



The Semi-Annual Statistical Performance Report provides a mid-year profile of clients served through Division of Senior and Adult Services (DSAS) programs. This goal of this report is to provide basic demographic information and client counts for this 6-month time period. In 2018 through June, DSAS has served more than 17,400 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).

The 2018 Semi-Annual Customer Satisfaction Survey report is located on the DSAS website at: [https://dsas.cuyahogacounty.us/pdf\\_dsas/en-US/SemiAnCustSatSurveyResults.pdf](https://dsas.cuyahogacounty.us/pdf_dsas/en-US/SemiAnCustSatSurveyResults.pdf)

### 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.

## **Table of Contents**

<a href="#">Highlights</a> .....	2
<a href="#">Centralized Intake Unit</a> .....	3
<a href="#">Adult Protective Services</a> .....	4
<a href="#">Home Support Services</a> .....	5
<a href="#">Options for Independent Living</a> .....	6
<a href="#">Information Services Unit</a> .....	7
<a href="#">Community Social Services Program (CSSP)</a> .....	8
<a href="#">DSAS Client Count by County Council District and Zip Codes</a> .....	9

### Contacts

Questions/Comments about the Statistical Performance Report should be directed to:

Kit Newell, (216) 698-6672, [kit.newell@ifs.ohio.gov](mailto:kit.newell@ifs.ohio.gov)

Molly McLaughlin, (216) 698-6742, [molly.mclaughin@ifs.ohio.gov](mailto:molly.mclaughin@ifs.ohio.gov)



## HIGHLIGHTS

### Number of clients served by program from January 1, 2018 through June 30, 2018

**Centralized Intake Unit (CIU):** 9,752

**Adult Protective Services (APS):** 1,355

**Home Support Services:** 432

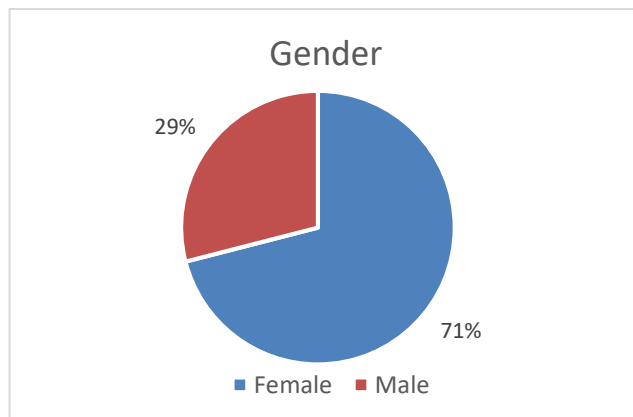
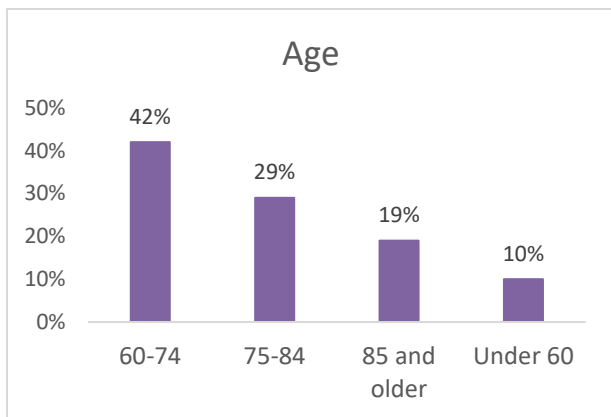
**Options for Independent Living:** 1,409

**Information Services:** 1,510 (966 served at Benefit Check-up events and 554 served through ongoing case management services)

