



DEPARTMENT OF HUMAN SERVICES

# ANNUAL REPORT 2025

ENHANCING THE QUALITY OF  
LIFE FOR ALL RESIDENTS

ANNETTE M. BLACKWELL, MAYOR

JAIMIE HASENOHRL, DIRECTOR

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# MISSION STATEMENT

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The Department of Human Services is committed to identifying and addressing the unmet needs of residents across our community. We support children, families, older adults, and individuals with disabilities—especially those experiencing economic hardship, discrimination, abuse, neglect, exploitation, or social isolation—regardless of race, religion, gender, or ethnicity.

Through responsive programs, compassionate service, and strong community partnerships, we strive to create opportunities that empower residents of all ages to thrive. We are especially committed to supporting our youth and senior residents by providing safe spaces, mentorship, educational enrichment, and positive recreational programs that foster personal growth, leadership, and meaningful community engagement.

We are dedicated to empowering the Maple Heights community by enhancing the quality of life for every resident and supporting individuals and families in building independence, resilience, and a brighter future for generations to come.



# MESSAGE FROM THE DIRECTOR

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I am pleased to present the 2025 Human Services Annual Report.

First and foremost, thank you for supporting and passing the Senior Center levy for the third time. Your continued commitment allows us to serve those in our community who are in the greatest need and ensures we can carry out our mission with stability and purpose.

The Human Services Department strives to deliver essential programs and resources that help residents live safely and successfully in their homes. The need for these services continues to grow. The fastest-growing age demographic in the United States is adults age 65 and older, and this population is projected to double by 2060. Locally, the median household income in Maple Heights is \$54,701, compared to \$66,081 in Cuyahoga County. Additionally, 15% of residents live with a disability, 27.2% of adults report being in fair or poor health, and 17.4% of households receive SNAP benefits.

While statistics provide important context, they do not fully capture the daily challenges many of our residents' face. What they do underscore is the importance of the work we do. We are equally reminded that our community is filled with individuals, partners, and volunteers who are eager to help and support one another.

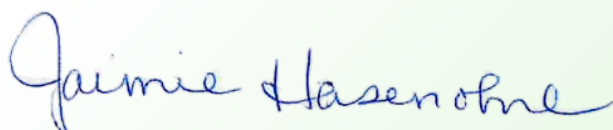
Our department's success is predicated on a dedicated staff, strong local partnerships, and committed volunteers who work tirelessly to serve our residents.

This year, we are proud to highlight a few of our accomplishments:

