

# Performance Evaluation & Innovation (PEI) 2022 Statistical Performance Report



Division of Senior and Adult Services (DSAS)  
Department of Health and Human Services  
*March 2023*

Cuyahoga County  
**Together We Thrive**

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## Program History and Description

The Division of Senior and Adult Services (DSAS) was officially established as an independent agency on March 30, 1992. The **mission** of the Division of Senior and Adult Services is to empower older adults, and adults with disabilities to age successfully by providing resources and support that preserve their independence. The **vision** of Senior and Adult Services will demonstrate a leading model of government collaboration within the community, provide needed supportive services for older adults and adults with disabilities, and strive for continuous improvement by measuring key performance outcomes.

**Guiding principles** include using innovative evidence-based practices that bring the benefit of the latest research to our clients; encourage self/directed care whenever possible; collaborate and convene stakeholders in vital discussions regarding relevant issues; advocate for older adults and adults with disabilities; support families and caregivers; and train and empower staff to provide culturally competent care.

DSAS offers the following programs and services:

- **The DSAS Connection Center (Centralized Intake Phone Line)** provides seamless intake services through the Connection Center phone number, (216) 420-6700. A web-portal is also available to make referrals for Adult Protective Services that is accessible through the State of Ohio website.
- **Adult Protective Services (APS)** is a state-mandated program to protect and assist adults 60 and older who may be victims of abuse, neglect, self-neglect, and/or financial exploitation. Allegations of abuse of adults with disabilities ages 18 and over are investigated on a voluntary basis.
- **Home Support** provides person-centered home care (personal care and homemaking) that helps clients maintain a safe, wholesome environment in their own home at an affordable price. Clients must be age 60 and older, or age 18-59 with a disability and living in their own home or apartment. Clients may be eligible for funding through the Multiple Sclerosis Society, and Ryan White funding.
- **Options for Independent Living** serves older adults and adults with disabilities age 18 and older who are low-income, and not yet eligible for any Medicaid Waiver programs. Person-centered services include home-delivered meals, personal care, emergency response systems, homemaker services, chore services and medical transportation. Minor bathroom modifications are also available. DSAS is Medicare/Medicaid certified.
- **Information Services (Aging and Disability Resource Center)** partners with the Western Reserve Area Agency (WRAAA) on Aging to provide an array of public benefits, including HEAP, to older adults, caregivers, and persons with disabilities. This includes information assistance, benefits assistance and MIPPA (Medicare Improvement for Patients and Providers Act) assistance. Person-centered case management assistance to address complex needs and navigate available resources is also provided.
- **Bed Bug Extermination Program** provides bed bug removal services for income-eligible and disabled adults.
- **Community Social Services Program (CSSP)** provides services through community-based contracts. Services are provided to older adults and adults with disabilities including adult day services, adult development, congregate meals, holiday meals, home-delivered meals, and transportation designated to reduce social isolation and loneliness.
- **DSAS Food Pantry** collaborates with the Greater Cleveland Food Bank to provide DSAS clients with supplemental food assistance to older adults and adults with disabilities.
- **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, and local community centers.

## Executive Summary

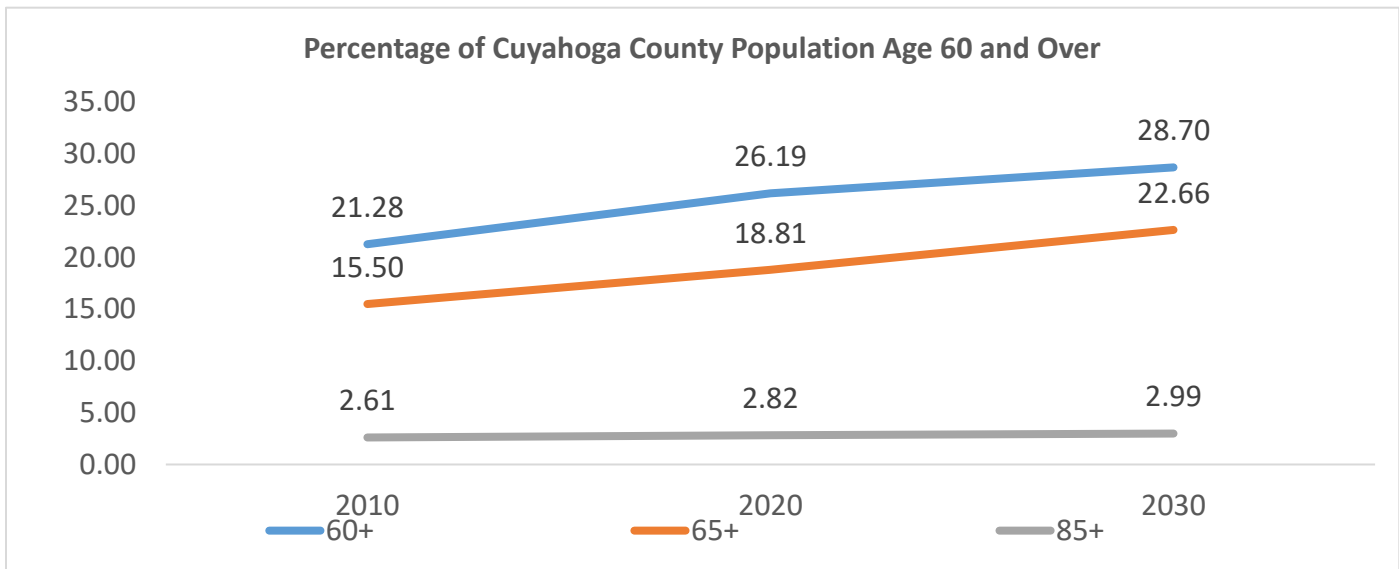
The 2022 Division of Senior and Adult Services (DSAS) Statistical Performance Report's purpose is to provide a snapshot of the services provided by DSAS, examine caseload trends, and identify key issues for each program. DSAS utilizes multiple case management systems to report data, including a system to record phone calls, a state-mandated database for Adult Protective Services, and a database for all other programs also used for billing and contracted providers.

### Key Highlights:

- **The DSAS Connection Center handled the highest total of calls since its inception in 2015, more than 22,000 calls, an increase of more than 30% from 2021.**
  - United Way 211 made nearly 8,000 referrals to DSAS, the highest total ever recorded and a more than 500% increase from 2021.
  - The increase in calls is primarily due to clients requesting assistance with supporting benefits, such as emergency assistance, and assistance with benefit applications such as HEAP and SNAP.
- In the last 6 years, the **DSAS Information Services Unit has connected older adults and adults with disabilities with more than \$3.8 million in supportive benefits** such as SNAP, HEAP, and transportation.
  - Benefit Check-Up events, which were limited during the pandemic, gradually resumed during 2022, providing opportunities to assist client in communities where they reside.
- **In the last 5 years, DSAS has provided more than 2.1 million meals** through congregate meals at community centers, home-delivered meals, and food pantry services.
- DSAS tracks client satisfaction and health-related outcomes through the yearly Customer Satisfaction Survey
  - Satisfaction with programs that improve mental and physical health, reduce loneliness and the ability to remain living independently is tracked. The full report is available on the DSAS website at:
    - <https://hhs.cuyahogacounty.us/resources-data/reports>

### Senior Population and Poverty Trends

The need for DSAS services is expected to increase based on population trends. In Ohio, the Miami University School of Gerontology estimates that by 2030, 26.3 percent of the population of the state will be 60 years of age or older. [\[14\]](#) Closer to home, **by 2030, Cuyahoga County's population will have almost 30 percent (28.7) of the total population 60 years of age or older.** DSAS serves only a fraction of seniors in Cuyahoga County.



## **Livable Cuyahoga Initiative**



In April 2022, Cuyahoga County joined the AARP Network of Age-Friendly States and Communities and launched the Livable Cuyahoga Initiative. This initiative supports Cuyahoga County's cities and towns in becoming great places for people of all ages; one with a healthy community, economy, and government.

Becoming livable will be accomplished by addressing eight domains of livability that influence the health and quality of life. Key data from the 2022 Livable Cuyahoga Assessment and data on DSAS clients includes the following:

### **Community and Health Services**

- DSAS provided more than 70,000 hours of homemaking and personal care services by DSAS Home Health Aides and contracted providers for Options for Independent Living.
- DSAS Nurses conducted more than 1,500 home visits.
- Livable Cuyahoga Assessment findings indicate access to doctor and hospital visits are high, but other barriers to health care and overall health exist.
- DSAS has provided more than 2.1 million meals in the last 5 years; 16% of Cuyahoga County households have at least one resident over the age of 60 receiving SNAP.
- Livable Cuyahoga Assessment findings indicate food insecurity rates are higher in African American and Hispanic communities.

### **Transportation**

- Transportation issues for older adults are "the first point of isolation and need," according to the National Association of Area Agencies on Aging.
- Focus groups in the Livable Cuyahoga Assessment indicated changes in bus routes and the distance to get to bus stops have added barriers to getting accessible transportation.
- CSSP agencies provided more than 113,000 1-way trips to and from centers, to assist clients in completing errands and trips to events.
- The DSAS Options for Independent Living program through contracted providers provided nearly 9,000 rides to and from medical appointments.

### **Housing**

- According to a study of Cleveland residents by the Center for Community Solutions, 56% of older adults in Cleveland reported that if they need to move out of their home due to health or mobility issues, they were unsure that they could find a care facility or nursing home to meet their needs.
- Approximately two-thirds of all DSAS clients live alone.
- 27% of older adult households spend more than 30% of their income towards housing costs.

### **Social Participation/Respect and Social Inclusion**

- A study conducted by researchers at Brigham Young University puts the heightened risk of mortality from loneliness in the same category as smoking 15 cigarettes a day and being an alcoholic.
- According to the 2022 DSAS Customer Satisfaction survey, nearly all respondents indicated that they strongly agreed with the statement "I feel less lonely by participating at my senior center."
- Assessment findings indicate black and low-income residents are more likely to rate their mental health as poor.

### **Communication and Information**

- According to the 2022 DSAS Customer Satisfaction Survey, many respondents indicated that they did not have sufficient access to the internet at home and relied on this service by attending senior centers.

## Findings

### DSAS Client and Services Count

<b>Clients Served</b>	<b>2018</b>	<b>2019</b>	<b>2020</b>	<b>2021</b>	<b>2022</b>
Connection Center (Centralized Intake)	18,982	19,339	17,142	17,171	22,841
Adult Protective Services (APS)	2,338	2,436	2,340	2,402	2,309
Home Support	530	542	445	415	399
Options for Independent Living	1,502	1,669	1,972	2,151	2,121
Information Services	3,211	3,411	1,427	853	3,143
Community Social Services Program (CSSP)	3,520	3,303	3,664	3,716	6,785
<b>TOTALS</b>	<b>30,083</b>	<b>30,700</b>	<b>26,990</b>	<b>26,708</b>	<b>37,598</b>

<b>Services Provided</b>	<b>2018</b>	<b>2019</b>	<b>2020</b>	<b>2021</b>	<b>2022</b>
<b>Meals</b>					
Home Delivered Meals-Options	147,368	145,319	270,352	302,157	344,853
Home Delivered Meals-CSSP	N/A	N/A	N/A	N/A	96,631
Holiday Meals-CSSP	N/A	N/A	N/A	N/A	2,849
Congregate Meals-CSSP	75,780	77,713	124,083	138,813	105,165
Food Pantry/Holiday Food Baskets*	1,232	2,000	3,872	2,864	2,840
SNAP Meals*	43,036	40,523	30,002	24,314	30,360
WRAAA Circle of Food Program	N/A	N/A	58,000	66,000	N/A
<b><u>Meals Totals</u></b>	<b>267,416</b>	<b>265,555</b>	<b>486,309</b>	<b>534,148</b>	<b>582,698</b>
<b>Transportation-1-way rides</b>					
Transportation-CSSP	144,472	148,711	78,200	68,230	113,635
Medical Transportation-Options	8,765	8,305	7,011	8,754	8,947
Senior Transportation Connection**	N/A	N/A	4,629	31,987	N/A
<b><u>Transportation Total</u></b>	<b>153,237</b>	<b>157,016</b>	<b>89,840</b>	<b>108,971</b>	<b>122,582</b>
<b>Activities-Hours of Service-CSSP</b>					
Adult Development	270,459	290,705	120,564	172,596	288,827
Adult Day Services	1,421	1,535	1,042	1,068	772
Outreach Activities	N/A	N/A	N/A	N/A	7,138
<b><u>Activity Hours Total</u></b>	<b>271,880</b>	<b>292,240</b>	<b>121,606</b>	<b>173,664</b>	<b>296,737</b>
<b>Personal Care Homemaking***</b>					
Homemaker Services	89,526	78,538	74,435	71,141	59,263
Personal Care Assistance	15,586	15,188	12,766	12,606	11,992
<b>Home Supportive Assistance</b>					
Emergency Response System- Options	926	925	1,055	1,355	1,299
Chore Services-Options	143	460	438	584	590
Grab Bar Installation-Options	17	86	41	61	79
Bed Bug Extermination Program	124	96	122	100	86
Digital Literacy	N/A	N/A	N/A	N/A	1,469
<b>Specialized Grants</b>					
Faith-Based Initiative**	N/A	500	2,305	2,711	N/A
<b>ALL TOTALS</b>	<b>798,855</b>	<b>810,604</b>	<b>788,917</b>	<b>905,341</b>	<b>1,076,975</b>

\*SNAP meals based on \$1.40 cents per meal based on benefits provided by DSAS Information Services Unit per Center on Budget Policies and Priorities: <https://www.cbpp.org/research/food-assistance/>; Food Pantry meals based on 8 meals provided to each recipient \*\* STC and Faith-based initiative counted in CSSP totals for 2022 \*\*\* Includes totals for both Home Support and Options for Independent Living