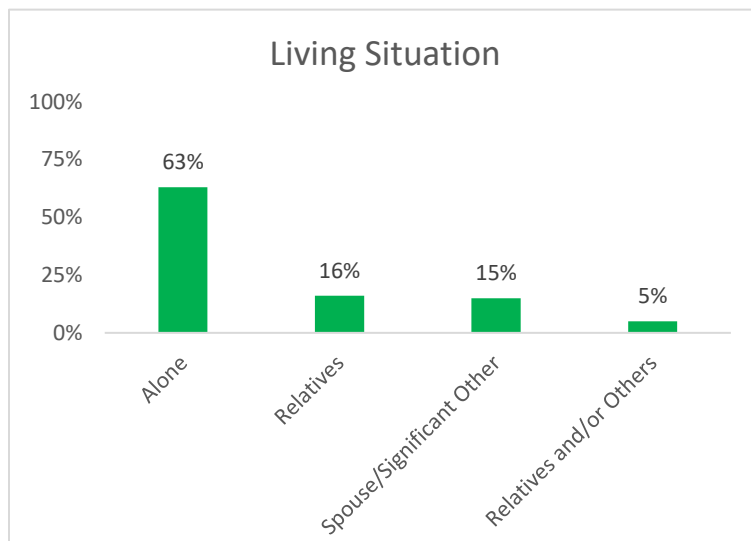
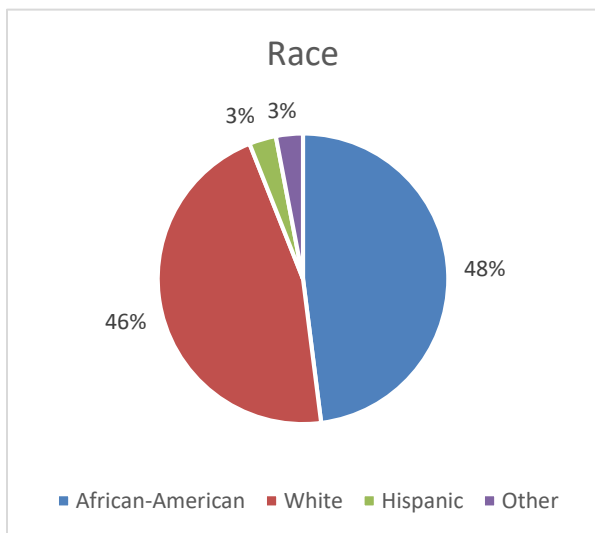
**Community Social Services Program (CSSP):** 2,962

**Counseling Services:** 25

### DSAS Demographics



15 clients were 100 years old or older



245 Veterans were served by DSAS

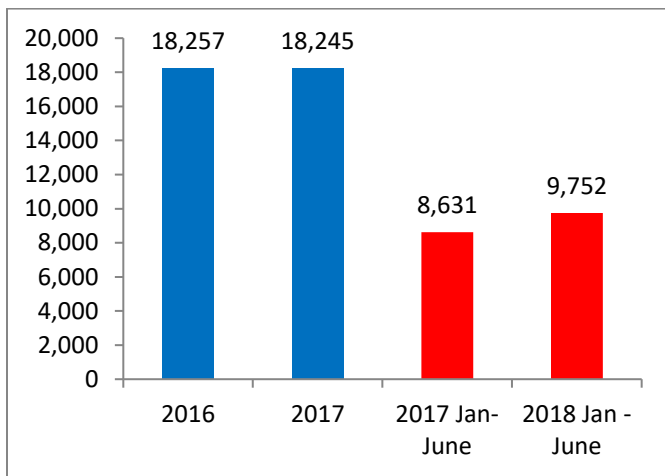


**Centralized Intake Unit**

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.

