



2013 Statistical Performance Report

The Statistical Performance Report provides annual data on all DSAS programs. In 2013, DSAS served more than 24,000 senior and disabled clients through Centralized Intake, Adult Protective Services, Home Support, Options for Elders, Information and Outreach (IOU), and Community Social Services Program (CSSP), an increase of 6% from 2012. This report provides program-specific data based on services provided and feedback from customer satisfaction surveys.

Mission Statement

The mission of the Division of Senior & Adults 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 & 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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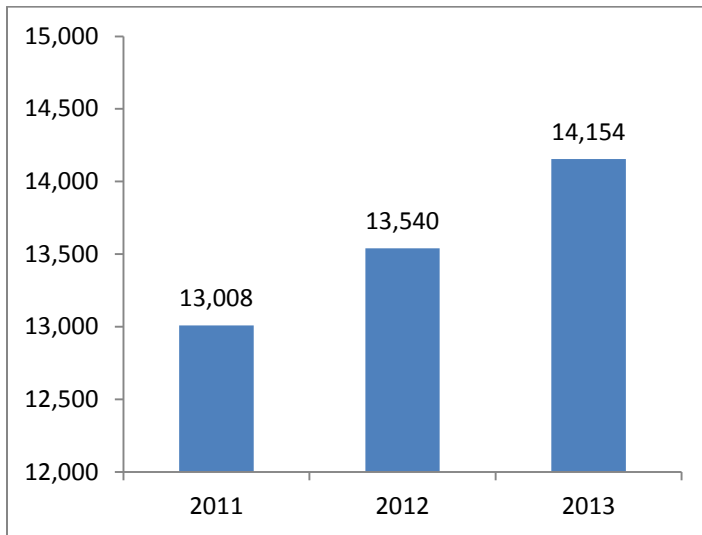
DSAS-CUYAHOGA COUNTY DIVISION OF SENIOR & ADULT SERVICES

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 Intake social worker, who assesses their needs and refers them to the appropriate DSAS program.

14,154 Clients Served from January 1, 2013 through December 31, 2013

Number of Intake Clients

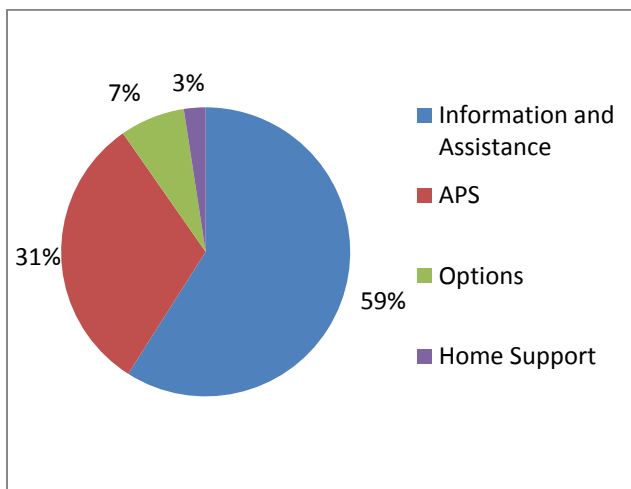


2013 Centralized Intake Highlights

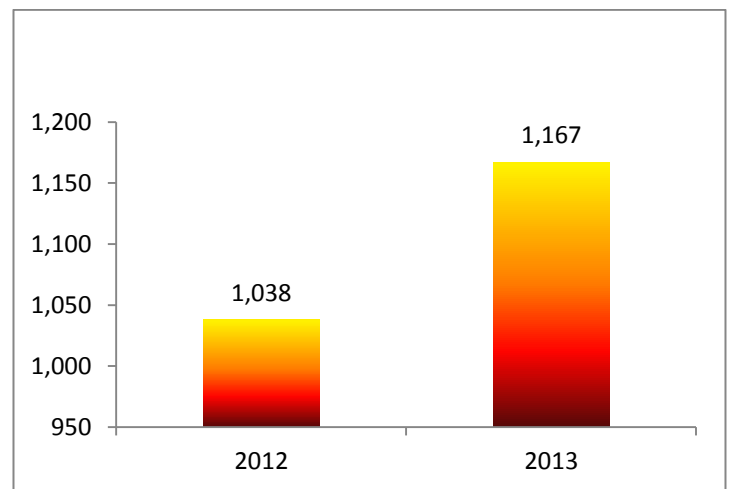
- Completed the consolidation of all DSAS Intake lines into one phone number, (216) 420-6700, “One Call Does it All”
- A Press Conference announcing “One Call Does it All”, was conducted by County Executive Edward FitzGerald on February 6, 2014
- 5% increase in Intake volume from 2012 to 2013
- 12% increase in referrals from United Way 211 from 2012 to 2013

