

Performance Evaluation & Innovation (PEI)

**2020 Mid-Year Statistical
Performance Report**

Division of Senior and Adult Services (DSAS)

Department of Health and Human Services



Cuyahoga County
Together We Thrive

August 2020

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Executive Summary

The 2020 DSAS Mid-Year Statistical Report provides an overview of the number of clients served and services provided. In March 2020, due to the COVID-19 pandemic, many operational procedures were adjusted to account for a remote working environment, community center closures, and the inability to conduct outreach events for seniors and adults with disabilities.

DSAS receives many referrals from medical and safety personnel and social workers at community centers. Given that many of these locations closed temporarily (or remain closed), DSAS expected to see decreases in calls to our Centralized Intake Line, resulting in fewer new cases for some programs.

However, while client counts are down in some DSAS programs, a further examination of the numbers reveals areas that grew. Some programs such as our Information and Outreach Unit and Community Social Services Program (CSSP) have adjusted their service delivery models to contact clients using different methods.

For CSSP, DSAS contracts with 37 community and senior centers to provide adult development, adult day, transportation, and meals. Due to COVID-19, all centers stopped providing on-site activities. However, many centers adjusted their service delivery model to continue to provide home-delivered and/or curbside meals; online activities and activity packets; and continued to provide transportation to vital services such as grocery stores.

Clients in all DSAS programs may instead receive “wellness checks” or phone calls in lieu of a home visit. However, due to State requirements, initial home visits that begin the investigation for Adult Protective Services never stopped and continue to occur. Any client in any DSAS program needing a face-to-face visit continued to receive one.

Key Highlights:

- Addressing Food Insecurity in seniors:
 - The number of seniors receiving SNAP increased from 35,921 to 37,009 in June, a 3% increase in just six months (data from ODJFS)
 - Due to a reduction in the waiting list, and a temporary increase in the number of meals, the number of Options for Independent Living clients increased by 30% from this time last year, and the number of home-delivered meals more than doubled
 - The number of meals provided by the DSAS Food Pantry increased by 115% from this time last year
 - The Community Social Services Program shifted its service delivery model from congregate meals to home-delivered and curbside meals in April; due to this change the number of meals provided increased by 22% from this time last year
- In March, the number of phone calls and wellness checks increased while home visits were reduced; in June, the number of home visits began to increase, especially for Home Support and Options for Independent Living
- While the number of Adult Protective Services cases are down by 11.5% from this time last year, the percentage is up by 22% from 4 years ago
- The decrease in client count for Information Services is because of not conducting in-person outreach events
 - Information Services staff is now contacting community centers and former DSAS clients to continue to conduct outreach on an individual basis, ensuring clients are connected to any needed benefit such as SNAP, HEAP, and Medicaid
- Two-thirds of all DSAS clients indicated that they live alone

Findings

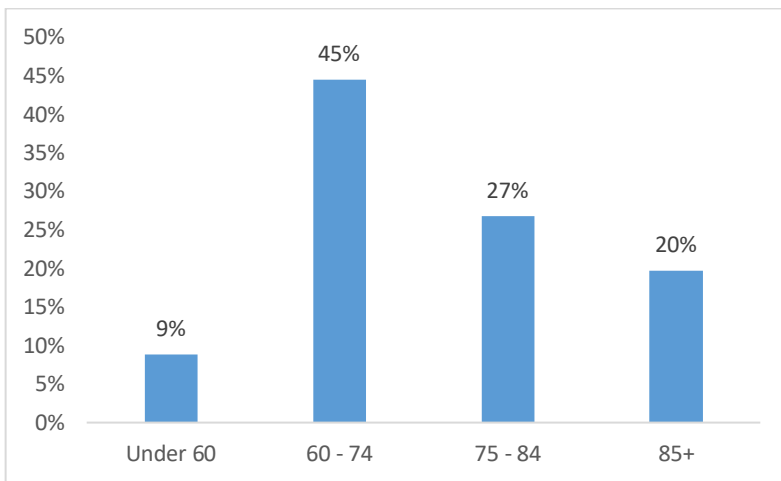
DSAS Client and Services Count

Clients Served	2017 Semi-Annual	2018 Semi-Annual	2019 Semi-Annual	2020 Semi-Annual	% Change 2019-2020
Centralized Intake	8,631	9,752	9,097	8,516	-6.4%
Adult Protective Services	1,175	1,355	1,630	1,448	-11.2%
Home Support	423	431	454	388	-14.5%
Options for Independent Living	1,235	1,409	1,241	1,617	30.3%
Information Services	1,373	1,510	2,065	691	-66.5%
Community Social Services Program	2,616	2,962	2,748	2,840	2.9%
Counseling Services for Passport Clients	24	25	25	33	32.0%
Totals	15,477	17,444	17,260	15,533	-10.0%

Services Provided	2017 Semi-Annual	2018 Semi-Annual	2019 Semi-Annual	2020 Semi-Annual	%Change 2019-2020
Adult Development (Hours of Service)	118,446	135,952	144,874	74,611	-48.5%
Transportation (1-way rides)	67,199	71,690	73,544	41,807	-43.2%
Congregate Meals	31,478	34,046	39,436	48,114	22.0%
Home Delivered Meals	47,581	78,195	60,195	124,112	106.2%
DSAS Food Pantry Meals	N/A	N/A	504	1,088	115.8%
Adult Day Services (hours of service)	774	665	617	598	-3.1%
Homemaker Services* (hours of service)	37,394	46,704	38,408	36,223	-5.7%
Personal Care Assistance * (hours of service)	7,719	8,814	6,966	6,444	-7.5%
Medical Transportation (Number of 1-way rides)	3,078	4,177	3,835	3,361	-12.4%
Totals	313,669	380,243	368,379	336,358	-8.7%
Bed Bug Extermination Services (clients served)	20	34	35	61	74.3%
Chore Services (clients served)	27	27	39	38	-2.6%
Grab Bar Services (clients served)	13	17	20	23	15.0%
Emergency Response System (clients served)	743	893	700	899	28.4%
Totals	803	971	794	1,021	28.6%