**9,752 Clients Served from January 1, 2018 through June 30, 2018**

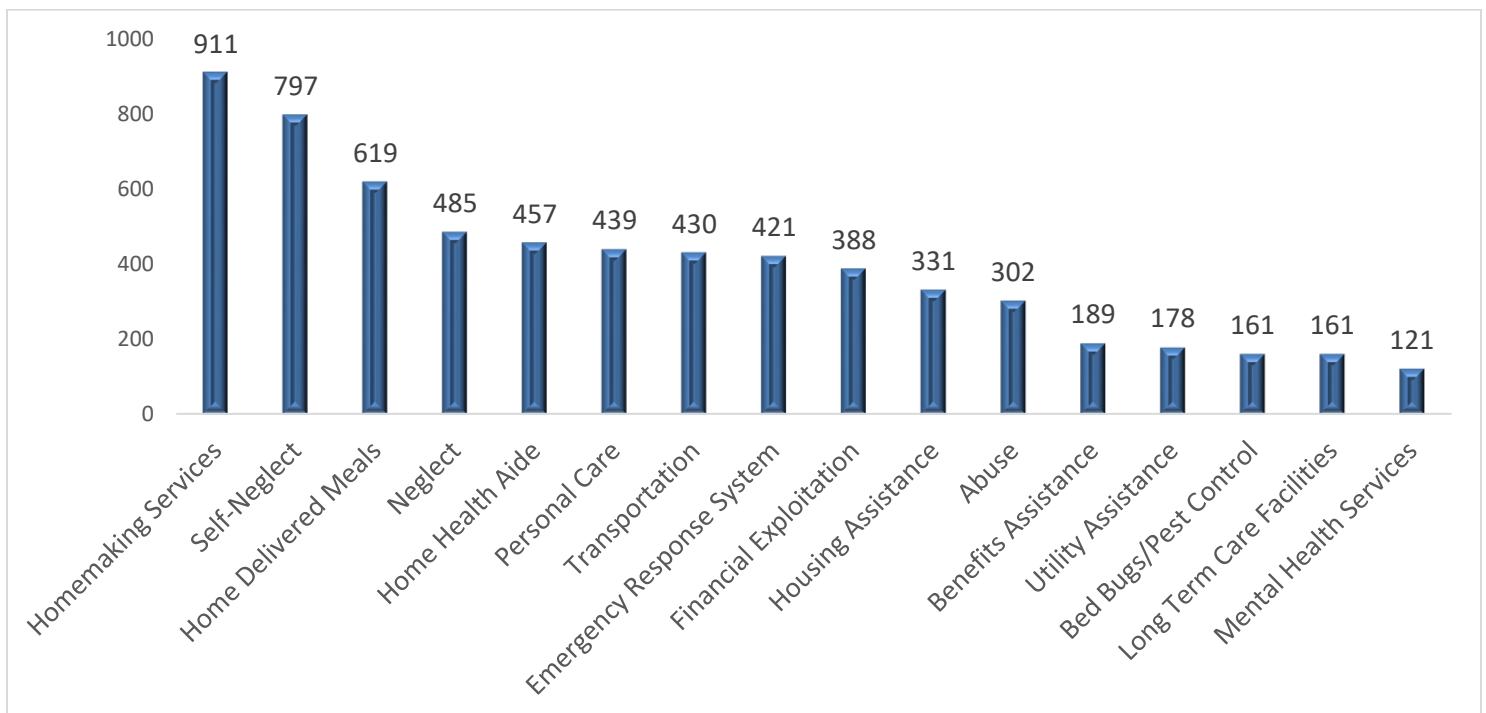
**Number of Intake Clients**



**2018 Semi-Annual Centralized Intake Highlights**

- The number of calls handled increased by 13% over the same time period in 2017.
- The speed of answered call, 17 seconds, improved by 10% from the same time period last year.
- 210 referrals were made through the APS web portal, which allows county residents to make an online referral to APS.

**Reasons for Contacting DSAS\***



\* Data from a screen used by the Centralized Intake Line to capture issues discussed during the call; Categories listed are not the complete list of items

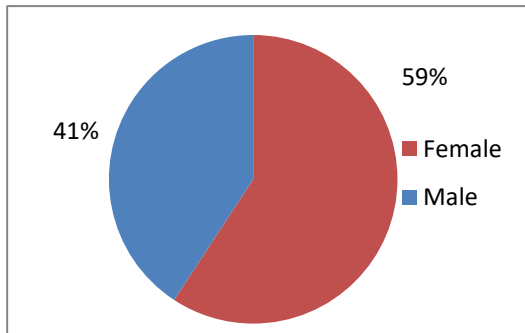


**Adult Protective Services (APS)**

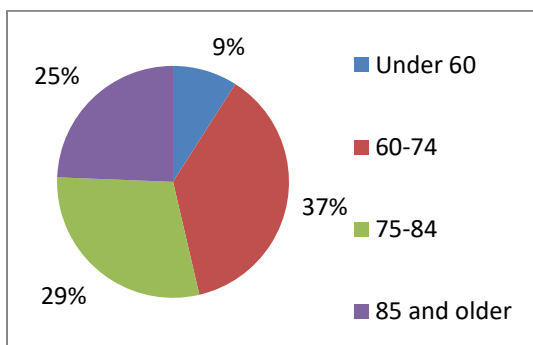
Adult Protective Services (APS) is mandated to protect and assist adults who may be victims of abuse, neglect, self-neglect, and financial exploitation. APS is mandated by the Ohio Revised Code (Section 5101.60 and 5101.71).

