



Cuyahoga County  
**Together We Thrive**

**Division of Senior and Adult Services**

## **SERVICES & PROGRAMS**



## **SERVICES AND SOLUTIONS FOR BETTER LIVING**

216.420.6750 Main  
216.420.6700 Centralized Intake Line  
216.420.6735 Fax

[dsas.cuyahogacounty.us](https://dsas.cuyahogacounty.us)

## Adult Protective Services

**Adult Protective Services (APS)** is mandated to protect and assist adults 60 and over 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. To report a suspected case of abuse, call 216.420.6700 or visit our website to use our 24-hour referral portal.

**All reports to DSAS are confidential.**

**Adult Protective Collaborative:** APS convenes the Cuyahoga County Adult Protective Collaborative as an interdisciplinary team of professionals who provide a coordinated community response to promote positive outcomes for victims of elder abuse. The Collaborative provides the following:

- Supports staff and provides insight on handling difficult cases
- Promotes increased coordination and collaboration between agencies
- Provides a forum for learning about different approaches and strategies used by members



## Options for Independent Living

Options serves older adults and adults with disabilities 18 and over who are low-income, and not yet eligible for any Medicaid waiver programs. Our 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.** Our staff includes certified home health aides who receive continuing education, registered nurses who monitor quality of care and professional case managers who help navigate social service systems.



“I’m extremely happy with my experiences with the Options program and look forward to continuing with them. I appreciate everything that they’ve done and continue to do for me.”

Quote from an Options for Independent Living client

## Home Support Services

**Home Support Services:** This unit provides person-centered home care (personal care and home-making) that helps clients maintain a safe, wholesome environment in their own home at an affordable price. Clients have peace of mind knowing our reliable staff are there to help with basic needs.

To be eligible for Home Support services, clients must be age 60 and over or be adults with disabilities ages 18-59 and living in their own home or apartment.

In addition to paying privately, eligible clients may also access funding if they are:

- **Living with Multiple Sclerosis**  
(through The MS Society)
- **Living with HIV/AIDS**  
(through Ryan White funding)
- **Eligible for Medicaid Waiver services**
- **In need of acute skilled nursing care**  
(through Medicare and/or Medicaid, Care Source United Health Care, Buckeye Health and My Care Ohio)



# Information Services

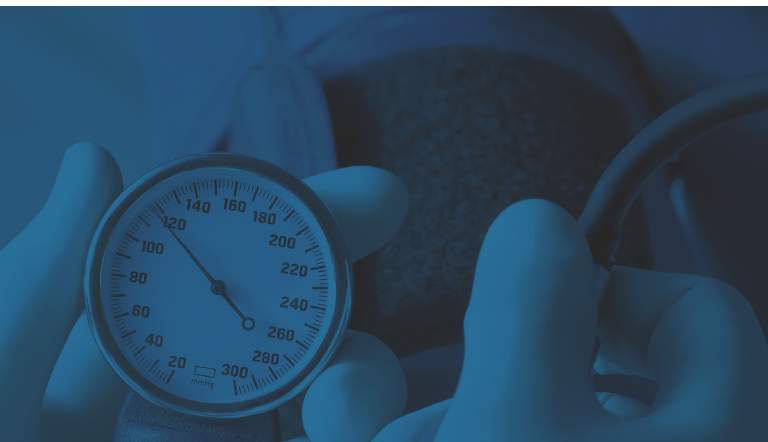
## Aging and Disability Resource Center

Our Information Services unit is an Aging and Disability Resource Center (ADRC), partnering with the Western Reserve Area Agency on Aging to provide an array of public benefits to seniors, caregivers and persons with disabilities, including:

**Information Assistance:** We connect older adults and caregivers to our extensive network of partnering agencies and providers who are ready to assist with services that support independence.

**Benefits Assistance:** Benefits Assistance is a service offered through the National Council on Aging for individuals 55 or older to help enroll seniors and adults with disabilities into benefit programs.

**MIPPA Assistance:** The Medicare Improvements for Patients and Providers Act (MIPPA) provides outreach enrollment opportunities targeting limited income Medicare beneficiaries that may be eligible for Low Income Subsidy (LIS) and Medicare Savings Programs.



# Information Services

## Supportive Services

The Information Services unit also offers person-centered case management assistance for seniors and adults with disabilities to address complex needs and navigate available resources. It assists with issues such as housing, food insecurity, and emergencies, while facilitating connections to the appropriate services.

