



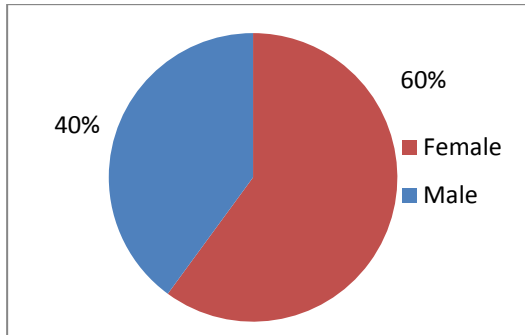
DSAS-CUYAHOGA COUNTY DIVISION OF SENIOR AND ADULT SERVICES

Adult Protective Services (APS)

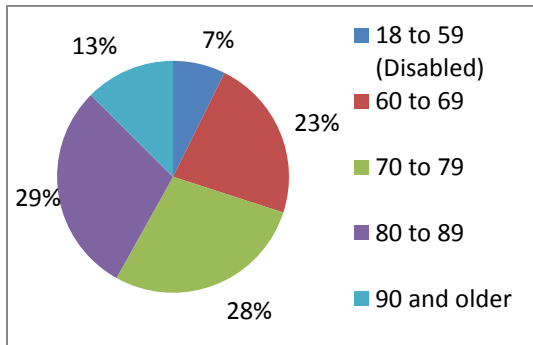
Adult Protective Services (APS) is mandated to protect and assist adults who may be victims of abuse, neglect, self-neglect, and financial exploitation. APS is mandated by the Ohio Revised Code (Section 5101.60 and 5101.71).

959 Clients Served from January 1, 2015 through June 30, 2015

Gender



Age

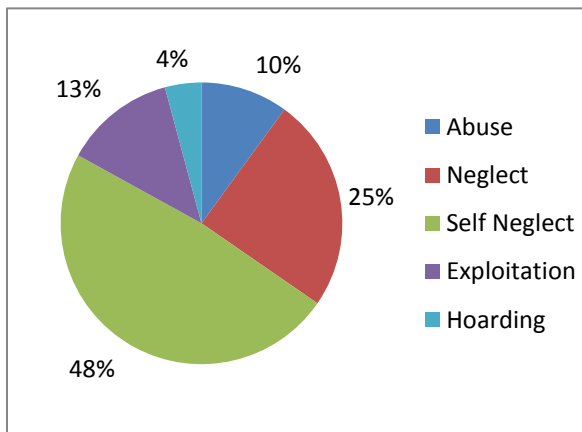


2015 Semi-Annual APS Highlights

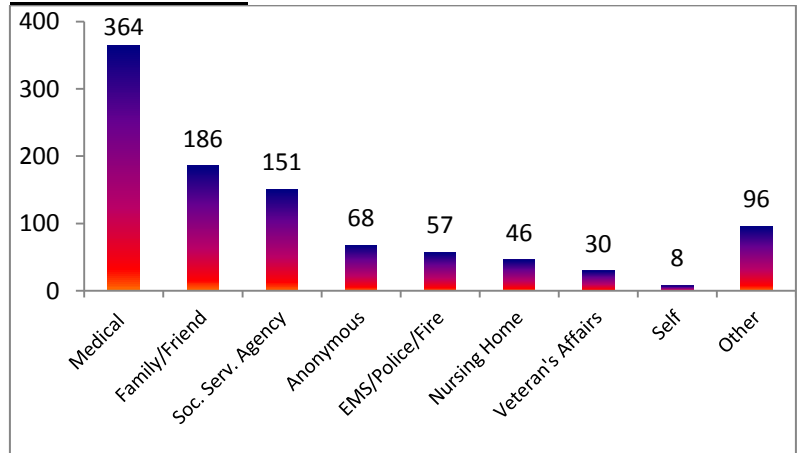
- Demographic trends from 2014 to 2015 were nearly identical
- 42% of all clients served by APS were 80 years old or older
- 48% of all APS clients lived in Cuyahoga County suburbs
- 10% of clients were Veterans
- Self-Neglect was the primary reason for an investigation
- Of cases closed with a confirmed allegation, 14% resulted in an appointed guardian for the client; 9% of clients refused APS services (compared to 16% in 2014); and 7% resulted in a nursing home placement