**1,355 Clients Served from January 1, 2018 through June 30, 2018**

**Gender**



**Age**

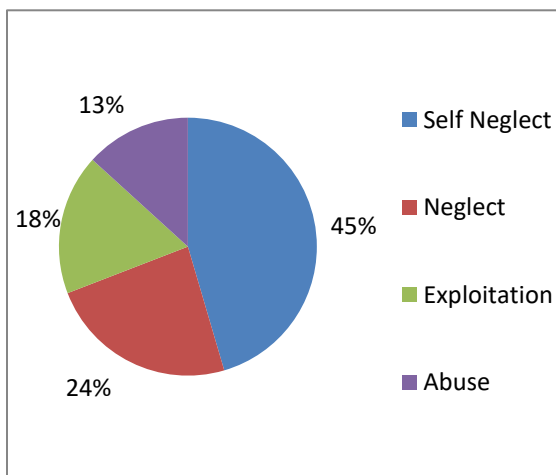


**2018 Semi-Annual APS Highlights**

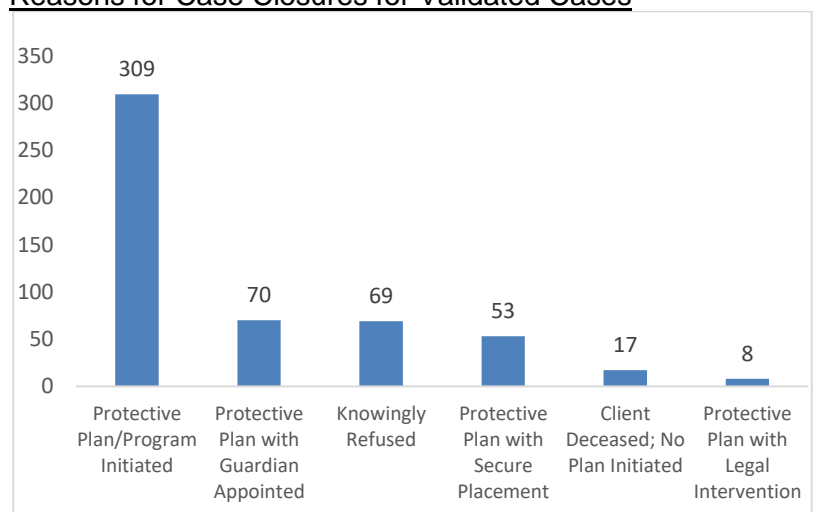
- There has been a slight increase in the percentage of clients served who are under the age of 60.
- APS received 15 same day emergency referrals.
- APS staff made 2,787 home visits and attended 180 court hearings for clients.
- 62 Protective Service Orders were issued.

**Additional Program Information**

**Allegations/Reasons for Investigations**



**Reasons for Case Closures for Validated Cases**



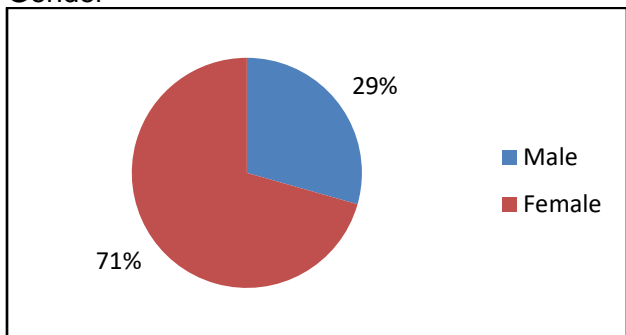


**Home Support Services**

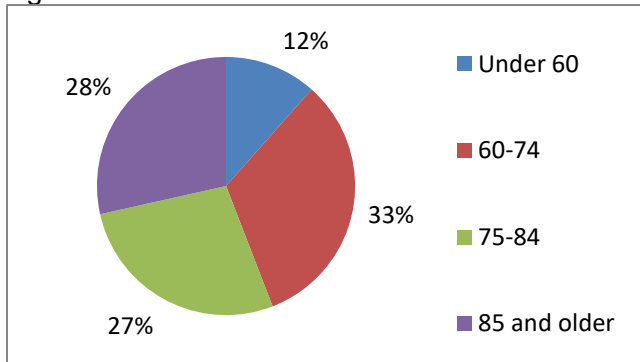
Home Support provides home-based personal care (such as assistance with bathing, dressing, and grooming) and homemaking (such as light housekeeping and laundry) to high-need clients.

