



Division of Senior and Adult Services (DSAS) **2023 Mid-Year Executive Summary**

The 2023 Mid-Year Executive Summary provides a snapshot of client counts and services compared to previous years during the same time period. 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.

In 2022 more calls were made to the DSAS Connection Center (Intake phone line) that ever recorded, indicating an increased need in the community for DSAS services. More referrals were sent from United Way 211 than ever before. So far, these trends are continuing in 2023. **Nearly all DSAS client and service counts have increased from last year.** Calls to the Connection Center are slightly above last year's totals with the most common needs being assistance with rental assistance, utility assistance, food insecurity and connection to supportive benefits such as SNAP and HEAP. Information Services staff have resumed "benefit check-up" events to assist with these issues. **The number of referrals from United Way 211 is on pace to exceed 10,000 for all of 2023, an increase of nearly 30%.**

Also, due to modifications in contracts with Community Social Services Providers (senior and community centers), some centers have expanded their services to include outreach events, digital literacy services, home-delivered and curbside meals, and holiday meals, resulting in increased service counts, a trend that began last year.

DSAS continues to be impacted by staffing turnover and challenges in filling some vacant positions. As of the end of June 2023, 14 of 45 Home Health Aide positions were vacant (31%). 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, resulting in the reduction of service counts for personal care and homemaking. A contract to provide laundry services was added to assist with some homemaking services.

Key Highlights:

- **Calls to the DSAS Connection Center remain at all-time high levels**
 - The Connection Center is on pace to handle the most calls since the inception of this service in 2015.
 - Primary reasons for calls are assistance with utility assistance, supportive benefits such as HEAP, food insecurity and adult protective services.
- **The Information Services Unit saw a 64% increase in the number of cases from this time last year. This increase is due to two major reasons:**
 - A continued volume in calls to the Connection Center from clients requesting assistance with benefits such as SNAP, Emergency Assistance, and Utility Assistance, which are services provided by the Information Services Unit.
 - Benefit Check-Up events, on-hold due to Covid, have fully resumed
 - These events have DSAS staff at events in the community to assist residents apply for supportive benefits and the unit is fully staffed with four workers.
- **Community Social Services Program (CSSP) providers have fully re-opened and have added additional services such as home-delivered meals, outreach events, digital literacy, and have resumed their transportation services.**
 - Adult Development events and activities have resumed on-site, and some providers continue to offer virtual activities for clients who have chosen to remain at home.
- **Staffing issues for Home Health Aides remain a challenge for both DSAS staff and contracted providers.**

Clients Served	2019 Semi- Annual	2020 Semi- Annual	2021 Semi- Annual	2022 Semi- Annual	2023 Semi- Annual	% Change 2022-2023
Connection Center (Intake Line)	9,097	8,516	8,102	11,191	11,430	2.1%
Adult Protective Services	1,630	1,448	1,627	1,344	1,487	10.6%
Home Support	454	388	352	353	322	-8.8%
Options for Independent Living	1,241	1,617	1,797	1,837	1,844	0.4%
Information Services	2,065	691	327	1,125	1,851	64.5%
Community Social Services Program (CSSP)	2,748	2,840	2,725	4,922	5,659	15.0%
Totals	17,235	15,500	14,930	20,772	22,593	8.8%

Services Provided	2019 Semi- Annual	2020 Semi- Annual	2021 Semi- Annual	2022 Semi- Annual	2023 Semi- Annual	% Change 2022-2023
Adult Development (hours)	144,874	74,611	53,227	127,272	185,644	45.9%
Outreach Services (hours)	N/A	N/A	N/A	3,068	3,783	23.3%
Digital Literacy (hours)	N/A	N/A	N/A	N/A	4,894	N/A
Transportation (1-way rides-CSSP)	73,544	41,807	29,581	48,946	65,466	33.8%
Medical Transportation (1-way rides-Options)	3,835	3,361	4,095	4,357	4,349	-0.2%
Congregate Meals (CSSP)	39,436	48,114	62,329	42,660	50,417	18.2%
Home Delivered Meals (CSSP)	N/A	N/A	N/A	40,859	60,808	48.8%
Holiday Meals (CSSP)	N/A	N/A	N/A	551	1,157	110.0%
Home Delivered Meals (Options)	60,195	124,112	146,745	163,313	178,866	9.5%
DSAS Food Pantry Meals	504	1,088	856	1,020	1,544	51.4%
Homemaker Services* (hours)	38,408	36,223	36,769	30,640	28,516	-6.9%
Personal Care Assistance (hours)	6,966	6,444	6,227	6,100	5,762	-5.5%
Totals (All Services)	368,379	336,358	340,095	469,277	591,206	26.0%
Bed Bug Extermination Services (clients served)	35	61	45	40	46	15.0%
Laundry Services (clients served)	N/A	N/A	N/A	N/A	39	N/A
Chore Services (clients served)	39	38	38	51	79	54.9%
Grab Bar Services (clients served)	20	23	11	32	44	37.5%
Emergency Response System (clients served)	700	899	984	1,127	1,167	3.5%
Totals (Home improvement)	794	1,021	1,078	1,250	1,375	10.0%