



ANNUAL REPORT

2023

DEPARTMENT OF HUMAN SERVICES

Annette M. Blackwell, Mayor

Linda M. Vopat, Director

Jaimie Hasenohrl, Assistant Director

Enhancing the Quality of Life
for all Residents

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Department of Human Services Mission Statement



The mission of the City of Maple Heights Department of Human Services is to identify and address the un-met needs of persons who reside within the City of Maple Heights. We are especially sensitive to those families, individuals, older persons and disabled residents disadvantaged by virtue of impairment, economic need, discrimination, abuse/neglect/exploitation or being isolated regardless of race, religion, gender or ethnicity.

The City of Maple Heights Department of Human Services strives to enhance the quality of life for all residents through programs and services designed to enable them to live independently and thrive.

Department of Human Services Executive Summary



Introduction

We live in a society that seems to be moving further away from human engagement, empathy and interaction as technology has become a major part of our daily lives. The field of Human Services is broadly defined as meeting human needs through an interdisciplinary knowledge base, focusing on prevention as well as remediation of problems, and maintaining a commitment to improving the overall quality of life of service populations. Our Human Services Department's intent is to provide that little bit of human touch and guidance to our residents.

Overview

The Department of Human Services main responsibilities include directing and supervising the Maple Heights Senior Center, the Maple Heights Food Pantry and Mobile Market, City of Maple Heights sponsored Special Events, Youth and Family Engagement and other programs and services as assigned by the Mayor.

History

The City of Maple Heights Department of Human Services has provided a high quality of service delivery to the residents of Maple Heights for the past 50 years. It is located in the Maple Heights Senior Center at 15901 Libby Road in Maple Heights, Ohio. We are a multi-purpose agency offering programs and services to individuals, families, older adults and disabled individuals regardless of race, religion, gender, national origin or ethnicity.

Content

Our department received over 1,400 phone calls or walk ins from people inquiring about financial assistance, food, housing, medical or transportation assistance. We received over \$110,000.00 in grant monies to provide various programs to our community. Beacon Grove Apartment is set to open in early 2024 and will bring an influx of new residents to our city. Our community food pantry and produce market continue to provide ample amount of food to assist in alleviating food insecurity. We continue to offer programs and services to help people meet their essential needs, such as wellness, shelter and financial stability.

Conclusion

In this report you will see in greater detail the operation and workings of the Department of Human Services. Our department remains dedicated to raising the quality of life for our residents whenever possible. We continue to forge ahead with a very supportive municipal administration, and caring, empathetic and patient staff with a firm, unwavering commitment to provide service to all our residents with dignity and respect.

Collaborative Relationships



Joint Programming



UH Community Wellness Center at Bedford
 Marymount Hospital
 South Pointe Hospital
 OSHIP
 A.A.R.P. Driver Safety
 C.A.R.E
 Cleveland Heights Office on Aging
 Community Partnership on Aging
 Solon Senior Services
 Cuyahoga County Regional Library
 ESOP
 Fairhill Partners
 Maple Heights Food Pantry
 MYCOM
 Cuyahoga County Senior & Adult Services
 Regional Transit Authority
 Senior Transportation Connection
 Southeast Clergy Meals on Wheels
 Walgreens
 Greater Cleveland Food Bank
 Hunger Network of Greater Cleveland
 Western Reserve Area Agency on Aging

Out- Stationed Staff



A.A.R.P. Income Tax Service
 Cleveland Housing Network/HEAP Office
 Podiatry Service
 Post Office on Wheels

Case Coordination



Adult Protective Services
 Area Hospital's Discharge Planners
 City of Maple Hts. Police & Fire Depts.
 Benjamin Rose Institute

Referral / Follow-Up



Passport
 Options
 Adult Protective Services
 Alzheimer's Association
 Medicare
 Cuyahoga County (HEAP, Homestead)
 Cleveland Water Department
 Cuyahoga County Treasurer
 Legal Aid Society of Cleveland
 Social Security
 Cleveland Housing Network
 City of Maple Hts. Building and Housing
 Departments
 Various Utility Companies
 Cuyahoga County Job and Family Services

