



## **DSAS Statistical Performance Report 2022-Mid-Year Executive Summary**

The 2022 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 in 2020 and 2021, it is important to account for closures of agencies and services in the community that made an impact on DSAS client counts and services. 2022 data indicate that many services are beginning to return to pre-Covid levels as community centers open their doors and social workers throughout the community are back in the field, resulting in more calls to DSAS for assistance.

The data highlights three key issues. One, the number of calls to the DSAS Connection Center (Centralized Intake Line) have skyrocketed. The number of calls handled is up 40% from this time last year. Two, the Information Services program caseload is beginning to return to pre-Covid levels. Lastly, due to modifications in contracts with Community Social Services Providers (senior and community centers), some centers have expanded their services to include outreach events, home-delivered and curbside meals, and holiday meals, resulting in increased service counts.

DSAS has also been impacted by staffing turnover and challenges in filling some vacant positions. As of the end of June, 19 of 55 Home Health Aide positions were vacant (35%). Contracted providers for home health aide services for the DSAS Options for Independent Living program are also struggling to fill vacancies, resulting in some delays in providing these services and reduction in service counts for personal care and homemaking.

### **Key Highlights:**

- The number of calls handled by the DSAS Connection Center (Centralized Intake Line) increased by 40% from this time last year
  - The Connection Center is on pace to handle the most calls since the inception of this service in 2015.
- The Information Services Unit saw a 244% increase in the number of cases from this time last year. This increase is due to two major reasons:
  - The increase in calls to the Connection Center is primarily due to calls from clients requesting assistance with benefits such as SNAP, Emergency Assistance, and Utility Assistance, services provided by the Information Services Unit.
  - Benefit Check-Up events, on-hold due to Covid, have resumed, with additional events scheduled for later this year; 14 events were held in June
    - These events have DSAS staff at events in the community to assist residents apply for supportive benefits.
- Due to the addition of 5 new Community Social Services Program (CSSP) providers, the re-opening of many providers following the COVID-19 pandemic; and contract expansions allowing for additional services such as outreach and home-delivered meals, the number of clients served, and units provided all showed dramatic increases:
  - CSSP providers now have the option of providing home-delivered and holiday meals in addition to providing congregate meals at their center location; CSSP agencies provided more than 80,000 meals in the first half of 2022.
  - Adult development and adult day activities, which were significantly curtailed due to the pandemic, have begun to rebound to close to their pre-pandemic service counts.
- Due to staffing issues at DSAS and staffing issues for contracted providers, service counts for both personal care and homemaking showed slight declines.

## DSAS Client and Services Count

<b>Clients Served</b>	<b>2018 Semi- Annual</b>	<b>2019 Semi- Annual</b>	<b>2020 Semi- Annual</b>	<b>2021 Semi- Annual</b>	<b>2022 Semi- Annual</b>	<b>% Change 2021-2022</b>
Connection Center (Intake Line)	9,752	9,097	8,516	8,102	11,191	38%
Adult Protective Services	1,355	1,630	1,448	1,627	1,344	-17%
Home Support	431	454	388	352	353	0%
Options for Independent Living	1,409	1,241	1,617	1,797	1,837	2%
Information Services	1,510	2,065	691	327	1,125	244%
Community Social Services Program (CSSP)	2,962	2,748	2,840	2,725	4,922	81%
<b>Totals</b>	<b>17,419</b>	<b>17,235</b>	<b>15,500</b>	<b>14,930</b>	<b>20,772</b>	<b>39%</b>

<b>Services Provided</b>	<b>2018 Semi- Annual</b>	<b>2019 Semi- Annual</b>	<b>2020 Semi- Annual</b>	<b>2021 Semi- Annual</b>	<b>2022 Semi- Annual</b>	<b>% Change 2021-2022</b>
<b>ACTIVITIES-CSSP</b>						
Adult Development (hours)	135,952	144,874	74,611	53,227	127,272	139%
Adult Day Services (hours)	665	617	598	266	491	85%
Outreach Services (hours)	N/A	N/A	N/A	N/A	3,068	N/A
<b>TRANSPORTATION-CSSP AND OPTIONS</b>						
Transportation (1-way rides-CSSP)	71,690	73,544	41,807	29,581	48,946	65%
Medical Transportation (1-way rides-Options)	4,177	3,835	3,361	4,095	4,357	6%
<b>MEALS-CSSP, OPTIONS AND DSAS</b>						
Congregate Meals (CSSP)	34,046	39,436	48,114	62,329	42,660	-31%
Home Delivered Meals (CSSP)	N/A	N/A	N/A	N/A	40,859	N/A
Holiday Meals (CSSP)	N/A	N/A	N/A	N/A	551	N/A
Home Delivered Meals (Options)	78,195	60,195	124,112	146,745	163,313	11%
DSAS Food Pantry Meals	N/A	504	1,088	856	1,020	19%
<b>HOMEMAKING AND PERSONAL CARE-CONTRACTED PROVIDERS AND DSAS</b>						
Homemaker Services* (hours)	46,704	38,408	36,223	36,769	30,640	-17%
Personal Care Assistance (hours)	8,814	6,966	6,444	6,227	6,100	-2%
<b>Totals (All Services)</b>						
	<b>380,243</b>	<b>368,379</b>	<b>336,358</b>	<b>340,095</b>	<b>469,277</b>	<b>38%</b>
<b>HOME IMPROVEMENT CLIENTS SERVED-CONTRACTED PROVIDERS</b>						
Bed Bug Extermination Services (clients served)	34	35	61	45	40	-11%
Chore Services (clients served)	27	39	38	38	51	34%
Grab Bar Services (clients served)	17	20	23	11	32	190%
Emergency Response System (clients served)	893	700	899	984	1,127	15%
<b>Totals (Home improvement)</b>	<b>971</b>	<b>794</b>	<b>1,021</b>	<b>1,078</b>	<b>1,250</b>	<b>16%</b>