

2024 Annual Report

 Department of
Human Services



Prepared by

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Director of Human Services

Presented to

Mayor Annette M. Blackwell

Table of Contents

Maple Heights Department of Human Services

Mission Statement	2
Message from the Director	3
Collaborative Relationships	4
Employee Organizational Chart	5

Senior Center

Advisory Site Council	6
Nutrition Program	7
Transportation	8-9
Healthy Aging Grant	10-11
Supportive Services	12

Maple Heights Food Pantry and Mobile Market

Maple Heights Food Pantry Dates and Hours	13
Maple Heights Mobile Market Dates and Hours	14
Partner Fiscal Year Dashboard Greater Cleveland Food Bank	15

Youth and Family Engagement

Youth Engagement	16
Family Engagement	17



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.

Message from the Director



As we reflect on another year in the Human Services Department, we bid farewell to a couple of truly dedicated staff members. Our kitchen coordinator, Bernadette Winners, who for 16 years prepared meals to perfection and provided countless treats for our senior group.

We also said goodbye to our longtime director, Linda Vopat, who retired at the end of the year after 37 years of selfless service to the residents of this city. We are committed to honoring the legacy she has left in our department.

During the past fiscal year, the Human Services Department successfully served a diverse population across various program areas, including food security, transportation, and housing and utility referrals.

A generous Healthy Aging grant allowed us to introduce several exciting new programs, including cardio drumming, line dancing, pedal power, and a Juneteenth celebration, among others. We also hosted a solar eclipse program that brought people together to experience this once-in-a-lifetime event. Additionally, we saw a 23% increase in new client registrations, reflecting the growing demand for the expanded programming we were able to offer.

This year, we welcomed a new Human Services Program Manager to focus on Youth and Family Engagement. This role will help develop innovative programs for youth and strengthen our partnerships with local schools and businesses.

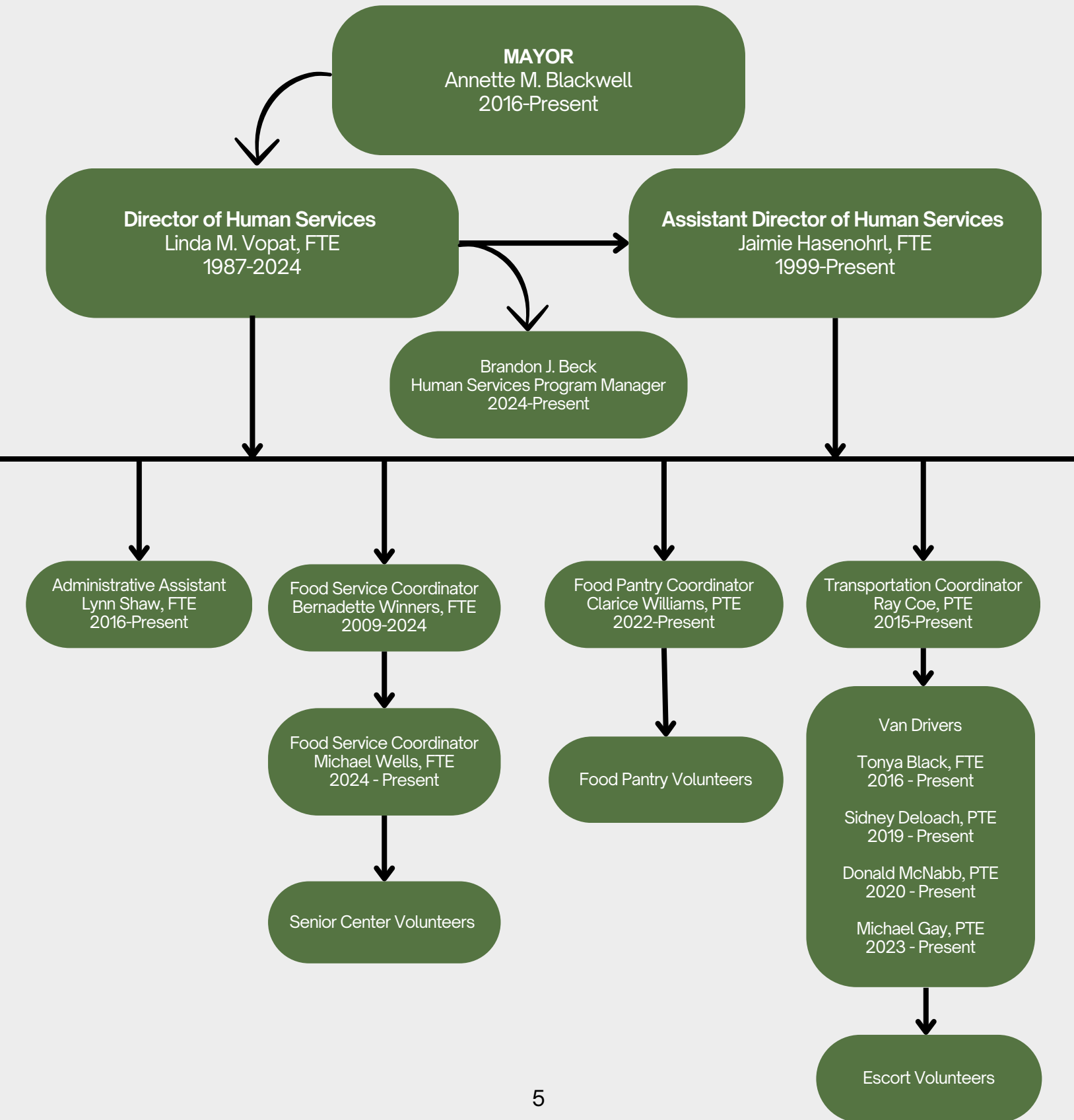
Looking ahead, our department will continue to expand programming for all residents, while focusing on supporting those with basic needs to continue to live independently in the community.

