



The Semi-Annual Statistical Performance Report provides a mid-year profile of clients served through DSAS programs. This goal of this report is to provide basic demographic information and client counts for this 6-month time period. The 2017 Annual report will provide additional data, including comparisons and trends for all programs.

In 2017 through June, DSAS has served more than 15,200 seniors and disabled adults through Centralized Intake, Adult Protective Services, Home Support, Options for Independent Living, Information Services, and the Community Social Services Program (CSSP).

### **Mission Statement**

The Mission of the Division of Senior and Adult Services is to empower seniors and adults with disabilities to age successfully by providing resources and support that preserve their independence.

### **Vision Statement**

The Division of Senior and Adult Services will demonstrate a leading model of government collaboration within the community, provide needed supportive services for seniors and adults with disabilities, and strive for continuous improvement by measuring key performance outcomes.

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### **Contacts**

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## HIGHLIGHTS

### Number of clients served by program from January 1, 2017 through June 30, 2017

**Centralized Intake (CIU):** 8,631

**Adult Protective Services (APS):** 1,175

**Home Support Services:** 423

**Options for Independent Living:** 1,235

**Information Services:** 1,127 (573 served at Benefit Check-up events and 554 served through ongoing case management services)

**Community Social Services Program (CSSP):** 2,616

### Key Program Highlights (January 1 through June 30)

- Demographic trends from 2015 through 2017 are nearly identical
- For people making a referral to DSAS on behalf of a client, 43% represented a social service agency; 15% were a family member or friend; and 11% were in the medical field
- 20% of clients served by DSAS through all programs are 85 years old or older
- 53% of all DSAS clients live in Cuyahoga County suburbs; 47% live in the City of Cleveland
- Percentage of DSAS Clients who are married or living with a domestic partner or significant other by program:
  - APS: 17%; CSSP: 10%; Home Support: 14%; Options for Independent Living: 9%; IOU: 11%
- DSAS served 433 Veterans across all DSAS programs
- Through the CSSP Program, delivered more than 118,000 hours of Adult Development Services, 67,000 1-way rides, and 31,000 congregate meals
- As of June 30, 2017, there were 19 centenarians enrolled in DSAS programs
- Provided more than 47,000 home-delivered meals; more than 32,000 hours of homemaking services, more than 3,000 1-way trips, and 127 hours of chore services
- Through the Information Services Unit, DSAS clients were linked to \$320,454 in cost-saving benefits such as HEAP and Food Assistance
- Through responses to a customer satisfaction survey, which has an overall response rate of 29%, 100% of Home Support clients and 94% of Options clients and state that the services they receive help enable them to live at home

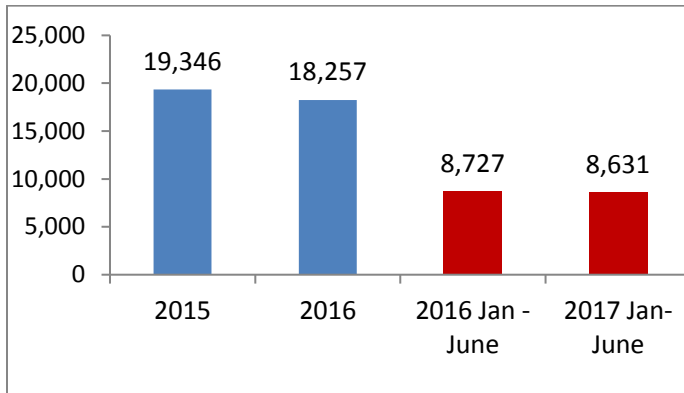


**Centralized Intake Unit**

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 or other requested service.