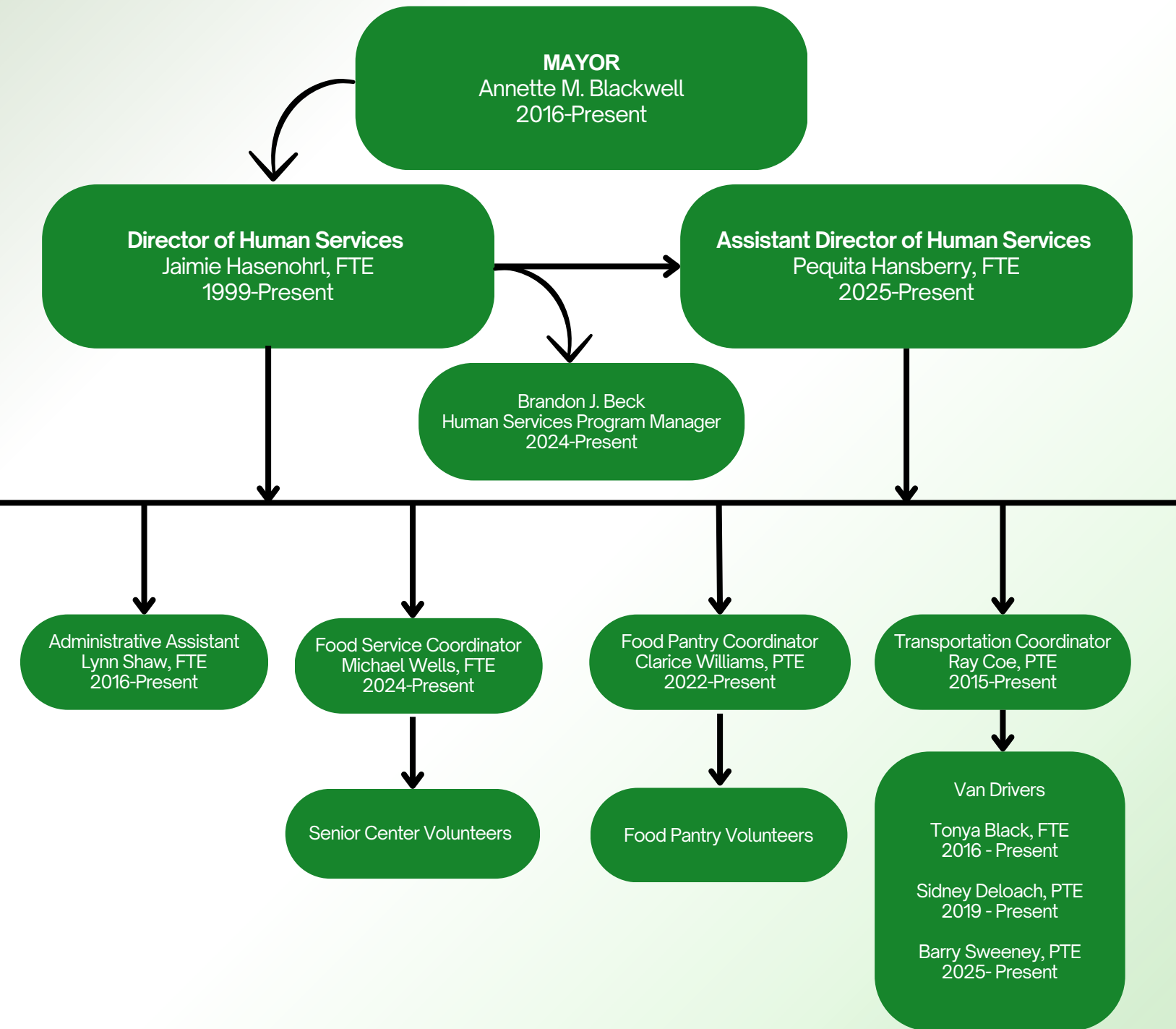
- Launching a new 16-page, full-color newsletter at no cost to the department
- Securing grant funding to expand adult programming—including exercise, arts, and entertainment—beginning in 2026
- Distributing more than 370 turkeys, holiday fixings, and gift cards to community members during Thanksgiving
- Introducing new youth engagement initiatives that we look forward to growing in 2026

Human Services encompasses residents of all ages, and we remain committed to serving our entire community. We continue to operate responsibly within our budget while thinking creatively and collaboratively to expand programming and services for those who need them most.

Thank you again for your continued support and for helping us make a meaningful difference in the lives of our residents. I encourage you to read through this report to learn more about the work of our department and the impact we are making together.



# ORGANIZATIONAL CHART



# OFFICE ON AGING

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## 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 2025, we served 25-50 congregate meals and delivered 60-75 home delivered meals each day.