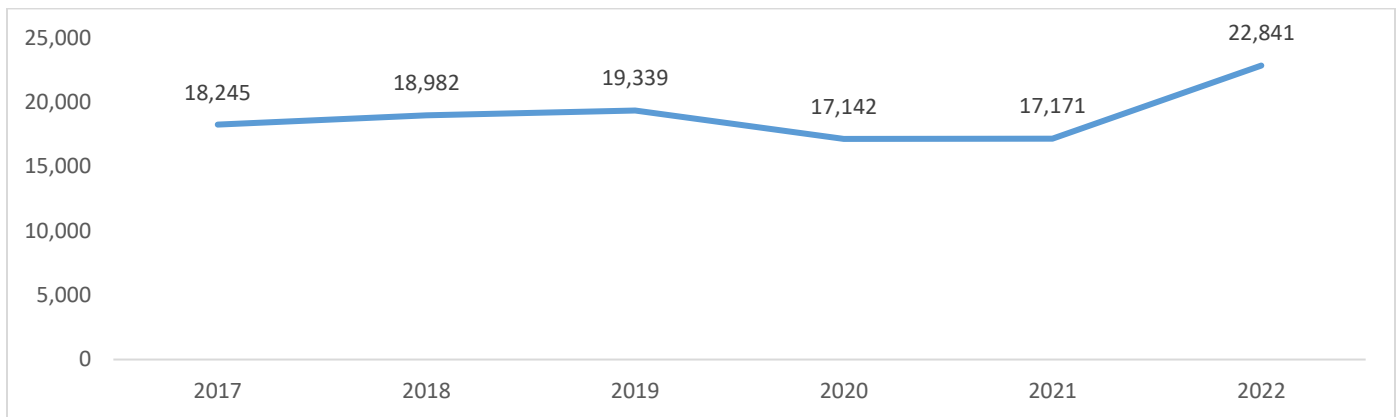
## DSAS Special Initiatives

**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. Key highlights include:

- A variety of initiatives were held during Cuyahoga County Senior Service Network (CCSSN) meetings including:
  - Highlighted best practices of four CCSSN senior center members including: Lakewood, Westlake, Cleveland Hts., Westside Community House (WSCH) and one two (2) DSAS programs: Information Outreach and Options.
  - Hosted 2 Subject Matter Experts (SME's). Topics included: AARP - Livable Cuyahoga – 8 Domains and Reframing Aging.
  - Connected members to training offered by Asbury Senior and Computer Center, as a resource for their senior center participants; provided Advocacy 101 Training to 59 members.
  - Connected over 59 members to available grants and funding opportunities.
  - Connected 4 CCSSN Members to the County's Digital Equity and Inclusion Workgroup (Westlake, Solon Senior Center, May Dugan Center, and Community Partnership on Aging).
- Expanded marketing campaign to include postcards to residents and posters to community partners regarding DSAS programs and services and health information (e.g. vaccination, booster, flu shot); 24,292 postcards mailed.
- Conducted 30 community and outreach events reaching more than 3,000 people.
- Planned and executed the Northeast Ohio Aging and Disability Summit, in partnership with MetroHealth and Western Reserve Area Agency on Aging, garnering 250 in-person participants and over 70 on-line participants.

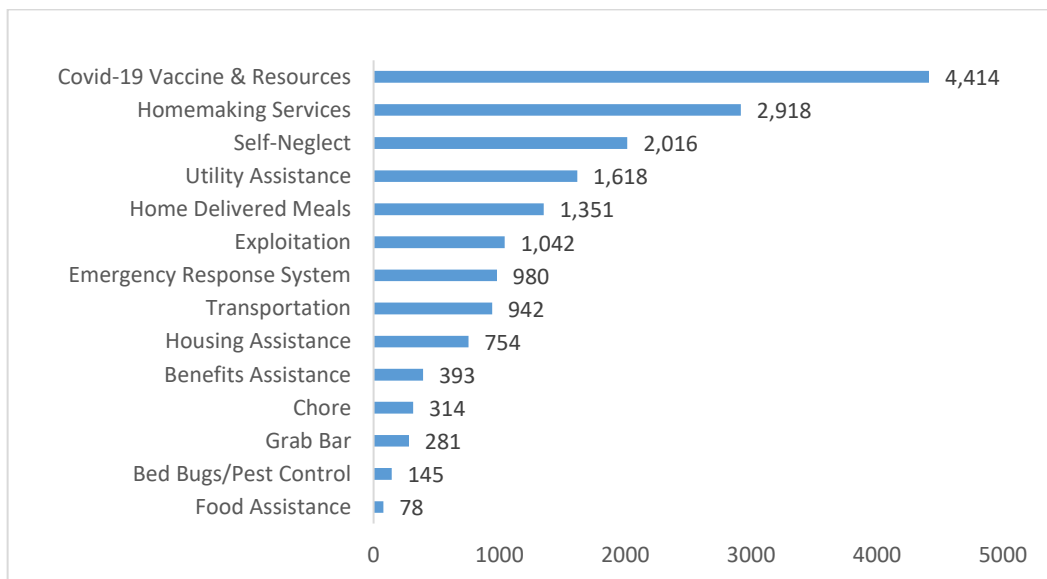
## Connection Center

### Number of Calls Handled by the Connection Center



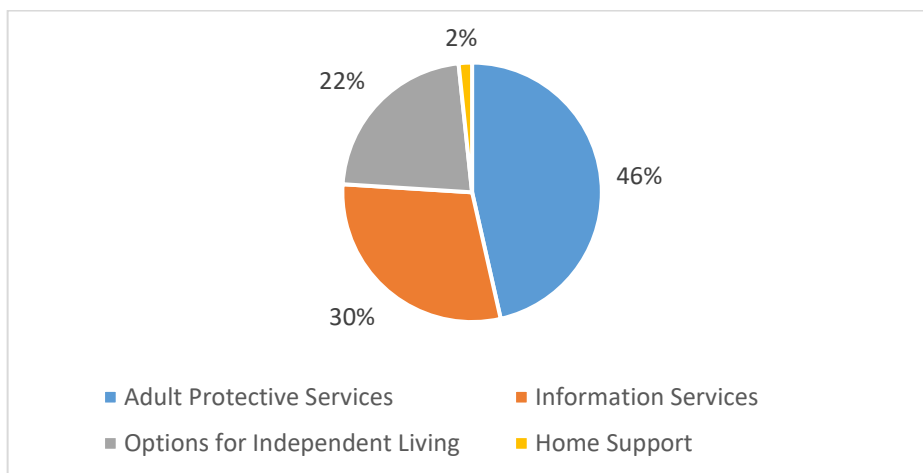
**Average speed of answered call: 108 seconds**

### Top Reasons for Contacting the DSAS Connection Center (clients may indicate more than one topic)



**United Way 211 made 7,806 referrals to DSAS in 2022, a 500% increase from 2021.**

### Referrals to DSAS Programs by the DSAS Connection Center

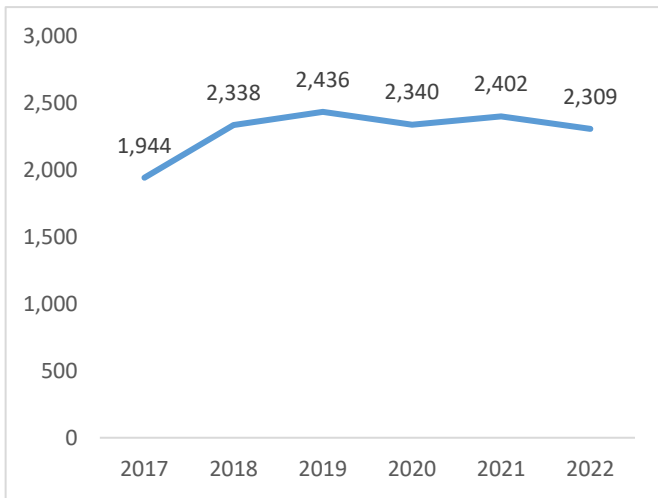


Most common referrals to agencies outside of DSAS include referrals to other HHS agencies; referrals to other community agencies for housing and legal issues; and information about COVID-19 testing and vaccination.



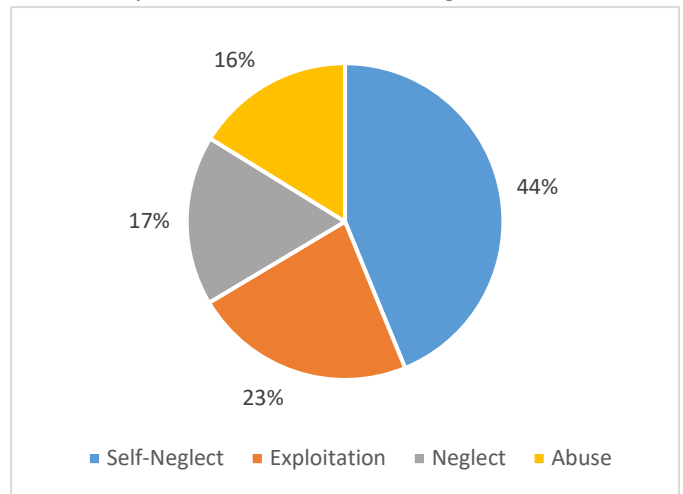
## Adult Protective Services (APS)

### Number of Unduplicated Clients

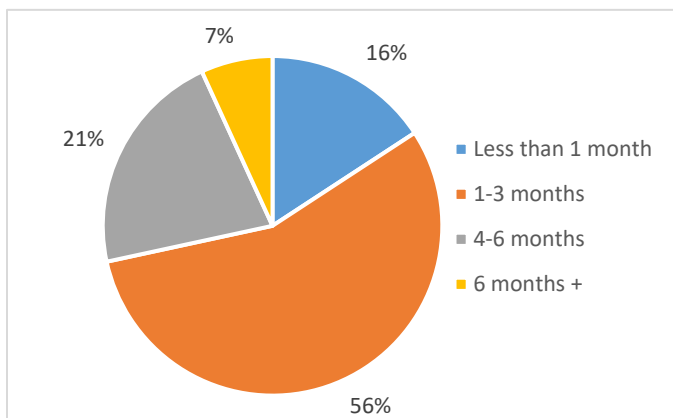


### Allegations

(Cases may have more than one allegation)

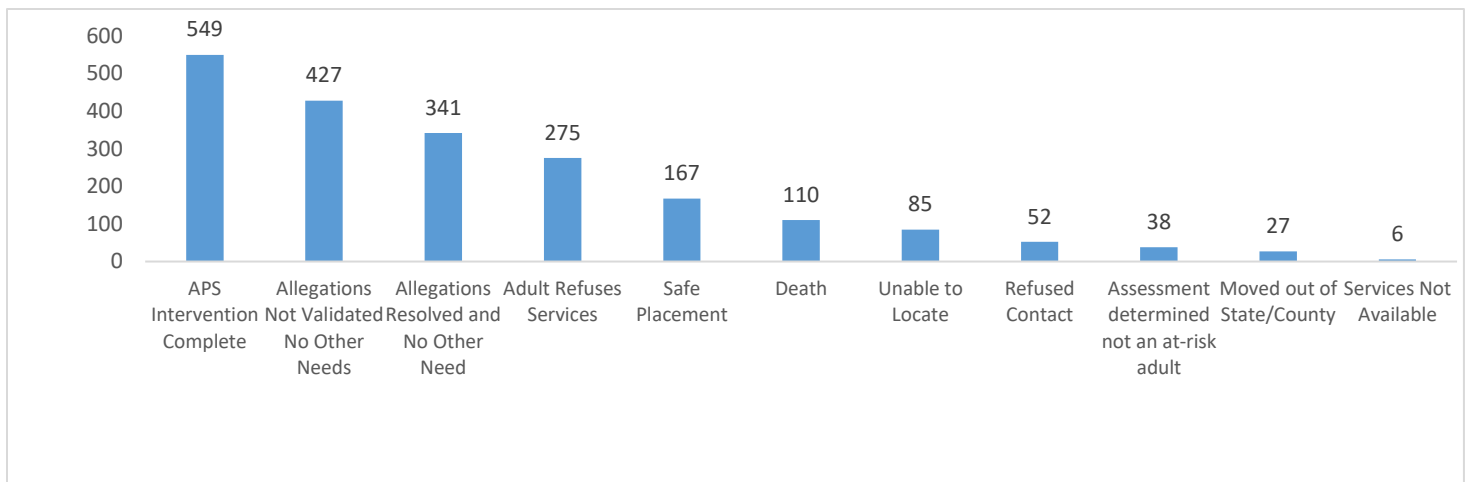


### Length of APS Case



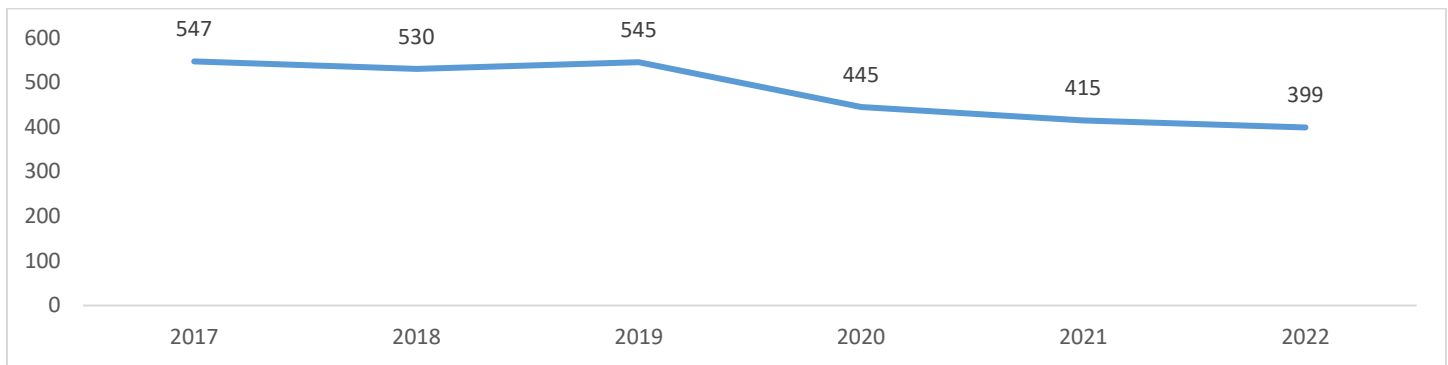
- In 2022, the DSAS Geriatric Behavioral Nurse assisted APS clients more than 800 times and conducted more than 550 in-house consultations and home visits, and also conducted 115 behavioral and geriatric assessments in partnership with the Cleveland Clinic.
- 612 referrals to APS were made through the APS web portal on the State of Ohio website, a 63% increase from 2021.