City of Maple Heights Governess Body Annette M. Blackwell, Mayor of Maple Heights

Maple Heights Council Members



Ron Jackson, Council President

Stafford Shenett Sr., District 1

Toni Jones, District 2

Timothy Tatum, District 3

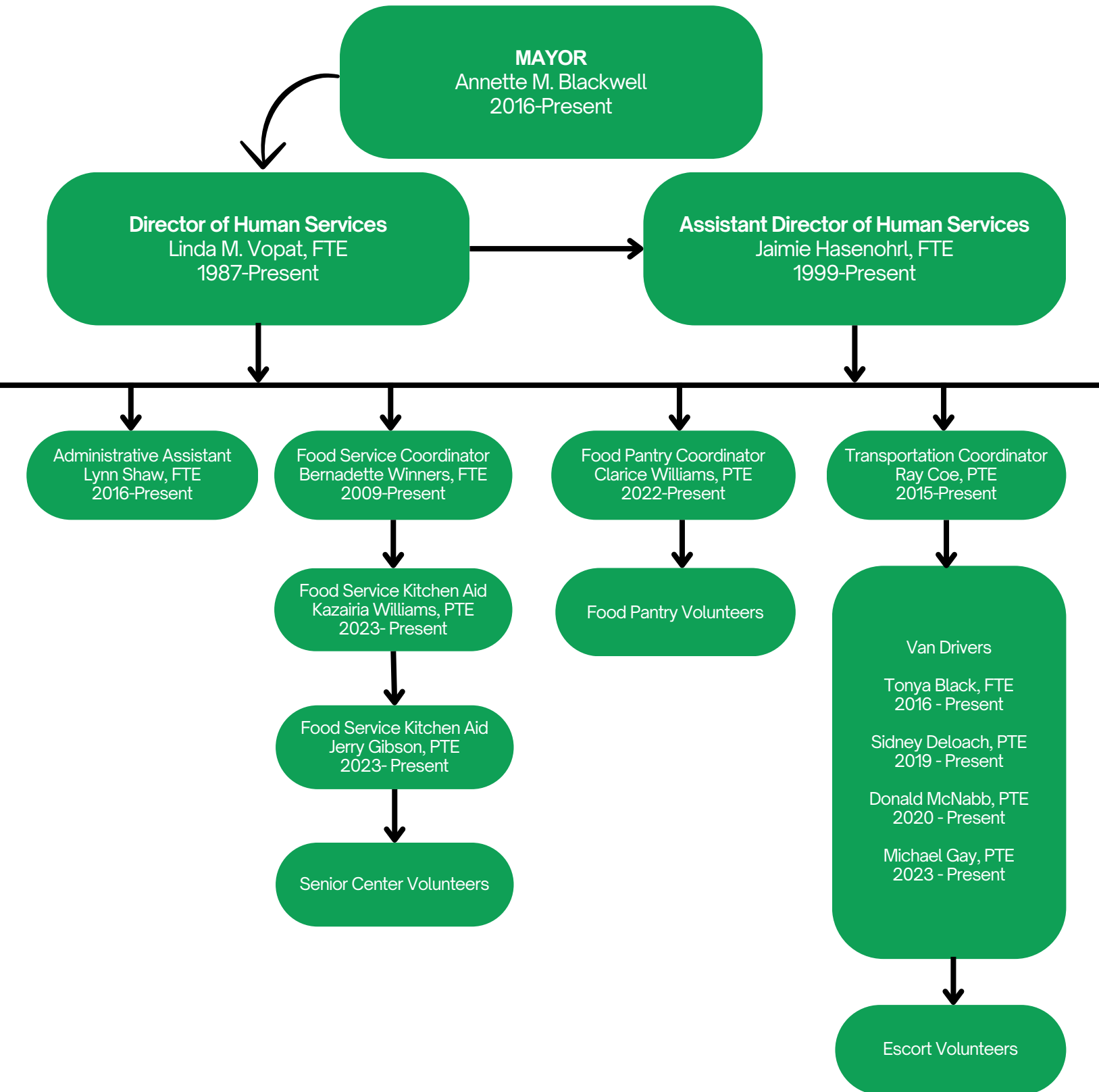
Dana Anderson, District 4

Tanglyn Madden, District 5

Richard Trojanski, District 6

Edwina Agee, District 7

City of Maple Heights, Department of Human Services Organizational Chart



Maple Heights Senior Center

Advisory Site Council

The purpose of the Maple Heights Office on Aging Advisory Site Council is to assist older adults 60+ years of age in Maple Heights and surrounding communities by providing information, making recommendations, and assisting in planning programs to enhance their lives and maintain their independence.



Not Pictured: Gwen Jones and Marie Sanda

Gwen Jones, Chairperson

Laurie Kuehnle, Vice Chairperson

Gayle Holman, Appointed Treasurer

Sharon Hagans, Recording Secretary

Marie Sanda, Correspondence Secretary

Genevieve Cercek, Sunshine Report

Caroline Smith

Stephen Vases

Maple Heights Department of Human Services Office on Aging

Congregate Meals

The Maple Heights Office on Aging Congregate Meals Program provides daily meals Monday through Friday that provide a minimum of 1/3 of the Recommended Dietary Allowances for persons 60+ years of age. Our program endeavors to promote nutritional health, reduce social isolation and link older adults to needed services.

Meal Reservations are taken Monday, Tuesday, and Wednesday of each week for the following week. Reservations can be made by telephone or in person on-site. A donation box is available in the dining room for consumers to contribute towards the congregating meal. We serve 25-50 meals a day allowing us to meet our contracted number with the Western Reserve Area Agency on Aging.

Congregate meals served in 2023: 7,800

Congregate clients served in 2023: 160



Maple Heights Department of Human Services Office on Aging

Home Delivered Meals