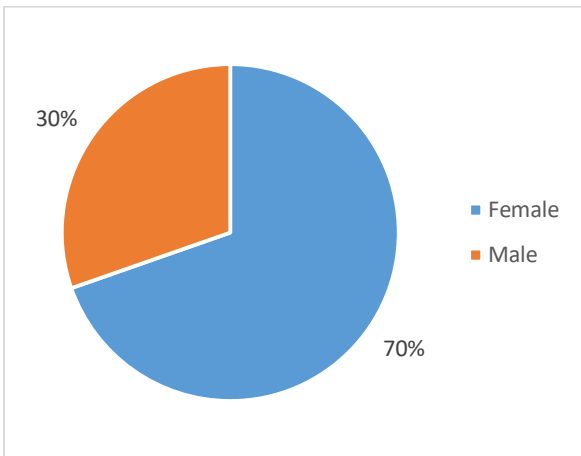
DSAS Demographics

Age

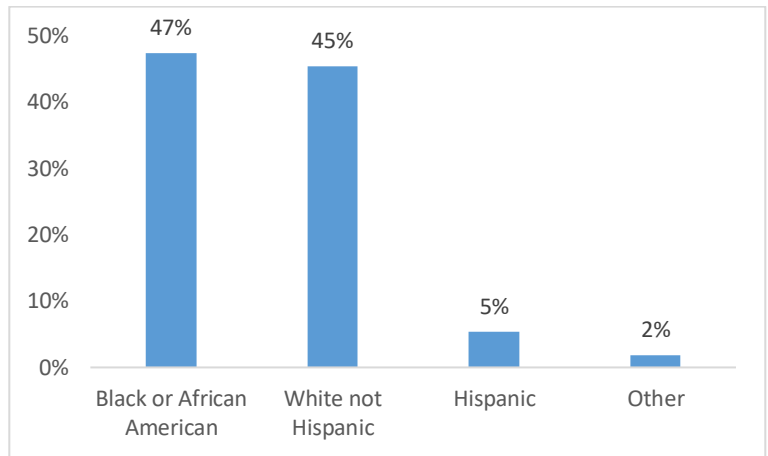


- In 2020 through June, DSAS served 21 clients age 100 or older
- In 2020 through June, DSAS served 236 Veterans