### Case Closure Reasons (codes mandated by the State of Ohio)

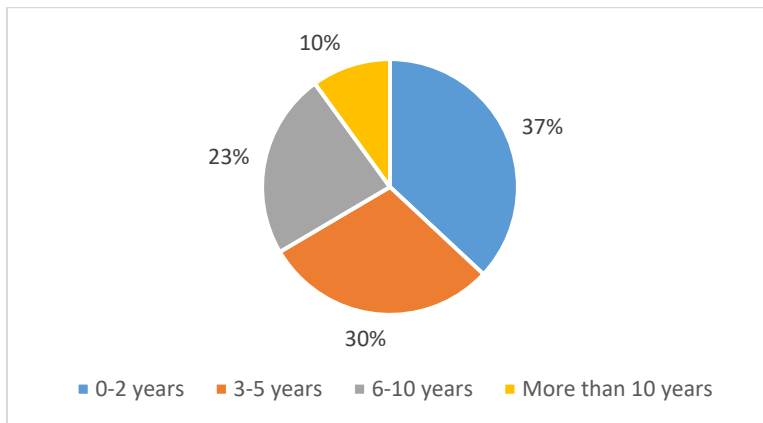


## Home Support Services

### Number of Unduplicated Clients

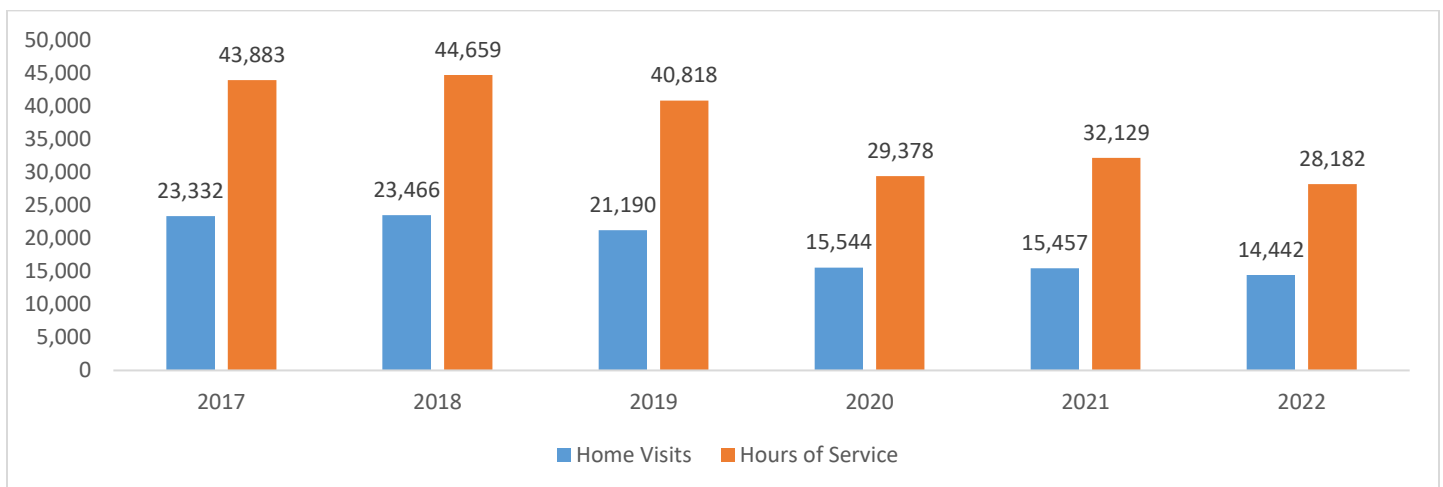


### Length of Time on Caseload



- In 2022, 37 clients were served through the Ryan White Program and 25 clients received services through a partnership with McGregor PACE.

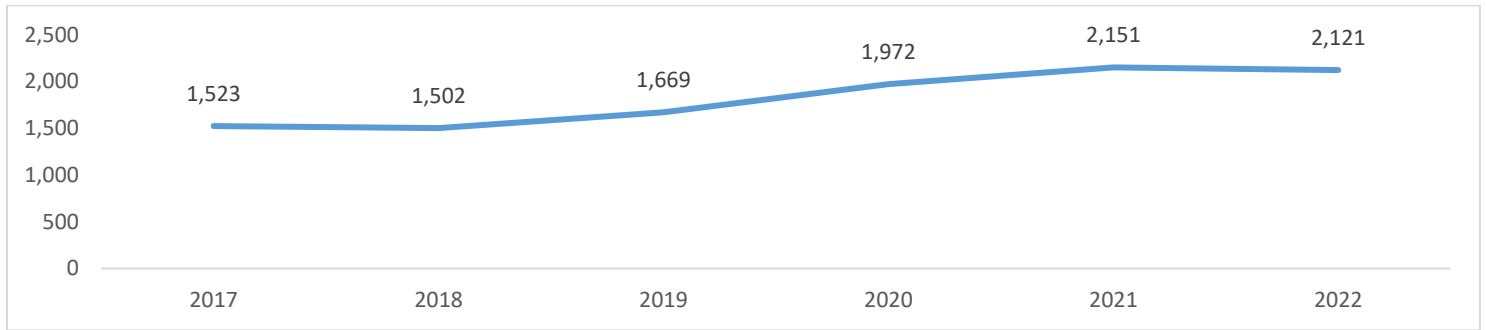
### Home Health Aide Productivity



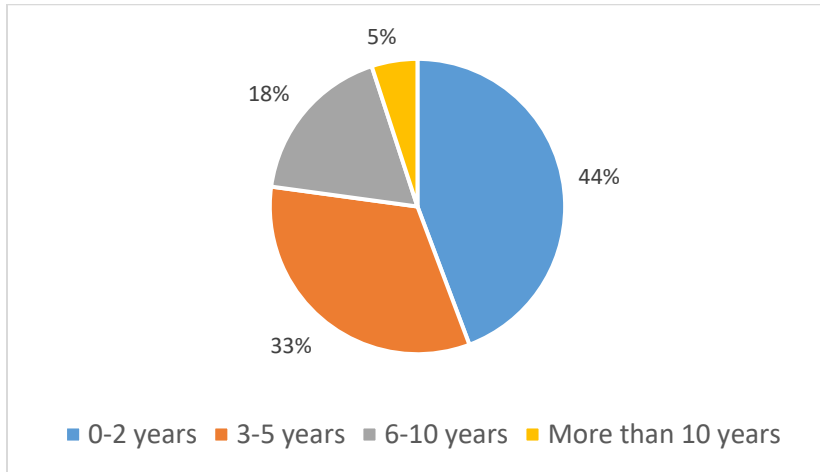
**Most frequent types of service include house cleaning; assistance with dressing; running errands; laundry; bathing/showering assistance; transferring/mobility; and perineal care.**

## Options for Independent Living

Number of Unduplicated Clients in receipt of at least one home-based service

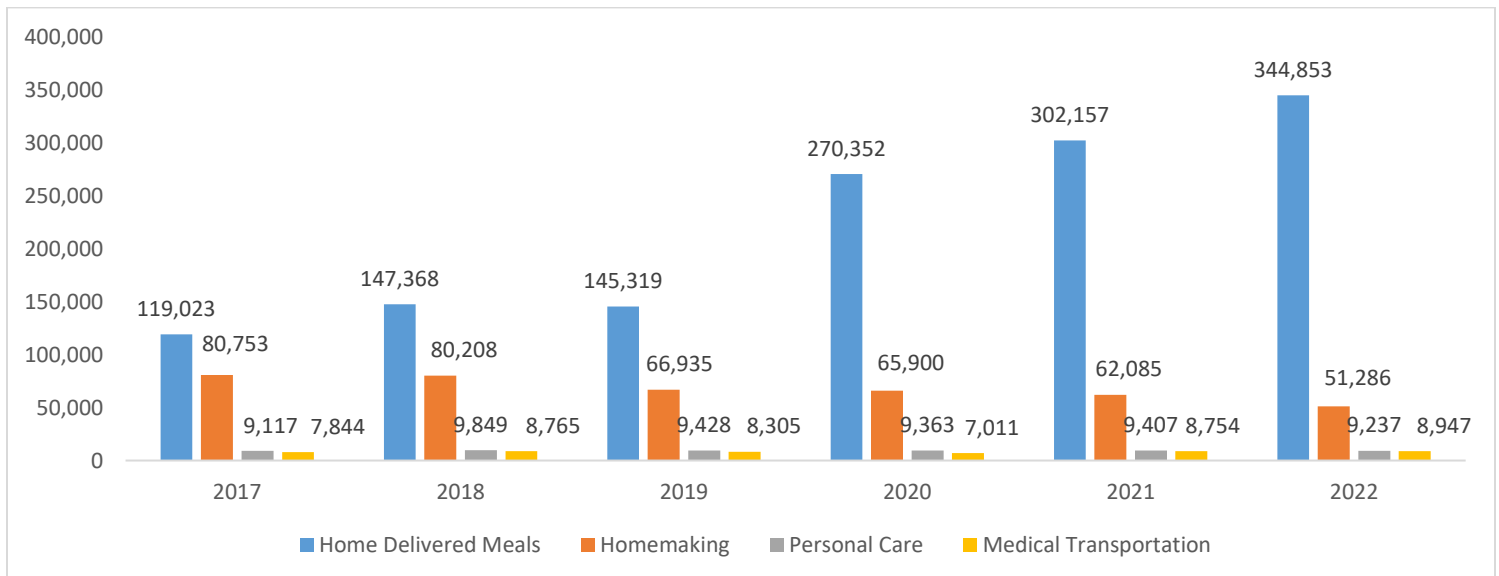


Length of time on caseload for clients in receipt of home-based services



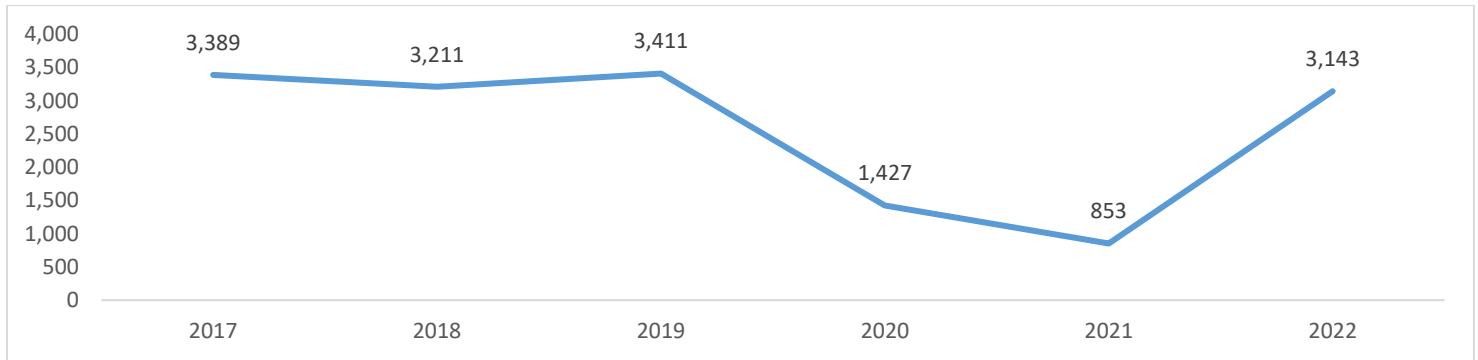
- Over 1.2 million home-delivered meals have been delivered in the last 5 years (1,210,049).