## Bed Bug Remediation Program

Services assist older adults and adults with disabilities with the removal of bed bugs from their homes. Participants must live in a single or double residence and meet income guidelines to be eligible for assistance.

## Home Energy Assistance Program

This unit also conducts Home Energy Assistance Program (HEAP) outreach to adults age 60 and over and adults with disabilities ages 18-59. It provides applications, assistance and screenings to help eligible residents with their home energy bills.



## Community Office on Aging

**Planning, Research and Communications:** The Community Office on Aging (COA) increases DSAS' visibility in the community through planning, research and communications by strategically partnering with other agencies and external organizations including public, private and academic. The COA also identifies new funding streams and other resources that enable DSAS to efficiently deliver programs and services.

**Senior Innovation:** This office provides support, guidance and limited funding for senior centers that are demonstrating resiliency, strengthening programs, designing new programs, and moving innovation forward. This partnership provides stakeholders an opportunity to share ideas and develop projects that can be replicated in the community.

### **Cuyahoga County Senior Service Network**

**(CCSSN):** This office facilitates communication and collaboration among peer agencies by convening the Cuyahoga County Senior Services Network (CCSSN), which includes municipal offices on aging and community senior centers. The purpose of the CCSSN is to provide a forum for Cuyahoga County Senior Services Providers and the Division of Senior and Adult Services to identify and share best practices; identify, share and coordinate resources; and to advocate effectively on senior issues, therefore affording the seniors of Cuyahoga County an improved quality of life.

# Community Office on Aging

## Special Initiatives

**Elder Abuse Awareness Campaign:** This office helps to raise awareness about elder abuse, why it occurs and what we can do to stop it. Awareness activities are planned during the month of June, which is Elder Abuse Awareness Month, and throughout the year.

**Senior Movie Day:** This office hosts a free day at the movies for Cuyahoga County seniors and adults with disabilities to increase social connection in the community.

**Cuyahoga County Conference on Aging:** This office co-sponsors the annual conference with The MetroHealth System, which attracts professionals in the field of aging interested in fostering a greater understanding of the aging population and the resources available to support them.



“Maple Heights Senior Center is my lifeline. Living alone, it’s difficult to cook and eat a variety of foods. Being able to eat a delicious well-balanced meal with friends has kept me alive and happy in my senior years.”

Quote from a Maple Heights Senior Center participant



## Community Social Services Program

**Senior Center Partnerships:** Through community-based service contracts, DSAS provides more than 3,500 older adults and adults with disabilities with adult day services, adult development, congregate meals and transportation services designed to reduce social isolation and loneliness.

We provide these services through annual funding to local agencies that serve our older residents. This ensures client access to a broad array of services and programs throughout Cuyahoga County.

### Advocacy

DSAS advocates for changes to public policy to improve the lives of older adults and disabled residents of Cuyahoga County. We educate elected officials and the public about the impact of current legislation. We are actively involved in leadership with local and state advocacy organizations, including the Ohio Coalition for Adult Protective Services (OCAPS).

**Advisory Board:** DSAS operates with a community Advisory Board consisting of professionals in aging and individuals making up the agency's key demographic. These professionals have successfully introduced DSAS to affiliated organizations in the community and helped advance its mission. The Advisory Board convenes several subcommittees, which have been useful in guiding agency initiatives. These committees focus on advocacy, education and resource development, community-based services and governance.



When an older resident, adult with a disability or family member needs assistance, the Division of Senior and Adult Services (DSAS) is here to help. Our goal is to provide the services needed to ensure older residents and adults with disabilities

are able to maintain a full, dignified and independent lifestyle.

Older adults are our most valuable natural resource. We, at DSAS, are committed to providing programs that will preserve and enhance their quality of life.

A black ink handwritten signature of Tracey N. Mason.

Tracey N. Mason, Administrator  
Division of Senior and Adult Services



“We must develop a compelling vision of later life: one that does not assume a trajectory of decline after fifty, but one that recognizes it as a time of change, growth, and new learning; a time when our courage gives us hope.”

**Sara Lawrence-Lightfoot, *The Third Chapter***

# Mission Statement

The mission of the Division of Senior and Adult Services is to empower seniors and adults with disabilities to age successfully by providing resources and support that preserve their independence.

## Guiding Principles

- Use innovative evidence-based practices that bring the benefits 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
- Train and empower staff to provide culturally competent care



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