

Senior Solutions

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Services and Solutions for Better Living

The DSAS Cabinet



Dr. Richard L. Jones leads our Division in fulfilling its mission of empowering seniors and adults with disabilities to age successfully by providing resources and support that preserve their independence.

Dr. Jones completed his MSSA and Ph.D. at the Mandel School of Applied Social Sciences of Case Western Reserve University. He has served in major leadership roles including serving as the President and CEO of the Center for Families and Children in Cleveland from 1991 until 1998.

In 2013, Dr. Jones served as the Senior Vice President of Community Investment of the United Way of Metropolitan Chicago. Dr. Jones also served as the Administrator of Employment and Family Services and the Cuyahoga Support Enforcement Agency for Cuyahoga County. Prior to this position, for 13 years, he served as President and CEO of Metropolitan Family Services in Chicago.



Eric P. Martin, Business Services Manager, is responsible for managing the Division's 18.1 million dollar budget and serves as lead on all business operations and financial strategic planning initiatives. He currently manages Financial Services, Procurement and Contractual Services, and Administrative Operations. Eric holds a Masters in Business Administration with a focus in the field of Public Administration and is a Microsoft Certified Professional.

Before coming to DSAS, Eric served as Business Administrator at Cuyahoga Job and Family Services. He managed centralized purchasing and inventory units responsible for reconciliation auditing, administration of facilities maintenance, and material and supply logistics servicing 6 operational centers. He has over 20 years of combined human service experience, is an advocate for the under-served, and is committed to public service efficiency and financial transparency. Mr. Martin also has vast experience in human resources including labor management and employee complaint resolution.



Marlene Robinson-Statler is the Executive Officer for the Division of Senior and Adult Services and has worked with Health and Human Services in many capacities for over 26 years. Marlene served in such roles as Family Service Aide, providing home making services to the senior and disabled populations; Clerk with Entitlement Services; Healthy Start Ambassador and Eligibility Specialist, determining eligibility for all public assistance programs. She then went on to Coordinative Unit To Reach Excellence, also known as CURE, and then to a supervisory position. In the productivity Department she provided training

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DSAS Programs Highlight Information and Outreach

In July of 2015, the Division of Senior and Adult Services' Information Outreach Unit and Centralized Intake Unit merged in an effort to provide even greater, seamless services to any citizen calling DSAS looking for assistance and direction.

The Information Outreach Unit (IOU) has provided seniors and disabled residents of Cuyahoga County assistance in applying for Benefitscheckup, Home Energy Assistance Program (HEAP) and DSAS' Utility Assistance Program. DSAS is the Aging & Disability Resource Network (ADRN) for Cuyahoga County which provides resources and linkages to an array of public benefits to seniors, caregivers and adults over the age of 18 with disabilities. The IOU team provides person-centered, intensive case management to seniors and adults with disabilities who are without basic supports and services. Social Service Workers guide seniors and their families through what can be a difficult and complicated decision making process. IOU also is the lead program with the Bed Bug Assistance Initiative. We have graciously been provided funding through Cuyahoga County Council to address the concerns of residents throughout the county who, often due to socio-economic hindrances, do not possess the means to get help with this growing concern.

To date, 2,528 clients were served through Benefitscheckup events, and 102 trainings/presentations have been delivered to the community by IOU staff. A cost saving of over \$400,000 has been attributed to linking clients with benefits. Looking at the program in its entirety, IOU received a 90% favorable response to Quality Assurance surveys and through the Bed Bug Initiative, over 90 homes received extermination services.

The Centralized Intake Unit (CIU) ensures a One Call Does it All approach. It is the gateway to accessing any program that DSAS offers to residents and provides information to external resources when relevant. Intake not only assists potential consumers calling for help, but also caregivers and other professionals looking for an expertise in the realm of aging programs and services.

In 2015 the CIU is expected to receive over 20,000 phone calls. In the first 6 months alone of 2015 there were 8,959 calls taken; which is a 4% increase over the same time period in 2014. Based on the results of the consumer satisfaction surveys, CIU received a 97% favorable response rating.

For a list of scheduled events go to www.dsas.cuyahogacounty.us or to schedule an IOU event at your organization, please call Centralized Intake Unit at 216-420-6700.

Cuyahoga County Department of Consumer Affairs Grandparent Scam Initiative

The Cuyahoga County Department of Consumer Affairs is warning residents about a costly new version of the grandparent scam.

A 79-year-old Cuyahoga County woman is \$7,000 in debt after being tricked by a scammer who called pretending to be her granddaughter. The girl said she was in jail and handed the call off to an accomplice pretending to be a public defender. He told the grandmother she needed to pay \$3,500 to free her granddaughter from jail.

When the grandmother said she didn't have the bail money, the scammer directed her to get a cash advance on her credit card and use the money to buy iTunes gift cards from a nearby grocery store. After she purchased the cards, he called to ask for the card numbers, which, unbeknownst to her, allowed him to strip the value from the cards. The scammer then instructed her to mail the cards to a Columbus address.

Several days later, the scammer called again to say the granddaughter needed to pay an additional \$3,500 before she could be released. The Grandmother bought more iTunes cards and followed the scammers' instructions to mail them to an insurance agent in Cleveland.

When the scammer called a third time to ask for more money, the woman called the insurer, which advised her it had no such agent and no office at that address in Cleveland.