**432 Clients Served from January 1, 2018 through June 30, 2018**

Gender



Age

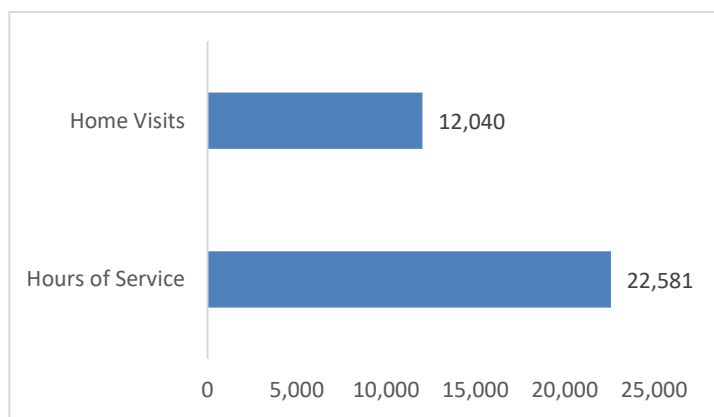


**2018 Semi-Annual Home Support Highlights**

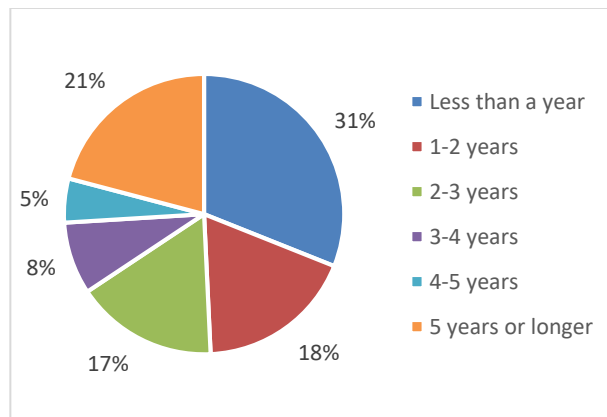
- Nurses completed 944 home visits during this timeframe.
- 80% of clients who received a Nutritional Risk Assessment scored as “high risk”.
- 38% of all clients who received a Falls risk assessment indicated a “high risk” for falls.
- 234 Home Support clients received a standardized screen for Depression; 80% scored “normal” on the screen, indicating no signs of depression.

**Additional Program Information**

Home Health Aide Productivity



Length of time on Caseload



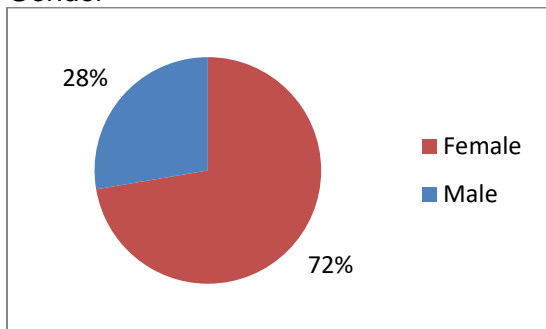


**Options for Independent Living**

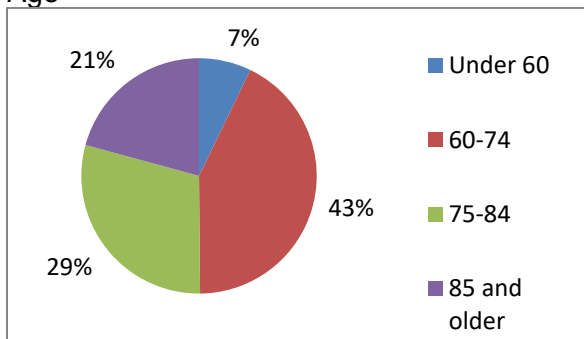
Options for Independent Living serves seniors with limited income who need help coordinating and financing their multiple home care needs, but are not eligible for PASSPORT services or Medicaid reimbursements for services to assist in maintaining independence. Services include: Medical Transportation;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