Units of Service Provided

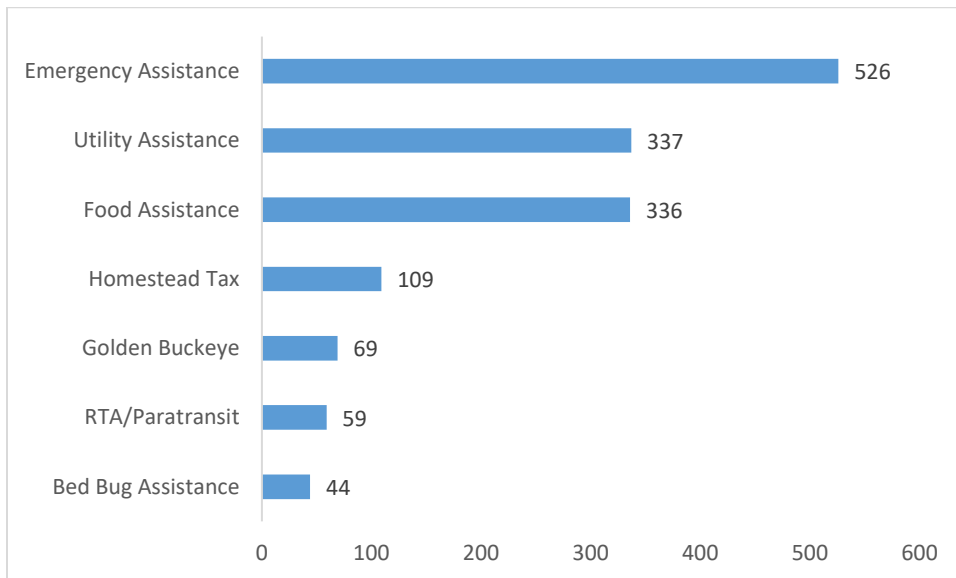


## Information Services Unit Aging and Disability Resource Center (ADRC)

Number of Clients Served (includes those with service provided by a case worker and clients seen at Benefit Check-Up Events)

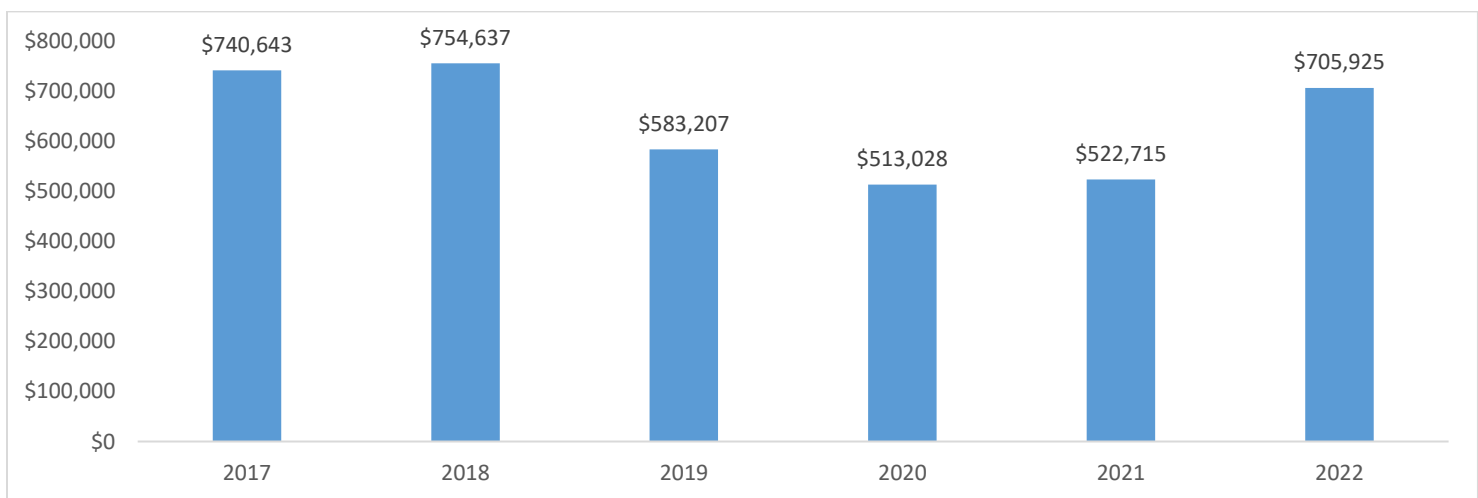


Most common types of benefits received through Information Services staff



Since 2017, the Information Services Unit provided more than \$3.8 million in cost-savings benefits to DSAS clients (See chart below).

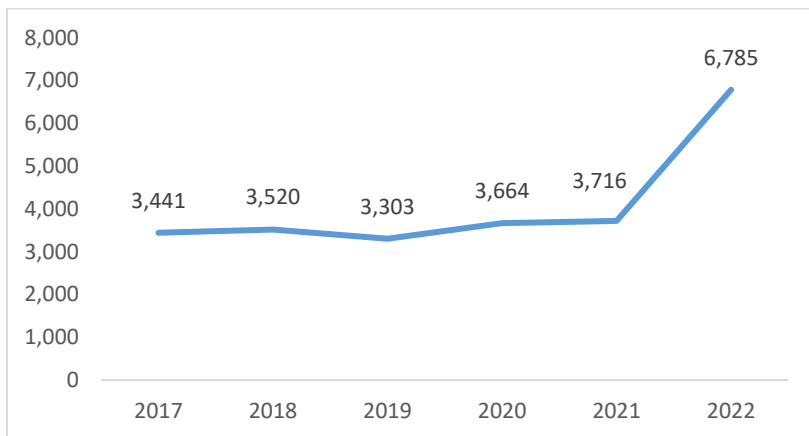
Cost-Benefit Savings



Cost-benefits savings represents the total amounts of benefits received by clients assisted by Information Services staff.

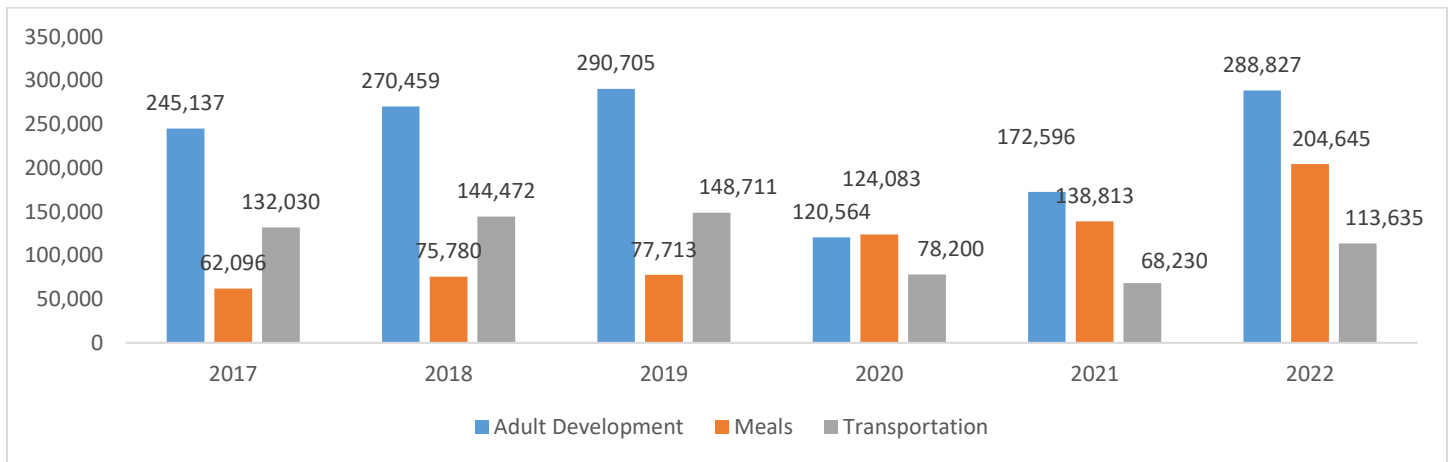
## Community Social Services Program (CSSP)

### Number of Clients Served



- The increase in caseload count is due to more contracted providers and centers resuming on-site activities.
- Approximately 1/3 of all contracted providers now offer home-delivered meals in addition to congregate meals (see table on page 5).
- 772 hours of Adult Day Care were provided in 2022.

### Units of Service Provided



## Conclusion

2022 was expected to be a gradual “return to normal” from the impacts of the pandemic. However, 2022 proved to be a challenging year for DSAS due to the increase in calls made to the DSAS Connection Center. Not only did DSAS receive more calls, but the number of referrals from United Way 211 reached an all-time high. The number of calls and referrals will be monitored monthly to determine if 2022 was a 1-year aberration, or if this trend continues as the population of Cuyahoga County continues to get older. In addition to the volume of calls, the reasons for calls will be closely tracked.

The Information Services Unit, which handled most of the call increase, should see their caseload continue to rise as Program Officers in that unit fully resume Benefit-Check Up events in the community, which were limited during the pandemic. These events provide face-to-face community opportunities for low-income older adults and adults with disabilities to begin the application process for supportive benefits such as SNAP and HEAP.

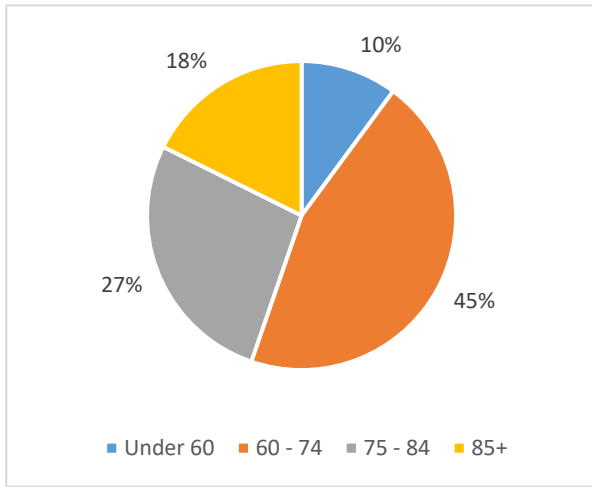
A key issue to watch which may have an impact on calls and referrals to DSAS is the reduction in SNAP allotment that was increased during the pandemic. This reduction was eliminated in March 2023. A report by the Center for Community Solutions indicated that the average reduction for older adults will be more than \$100 per month. Addressing potential increases in clients needing food assistance could pose a major challenge in 2023.

Another challenge for DSAS is staffing levels for home health aides, not only for DSAS, but for contracted providers. Multiple efforts are currently underway to attract new contracted providers and DSAS Home Health Aides. These staffing issues have helped result in a gradual decrease in clients for the DSAS Home Support program as well as waiting lists for these services for Options for Independent Living clients. Initiatives are underway to address these issues and expand the number of contracted providers.

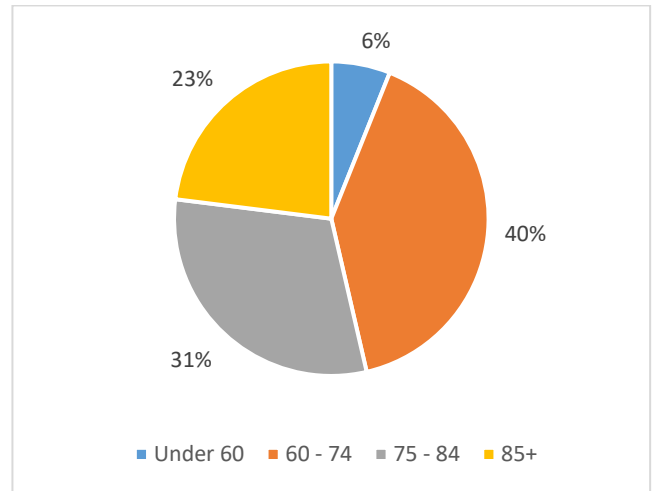
Questions about this report should be directed to Kit Newell at [kit.newell@jfs.ohio.gov](mailto:kit.newell@jfs.ohio.gov)  
or Molly McLaughlin at [molly.mclaughlin@jfs.ohio.gov](mailto:molly.mclaughlin@jfs.ohio.gov)

