

Division of Senior & Adult Services (DSAS)

2014-2015 BUDGET



**Cuyahoga County Executive
Edward FitzGerald**

PROGRAMS AND SERVICES

- Adult Protective Services
- Home Support and Skilled Home Care
- Options for Elders
- Information Outreach Unit
- Professional Development Unit
- Community Contracts

DSAS serves clients age 60 + and disabled adults age 18 to 59

2013 Statistics

Projected Number of Clients Served:

- 26,145 (12% increase from 2012)
 - More than 2,000 Adult Protective Services clients
 - Nearly 1,300 clients served through Community Social Services Program (Senior Center Contracts)
 - Approximately 1,500 through Options Program
 - Approximately 600 Home Support clients
 - Nearly 6,000 clients served through Information Outreach Unit
 - Nearly 15,000 phone calls received (Intake and Assistance)

Call Volume (through September 2013):

- 8,451 calls handled by Centralized Intake Line (Increase of 19% from 2012)
- 881 referrals from United Way 211 (Increase of 8% from 2012)

Community Contracts (Options/CSSP-through September 2013)

- 122,823 Hours of Adult Development Services (Increase of 8% from 2012)
- 93,317 Transportation (one-way rides- Increase of 21% from 2012)
- 71,520 Meals

2013 Agency Accomplishments & Initiatives

1). Contracted with Collaborative Research, a nationally known consulting firm to develop a strategic plan for the next three to five years based on the following:

- The growing population of consumers.
- The need to be more focused and to use our limited resources wisely and set clear expectations for efficient and strategic use of data and resources.
- Relocating to the Mt. Pleasant community and the opportunities and challenges to become more interwoven into the fabric of the community.
- Creating a vision and mission statement that reflects and addresses the changing environment.

2). Developed and implemented a Centralized Intake System to consolidate all intake functions into one single point of entry. (Slogan – One Call Does It All)

3). Released a Request for Proposals (RFP) for a Case Management System (Client Database) to replace multiple stand alone systems used by various program areas.

2013 Agency Accomplishments & Initiatives

- 4). Established a Performance Management Unit which oversees and manages our data, customer service, quality assurance processes, policy development, and Agency/CountyStat. Each of these areas greatly impacts our ability to measure our progress toward best practice outcomes
- 5). First Elder Abuse Awareness Campaign – Held a series of community workshops, distributed purple lapel pens, and “Stop Elder Abuse” posters were disseminated throughout the County to Libraries, Hospitals, Senior Centers, etc. to break the silence around elder abuse and take a stance.
- 6). More than 250 Aging Professionals attended the 19th Annual Conference on Aging in partnership with MetroHealth System.
- 7). Partnered with National Senior Games by promoting the event to Seniors Centers, Linked NSG to DSAS website, participated on the Planning Committee, and interviewed by Channel 5.