CONGREGATE MEALS SERVED

**8,405**

HOME DELIVERED MEALS SERVED

**18,500**

CONGREGATE CLIENTS SERVED

**175**

HOME DELIVERED CLIENTS SERVED

**140**

NEW REGISTRATIONS

CONGREGATE CLIENTS

**52**

HOME DELIVERED CLIENTS

**43**

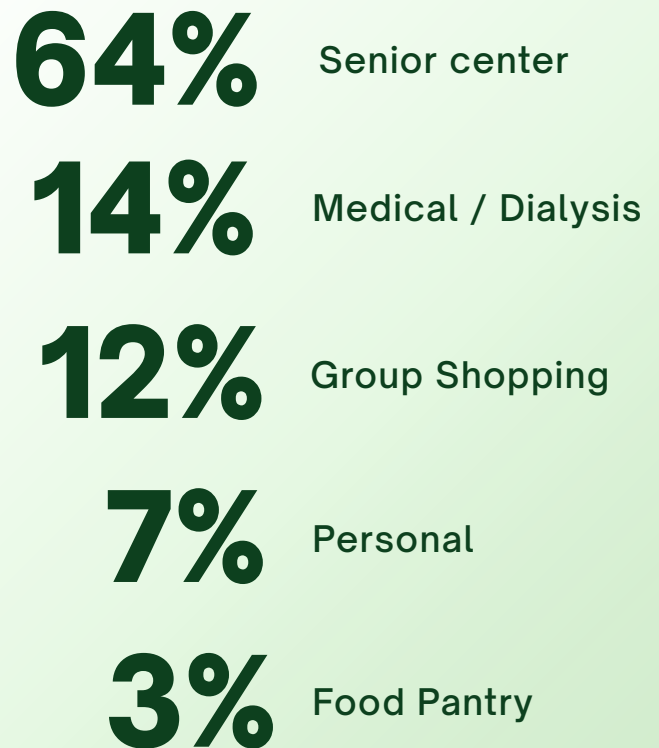
# OFFICE ON AGING

## 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 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.

**Total one-way trips taken in 2025: 12,000**  
**Total transportation clients served in 2025: 175**

### Trips by Purpose →

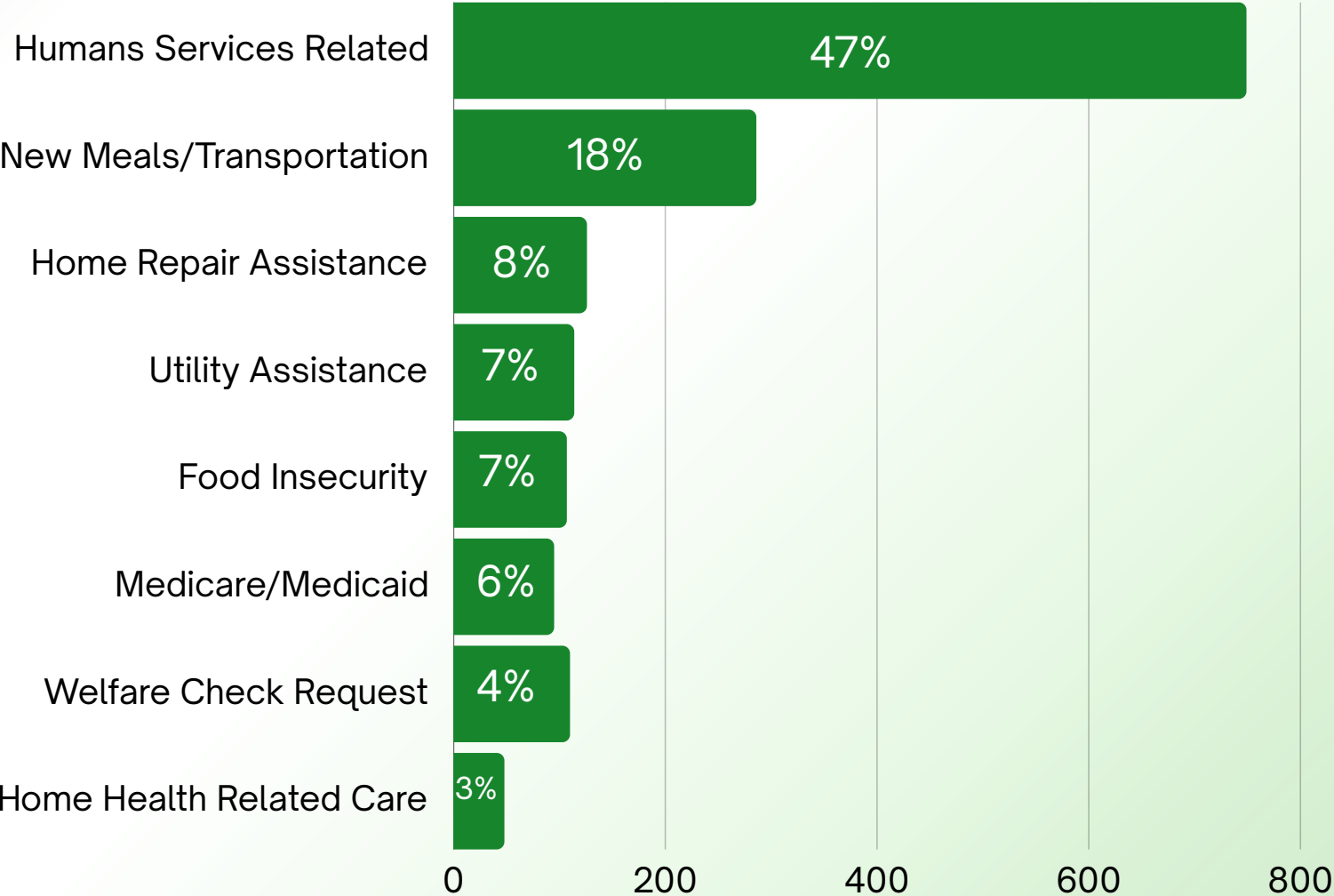


# HUMAN SERVICES

## 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 graph shows the various types of inquires we received over the past year.