**8,631 Clients Served from January 1, 2017 through June 30, 2017**

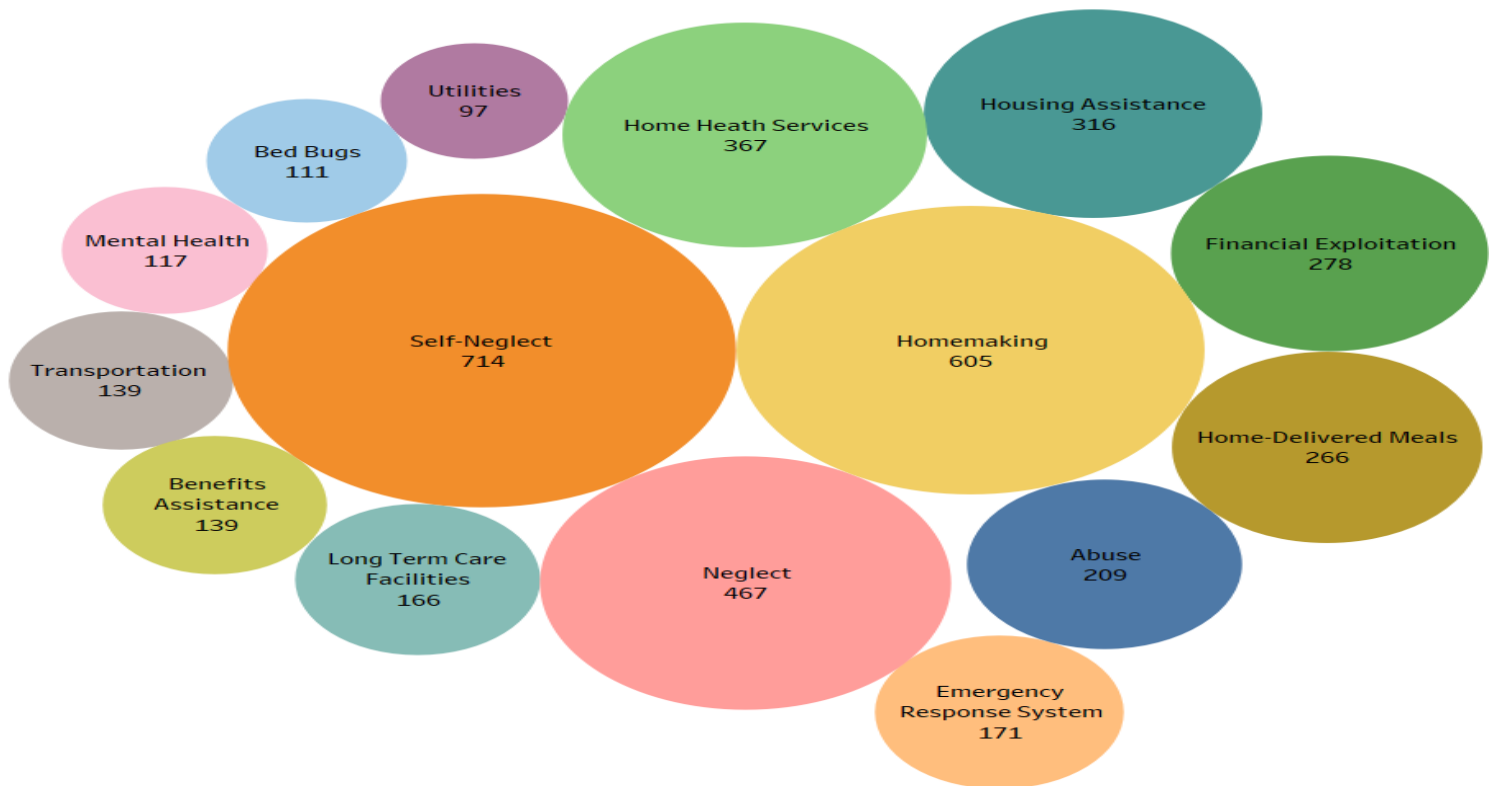
**Number of Intake Clients**



**2017 Semi-Annual Centralized Intake Highlights**

- There was an 8% decrease in referrals from United Way 211 for 1<sup>st</sup> half of 2017 compared to same time period in 2016 (839 total referrals).
- The speed of answered call, 19 seconds, improved by 21% from the same time period last year.
- 104 referrals were made through the APS web portal.