Jaimie Hasenohrl
Director of Human Services

Collaborative Relationships



Organizational Chart



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.

Laurie Kuehnle, Chairperson
Sharon Hagans, Vice Chairperson
Gayle Holman, Appointed Treasurer
Vivian Paul, Recording Secretary
Annie Hall, Correspondence Secretary
Genevieve Cercek, Sunshine Report
Caroline Smith
Linda Sandefur



Nutrition Program



The Maple Heights Office on Aging Nutrition Program consists of congregate and home delivered meals. These meal programs provide daily meals Monday through Friday that offer a minimum of 1/3 of the Recommended Dietary Allowances for persons 60+ years of age. The congregate meal program endeavors to promote nutritional health, reduce social isolation and link older adults to needed services.

The purpose of our Home Delivered Meal 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.

In 2024 we prepared, delivered and served over 27,000 meals to 349 individuals. An average of 100 meals were prepared each day.



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 service 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.

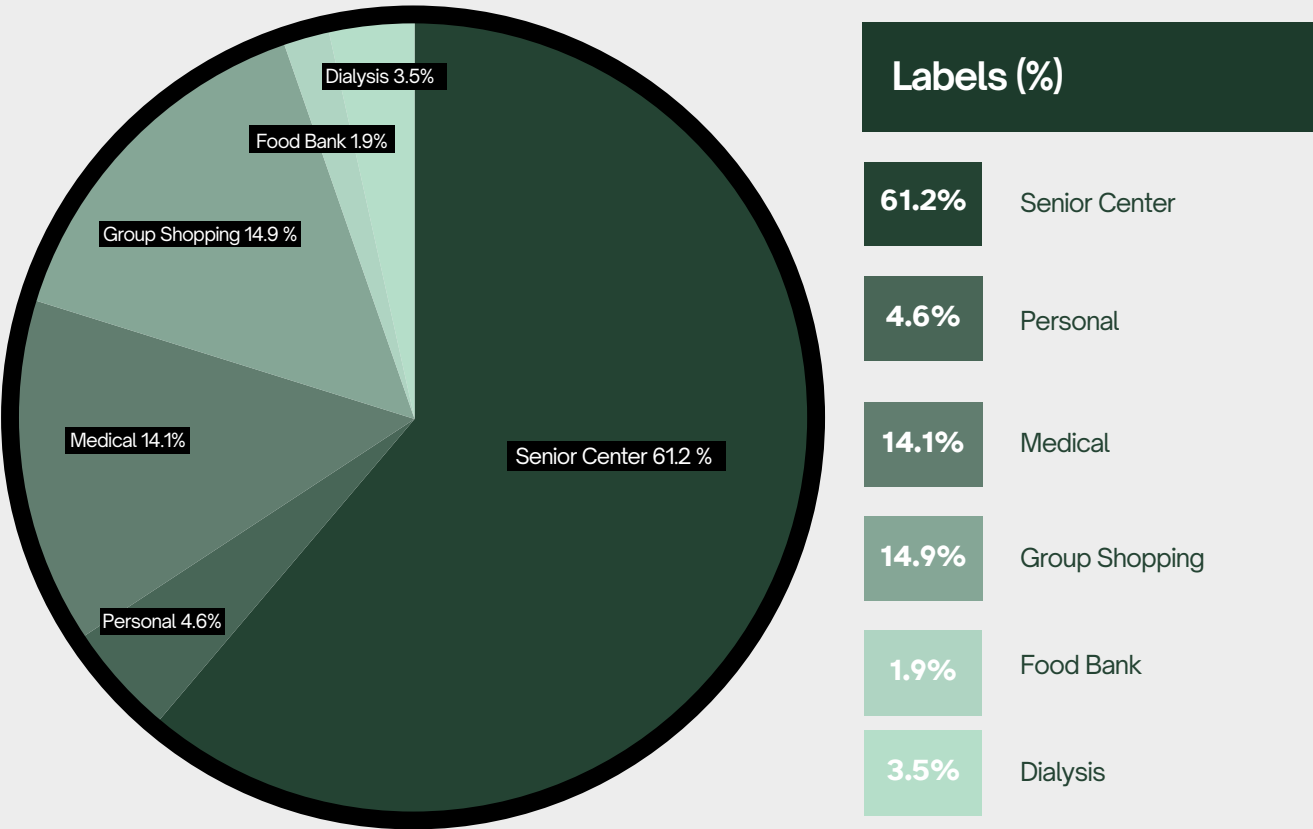
Our vehicles are dispatched by the Senior Transportation Connection of Cuyahoga County (STC) dispatchers. The employees of the STC are qualified, courteous and efficient. Van reservations can be made at least 72 hours in advance of the trip, up to two (2) weeks in advance, Monday through Friday, from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



Passenger Trips
by Purpose

2024

Total one-way trips taken in 2024: 8,714
Total transportation clients served in 2024: 755



Healthy Aging Grant

The Human Services Department is excited to share the success of the grant funding we received from the Ohio Department of Aging, as part of the State Plan on Aging, which aims to ensure that all Ohioans live longer, healthier lives with dignity and autonomy, while eliminating disparities and inequities. With the generous grant of \$40,000, the Human Services Department was able to provide a range of enriching adult development, nutrition, and transportation programs.



Healthy Aging Grant



Thanks to these funds, we had the privilege of engaging over 140 new, unduplicated seniors aged 60 and above in our diverse program offerings, which included Cardio Drumming, Line Dancing, Pedal Power, The Quilting Storyteller as part of our Juneteenth celebration, a Picnic in the Park, and a Volunteer Celebration featuring Dueling Pianos. Each of these programs helped foster physical activity, creativity, social engagement, and community connection for our seniors, truly enhancing their quality of life.