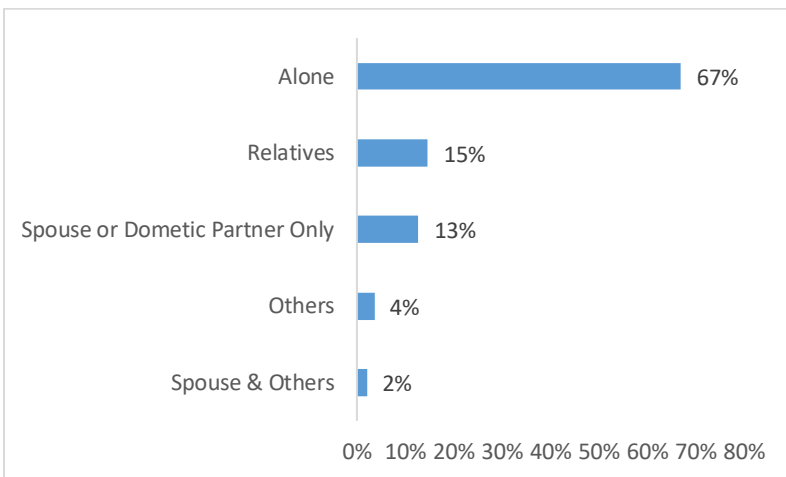
Gender



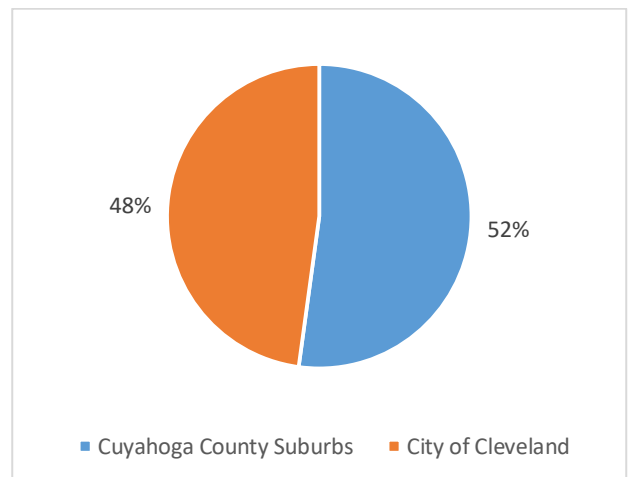
Race



Living Situation



City of Residence

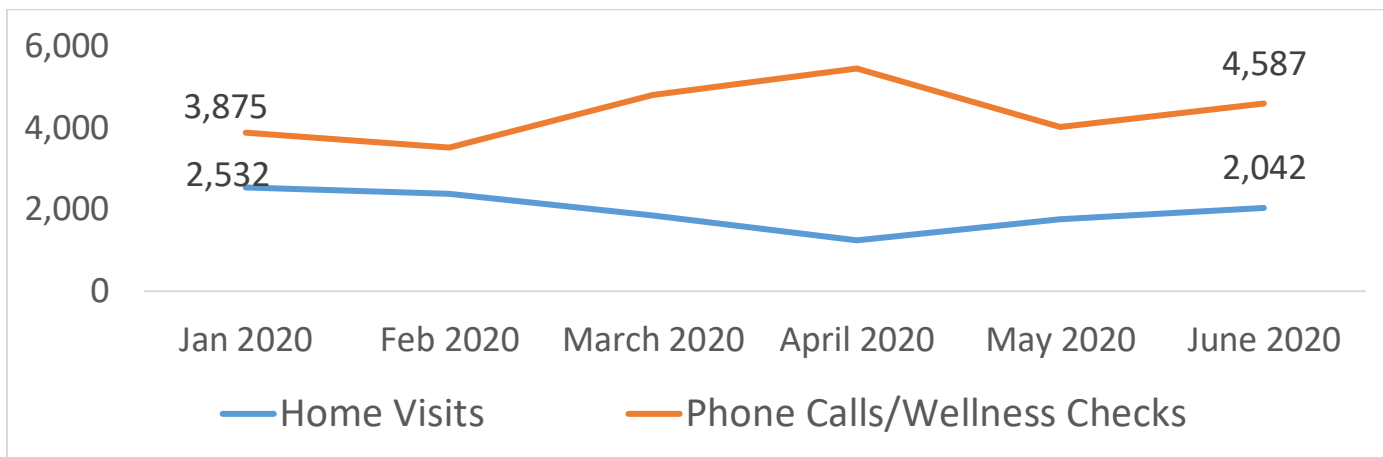


DSAS Response to COVID-19

At the end of March, DSAS staff began working remotely. Staff are equipped with iPADS allowing them to conduct nearly all case management activities in the field.

Due to COVID-19, except for Adult Protective Services who were mandated by the State to continue to conduct face-to-face initial visits, DSAS staff conducted phone calls and wellness checks in lieu of home visits. If the social worker determined a face-to-face visit was needed, it was conducted.

In June, the number of home visits began to increase, as staff were gradually able to resume conducting home visits.



Employee Health Screens

From the end of March through beginning of July, the DSAS Home Support unit consisting of nurses and home health aides, were responsible for conducting health screens for all County employees entering County buildings. This screen included a temperature check and a questionnaire asking the employee if they exhibited any symptoms of COVID-19 or were in contact with anybody who had tested positive for COVID-19. This new responsibility caused the Home Support caseload to slightly decrease, as nurses were not able to see new clients.

Home Support nurses and aides were responsible for:

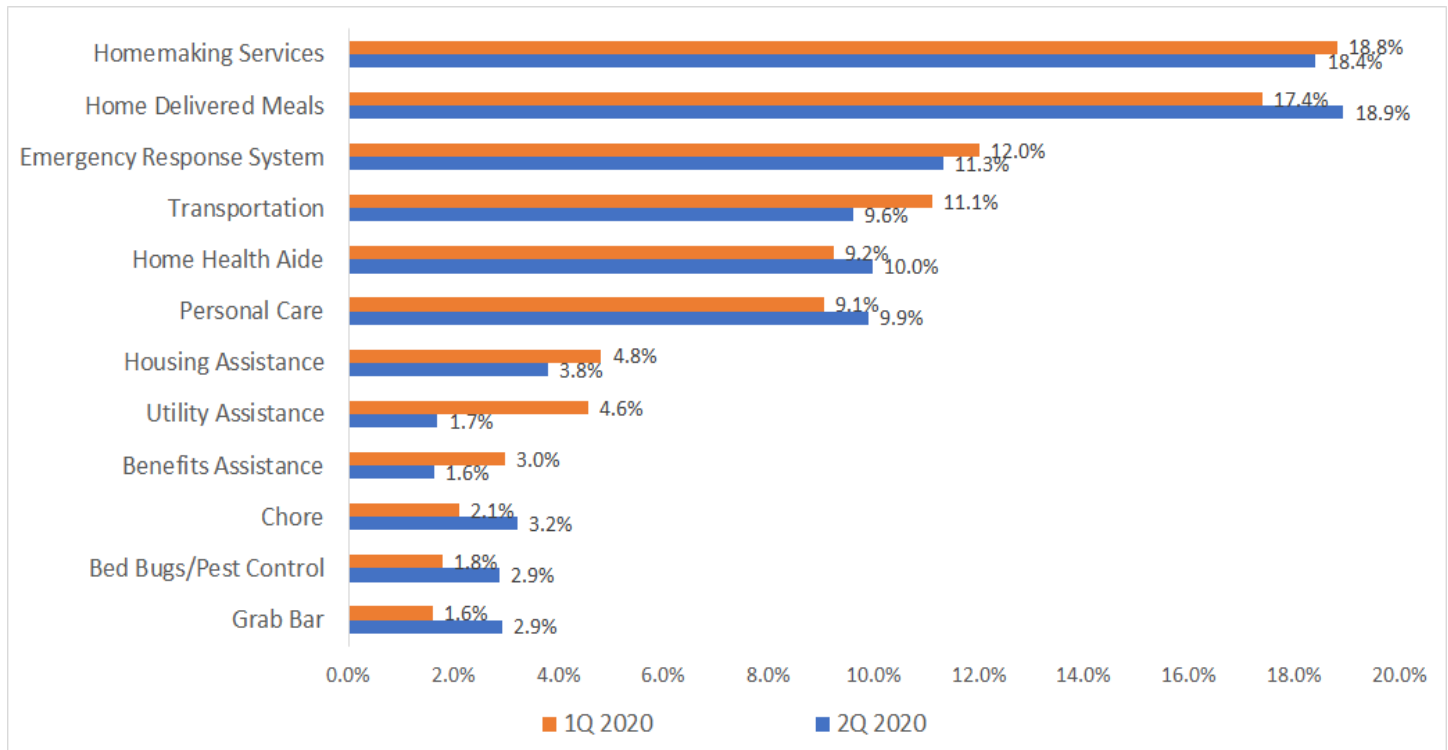
- 515 screens conducted
- 38,160 employees seen
- 1,745 hours spent by nurses

Centralized Intake Unit

2020 Mid-Year Highlights and Information

- Call volume to Centralized is down 6.4% from this time last year; the decrease is expected due to closures of senior and community centers and fewer face-to-face medical visits; average speed of answered call was 25 seconds
- DSAS continues to track the reasons why people contact DSAS; there has been a slight increase in calls requesting home-delivered meals
- Following a 3-month decline, referrals to Adult Protective Services began to increase in June.
- 282 referrals were made through the Adult Protective Services web-portal, allowing for online referrals