Additional Program Information

Allegations/Reasons for Investigations



Source of Referral





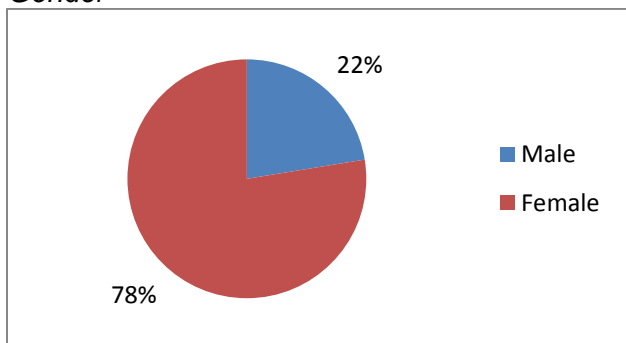
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Home Support Services

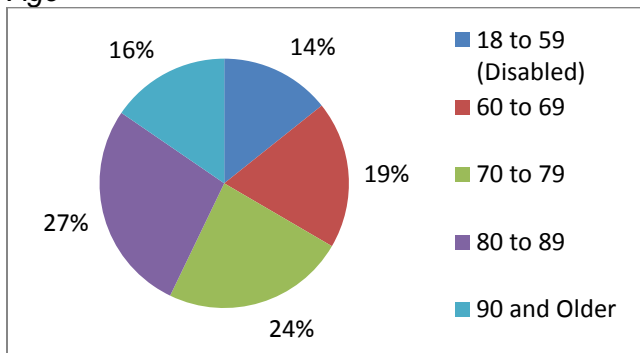
Home Support provides home-based personal care (such as assistance with bathing, dressing, and grooming) and homemaking (such as light housekeeping and laundry) to high-need clients.

450 Clients Served from January 1, 2015 through June 30, 2015

Gender



Age

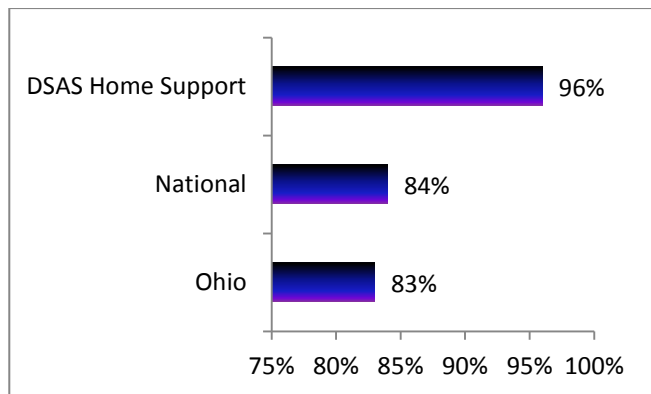


2015 Semi-Annual Home Support Highlights

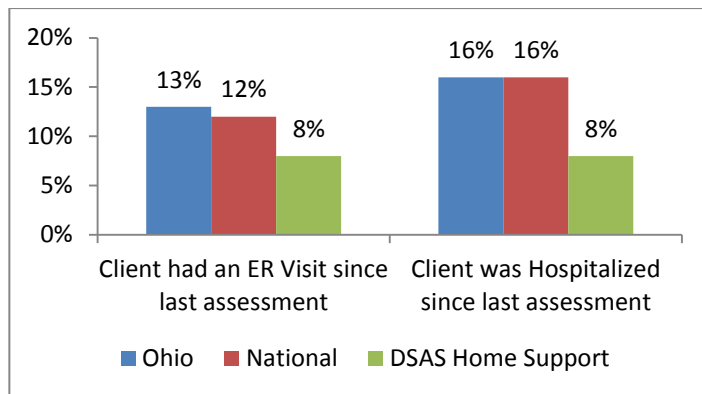
- Demographic trends from 2014 to 2015 were nearly identical
- 13% of Home Support clients are married
- 43% of all clients served by Home Support were 80 years old or older
- 59% of Home Support clients live in Cuyahoga County suburbs
- 54% of all Home Support clients were referred to the program by a social worker, 21% from a nursing home or hospital, and 19% by word of mouth
- 98% of Home Support clients stated that the services received through Home Support improved their overall health and 98% said the services enabled them to live at home (based on 60 responses received through customer satisfaction surveys)