**1,409 Clients Served from January 1, 2018 through June 30, 2018**

**Gender**



**Age**

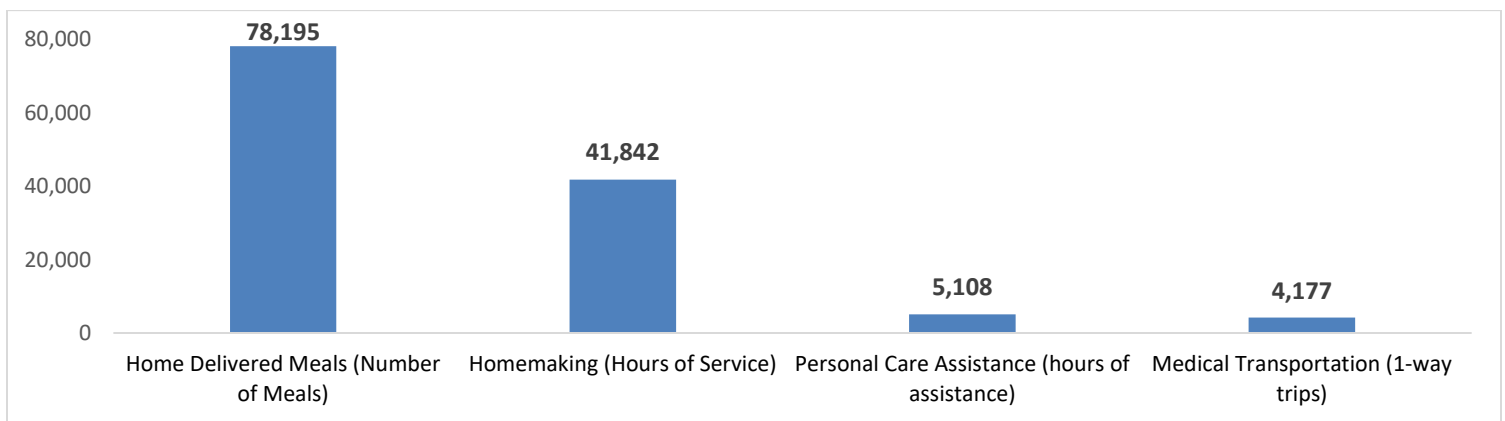


**2018 Semi-Annual Options for Independent Living Highlights**

- There has been a slight increase in the percentage of clients served who are under the age of 60.
- 1,735 home visits by Options Case Managers were completed.
- 893 clients received the Emergency Response System.
- 27 clients received chore services; 17 clients had grab bars installed.
- 81% of clients who received a Nutritional Risk Assessment scored as “high risk”.

**Additional Program Information**

**Home-Based Services Provided**



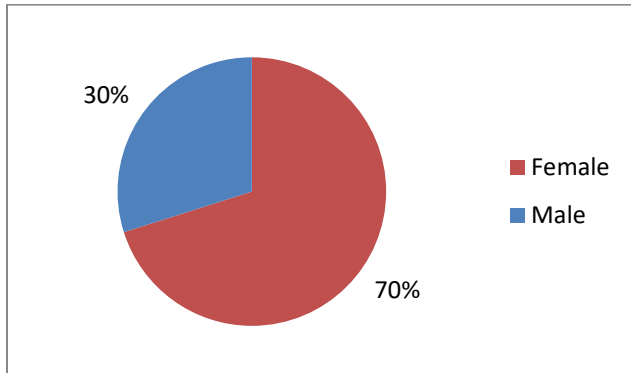


**Information Services Unit**

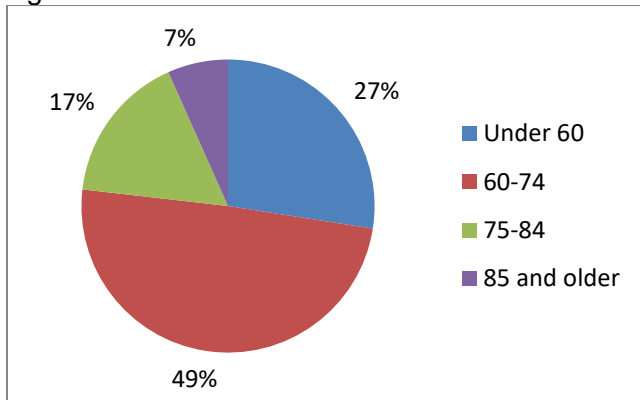
The Information Services Unit improves the economic well-being of seniors and disabled adults by helping them to navigate through, link with, and enroll in the complex network of social service benefits.

**1,510 Clients served from January 1, 2018 through June 30, 2018**  
**966 served at Benefit Check-up events and**  
**544 served through ongoing case management services**

