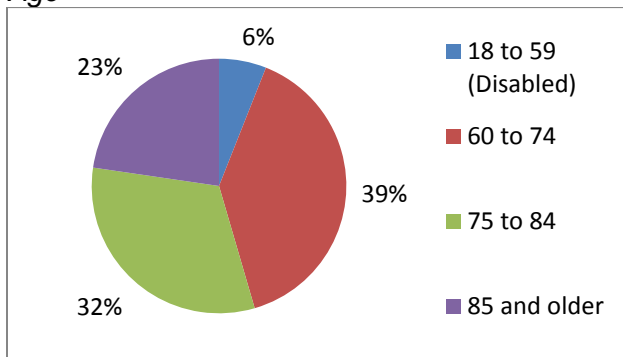
CSSP allocates funding to community providers to reduce isolation and loneliness of seniors which will lead to improved overall health. Services provided include adult development services, congregate meals, adult day services, and transportation.

1,900 Clients Served from January 1, 2015 through December 31, 2015

Gender



Age



2015 Annual CSSP Highlights

- 50% of all clients served through CSSP providers lived in Cuyahoga County suburbs
- 23% of all clients served were 85 years or older
- 87% 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 162 responses received through customer satisfaction surveys)
- Based on customer satisfaction surveys, 84% 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

