



Cuyahoga County
Together We Thrive

Division of Senior and Adult Services

SeniorSolutions

Fall 2017 / ISSUE 40

Conference on Aging a Huge Success!

On Friday, October 6, 2017 nearly 200 health care and gerontology professionals joined the Division of Senior and Adult Services (DSAS) and The MetroHealth System for the 23rd Annual Cuyahoga County Conference on Aging at the Hilton Garden Inn/Beta Conference Center in Mayfield Village. The Conference theme was "21st Century Aging: Emerging Issues and Barriers to Care". The keynote speaker was Sharona Hoffman, JD, LL.M, S.J.D. Professor Hoffman is the Edgar A. Hahn Professor of Bioethics, and Co-Director of the Law-Medicine Center at Case Western Reserve University. Professor Hoffman received her B.A. from Wellesley College, her JD from Harvard Law School, an LL.M in health law from the University of Houston and an S.J.D. from Case Western Reserve University School of Law.

Professor Hoffman set the tone for the Conference by delivering the Keynote address that focused on the social, financial, legal, and medical challenges that we face as we grow older. Attendees also participated in five other sessions:

1. The Public Policy Case for Eliminating Barriers & Access to Care (John Corlett, President and Executive Director, Center for Community Solutions);
2. Risks Associated with Opioid Use in the Aging Population (Joan Papp, MD, The MetroHealth System);
3. Health Literacy and the Navigator Program (Pam Crider, MSN, CNP, Christine Karpen MSW, LSW, The MetroHealth System);
4. Eliminating Barriers: Health Disparities and Solutions for African Americans (Gregory Hall, MD);
5. Eliminating Barriers: Families, Caregiving and Community Support Systems (Jennifer Kinney, Ph.D., Miami University of Ohio).

The Education Resource and Development Committee would like to thank all who participated in making this year's conference a big success.



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2017 Barbara S. Galloway recipient Murtis Taylor Human Services System, Lovell Custard, CEO (third from left), Richard L. Jones, DSAS Administrator, (third from right) with members of the Murtis Taylor Team



Sharona Hoffman, JD, LL.M, SJD, keynote speaker at the Conference on Aging



2017 Candace L. Carmichael recipient Pamela Rosado (left) with Richard L. Jones, Ph.D., DSAS Administrator (center)



Performance Management Statistical Report; Jan-June 2017

The Division of Senior and Adult Services (DSAS) Performance Management Division publishes statistical and customer satisfaction reports twice a year. All of these reports may be viewed on the DSAS website at: <http://dsas.cuyahogacounty.us/en-US/DSAS-Reports.aspx>

On an annual basis, DSAS serves approximately 30,000 people from all Cuyahoga County communities. The 2017 mid-year statistical performance report showed the following highlights.

Clients Served (January through June 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- Nearly 32,000 Congregate meals were served during this time

Also, DSAS served 433 Veterans across all DSAS programs, and there were 19 centenarians enrolled in DSAS programs. The graphic below shows the main reasons why people contacted DSAS for assistance:

Main Reasons for Contacting DSAS (January-June 2017)



Customer Satisfaction surveys are mailed twice a year to a random sample of DSAS clients. More than 4,000 surveys are mailed during the year and there is a response rate of 30%. Below are some highlights from the 2017 mid-year customer satisfaction survey report.

- 100% of Home Support clients and 94% of Options for Independent Living clients indicated that the services they receive from their nurse and home health aide enable them to continue to live at home.
- 87% of Community Social Services Program respondents indicated that they felt better mentally due to the services provided at their senior center; 84% said they felt better physically.

Submitted by: Kit Newell

Cuyahoga County Department of Consumer Affairs Scam Squad

Protect Your Credit – How to lock your credit report away from ID thieves

Ohio law allows you to freeze, or lock up, your credit reports to keep identity thieves from opening new credit in your name.

Freezes cost \$5 per credit bureau, and to be effective, you'll need to freeze your credit reports at all three of the major credit bureaus Experian, Equifax and TransUnion.

Freezes are largely set it and forget it. They don't affect your ability to use your existing credit cards or pay on your loans. Creditors you do business with will still be able to report your payments to the bureaus, so, even with a freeze, you'll be able to continue to build good credit.

When you want to open a new credit account, you'll contact the designated credit bureau, provide your password and pay a \$5 fee for a "thaw" that will temporarily unlock your credit report so the lender can check your credit history.

Victims of identity theft are eligible for free freezes and free thaws, but victims may find the process is a little more cumbersome, because bureaus sometimes demand lots of documentation.

Ohio law requires credit bureaus to act fast when you want to thaw a freeze: Bureaus must unlock your credit report within 15 minutes of receiving your request (and payment) by phone, mail or Internet.

When you apply for a freeze, make sure you have your Social Security number and a credit (or bank) card handy. Keep a pen nearby so you can record your password. You do not need to purchase credit monitoring or other products in order to freeze your credit report.