Gender



Age

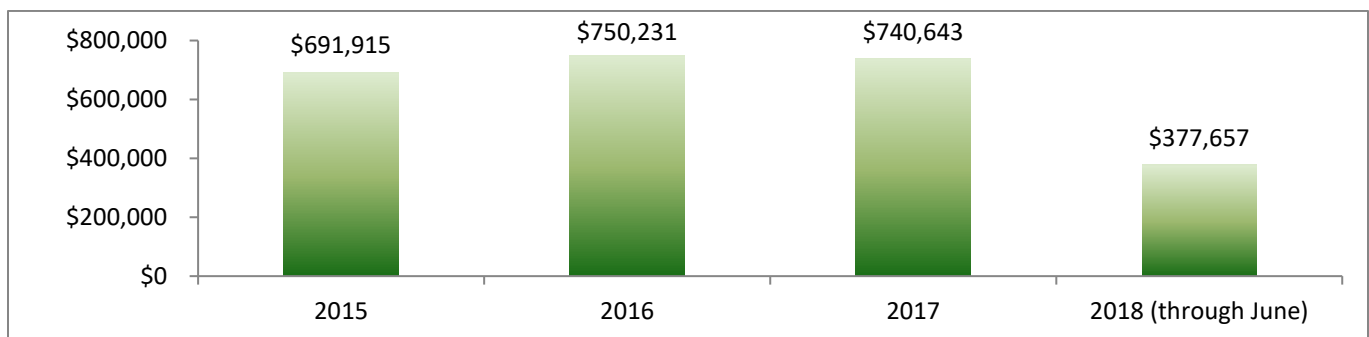


**2018 Semi-Annual Information Services Highlights**

- Demographic trends from 2015 to 2018 were nearly identical.
- 34 clients received services through a bed bug removal service.
- 435 home visits were conducted by Information Services Staff.
- Information Services staff conducted 82 events in 11 different cities to assist clients with applying for social service benefits such as HEAP and Medicaid.

**Additional Program Information**

Information Services linked clients with more than \$370,000 in cost-saving benefits in 2018 (through June)



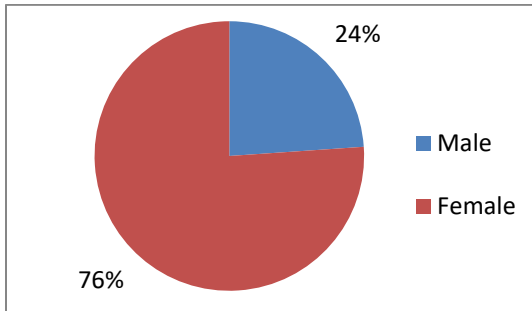


**Community Social Services Program (CSSP)**

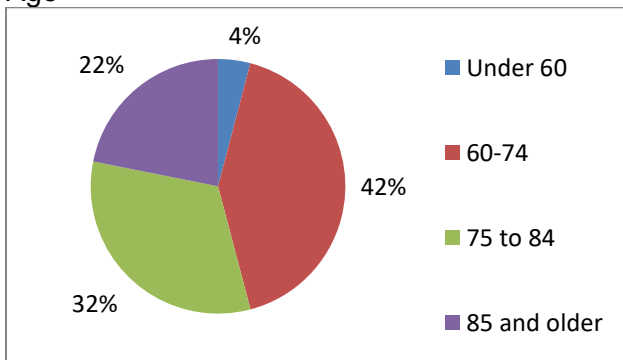
CSSP allocates funding to community providers to reduce isolation and loneliness of seniors which will lead to improved overall health. Services provided include adult development services, congregate meals, adult day services, and transportation.