Top Reasons for Contacting the DSAS Centralized Intake Line (clients may indicate more than one topic; does not include allegations for Adult Protective Services cases-See chart on page 7 for that information)



Referrals to DSAS Programs by the Centralized Intake Line

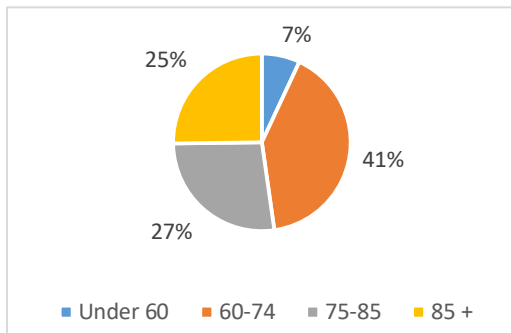
	Jan 2020	Feb 2020	Mar 2020	Apr 2020	May 2020	June 2020	YTD Total
Adult Protective Services	341	313	274	283	272	331	1,814
Home Support	16	15	6	13	6	10	66
Information Services	96	91	53	46	50	76	412
Options for Independent Living	175	201	173	181	124	145	999
Total	628	620	506	523	452	562	3,291

Adult Protective Services (APS)

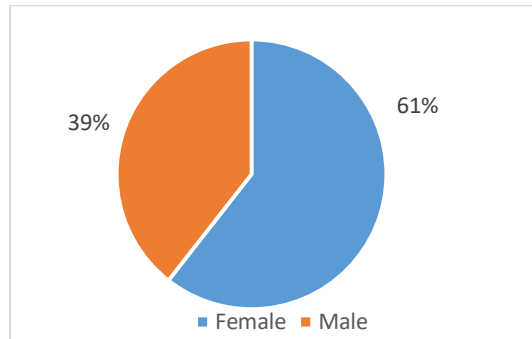
2020 Mid-Year Highlights and Information

- APS staff were state mandated to continue initial home visits for all new referrals; court hearings are being conducted remotely through Zoom meetings
- After a decline in cases in April and May, referrals to APS increased in June resulting an increase in new cases
- A Geriatric Nurse employed by DSAS assisted on 64 cases to date this year and conducted 151 consultations and 44 geriatric assessments. The Geriatric Nurse assists APS and other DSAS cases where specific medical expertise and information is needed to determine a safe outcome for the client.