**Main Reasons for Contacting DSAS (January-June 2017)**



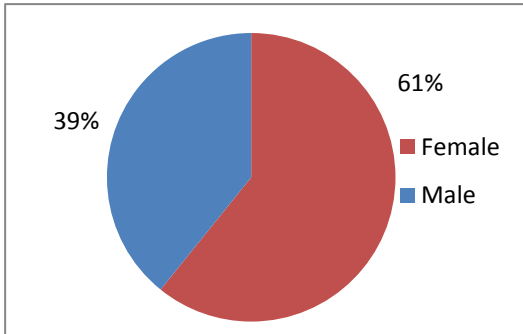


**Adult Protective Services (APS)**

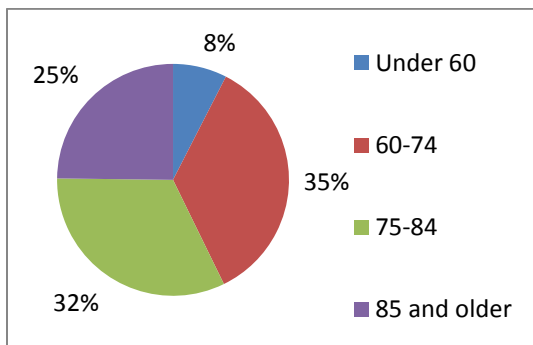
Adult Protective Services (APS) is mandated to protect and assist adults who may be victims of abuse, neglect, self-neglect, and financial exploitation. APS is mandated by the Ohio Revised Code (Section 5101.60 and 5101.71).

**1,175 Clients Served from January 1, 2017 through June 30, 2017**

**Gender**



**Age**

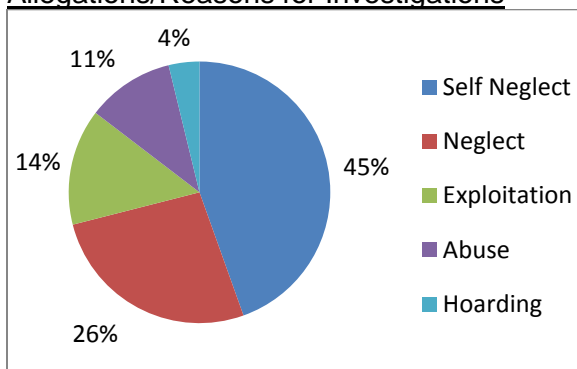


**2017 Semi-Annual APS Highlights**

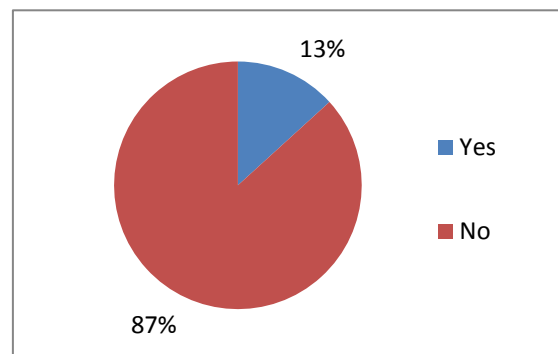
- Demographic trends from 2015 to 2017 were nearly identical
- 25% of all clients served by APS were 85 years old or older
- 54% of all APS clients lived in Cuyahoga County suburbs
- APS received 15 same day emergency referrals
- APS closed 78 cases with a guardian appointed
- 55% of customer satisfaction survey respondents stated they have made 5 or more referrals to APS; 26% stated they have made one referral
- 42 clients were issued Protective Service Orders