Additional Program Information

*Customer Satisfaction Rate**



ER/Hospitalization usage



* National and Ohio data obtained from www.medicare.gov; DSAS data obtained from internal Customer Satisfaction survey. National and state data collection period 10/1/2013 through 9/30/2014 and 1/1/2014 through 12/31/2014; DSAS Customer Satisfaction Rate from 1/1/2015 through 6/30/2015.



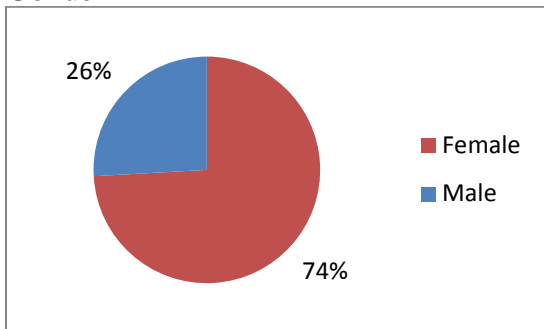
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Options for Independent Living

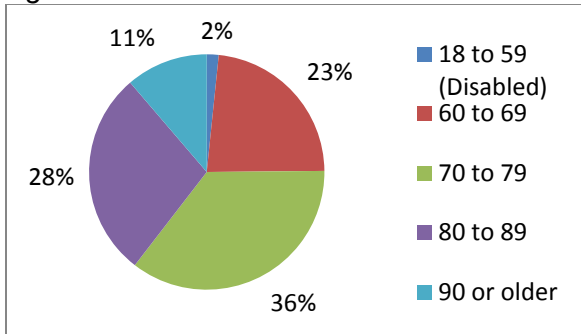
Options serves seniors with limited income who need help coordinating and financing their multiple home care needs, but are not eligible for PASSPORT services or Medicaid reimbursements for services to assist in maintaining independence. Services include: Medical Transportation; Emergency Response System;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