The Maple Heights Office on Aging Home Delivered Meals Program provides daily meals Monday through Friday, that provides 1/3 of the Recommended Dietary Allowances for person(s) 60+ years of age. The purpose of our service is to maintain and/or improve the consumer's health by providing a nutritious meal to one who is unable to prepare his/her own meal, unable to participate in the congregate nutrition program and lacks another manner to procure a meal in the home.

Requests for home delivered meals are referred to the Assistant Director. She determines if the person who wishes to receive meals meets the eligibility criteria for home delivered meals. If the older adult meets the criteria, a plan for receiving the meals and program orientation is initiated. Drivers use a route sheet which includes name, date and number of meals provided to the consumer and signs their name to the sheet after completion of meal delivery. Staff and volunteers deliver 75-80 meals a day, five days a week, allowing us to meet our contracted number of meals with the Western Reserve Area Agency on Aging.

Home Delivered Meals served in 2023: 19,023

Home Delivered Meal Clients in 2023: 150



Maple Heights Department of Human Services Office on Aging

Transportation

Seniors 60 years or older or disabled individuals under 60, who reside in the City of Maple Heights can request van transportation. The Maple Heights transportation services can be used for medical and dental appointments, therapy and dialysis appointments, grocery shopping, banking, the Maple Heights Senior Center, other social service agencies, barbers and hairdressers, and special events in the community. Our service is provided Monday through Friday, from 8:30 AM to 3:00 PM. Transportation to special events and city activities is also available on some evenings and weekends.

Our vehicles are dispatched by the Senior Transportation Connection of Cuyahoga County (STC) dispatchers. The employees of the STC are qualified, courteous and efficient. Van reservations can be made at least 72 hours in advance of the trip, up to two (2) weeks in advance, Monday through Friday, from 7:00 AM to 5:00 PM.