**Additional Program Information**

**Allegations/Reasons for Investigations**



**Veteran Status**



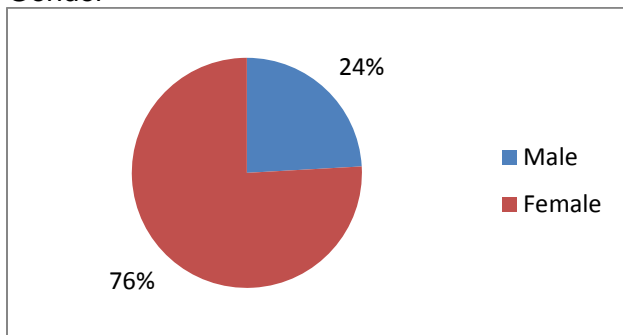


**Home Support Services**

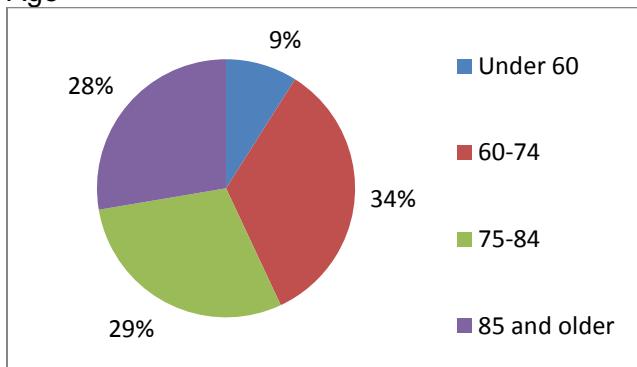
Home Support provides home-based personal care (such as assistance with bathing, dressing, and grooming) and homemaking (such as light housekeeping and laundry) to high-need clients.

**423 Clients Served from January 1, 2017 through June 30, 2017**

Gender



Age

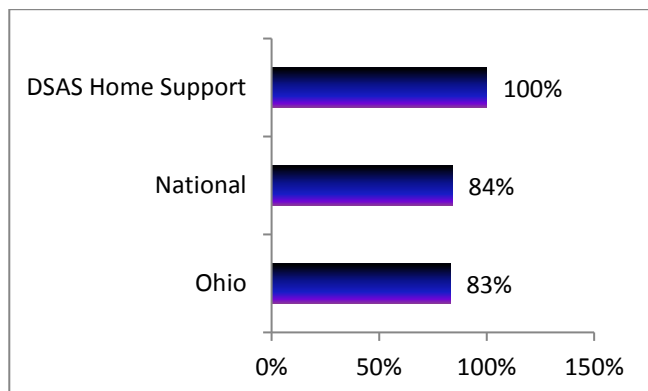


**2017 Semi-Annual Home Support Highlights**

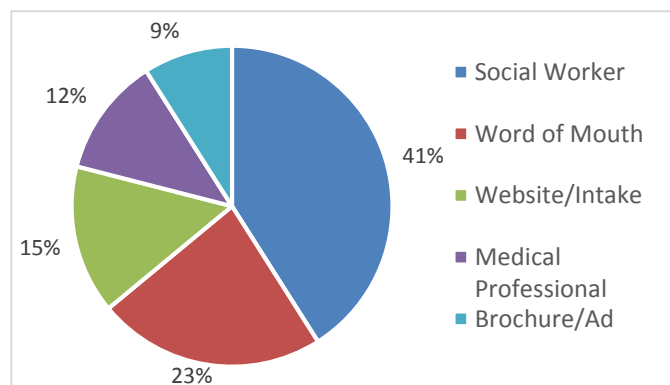
- Demographic trends from 2015 to 2017 were nearly identical
- 14% of Home Support clients are married or living with a domestic partner or significant other
- Nurses completed 946 home visits during this timeframe
- 59% of Home Support clients live in Cuyahoga County suburbs
- 100% of Home Support clients who submitted a customer satisfaction survey stated the services they received enabled them to live at home and their overall health was better. (based on 32 responses received through customer satisfaction surveys)

**Additional Program Information**

Customer Satisfaction Rate\*



Program Referral Source



\* National and Ohio data obtained from [www.medicare.gov](http://www.medicare.gov); DSAS data obtained from internal Customer Satisfaction survey. National and state data collection period 1/1/2016 through 12/31/2016.