Additional Program Information

Inquiry Categories (December 2013)



Referrals from United Way 211*



* Data obtained from <http://211cleveland.org/ReportList.aspx>



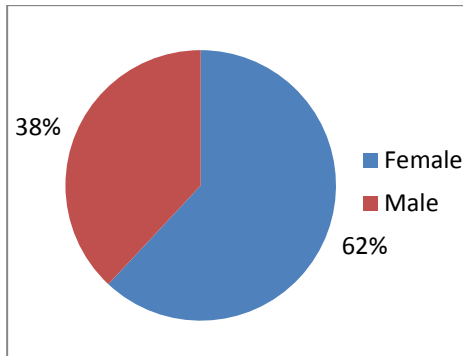
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Adult Protective Services (APS)

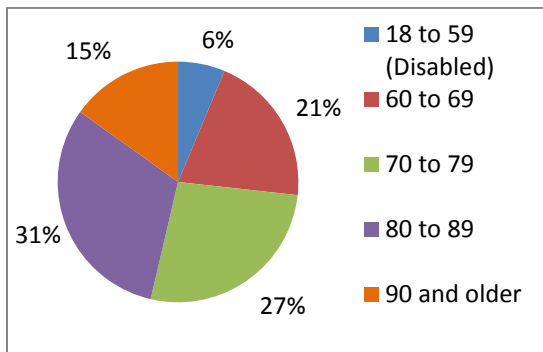
Adult Protective Services (APS) is mandated to protect and assist adults who may be victims of abuse, neglect, self-neglect, and financial exploitation. APS is mandated by the Ohio Revised Code (Section 5101.60 and 5101.71).

1,902 Clients Served from January 1, 2013 through December 31, 2013

Gender



Age

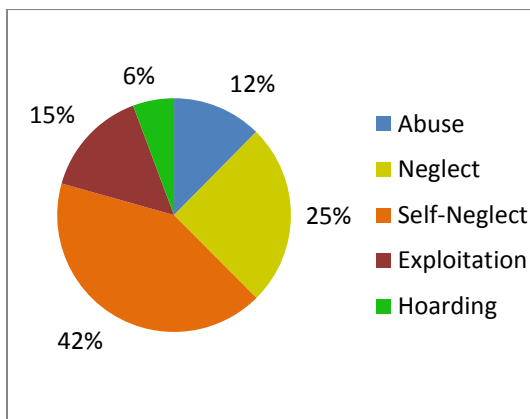


2013 APS Highlights

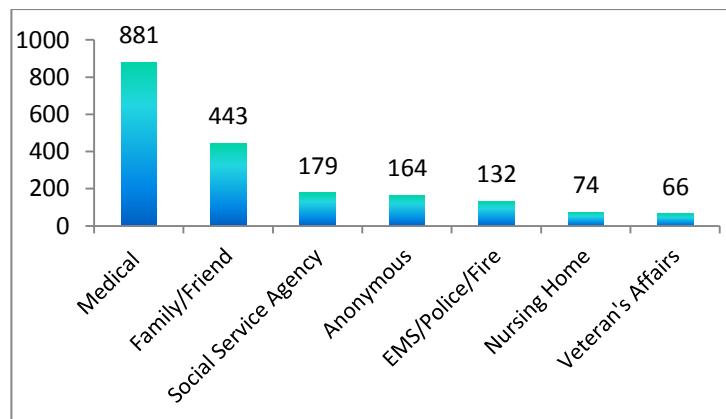
- Demographic trends from 2012 to 2013 were nearly identical
- 46% of all clients served by APS were 80 years old or older
- 48% of all APS clients lived in Cuyahoga County suburbs
- 10% of clients were Veterans
- Self-Neglect was the primary reason for an investigation
- The percentage of anonymous referrals increased by 45% from 2012 to 2013
- 16% of case closures with a confirmed allegation, resulted in an appointed guardian for the client; 12% resulted in a nursing home placement

Additional Program Information

Allegations/Reasons for Investigations



Source of Referral





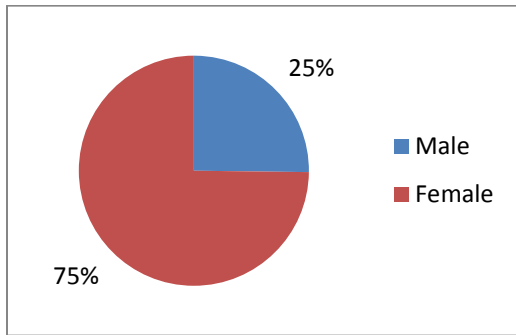
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Home Support Services