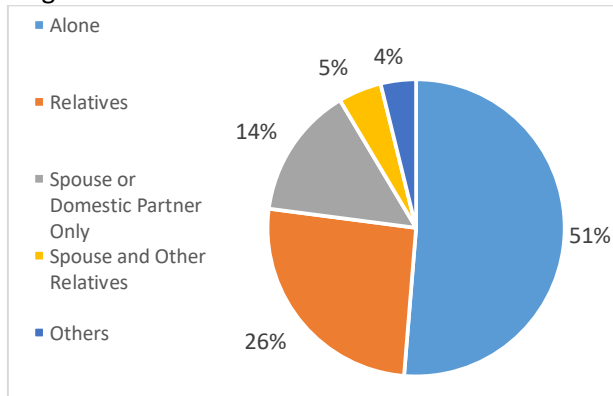
Age



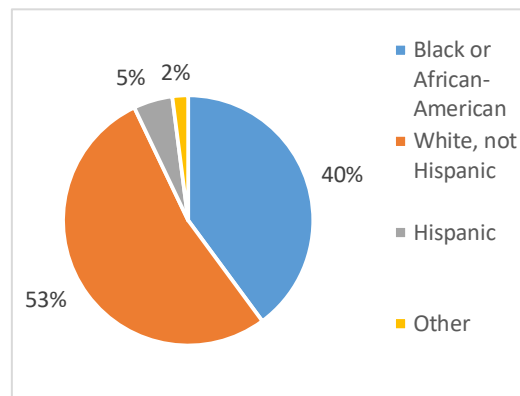
Gender



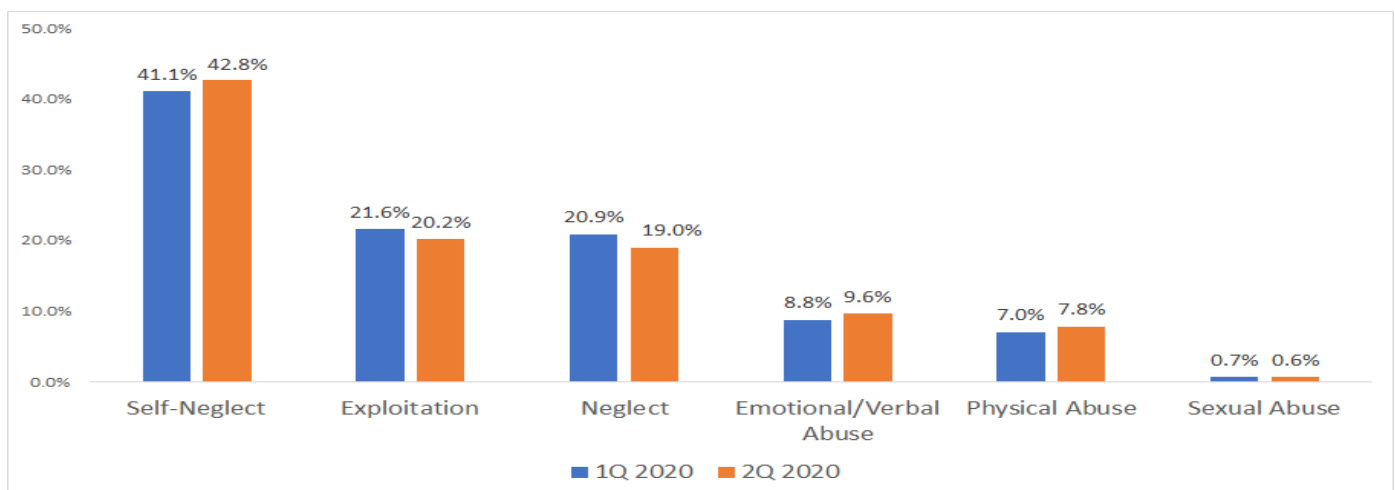
Living Situation



Race



Types of Allegations

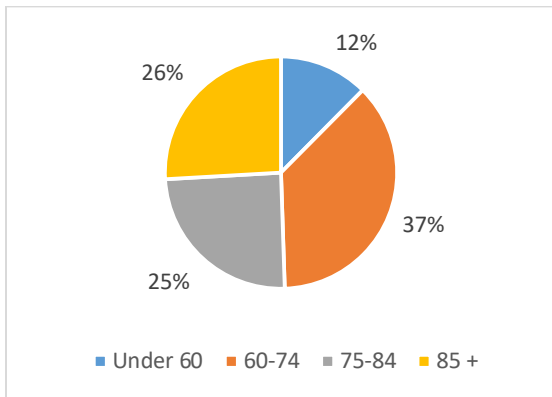


Home Support Services

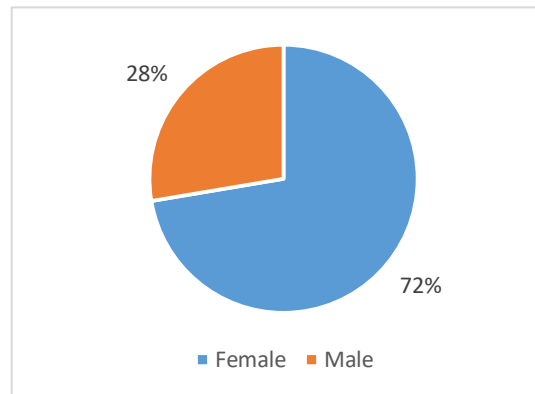
2020 Mid-Year Highlights and Information

- All eight Home Support nurses and some home health aides participated in employee Covid-19 screens at Cuyahoga County buildings; this resulted in limited turnover in the client caseload and fewer new clients
- Home Health Aides continued to conduct in-home visits for clients needing personal care, but fewer visits were conducted in April and May with wellness checks and phone calls being done instead; in-home visits began to increase in June, with more than 300 in-home visits being done each week that month

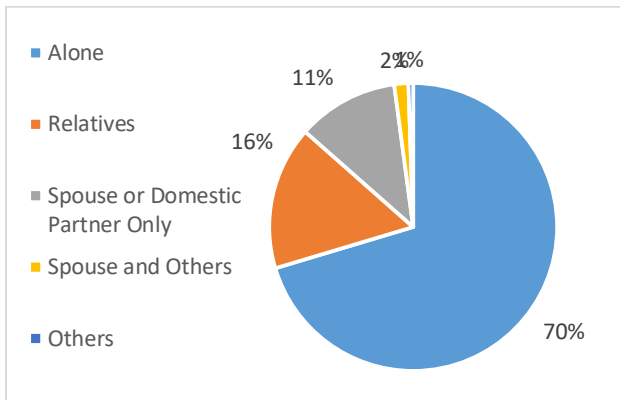
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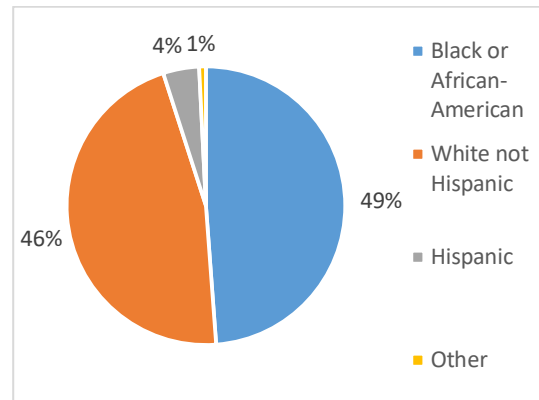
Gender



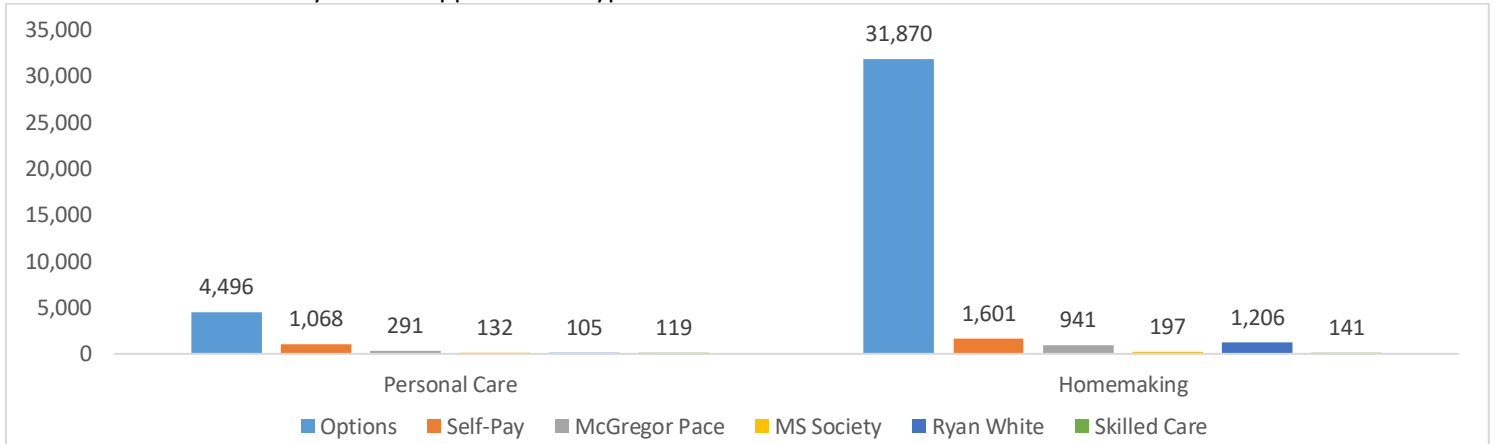
Living Situation



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Service Unit breakdown by Home Support client type