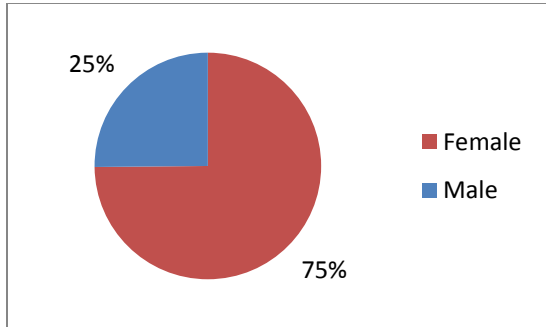


**Options for Independent Living**

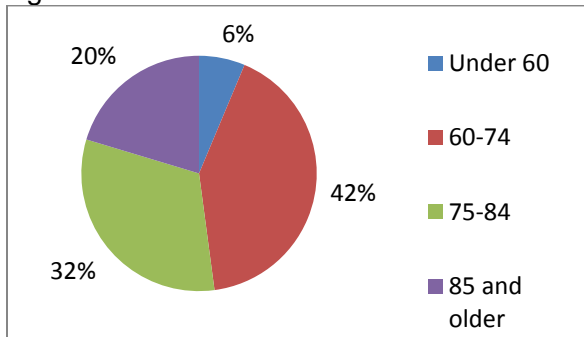
Options serves seniors with limited income who need help coordinating and financing their multiple home care needs, but are not eligible for PASSPORT services or Medicaid reimbursements for services to assist in maintaining independence. Services include: Medical Transportation; Emergency Response System; Personal care; Homemaker services; Home delivered meals; Chore; Grab Bar; and Case Management.

**1,235 Clients Served from January 1, 2017 through June 30, 2017**

Gender



Age

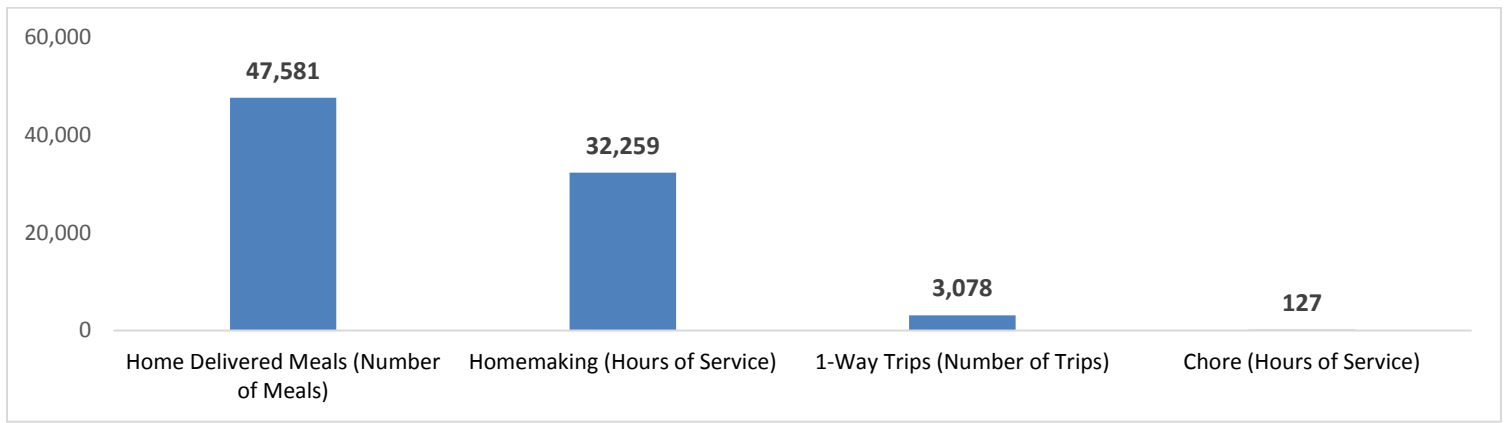


**2017 Semi-Annual Options for Independent Living Highlights**

- Demographic trends from 2015 to 2017 were nearly identical
- 50% of all clients served are from suburban locations
- Service provided in 2017 included more than 47,000 home-delivered meals; more than 32,000 hours of homemaking services, more than 3,000 1-way trips, and 127 hours of chore services
- 743 clients utilized Emergency Response System services, and 13 grab bars were installed in client's homes
- Based on customer satisfaction surveys, 94% of Options clients stated that the services they received enabled them to live at home; and 85% stated their case manager linked them to services they did not have before (based on 122 returned surveys)