We were awarded a new 10 seat passenger transport van which we received in May.

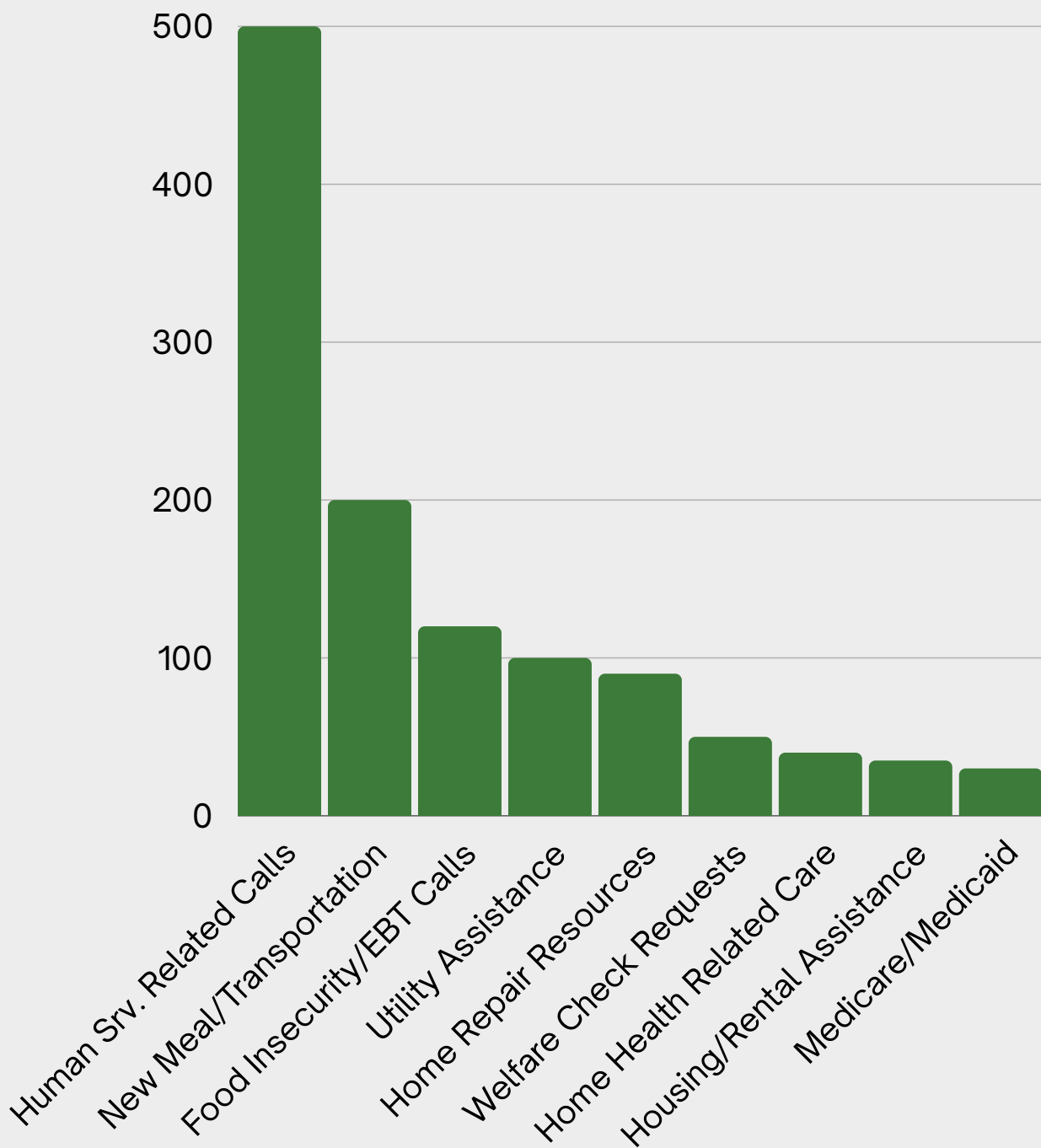
Total one-way trips taken in 2023: 6,750