# APPENDIX A-DSAS Demographics-AGE

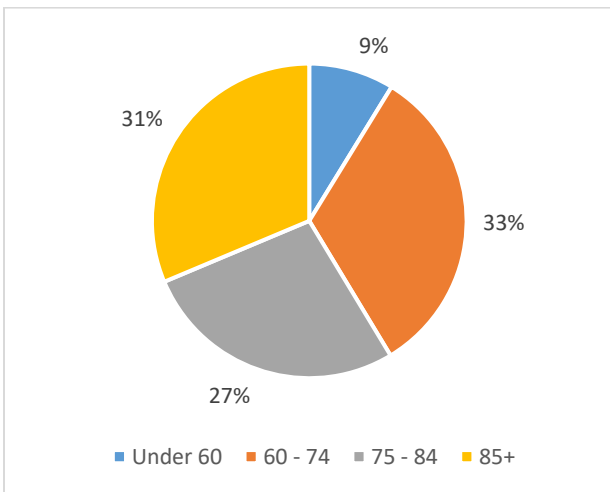
## All DSAS



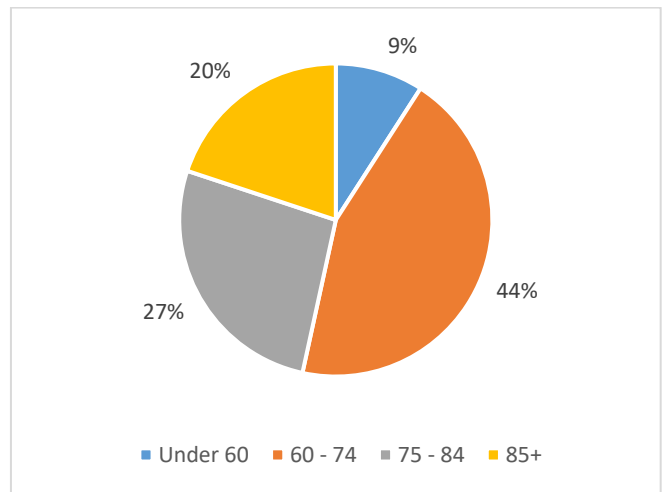
## Adult Protective Services



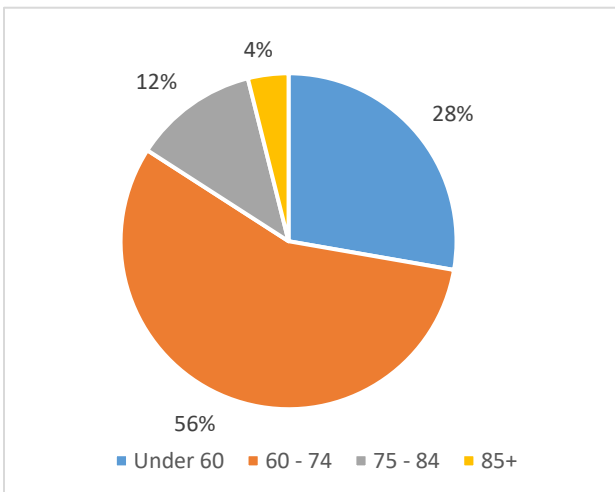
## Home Support



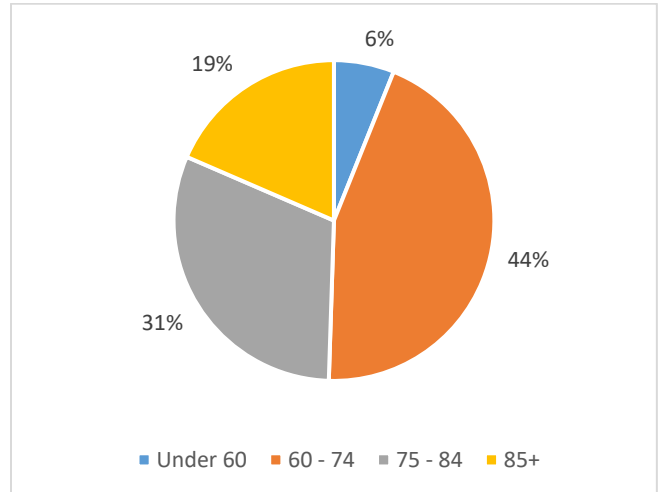
## Options for Independent Living



## Information Services

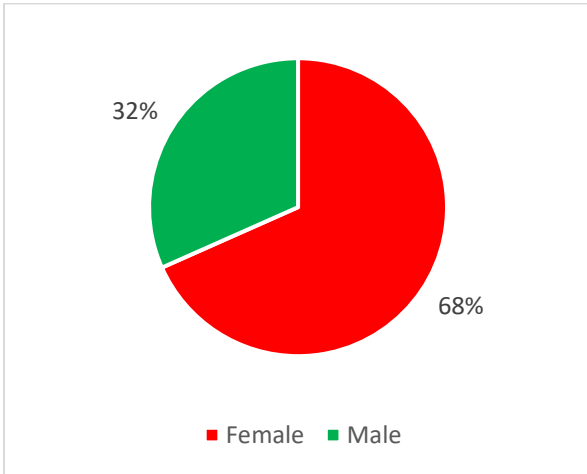


## Community Social Services Program

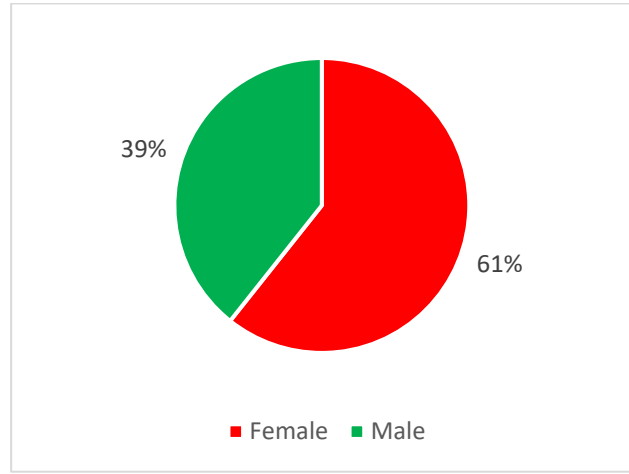


## APPENDIX B-DSAS Demographics-GENDER

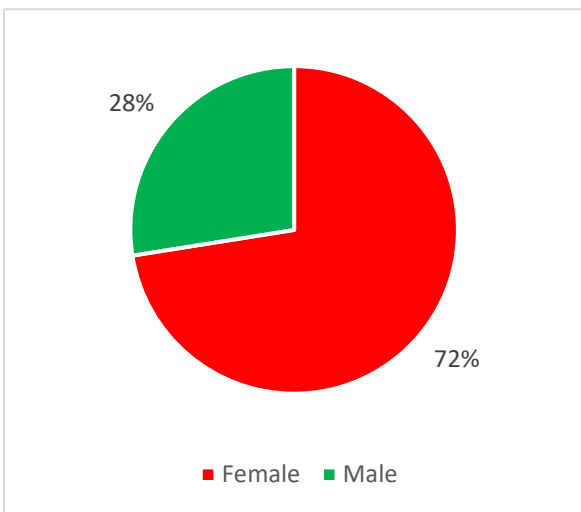
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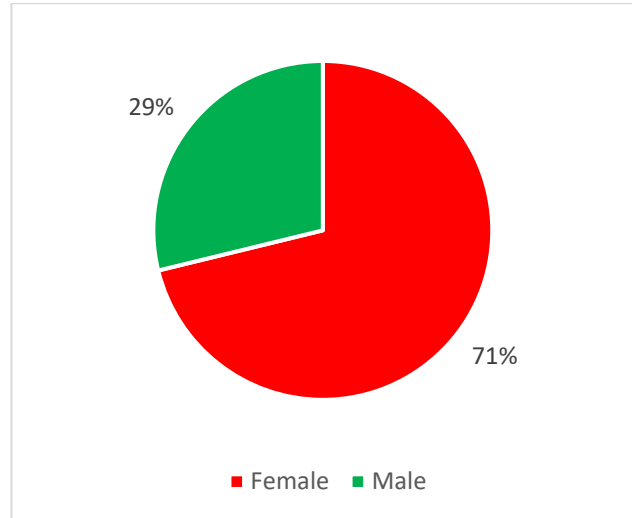
Adult Protective Services