1,348 Clients Served from January 1, 2015 through June 30, 2015

Gender



Age

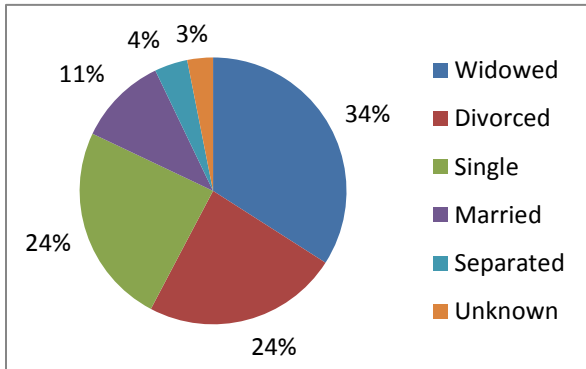


2015 Semi-Annual Options for Independent Living Highlights

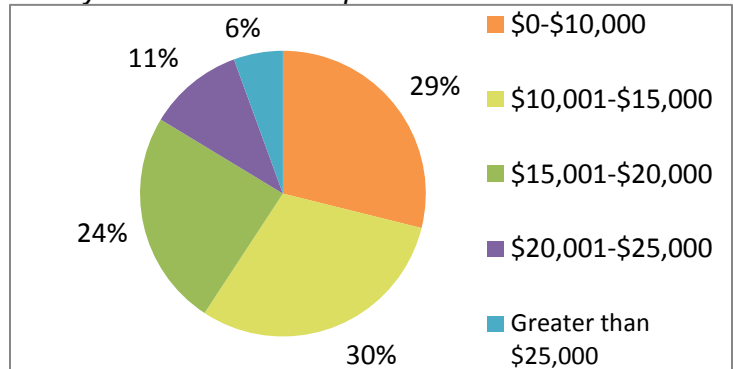
- There has been a 6% increase in the Options client count from the same time period in 2014.
- Demographic trends from 2014 to 2015 were nearly identical
- 50% of all clients served are from suburban locations
- Service provided in 2015 included more than 46,000 home-delivered meals; nearly 40,000 hours of homemaking services, and more than 2,500 Medical transportation rides
- As of June 2015, 56% of all Options clients were using three or more Options services
- Based on customer satisfaction surveys, 95% 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 103 returned surveys)

Additional Program Information

Marital Status



Yearly Income Level of Options Clients





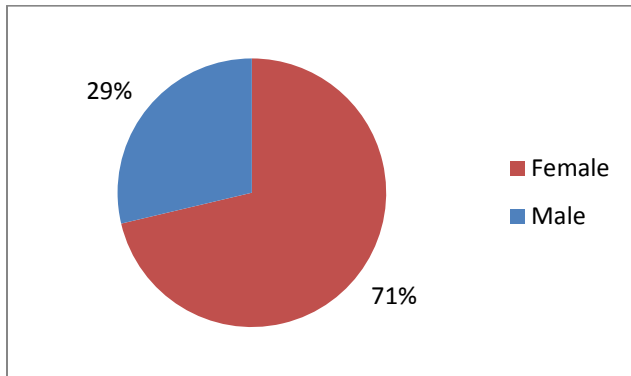
DSAS-CUYAHOGA COUNTY DIVISION OF SENIOR AND ADULT SERVICES

Information and Outreach Unit (IOU)

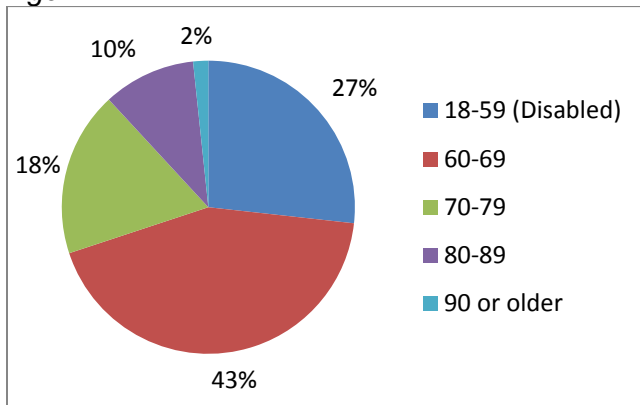
The Information Outreach Unit improves the economic well-being of seniors and disabled adults by helping them to navigate through, link with, and enroll in the complex network of social service benefits.

2,528 Clients served from January 1 2015 through June 30, 2015 through Benefit Check-Up events and community presentations