Total transportation clients served in 2023: 180



Maple Heights Department of Human Services

Supportive Service
1478 Yearly Calls/Walk - Ins



Maple Heights Food Pantry



17100 Broadway Avenue
Maple Heights, Ohio 44137
216-365-2842

Hours of Operation:

Tuesday: 12 PM - 3 PM

Wednesday: 9 AM - 12 PM

Thursday: 4:30 PM - 7:30 PM

We will continue to follow safety protocol in accordance with the Greater Cleveland Food Bank's guidelines.



Who is eligible for food:

- 1 shopping day per household every 30 days

Eligibility is based on income and number of people in the household according to State and Federal regulations.

Proof of eligibility:

- Current photo ID (Driver's license or State ID)
- Proof of residency for each adult member of the household 18 or over (utility bill, cell phone bill, lease agreement, rent/mortgage receipt.)

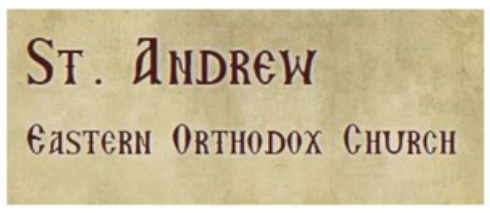
NO EXCEPTIONS

- Proof of residency for children under 18 (School report, School ID, Documentation from Job and Family Services)

NO EXCEPTIONS

If resources permit, you may receive 6 days of food for each person in your household per month.

You will be allowed to authorize another person to receive food on your behalf, if you are unable to come to the food pantry. This person must have a written note from you with the date, your signature and the name of the person authorized to receive food for you. This person must provide their ID



The City of Maple Heights and St. Andrew Eastern Orthodox Church
 in cooperation with the Greater Cleveland Food Bank
 will have a Mobile Food Pantry on the third Thursday of each month.
 We will be open on the following Thursdays throughout the 2023 Year

Jan 19th | Feb 16th | March 16h
April 20th | May 18th | June 15th
July 20th | August 17th | September 21st
October 19th | November 16th | December 21st

The Maple Heights Mobile Food Pantry will be at the
 St. Andrew Eastern Orthodox Church
 16029 Maple Park Drive
 Maple Heights, Ohio 44137
9:30 – 11:30 AM

**We will continue to provide a drive-thru service to comply with COVID-19 social distancing guidelines.
 Please be sure to remain in your cars and wear a mask!**





Community Impact	2022	2023	Increase/Decrease
Total Pounds Distributed	260,753	360,841	100,088
Produce Distributed (In Pounds)	22,279	70,711	48,432
Total Meals Provided	217,294	300,701	83,407
Nutritious Pounds	59%	66%	7%
Average Cost Per Pounds	\$0.10	\$0.09	-\$0.01
Cost of Product	\$26,859.00	\$30,533.00	\$3,674.00
Unduplicated People Served	1,861	2,940	1,079
People Served	7,115	8,972	1,857
Adults Served	3,020	4,022	1,002
Children Served	1,684	2,644	960
Seniors Served	2,411	2,306	-105



Community Impact	2022	2023	Increase/Decrease
Total Pounds Distributed	76,543	76,363	-180
Produce Distributed (In Pounds)	72,587	75,363	2,776
Total Meals Provided	63,786	63,636	-150
Nutritious Pounds	96%	99%	3%
Unduplicated People Served	1,167	1,215	48
People Served	3,339	3,926	587
Adults Served	1,307	1,513	206
Children Served	490	583	93
Senior Served	1,599	1,830	231

Maple Heights Department of Human Services

Youth and Family Engagement

Easter Fest
Stafford Splash Park
Music in the Park

City Wide Garage Sale
Fall Festival
Holiday Lighting Program



A special thank you to the Maple Heights Service, Police and Fire Departments for their assistance to ensure these events are successful.