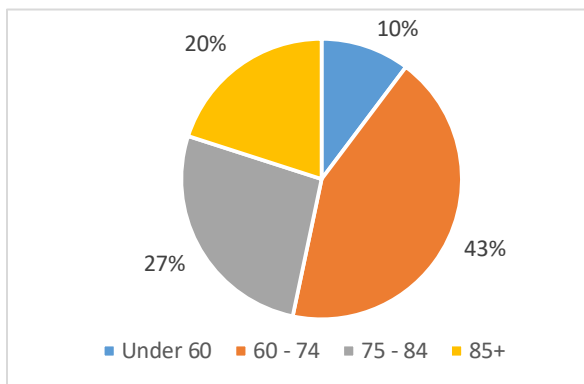
Approximately 60% of Home Support clients are clients also enrolled in the DSAS Options program; 15% are self-pay clients; and the remaining 15% are enrolled in a partnership with McGregor PACE; receive Ryan White funding; receive MS Society funding; or receive State Medicaid and/or Medicaid funding

Options for Independent Living

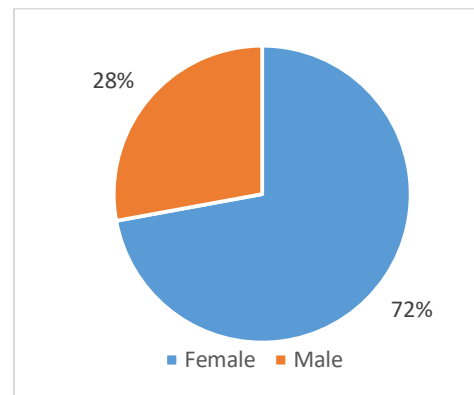
2020 Mid-Year Highlights and Information

- In early 2020, all clients on a waiting list for home-delivered meals were added to the caseload, resulting in an increase in the Options caseload; clients were also provided 7 meals per week (up from 5); caseloads for workers were increased to 115 clients per worker
- These changes resulted in a 106% increase in the number of home-delivered meals from this time last year

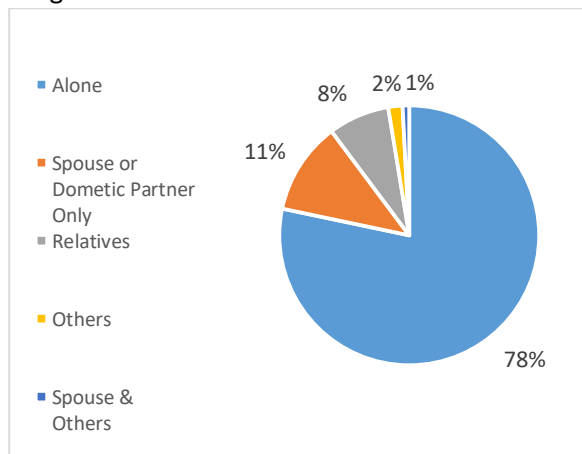
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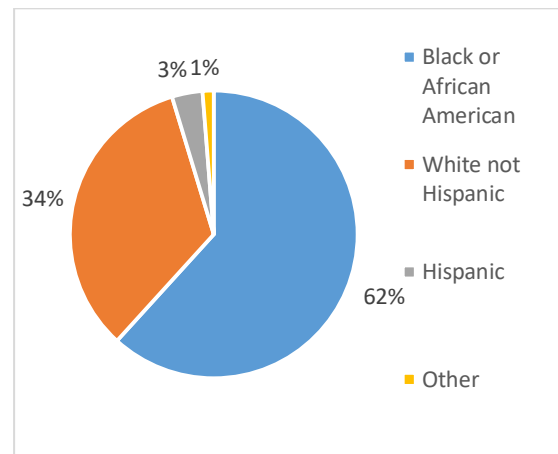
Gender



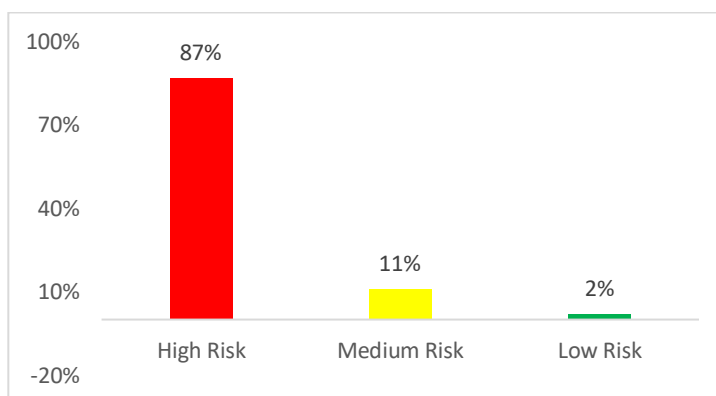
Living Situation



Race



Options Clients Food Insecurity Risk (based on the Nutritional Screening Instrument tool)



The screening tool asks 10 questions and assigns a weight to each question to determine the level of risk

One question in the screening tools asks "I don't always have enough money to buy the food I need"; 43% of Options clients indicated "yes" to that question

Information Services Unit Aging and Disability Resource Center (ADRC)

2020 Mid-Year Highlights and Information

- All face-to-face outreach events were cancelled in mid-March, which accounts for the decrease in the Information Services caseload
- In lieu of outreach events, program officers are conducting individual outreach to clients and are contacting senior centers to assist in getting clients enrolled in benefit programs such as SNAP