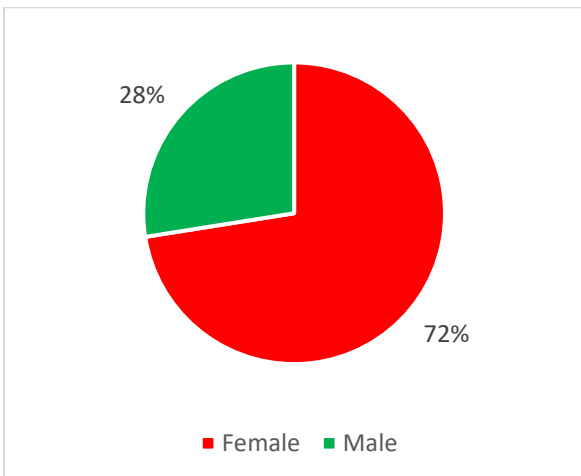
Home Support



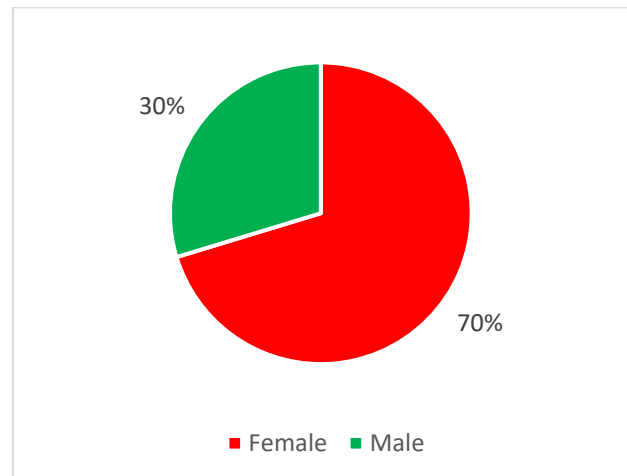
Options for Independent Living



Information Services



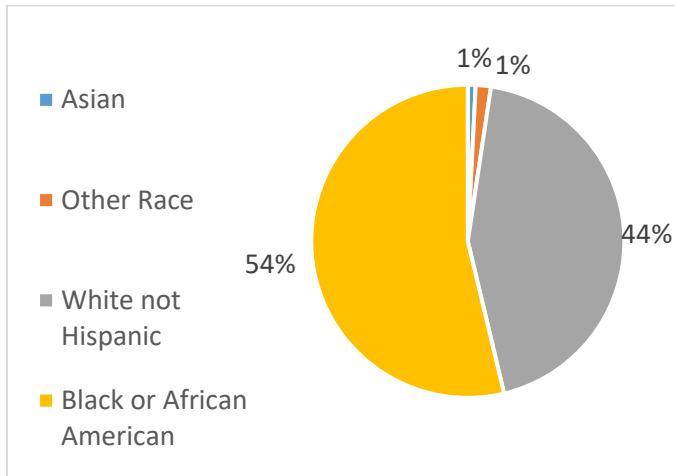
Community Social Services Program



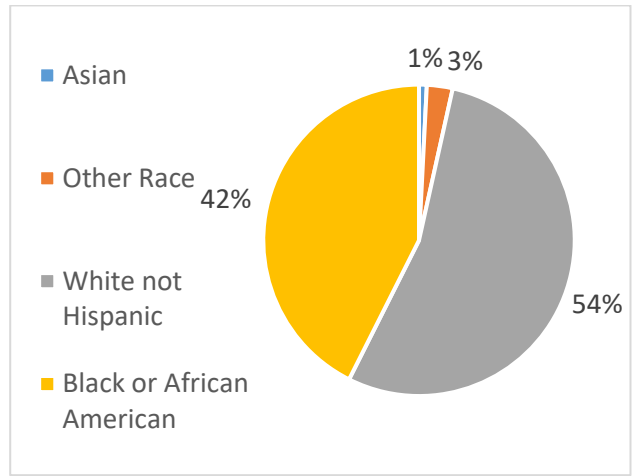


## APPENDIX C-DSAS Demographics-RACE

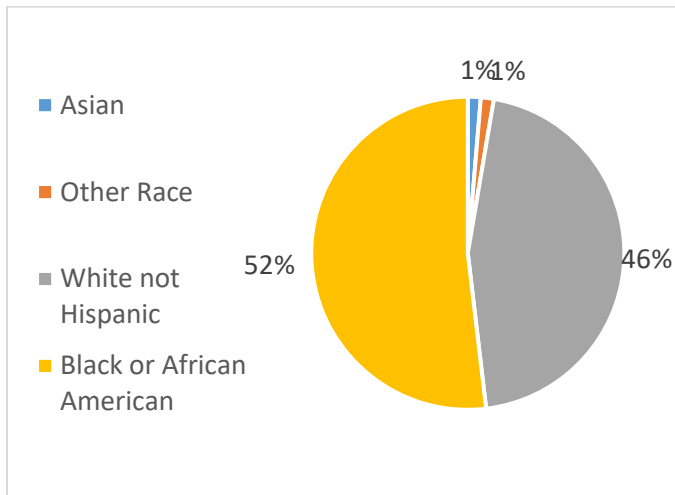
### All



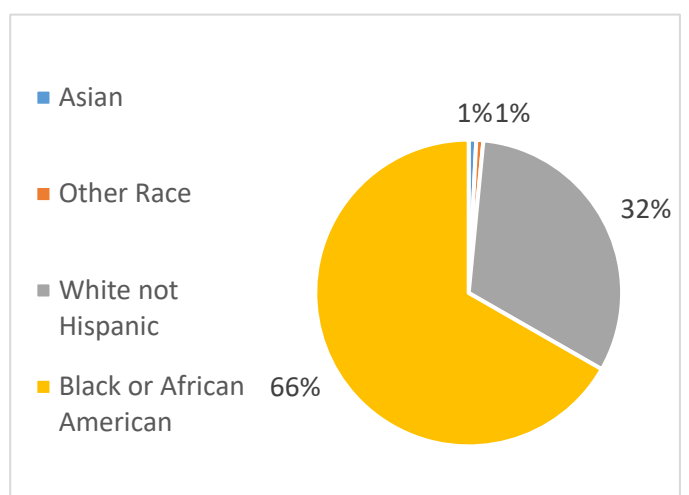
### Adult Protective Services



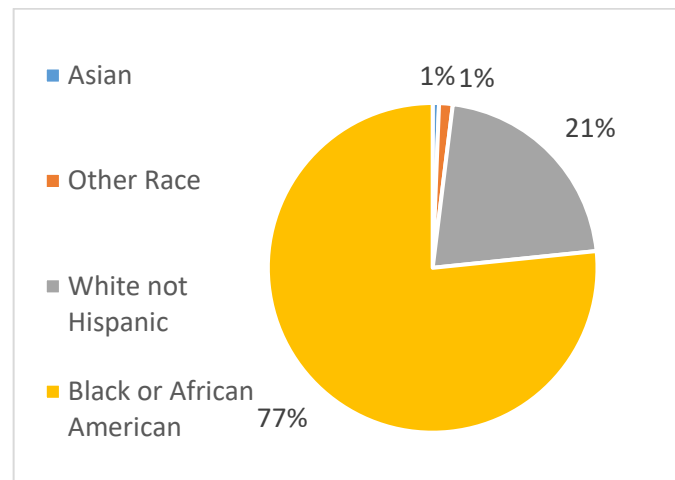
### Home Support



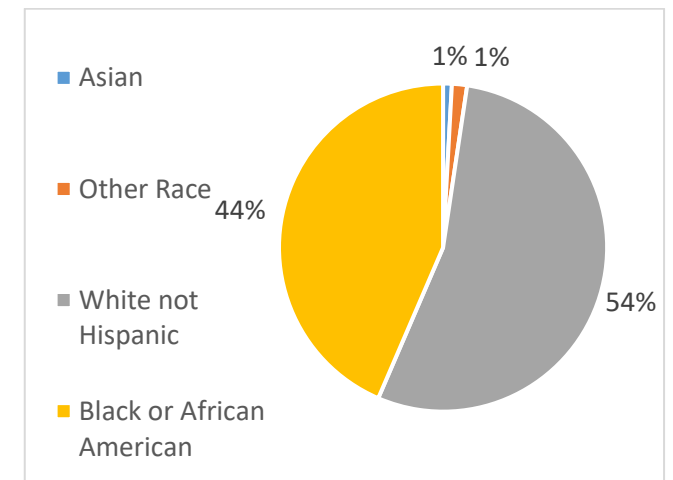
### Options for Independent Living



### Information Services

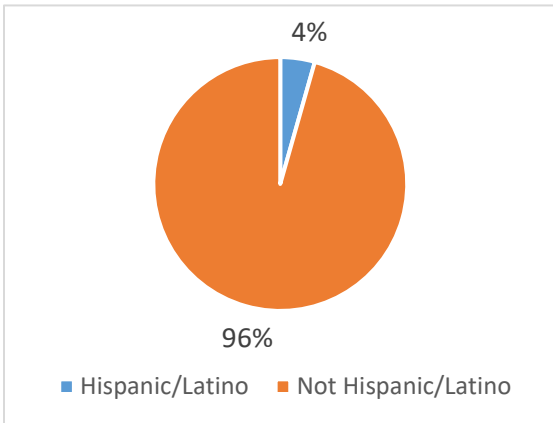


### Community Social Services Program

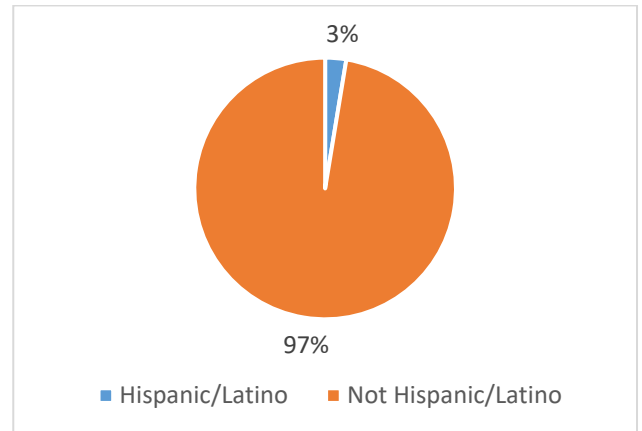


# APPENDIX D-DSAS Demographics-ETHNICITY

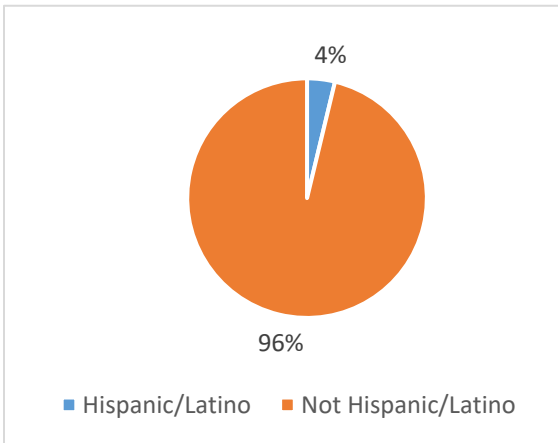
## All



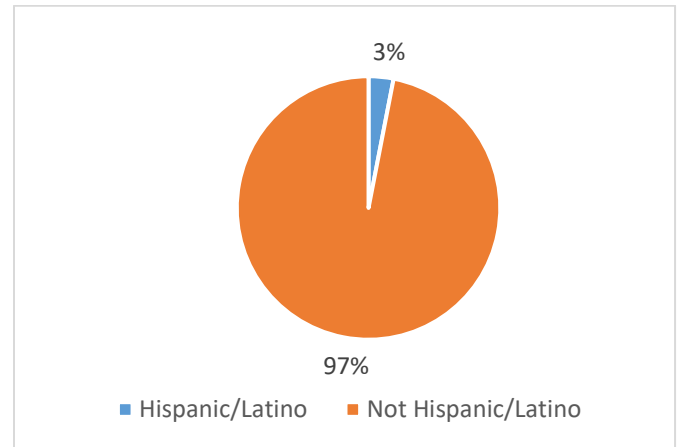
## Adult Protective Services



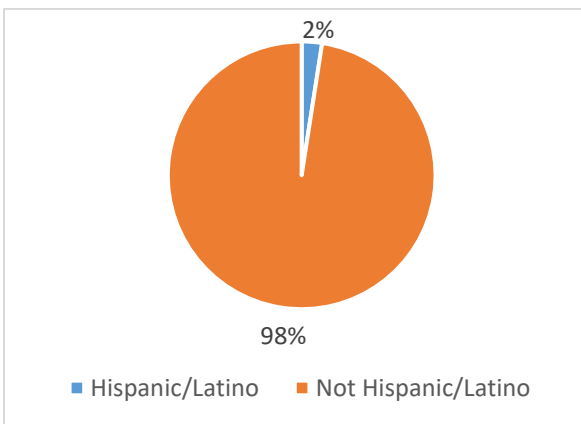
## Home Support



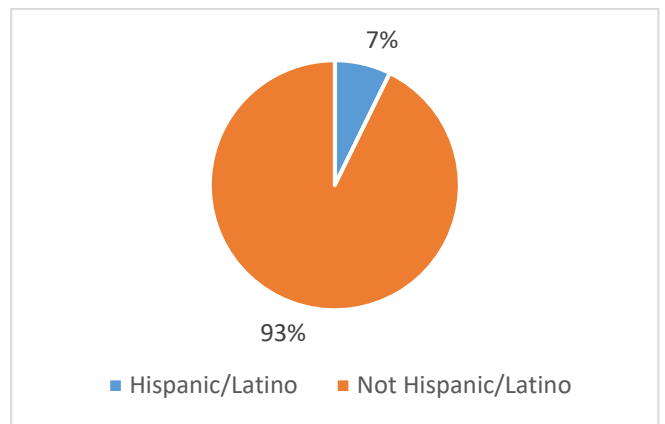
## Options for Independent Living



## Information Services

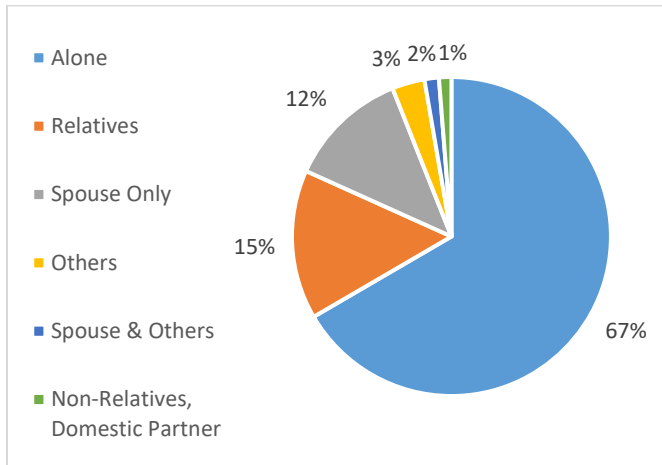


## Community Social Services Program

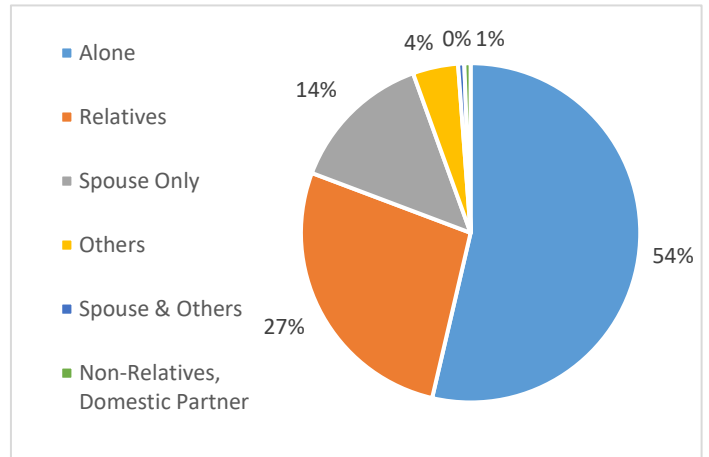