To report this type of scam call Cuyahoga County Consumer Affairs at 216-443-7010.



Consumers should:

- Be aware grandparent scams are common. Seniors can avoid the scams by calling a relative to check on the grandchild's location.
- Avoid sending payments to people who call demanding money. It's easy for callers to pretend to be law enforcement officers, public defenders, IRS agents or even relatives.
- Understand that scammers often ask for unusual payment methods (prepaid cards, gift cards, wire transfers, etc.) because they are hard for law enforcement to trace. Law enforcement and government officials will never instruct you to use a gift card or wire transfer to pay a fine.
- Spread the word to seniors so they can protect themselves.

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and instruction to supervisors for the Management Reporting System. Most recently Marlene worked as a Neighborhood Center Manager at the Westshore Neighborhood Family Service Center for over 5 years. She supervised 80 staff with over 46,000 public assistance cases involving families. Marlene also served as Champs representative and facilitator for Cuyahoga County's "Win and Lose" program, which focused on team building and the health and well-being of county employees. Marlene's educational pursuits include a Bachelor's degree in Sociology & Criminology and a Master's in Public Health from Cleveland State University.



Natasha Yovich Pietrocicola attended the University of Toledo where she received a Bachelor of Arts Degree, majoring in Psychology with minors in Biology and Sociology and a Master's Degree in Education. In 2001 Natasha began a MBA Program at Cleveland State with an emphasis on Healthcare Administration and was able to earn her MBA in 2 years.

Natasha began employment with the Cuyahoga County on June 1, 2004 in the Grandparent Kinship Care Program (GKP) where she was hired as a Social Services Worker 4 and within one year became the supervisor for the program. She remained in GKP until December of 2009 when the decision was made to end the program. Natasha then became a Supervisor in Adult Protective Services (APS) in January of 2010. In October 2015 Natasha was promoted to her current position of Deputy Administrator, Programs and Services, Cuyahoga County Division of Senior and Adult Services.

Natasha is an active member of, and one of the facilitators for, the Cuyahoga County Adult Protective Services Collaborative. Natasha was recently appointed to the Board of the Consortium Against Elder Abuse (C3A).



Darlene Wade is a Licensed Independent Social Worker (LISW) educated at Cleveland State University. She holds a Bachelor's Degree in Psychology and a Master's Degree in Social Work. Darlene has nearly 20 years of experience dedicated to the health and care of children, families, adults, and the disabled.

Darlene began her career with Cuyahoga County in 1998 as a Social Service Worker and in 2003 joined the Division of Senior and Adult Services. At DSAS she has been committed to the mission of empowering seniors and adults with disabilities to age successfully and preserve their independence. She has served as a Social Service Worker, Social Service Supervisor and now Deputy Administrator.

We welcome you to the DSAS Family. To reach Dr. Jones please contact Emma Williams, Executive Assistant, at 216-420-6750.

STD's and Older Adults

Written by: Nicole Orlove, Occupational Therapy Doctoral Student
Community Office on Aging Intern

According to recent literature and the Centers for Disease Control and Prevention (CDC), older adults are engaging in more sexual activities despite previous belief that such activity declines with age. This being said, in the past 13 years, the prevalence of sexually transmitted diseases (STD's) has been steadily rising within the older adult population. With the number of older adults increasing in the U.S., there is a greater potential that HIV and other STD's will proportionately increase. Among all age groups nationwide, reported cases of syphilis increased 60% between 2000 and 2009.

STD's often have no symptoms and frequently go untreated. In fact, STD's and HIV/AIDS often get mistaken for the normal aches and pains of aging. Some factors contributing to this increase in STD's among older adults is that they are living longer, healthier lives, seeking medical attention for sexual dysfunction, experimenting with new ways of dating after the loss of a partner, residing in retirement communities with other elders, and may be unfamiliar with condoms. Older adults should become more educated on this issue, and address the topic of sexual health and preventative techniques with their direct service provider. The Division of Senior and Adult Services offers a list of free and low-cost STD and HIV/AIDS testing agencies as well as a list of free condom distribution and counseling centers. Call 216.420.6700 for more information.





DIVISION OF SENIOR AND ADULT SERVICES
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DSAS SERVICES

Adult Protective Services- Investigates all allegations of abuse, neglect, self neglect, and/or financial exploitation of adults 60+.

Options for Independent Living- Designed to fill the gap in Cuyahoga County senior services and Adults with disabilities by assisting persons to live and function independently in their homes.

Home Support Services- In home service provided by Nurses and Home Health Aides to ensure a seniors well-being and safety, including homemaker and respite services.

Information & Outreach Services- Assists seniors with benefits and medications with our comprehensive Benefits Check Up, Home Energy Assistance Program (HEAP), Buderer Drug Repository Program and DSAS Utility Assistance Program.

One Call Does It All!
216.420.6700

DSAS SENIOR MOVIE DAY 2015



On August 8, 2015 nearly 400 seniors gathered for a free showing of the ever famous Odd Couple starring Tony Curtis and Walter Matthau. Seniors enjoyed a welcome by County Executive Armond Budish and refreshments courtesy of the Division of Senior and Adult Services (DSAS). DSAS was joined by Cuyahoga County Departments of Development and Consumer Affairs and the City of Cleveland Department of Aging in welcoming the seniors to the free screening.