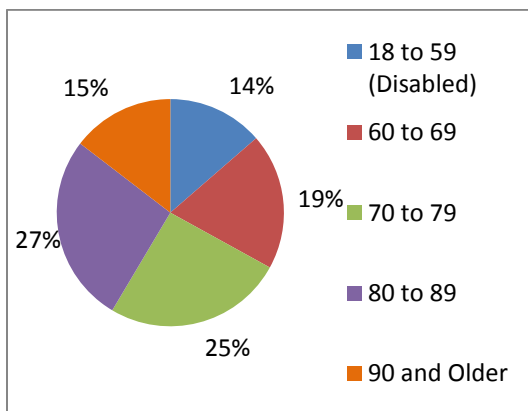
Home Support provides home-based personal care (such as assistance with bathing, dressing, and grooming) and homemaking (such as light housekeeping and laundry) to high-need clients.

521 Clients Served from January 1, 2013 through December 31, 2013

Gender



Age

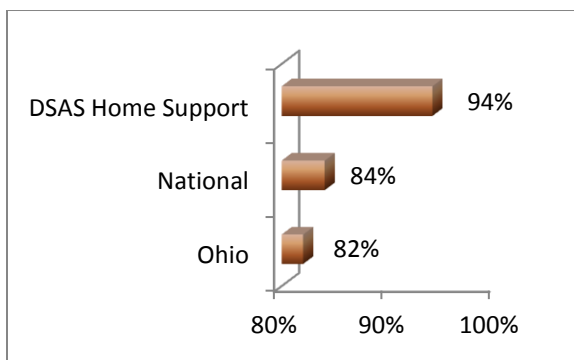


2013 Home Support Highlights

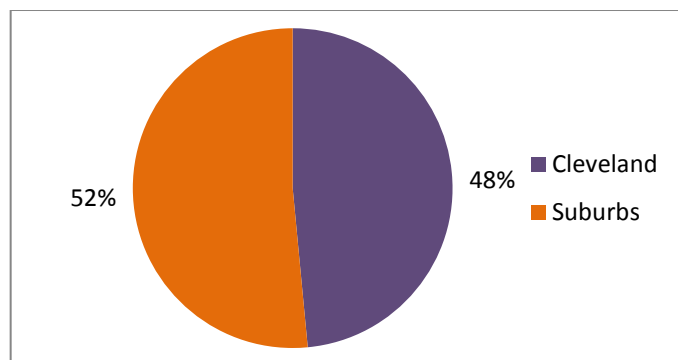
- Demographic trends from 2012 to 2013 were nearly identical
- 75% of all clients served through Home Support were female
- Nearly 42% of all clients served by Home Support were 80 years old or older
- 36% of all Home Support clients were referred to the program by a social worker and 30% by word of mouth
- 100% of Home Support clients stated that the services received through Home Support improved their overall health and enabled them to live at home (based on 129 responses received through customer satisfaction surveys)

Additional Program Information

Customer Satisfaction Rate*



Client Residence



* National and Ohio data obtained from www.medicare.gov; DSAS data obtained from internal Customer Satisfaction survey. National and state data collection period of 7/1/2012 through 6/30/2013; DSAS Customer Satisfaction Rate from 1/1/2013 through 12/31/2013



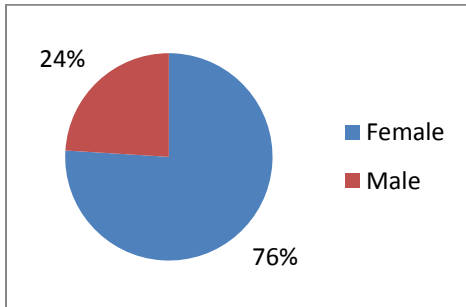
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Options for Elders

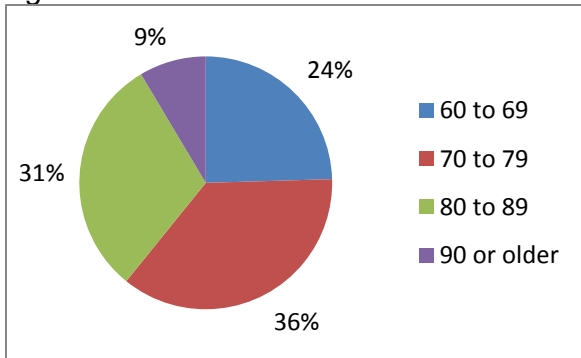
Options serves seniors with limited income who need help coordinating and financing their multiple home care needs, but are not eligible for PASSPORT services or Medicaid reimbursements for services to assist in maintaining independence. Services include: Medical Transportation; Emergency Response System;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