## APPENDIX E-DSAS Demographics-Living Situation

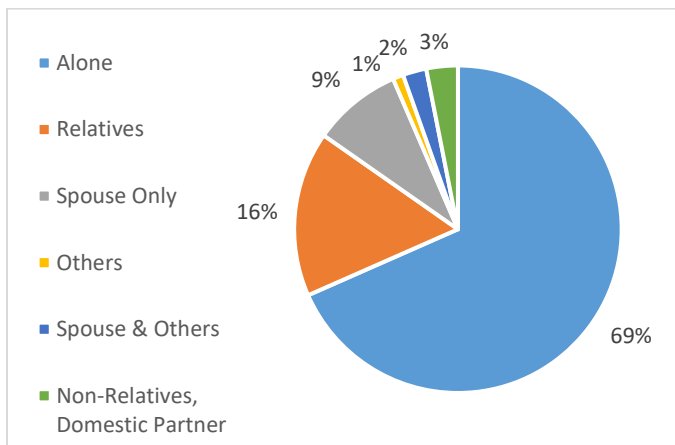
All



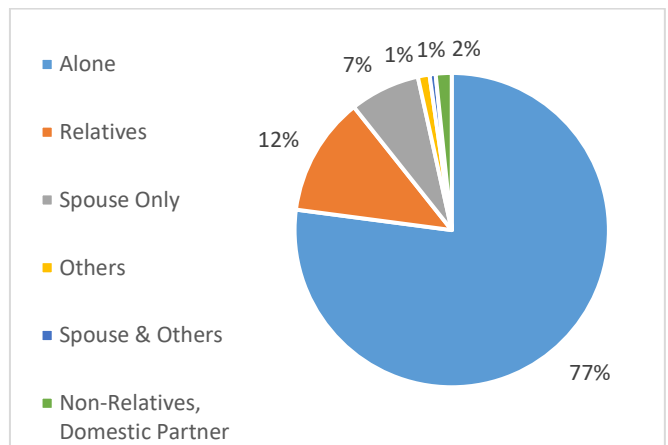
### Adult Protective Services



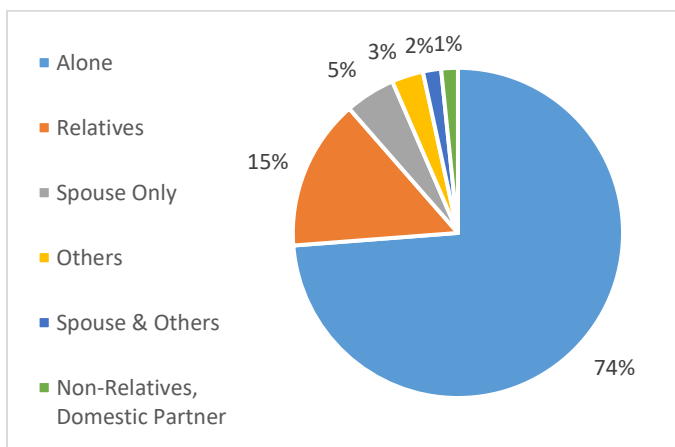
### Home Support



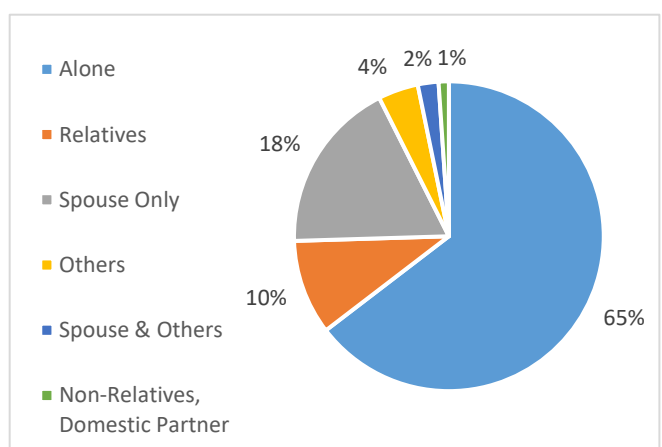
### Options for Independent Living



### Information Services

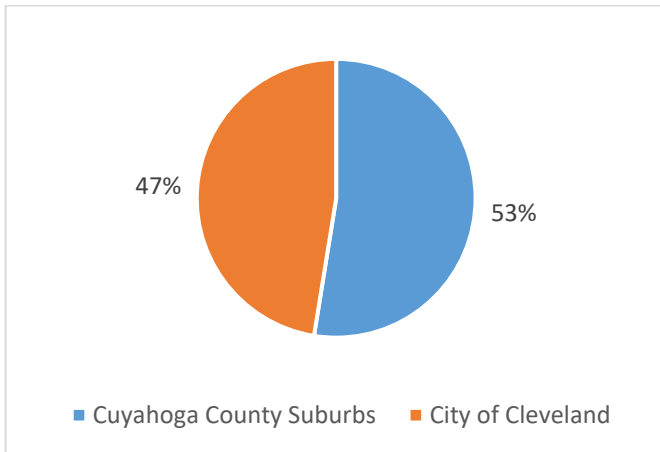


### Community Social Services Program

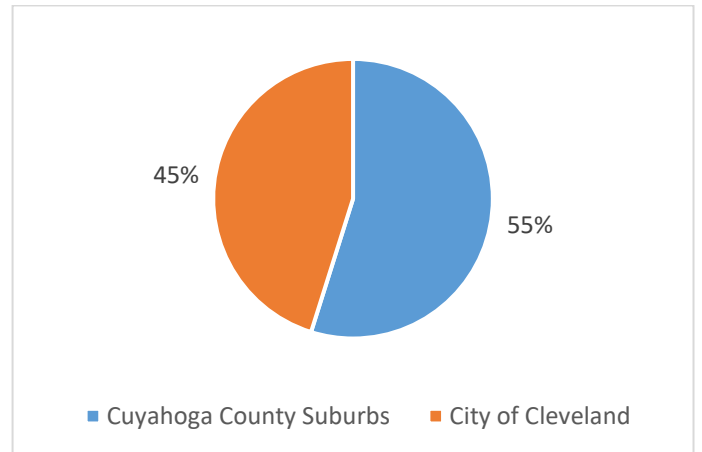


## APPENDIX F-DSAS Demographics-City of Residence

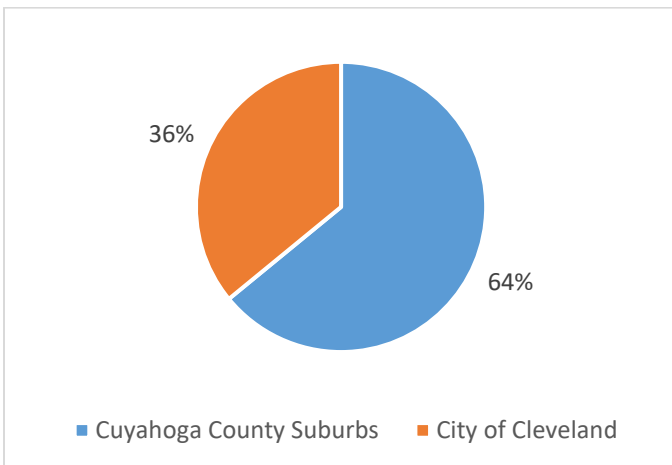
All



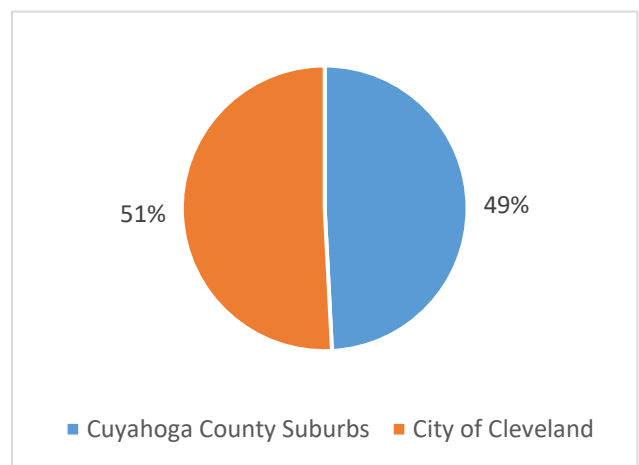
Adult Protective Services



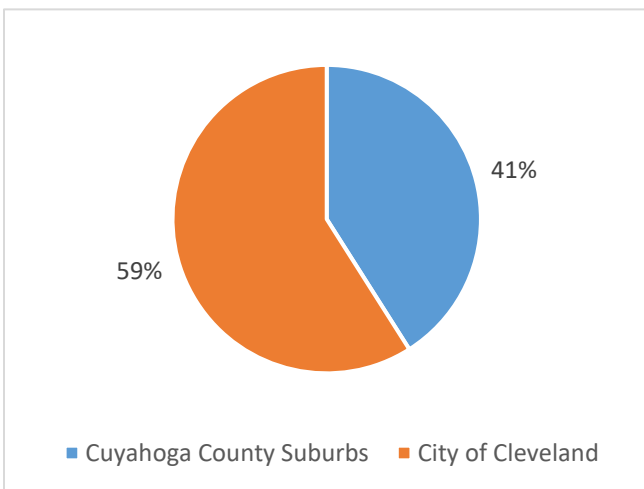
Home Support



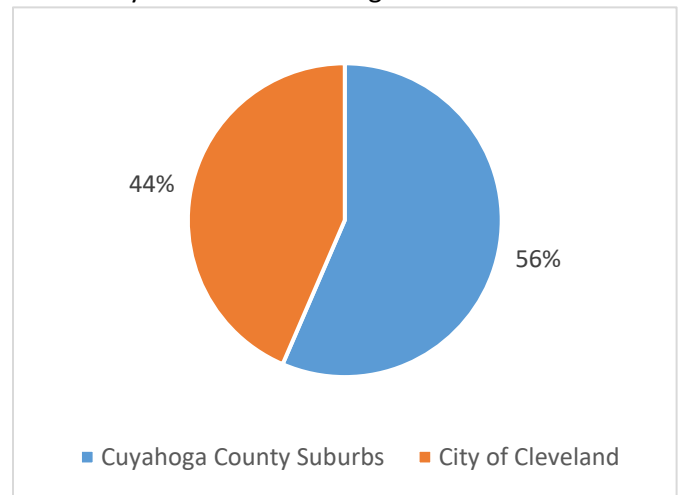
Options for Independent Living



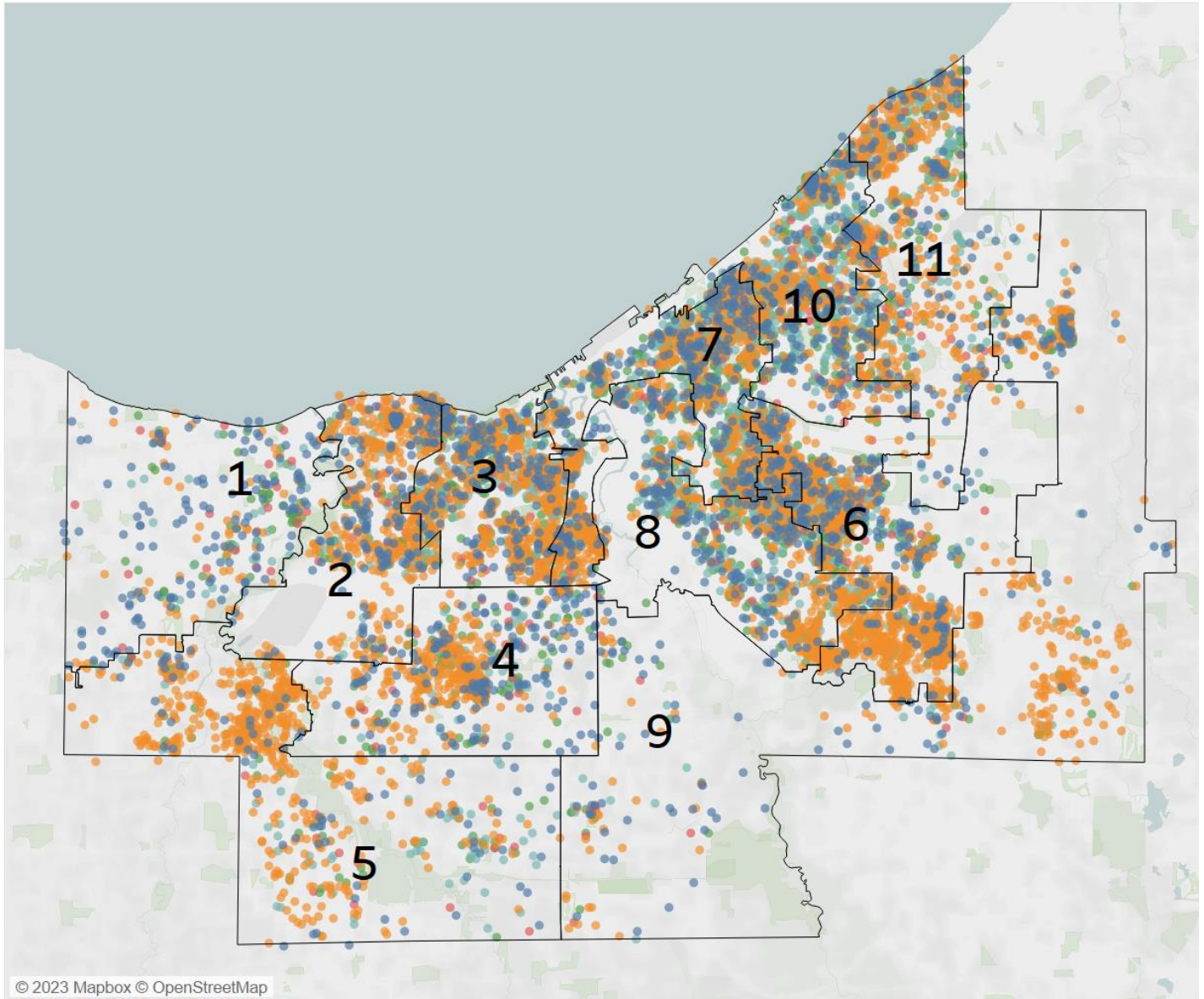
Information Services



Community Social Services Program

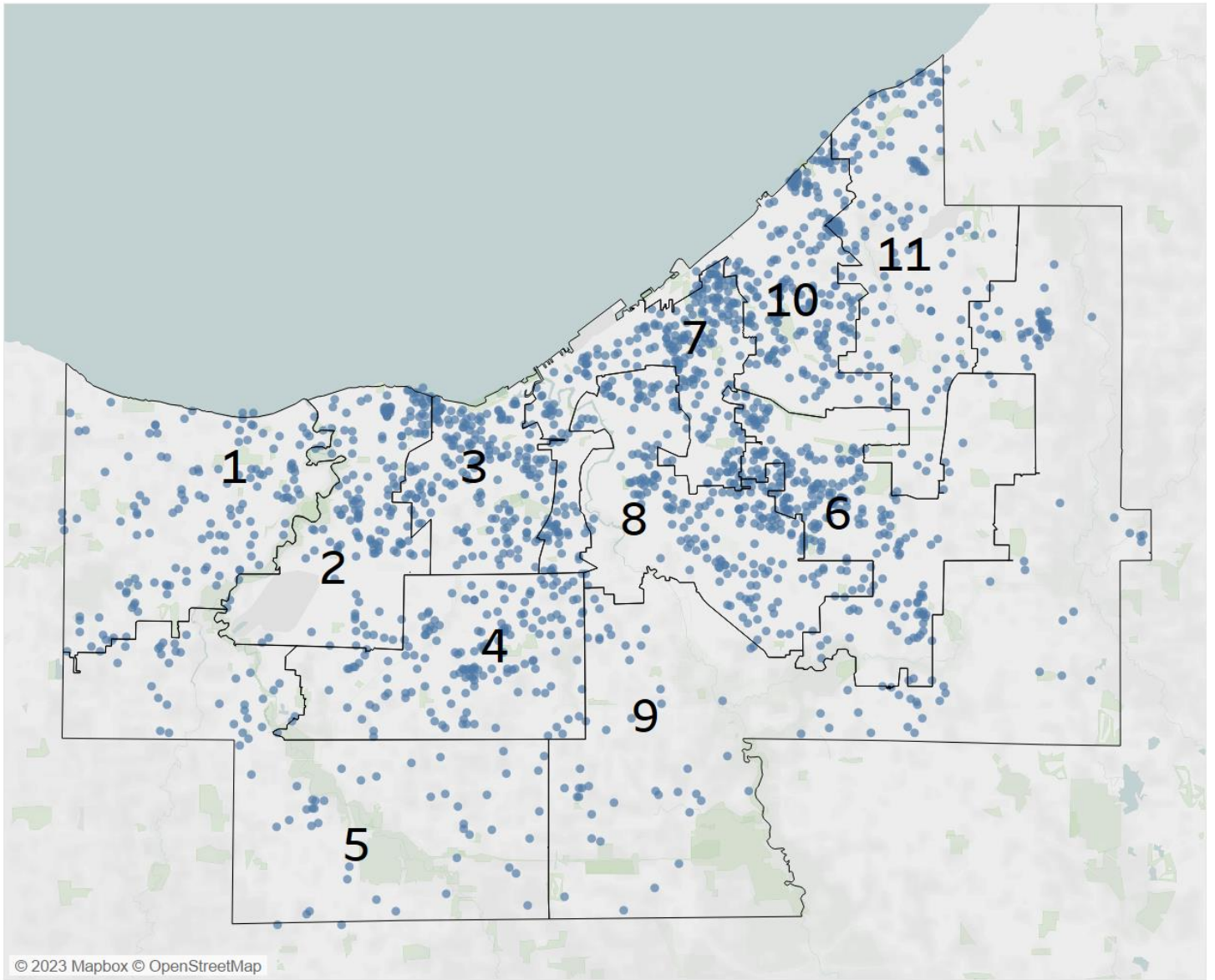


APPENDIX G-DSAS client map-Served client for all programs 2022

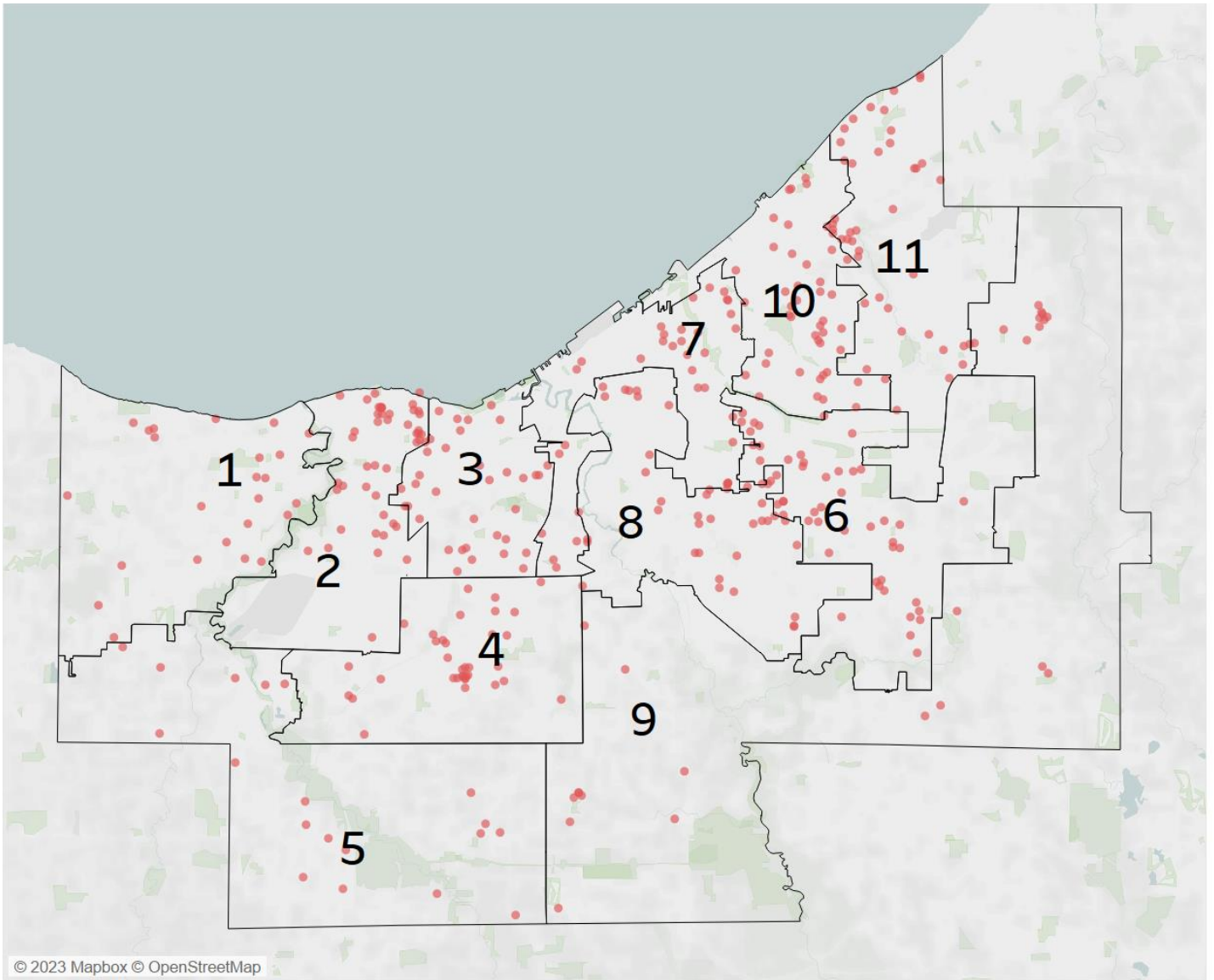


(Locations have been masked to preserve client privacy. This may have moved some locations outside county borders.)