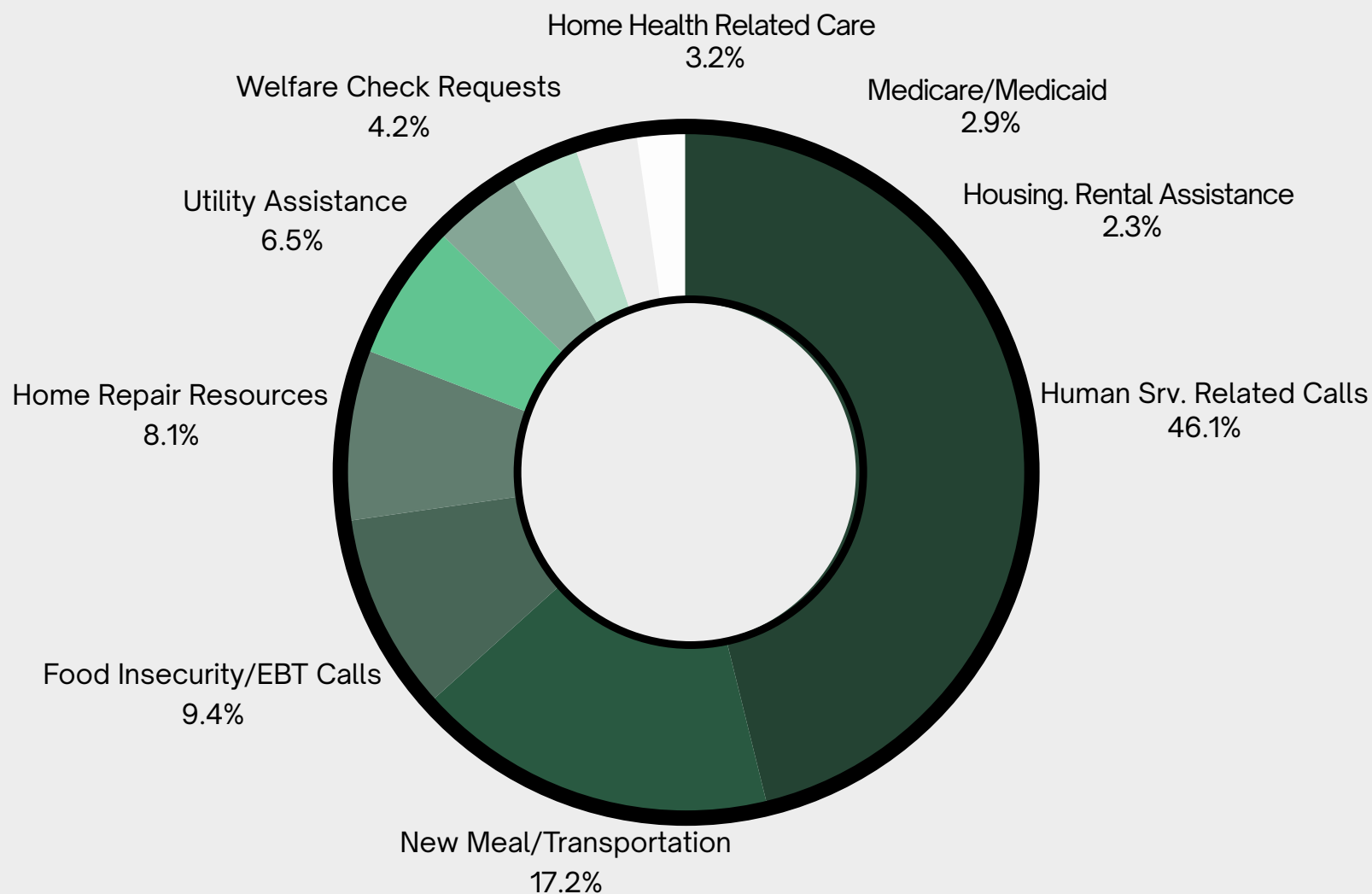


We are proud of the positive impact these initiatives had and look forward to continuing our efforts to promote healthy aging and inclusivity for all members of our community.