**2,962 Clients Served from January 1, 2018 through June 30, 2018**

Gender



Age

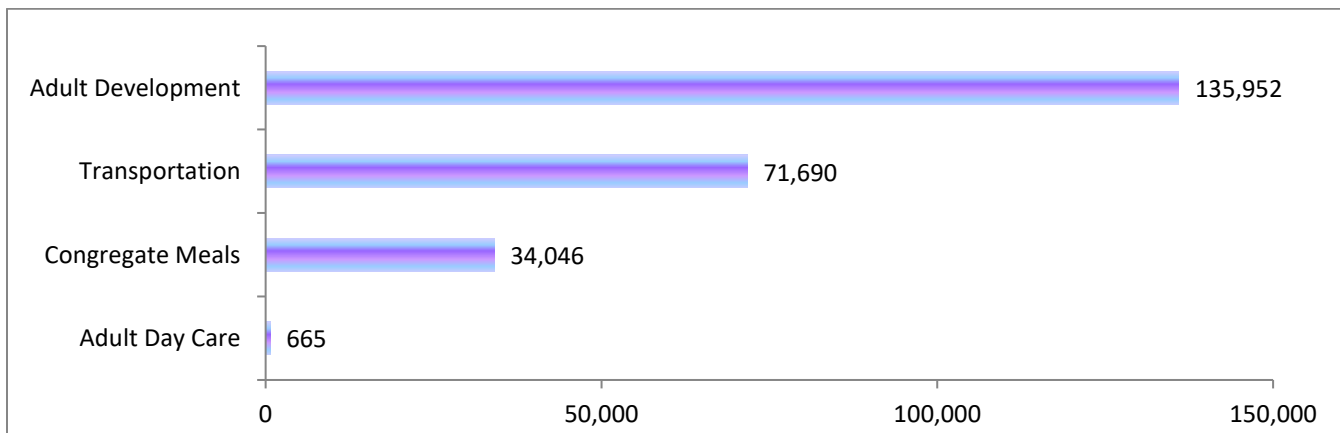


**2018 Semi-Annual CSSP Highlights**

- DSAS has contracts with 38 senior centers throughout Cuyahoga County.
- 84% of Community Social Services Program respondents indicated that they felt less lonely because of the services provided at their senior center. (Percentage indicating “Strongly Agree” or “Agree”).
- 89% of Community Social Services Program respondents indicated that they felt better mentally due to the services provided at their senior center; 87% said they felt better physically. (Percentage indicating “Strongly Agree” or “Agree”).

**Additional Program Information**

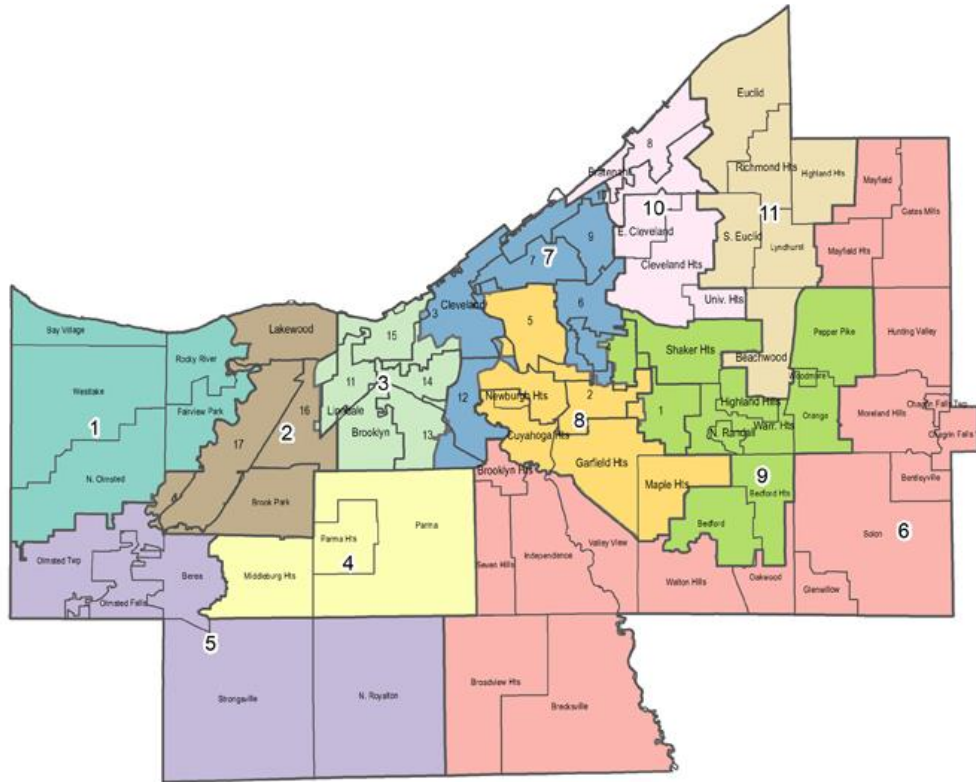
Units of Service Provided







DSAS Client Count by County Council District-January 2018 through June 2018



<b>Council District</b>	<b>Adult Protective Services</b>	<b>Home Support</b>	<b>Options for Independent Living</b>	<b>Information Services</b>
1	87	21	47	27
2	106	50	138	36
3	180	27	124	75
4	90	43	76	20
5	55	22	38	30
6	59	23	72	6
7	184	33	244	98
8	139	41	128	64
9	156	59	190	54
10	171	54	200	81
11	120	53	146	51
<i>Missing/Unknown</i>	8	6	6	2
<b>Total</b>	<b>1,355</b>	<b>432</b>	<b>1,409</b>	<b>544</b>



Cuyahoga County  
Together We Thrive

Division of Senior and Adult Services  
2018 Semi-Annual Statistical Performance Report

DSAS Client and Referent Count by Zip Code (includes DSAS clients and callers to the Centralized Intake Line that provided a zip code)