**Additional Program Information**

**Home-Based Services Provided**



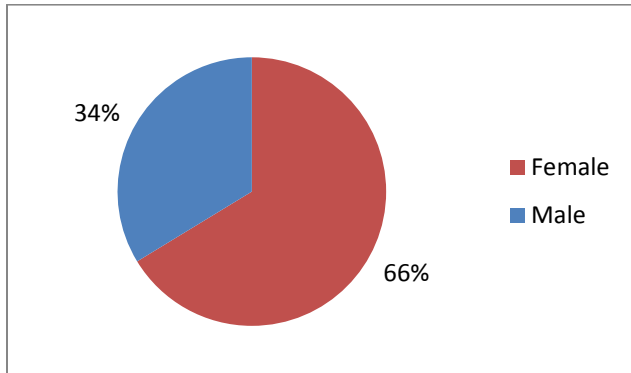


**Information Services Unit**

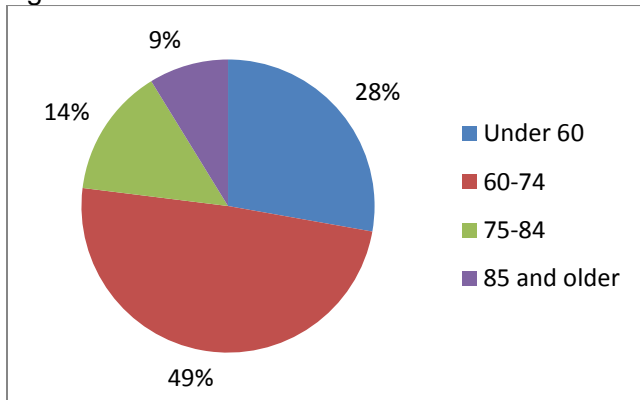
The Information Services Unit improves the economic well-being of seniors and disabled adults by helping them to navigate through, link with, and enroll in the complex network of social service benefits.

**1,127 Clients served from January 1 2017 through June 30, 2017**  
**573 served at Benefit Check-up events and**  
**554 served through ongoing case management services**

Gender



Age

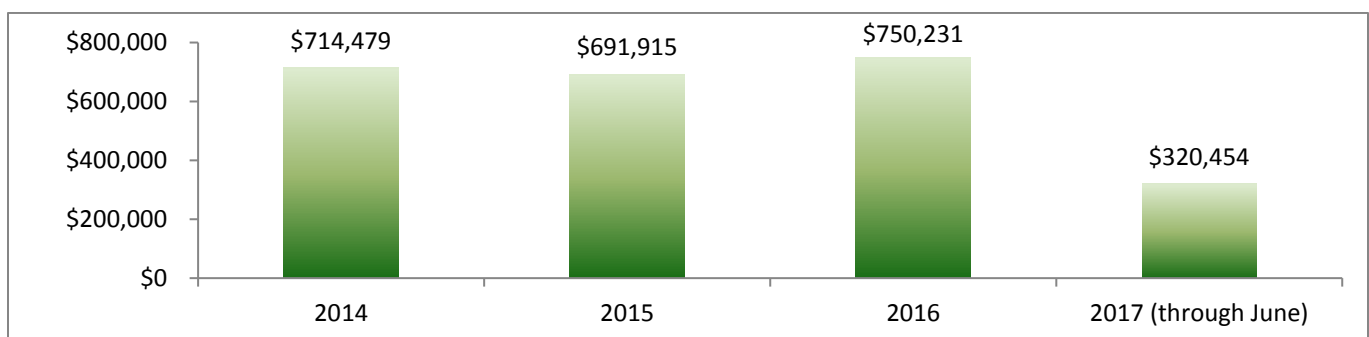


**2017 Semi-Annual Information Services Highlights**

- Demographic trends from 2015 to 2017 were nearly identical
- Benefit check-up events were conducted throughout the City of Cleveland and in 9 Cuyahoga County suburbs
- Information Services staff participated in 81 senior events to assist people in registering for benefits that were attended by 573 people
- 20 clients received services through a bed bug removal service

**Additional Program Information**

Information Services linked clients with over \$320,000 in cost-saving benefits in 2017 (through June)