Supportive Services

Supportive services refer to a wide range of programs and assistance provided to individuals or communities to help improve their overall well-being and quality of life. The pie chart shows the various types of inquiries we received over the past year.

1541 calls/Walk-Ins





Maple Heights Food Pantry Hours

Tuesdays from 12 PM – 3 PM

Wednesdays from 9 AM – 12 PM

Thursdays from 4:30 PM – 7:30 PM

Maple Heights Food Pantry

17100 Broadway Ave

Maple Heights, OH

Phone: 216-365-2842

The Maple Heights Food Pantry offers a 5-day supply of food for breakfast, lunch and dinner for everyone in your family, every month. Please bring your photo ID and proof of residency. July is the month to re-verify eligibility.



2024 MOBILE PANTRY



The City of Maple Heights and
St. Andrew Eastern Orthodox Church
in cooperation with the Greater Cleveland Food Bank
will continue to have the Mobile Food Pantry
on the third Thursday of each month in 2024!

We will be open on the following Thursdays:

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

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.
Please remember to clear your back seat or trunk to make room for the box of produce.
Please be sure to remain in your cars.



Greater Cleveland
Food Bank





Community Impact	2023	2024	Increase/Decrease
Total Pounds Distributed	360,841	374, 207	13,366
Produce Distributed (In Pounds)	70,711	66,248	-4,463
Total Meals Provided	300,701	311, 839	11,138
Nutritious Pounds	66%	61%	-5%
Average Cost Per Pounds	\$0.09	\$0.09	0
Cost of Product	\$30,533.00	\$31,844.00	\$1,311.00
Unduplicated People Served	1,081	1,514	433
People Served	8,972	12,053	3,081
Adults Served	4,022	5,488	1,466
Children Served	2,644	3,469	825
Seniors Served	2,306	3,096	790



Community Impact	2023	2024	Increase/Decrease
Total Pounds Distributed	76, 363	73,198	-3,165
Produce Distributed (In Pounds)	75,363	70,161	-5,202
Total Meals Provided	32,652	30,924	-1,728
Nutritious Pounds	99%	97%	-2%
Unduplicated People Served	1,215	1,114	-101
People Served	3,628	3,436	-192
Adults Served	1,391	1,409	18
Children Served	552	532	-20
Senior Served	1,685	1,495	-190

Youth Engagement

In 2024, several youth programs saw significant growth and success. Jump Start Sports experienced an impressive 86% increase in attendance compared to the previous year, highlighting growing interest and participation. The Stafford Park sprayground also saw a notable attendance boost of 72%. In youth sports, the SSE Dawgs Youth Football team stood out, with 76% of its players coming from Maple Heights. Two of the three teams made it to the playoffs, and the 9U team achieved remarkable success by winning both the State and Regional championships. Lastly, the Youth Basketball Camp was a hit, registering 138 children, indicating strong community engagement in youth activities.



Family Engagement



In 2024, the Department of Human Services organized a variety of successful family engagement events. The season kicked off with Easterfest, attracting 150 children. The Music in the Park events were also a highlight, with four gatherings drawing between 300 to 400 attendees each. The City-wide Garage Sale featured 50 participating homes, fostering community interaction. The season wrapped up with the Fall Festival and the Holiday Light Program, further strengthening family engagement and community involvement. These events reflect the department's commitment to offering diverse and enjoyable opportunities for families to connect and participate.



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



Linda M. Vopat
37 Years of Service



Bernadette Winners
16 Years of Service

This report is dedicated to the retirees of the Maple Heights Senior Center
Linda M. Vopat and Bernadette Winners, who both retired in 2024.
Their hard work and dedication is truly appreciated and they are missed.