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DSAS Team Quickly Responds to East Cleveland Seniors in Crisis

On Friday, October 27, Congresswoman Marcia Fudge's office contacted the Cuyahoga County Division of Senior and Adult Services (DSAS), regarding a group of seniors and adults with disabilities who were at risk of being evicted from a large apartment complex in East Cleveland, Ohio. Our DSAS team jumped into action later that day by deploying a special task force who went on site to meet with, and to assist, older residents who were at risk of becoming homeless overnight.

Over the course of 48 hours, and through a complete screening process of apartment residents, the task force was able to provide services to over thirteen (13) older persons immediately by providing them with emergency housing, moving expense and/or rental assistance. Additionally, these residents received information on DSAS Services and programs for follow-up and ongoing assistance, including: Home Support, Options for Independent Living, Benefits Check-Up, Adult Protective Services and other community supports.

When asked what he thought was the greatest outcome of this process, DSAS Administrator, Dr. Richard L. Jones responded: "I firmly believe the eviction process was suspended due to the presence of our team who worked very closely with representatives from the Congresswoman's office. This collaboration between DSAS and Congresswoman's Fudge's Office is an excellent example of how quickly our team was able to mobilize around a very important community crisis."

The following team members should be commended for their professionalism, dedication, commitment and quick response to a group of highly vulnerable older persons who would have been without a voice and access to services had it not been for DSAS: the staff members are as follows: Marlene Statler-Robinson - Executive Officer, Danette Allums - Information Services Chief, Lawrence Vavro - Adult Protective Services Chief (APS), Tanjulla Tyson-Wearren - Supervisor Information Services (onsite both days), Ruth Maxie - Information Services, Alan Simpson - Information Services, Michelle Lanier - Information Services, Barbara Solomon - Information Services, Jacqueline Campbell - APS, Cencelia Yakout - APS, Carol Beese - APS, Pauline Rice - APS

The mission of 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. Please contact us at 215-420-6700 for more information on services and programs, including home health care, senior centers, and senior housing.

Scam Squad - Protect Your Credit - con't

Freeze contacts:

Equifax

By phone: 1-800-685-1111. (Press 3 at the first prompt to bypass the long introductory message.)

Online: www.freeze.equifax.com

By certified mail: Send your full name, complete address, Social Security number, date of birth and \$5 fee (not cash) to Equifax Security Freeze, P.O. Box 105788, Atlanta, GA 30348.

TransUnion

By phone: 1-888-909-8872.

Online: TransUnion.com/securityfreeze.

By certified mail: Send your full name, current proof of address, date of birth and Social Security number and proof of current residence (i.e., a copy of your driver's license) and \$5 fee (not cash) to TransUnion LLC, P.O. Box 2000, Chester, PA 19016.

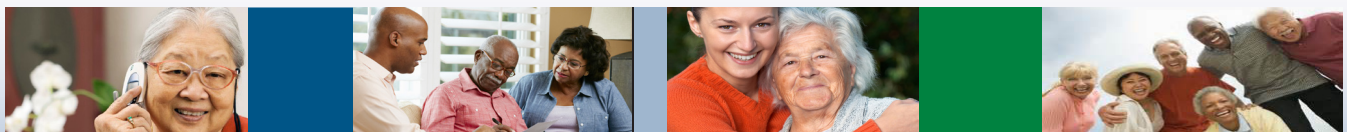
Experian

Phone: 1-888-397-3742

Online: Experian.com/freeze

By certified mail: Send your full name, with middle initial and suffix (for example, Jr. or II), Social Security number, date of birth, current address and previous addresses for the past two years, a copy of a government-issued ID card and a copy of a utility or other bill, and \$5 payment to Experian Security Freeze, P.O. Box 9554, Allen, TX 75013.

If you are a Cuyahoga County resident and have trouble with a thawing or freezing you credit report, file a complaint with the Cuyahoga County Department of Consumer Affairs or call the Cuyahoga County Scam Squad at 216-443-7035.





Cuyahoga County Together We Thrive

Senior and Adult Services

13815 Kinsman Road | Cleveland, Ohio 44120

Intake Line: (216) 420-6750

Fax: (216) 420-6735

www.dsas.cuyahogacounty.us

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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.

Aging and Disability Resource Center- 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 Events Calendar



12/8/2017 - Benefits CheckUp Presentation –
Gunning Park Rose Center 9:30A.M. – 11:00A.M.
16700 Puritas Avenue, Cleveland, Ohio 44135

12/12/2017 - Benefits CheckUp Screening – NEON Health
Center/East Cleveland Health Center
9:00A.M. – 11:30A.M., 15201 Euclid Avenue,
East Cleveland, Ohio 44112

*The DSAS Administration and Staff would
like to wish our readers, "Happy Holidays!"*