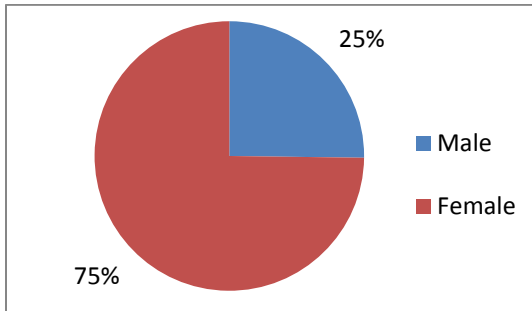


**Community Social Services Program (CSSP)**

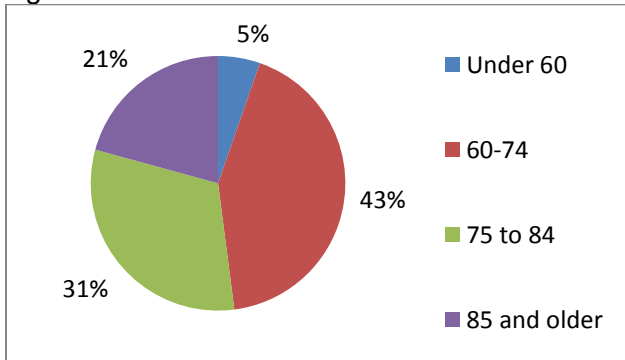
CSSP allocates funding to community providers to reduce isolation and loneliness of seniors which will lead to improved overall health. Services provided include adult development services, congregate meals, adult day services, and transportation.

**2,616 Clients Served from January 1, 2017 through June 30, 2017**

Gender



Age

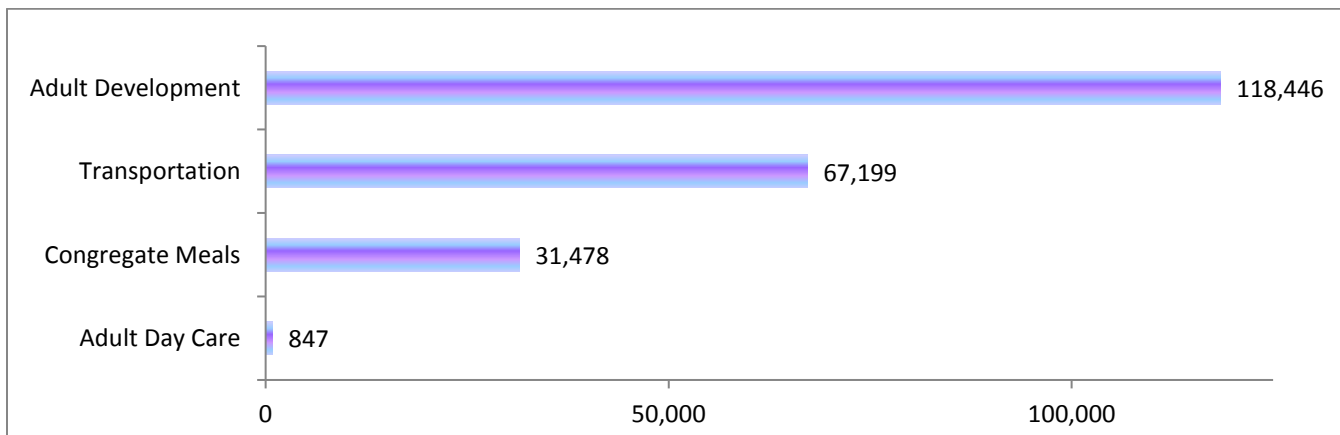


**2017 Semi-Annual CSSP Highlights**

- 57% of all clients served through CSSP providers live in Cuyahoga County suburbs
- 21% of all clients served were 85 years or older
- 85% 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 238 responses received through customer satisfaction surveys)
- Based on customer satisfaction surveys, 87% of respondents who received adult development services stated they felt better mentally, and 84% felt better physically due to services received at their senior center

**Additional Program Information**

Units of Service Provided







DSAS Clients & Referents by Zip Code (January-June 2017)