1,345 Clients Served from January 1, 2013 through December 31, 2013

Gender



Age

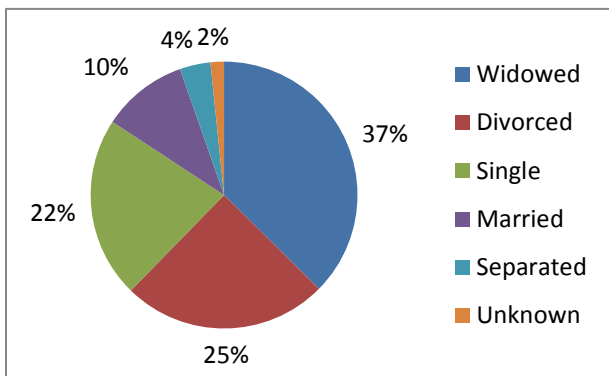


2013 Options for Elders Highlights

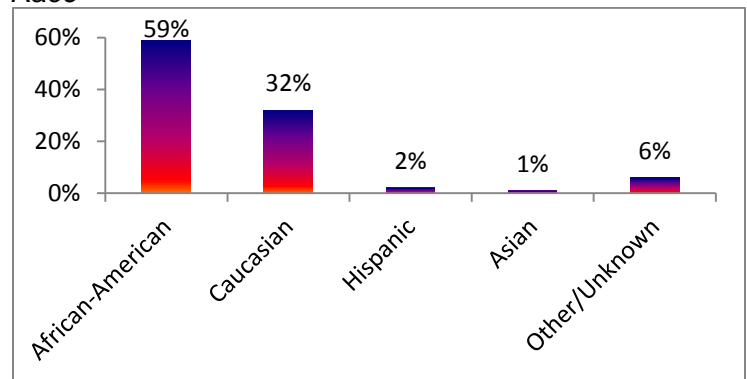
- Demographic trends from 2012 to 2013 were nearly identical
- 48% of all clients served are from suburban locations
- Services provided in 2013 included more than 62,000 home-delivered meals; nearly 55,000 hours of homemaking services, nearly 4,000 1-way rides, and 3,901 Medical transportation rides
- At the end of 2013, 53% of all Options clients were using three or more Options services
- Overall customer satisfaction rate of 88% (based on 134 responses received through customer satisfaction surveys)
- Based on customer satisfaction surveys, 98% of Options clients stated that the services they received enabled them to live at home; 93% stated that their situation was better because of an Options case manager's assistance

Additional Program Information

Marital Status



Race





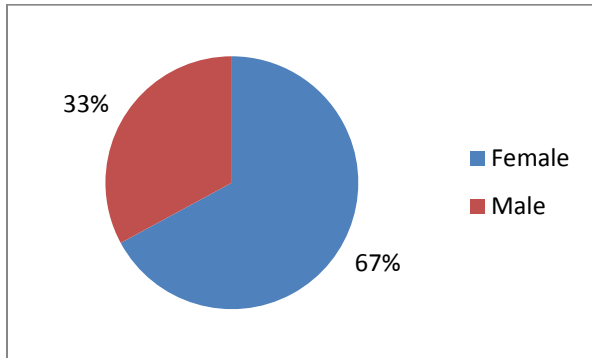
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Information and Outreach Unit (IOU)

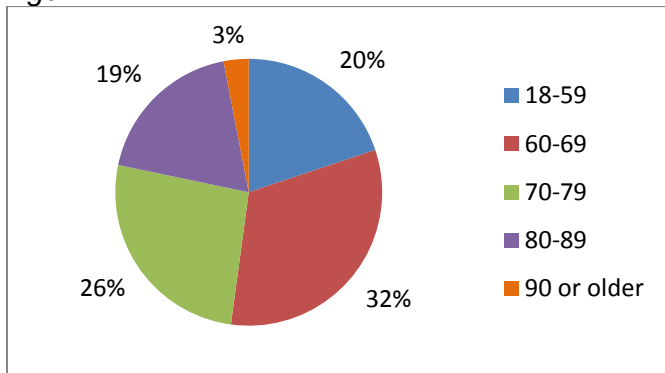
The Information Outreach Unit improves the economic well-being of seniors and disabled adults by helping them to navigate through, link with, and enroll in the complex network of social service benefits.