APPENDIX H-DSAS client map-Adult Protective Services-2022

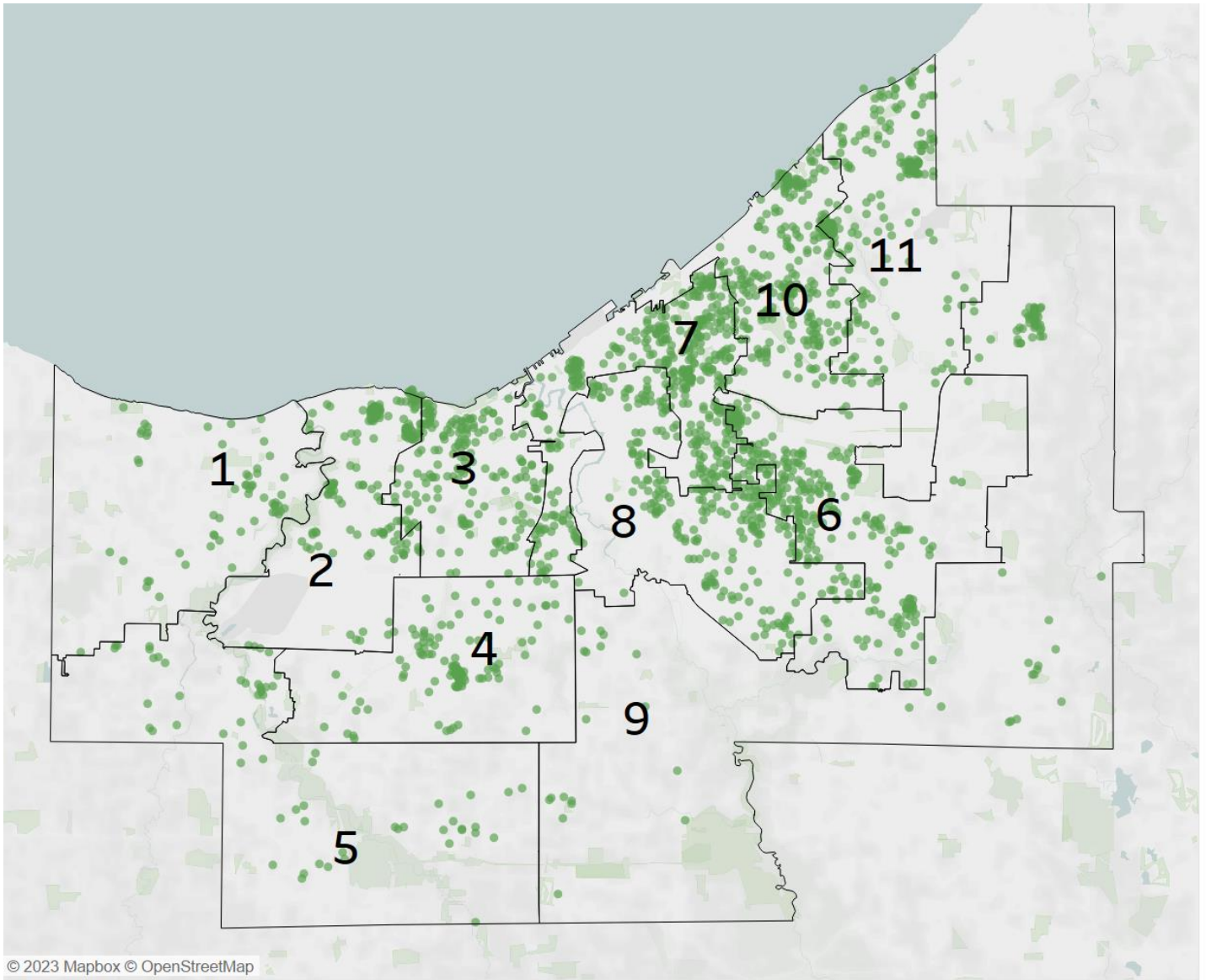


(Locations have been masked to preserve client privacy. This may have moved some locations outside county borders.)



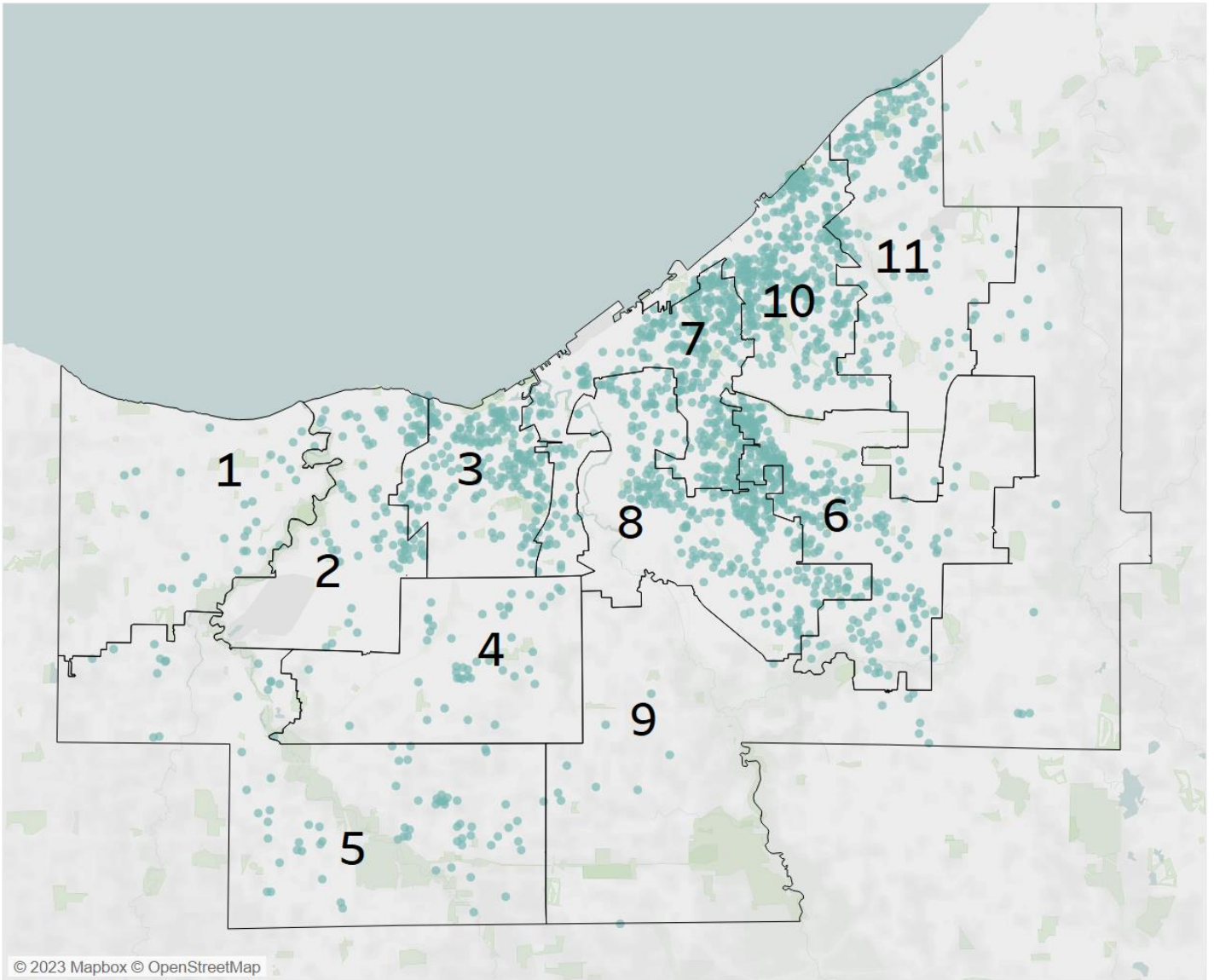
(Locations have been masked to preserve client privacy. This may have moved some locations outside county borders.)

APPENDIX J-DSAS client map-Options for Independent Living-2022



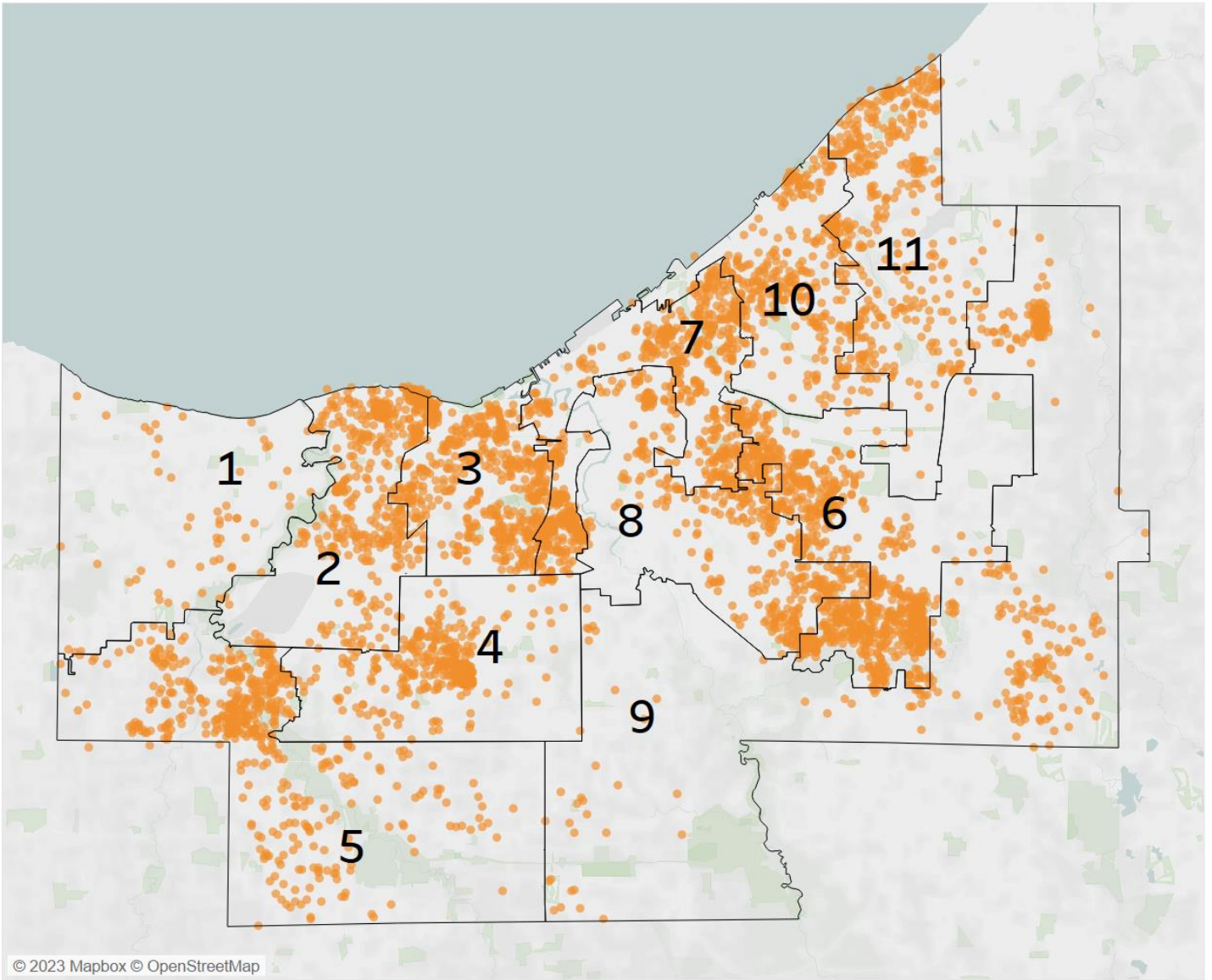
(Locations have been masked to preserve client privacy. This may have moved some locations outside county borders.)





(Locations have been masked to preserve client privacy. This may have moved some locations outside county borders.)

APPENDIX L-DSAS client map-Community Social Services Program-2022



(Locations have been masked to preserve client privacy. This may have moved some locations outside county borders.)