



DSAS Statistical Performance Report 2021-Mid-Year Executive Summary

The 2021 Mid-Year Executive Summary provides a snapshot of client counts and services compared to previous years during the same time. Due to the COVID-19 pandemic, it is important to account for closures of agencies and services in the community that have an impact on DSAS client counts and services.

Not shown in the data is that some services began to increase near the end of the 2nd quarter. Additional home visits are being conducted by DSAS staff, resulting in new cases. As services in the community begin to open, more calls were made to the Centralized Intake Unit in May and June. Through June 2021, DSAS staff made more than 13,000 home visits and nearly 16,000 phone calls to clients.

However, COVID-19 continues to impact some programs and services. Information Services staff did not conduct Benefit Check-Up events in the community in the first half of 2021, resulting in the continued decrease in client counts. Many community centers contracted through our Community Social Services Program remain closed, resulting in decreases in adult development activities and transportation, although providers have provided additional meals through home delivery and curbside pickup.

Key Highlights:

- Overall caseload and service count totals are close to last year's totals, although there are some variances in individual programs
- The Adult Protective Services caseload is up 12% from this time last year and is on pace to match the pre-COVID-19 caseload count in 2019
- Despite many community centers remaining closed due to COVID-19, the Community Social Services client count remained stable, largely due to centers expanding services and adding new clients for curbside and home-delivered meals
 - While Adult Development numbers remain low due to many centers transitioning to full-time operations, Congregate Meals (which also includes home-delivered and curbside meals), increased by more than 14,000 meals
- In 2019, the Options for Independent Living program received additional funds for program services that include homemaking, personal care, home-delivered meals, chore services and the emergency response system
 - Additional funds were received in 2021 resulting in an additional 7 new contracts
 - Due to this, the caseload for Options continues to increase and is at the highest total in the last five years; Options providers are on pace to provide nearly 300,000 meals in 2021

Additional Services and Accomplishments

- Through a contract with WRAAA, more than 66,000 meals have been provided to seniors throughout Cuyahoga County
- Through a contract with Senior Transportation Connection, 20,943 rides were provided, which included rides to assist seniors in receiving the COVID-19 vaccine
- Through a contract with the Cleveland Clergy Alliance, 1,320 seniors attended an educational session, were referred to DSAS for services, or were identified as eligible for SNAP and/or Medicaid. 526 educational and outreach events were conducted

DSAS Client and Services Count

Clients Served	2018 Semi-Annual	2019 Semi-Annual	2020 Semi-Annual	2021 Semi-Annual	% Change 2020-2021
Centralized Intake	9,752	9,097	8,516	8,102	-4.8%
Adult Protective Services	1,355	1,630	1,448	1,627	12.4%
Home Support	431	454	388	352	-9.3%
Options for Independent Living	1,409	1,241	1,617	1,797	11.1%
Information Services	1,510	2,065	691	327	-52.7%
Community Social Services Program	2,962	2,748	2,840	2,725	-4.0%
Counseling Services for Passport Clients	25	25	33	20	-43.3%
Totals	17,444	17,260	15,533	14,950	-3.8%

Services Provided	2018 Semi-Annual	2019 Semi-Annual	2020 Semi-Annual	2021 Semi-Annual	% Change 2020-2021
Adult Development (Hours)	135,952	144,874	74,611	53,227	-28.7%
Adult Day Services (hours)	665	617	598	266	-55.5%
Transportation (1-way rides)	71,690	73,544	41,807	29,581	-29.2%
Medical Transportation (1-way rides)	4,177	3,835	3,361	4,095	21.8%
Congregate Meals	34,046	39,436	48,114	62,329	29.5%
Home Delivered Meals	78,195	60,195	124,112	146,745	18.2%
DSAS Food Pantry Meals	N/A	504	1,088	856	-21.3%
Homemaker Services* (hours)	46,704	38,408	36,223	36,769	1.5%
Personal Care Assistance (hours)	8,814	6,966	6,444	6,227	-3.4%
Totals	380,243	368,379	336,358	340,095	1.1%
Bed Bug Extermination Services (clients served)	34	35	61	45	-26.2%
Chore Services (clients served)	27	39	38	38	0.0%
Grab Bar Services (clients served)	17	20	23	11	-52.2%
Emergency Response System (clients served)	893	700	899	984	9.5%
Totals	971	794	1,021	1,078	5.6%