**4,909 Clients served from January 1 2013 through December 31, 2013
through Benefit Check-Up events and community presentations**

Gender



Age

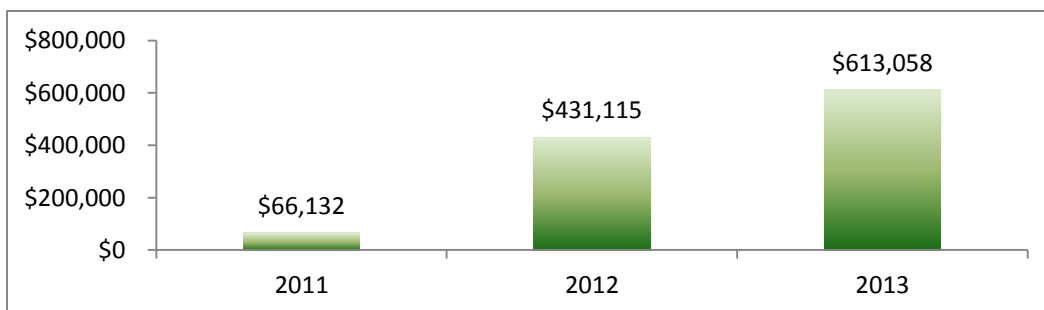


2013 IOU Highlights

- Demographic trends from 2012 to 2013 were nearly identical
- Two-thirds of all IOU clients served through BCU events were female
- More than 20% of all IOU clients served through BCU events were 80 years or older
- In 2013, IOU conducted 209 trainings and presentations, more than double the amount conducted in 2012
- Approximately 8,000 HEAP applications were distributed by IOU staff

Additional Program Information

Information Outreach linked clients with more than \$600,000 in cost-saving benefits in 2013





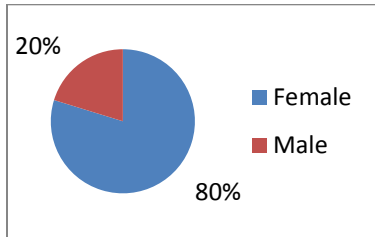
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Community Social Services Program (CSSP)

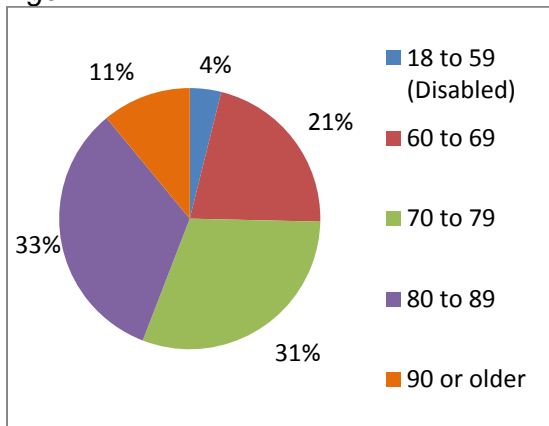
CSSP allocates funding to community providers to reduce isolation and loneliness of seniors which will lead to improved overall health. Services provided include adult development services, congregate meals, adult day services, and transportation.

1,364 Clients Served from January 1, 2013 through December 31, 2013

Gender



Age

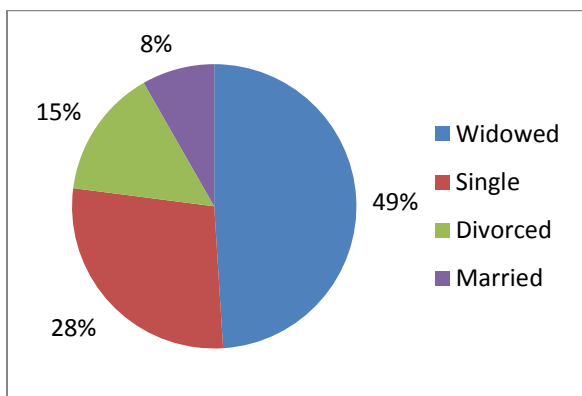


2013 CSSP Highlights

- The number of clients served through CSSP increased by 22% from 2012 to 2013
- 329,166 units of services were provided for 2013, an increase of 19% from 2012. Transportation, adult development, and congregate meals were the main services provided
- 48% of all clients served through CSSP providers live in Cuyahoga County suburbs
- 44% of all clients served were 80 years or older
- More than 90% 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 278 responses received through customer satisfaction surveys)
- Based on customer satisfaction surveys, 87% of respondents who received adult development services stated they felt better physically and mentally due to services received at their senior center

Additional Program Information

Marital Status



Race