Gender



Age

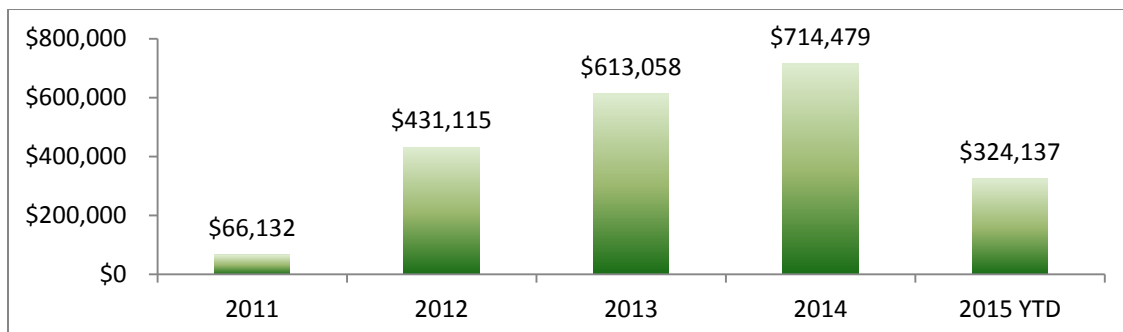


2015 Semi-Annual IOU Highlights

- Demographic trends from 2014 to 2015 were nearly identical, with the exception of serving a slightly higher percentage of females
- More than 10% of all IOU clients served through BCU events were 80 years or older
- In 2015, IOU conducted 102 trainings and presentations
- Based on a customer satisfaction survey of clients who were assisted with a HEAP application or were seen at a Benefits Check-Up outreach event by an IOU staff member, 90% were satisfied with the help they received

Additional Program Information

Information Outreach linked clients with nearly \$325,000 in cost-saving benefits in 2015 (through June)





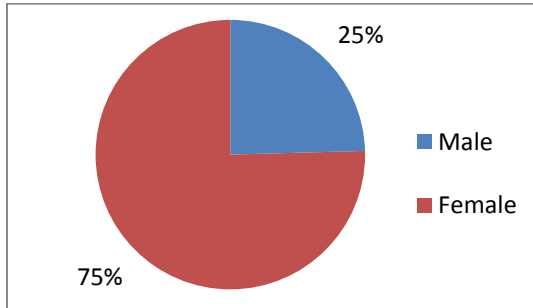
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Community Social Services Program (CSSP)

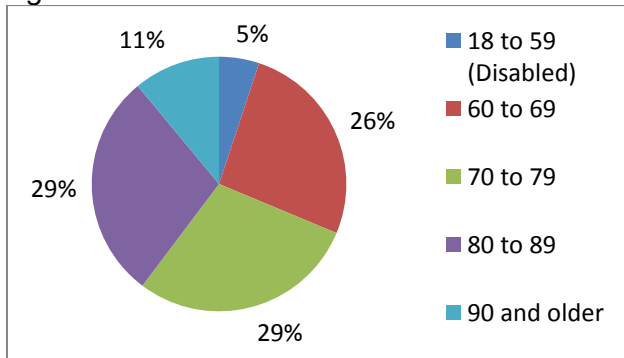
CSSP allocates funding to community providers to reduce isolation and loneliness of seniors which will lead to improved overall health. Services provided include adult development services, congregate meals, adult day services, and transportation.

1,470 Clients Served from January 1, 2015 through June 30, 2015

Gender



Age

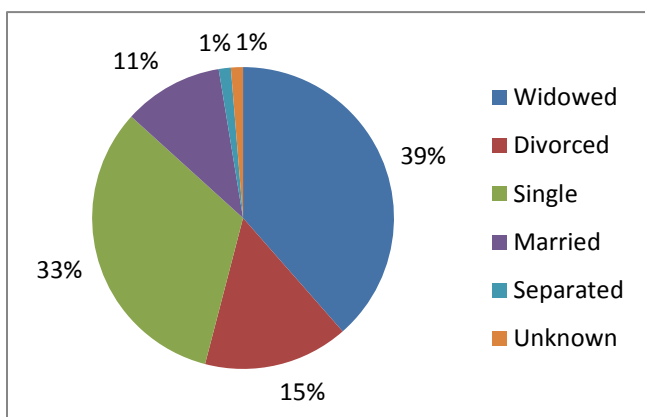


2015 Semi-Annual CSSP Highlights

- 47% of all clients served through CSSP providers live in Cuyahoga County suburbs
- 40% of all clients served were 80 years or older
- 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 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 77% felt better physically due to services received at their senior center
- 71% of clients reported living in their own private home or apartment; 25% live in a senior citizen’s residence

Additional Program Information

Marital Status



Units of Service Provided