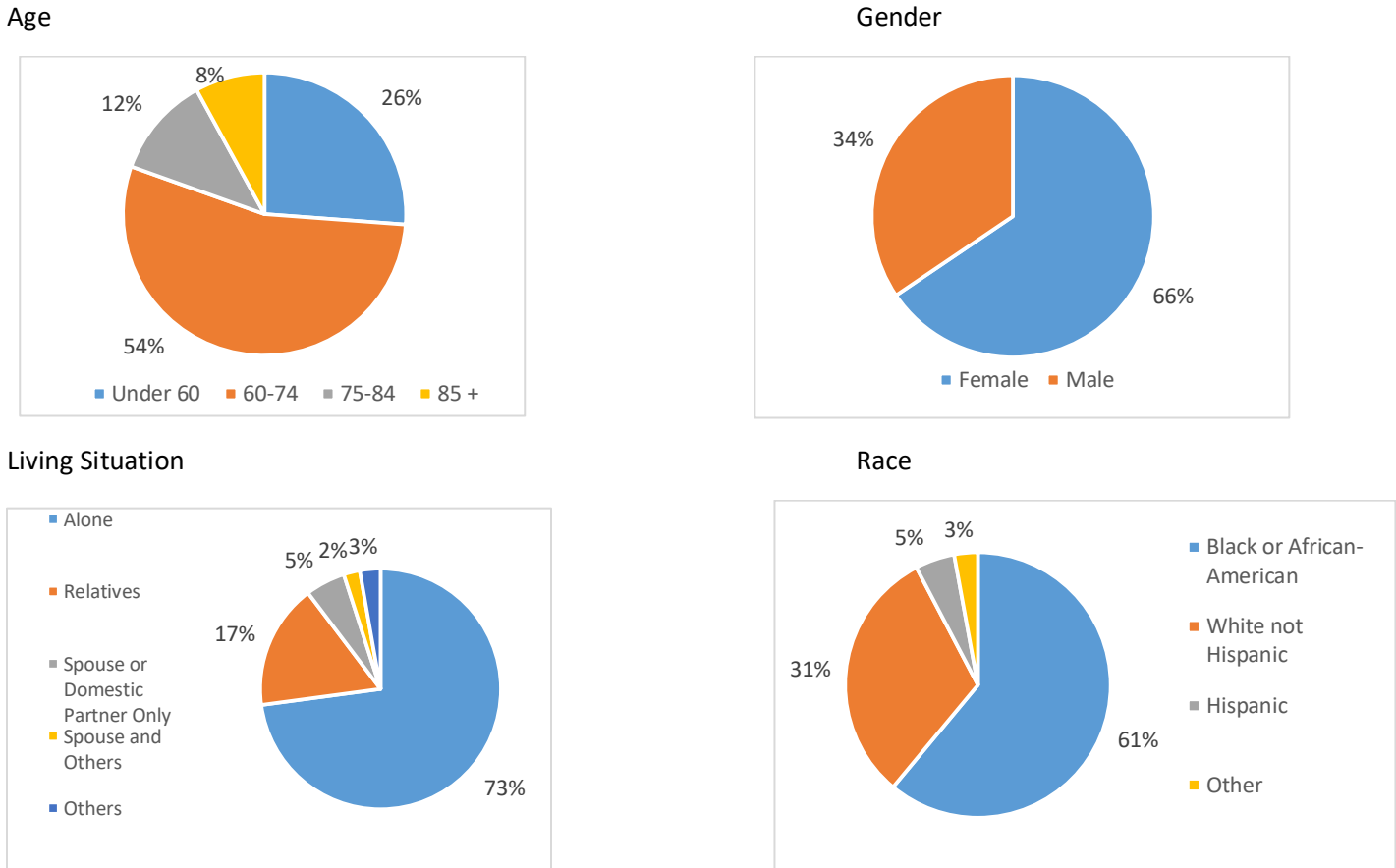
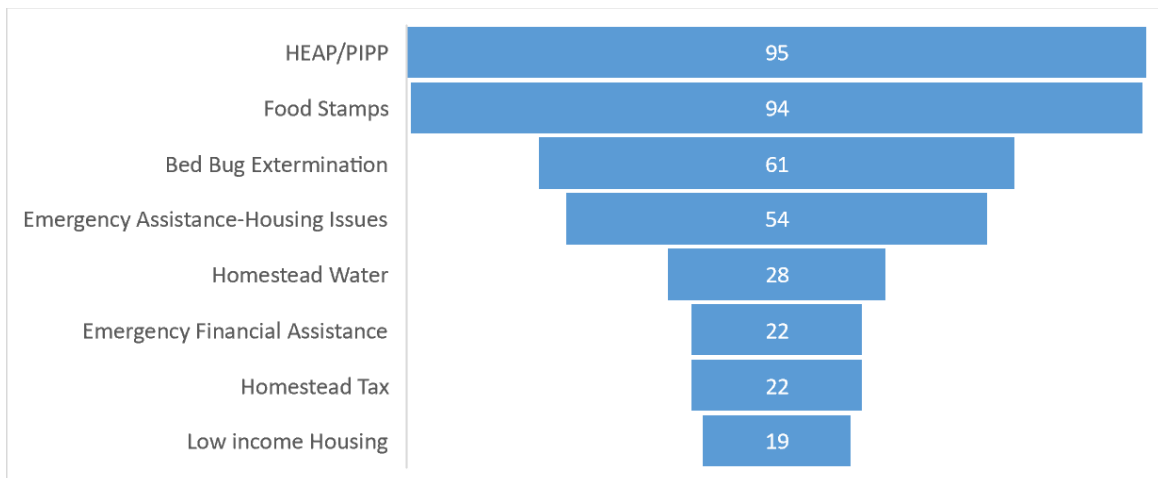


Figure 20-Most common types of benefits received through Information Services staff

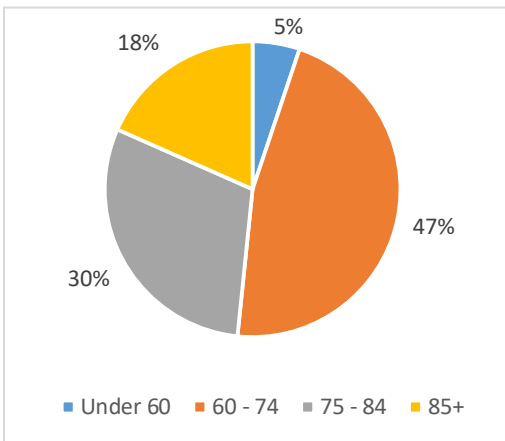


Community Social Services Program (CSSP)

