



Cuyahoga County Together We Thrive

Division of Senior and Adult Services

DSAS by the Numbers 2016

100%

Home Support clients indicated that the services they receive from their nurse and home health aide enable them to continue to live at home (95% for Options clients).

100% of Home Support clients stated they would recommend these services to their friends.



ADULT PROTECTIVE SERVICES

91%

of APS referents state that their anonymity was protected.

90% of referents were contacted by APS within 1 week.



I couldn't live at home without my Home Health Aide's help. She is an asset to your organization. She is efficient and hard-working. She deserves a raise. She is irreplaceable and is a true blessing.

69%

state that the transportation drivers are safe and courteous



100%

of respondents stated they would recommend these services to family and friends

95%

95% of respondents stated the services they receive helped them continue to live at home



86%

of respondents stated their case manager returned their phone call in a timely manner

of respondents stated their situation was better because of their case manager's help
86% of respondents stated their case manager returned their phone call in a timely manner

87%



Community Social Services Program

73% of participants state that they are treated with respect

74% state that they feel safe in the Center
72% state that they feel better mentally and are encouraged to participate in center activities

100%

of Information Services Unit respondents stated the information presented by the I&S worker about the benefit for which they were applying was understandable.

"Services my mother receives are excellent. Caregivers are always on time and are very helpful. Everyone who came to our home was very respectful."