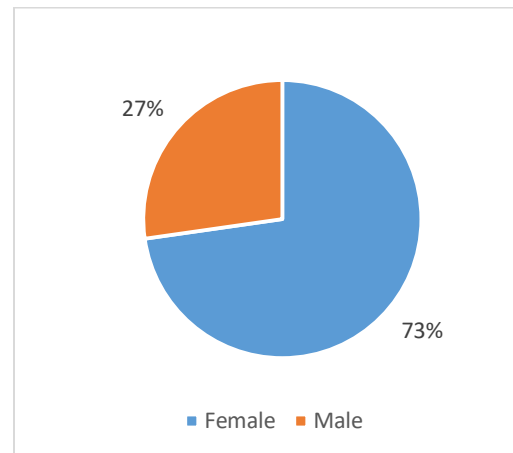
2020 Mid-Year Highlights and Information

- Due to the closure of community centers, the number of adult development activities declined dramatically
- Many centers provided virtual and online activities and distributed in-home activity bags
- In lieu of home-delivered meals, many centers began providing home-delivered and curbside meals; this resulted in an increase in meals provided and overall client count

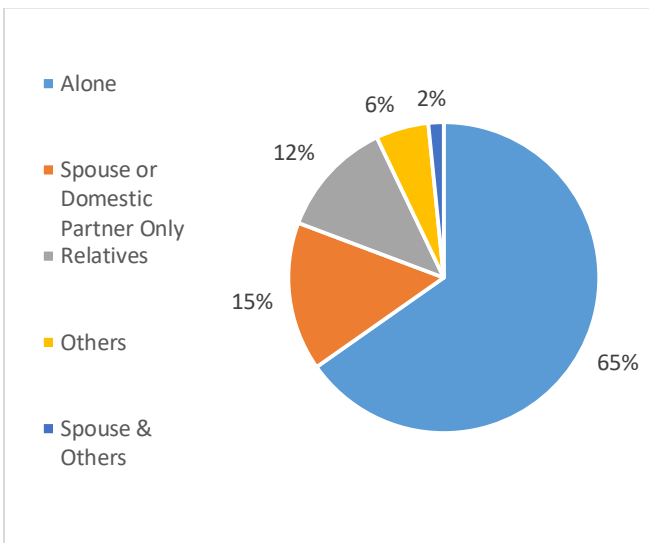
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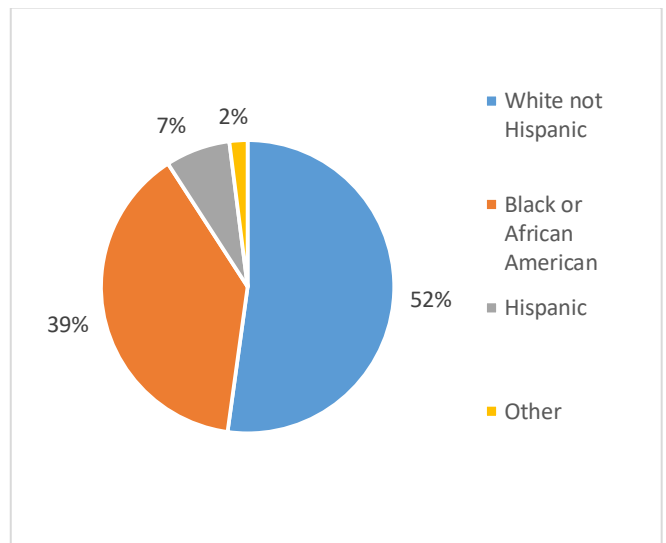
Gender



Living Situation



Race



DSAS Special Initiatives

Community Office on Aging (COA) increases DSAS's visibility in the community through planning, research, and communications by strategically partnering with other agencies and external organizations including private, public, and academic institutions

- In 2020, the COA led the DSAS Census initiative "Cuyahoga Counts", targeting DSAS clients with mailings about completing the 2020 Census. More than 2,000 clients received direct mailings and information was distributed throughout the county at community agencies serving seniors. Follow-up surveys will be conducted to determine the effectiveness of this outreach campaign.
- The COA began an Online Video Campaign to increase the visibility of DSAS programs through the DSAS website
- The National Voter Registration Act continued with clients having the opportunity to register to vote during any contact with DSAS staff

The Cleveland Clergy Alliance (CCA) is a faith-based collaboration that provides information about benefits assistance programs for which clients may be eligible and other services offered by DSAS.

- Through June 2020, the CCA conducted 42 outreach events and helped 897 low-income seniors get assistance through DSAS services; apply for Medicaid; or attended an educational outreach event

Bed Bug Extermination Program provides bed bug removal services for income-eligible and disabled adults

- Through June 2020, 61 clients received services through this program

DSAS Food Pantry collaborates with the Greater Cleveland Food Bank to provide supplemental food assistance to seniors and adults with disabilities.

- Through June 2020, 1,088 meals were provided, more than double the number of meals from this time last year

Senior Transportation Connection (STC)

- A grant is provided to STC to support County-wide administrative operations. The grant contributes to salaries, contracted professional services and other client transportation services (county-wide, not just to DSAS clients), such as home-delivered meals, a main priority during the COVID-19 pandemic. Approximately 25,000 1-way trips have been provided in the first half of 2020.

Questions about this report should be directed to Kit Newell at kit.newell@jfs.ohio.gov
or Molly McLaughlin at molly.mclaughlin@jfs.ohio.gov

Client Count by County Council District

District	Adult Protective Services	Home Support	Options for Independent Living	Information and Outreach	Community Social Services Program
1	100	26	68	11	21
2	132	53	189	39	77
3	161	32	213	75	533
4	126	47	114	22	442
5	62	23	60	33	399
6	87	29	111	10	135
7	167	23	398	93	413
8	146	30	263	72	226
9	165	46	308	46	239
10	148	36	310	78	162
11	128	36	221	49	266