1587 calls/Walk-Ins



# OFFICE ON AGING

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## 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.



### OFFICERS

Laurie Kuehnle, Chairperson  
Sharon Hagans, Vice Chairperson  
Gayle Holman, Appointed Treasurer  
Jennette Raum, Recording Secretary  
Annie Hall, Correspondence Secretary  
Genevieve Cercek, Sunshine Report (not pictured)  
Caroline Smith, Member  
Linda Sandefur, Member

# HUMAN SERVICES

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## Food Pantry & Mobile Market

The Maple Heights Food Pantry in partnership with the Greater Cleveland Food Bank provides a three-day supply of nutritious food for breakfast, lunch and dinner for every member of the family. Clients are allowed to shop at the pantry once every 30 days.

The Food Pantry formed many partnerships for food donations and volunteer services. Weekly donations are received from Aldi's in Chagrin Falls, Aldi's at Harvard Park, COSTCO in Mayfield Heights and the Original Sandwich King in Chagrin Falls. Special needs students from Insightful Minds Community of Learning and men from the Southeast Cleveland Resource Center in Slavic Village volunteer at the pantry to help unload and stock on delivery days.

TOTAL MEALS PROVIDED

**190,920**

TOTAL PEOPLE SERVED

**12,728**

The Maple Heights in partnership with the Greater Cleveland Food Bank has a Mobile Market on the third Thursday of each month at St. Andrews Eastern Orthodox Church. The Food Bank delivers 8,000 pounds of food consisting of 90% produce and 10% bread, yogurt or other donated items.

TOTAL MEALS PROVIDED

**22,581**

TOTAL PEOPLE SERVED

**2,509**



# HUMAN SERVICES

## Youth & Family Engagement

In 2025, the City of Maple Heights continued to expand youth and family engagement through recreational programming, partnerships, and educational access. Participation increased across multiple programs, reflecting strong community interest and effective collaboration.

### Key Highlights

- Jump Start Sports Soccer: Attendance increased by 12% over 2024.
- Stafford Park Sprayground: Seasonal attendance rose approximately 23%, reinforcing its value as a major community amenity.



### Youth Sports Achievements

The SSE Dawgs Youth Football and Cheer Program served ages 7–12, fielding five football teams and three cheer teams. Three football teams advanced to state playoffs, with the 8U team earning a State Championship.



### Partnerships & Programming

- Youth Basketball Tournament with the City of Garfield Heights (grades 6–8)
- Youth Spring Sports Clinic with Maple Heights City Schools
- Free cultural access for Maple Heights residents Saturdays and Sundays through Mandel Community Days at the Cleveland Museum of Natural History
- Youth Bowling Event at Lanes Bowling Alley in Southgate sponsored by Councilman Timothy Tatum



### New Initiatives

- Father's Club to strengthen mentorship and family engagement
- YES Program (Youth Engagement in Service) focused on leadership and civic involvement

### Looking Ahead

The success of 2025 positions the City to further expand programs, strengthen partnerships, and continue investing in youth development and community well-being.

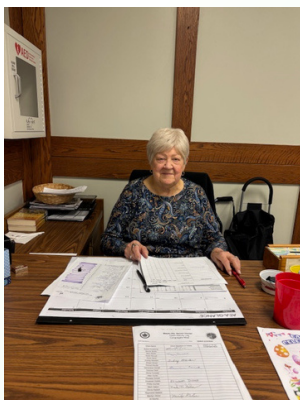


# HUMAN SERVICES

## Volunteer Highlights

The Human Services volunteers dedicate their time and compassion to support individuals and families. Whether assisting at the front desk, organizing resources, delivering meals or working in the food pantry and mobile market they bring empathy, patience and professionalism to every interaction. Through their commitment and teamwork, our volunteers create a welcoming environment where every person feels valued, respected and supported.

In 2025, our volunteers clocked approximately 6,000 hours of service to the community.



# HUMAN SERVICES

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## 2025 Key Accomplishments

- Secured an Adult Development Grant totaling \$53,300 over two years, allowing the department to offer lunch-and-learns, fitness classes, and entertainment at no cost to seniors or the department. Funding may also support intergenerational programming.
- Received over \$109,000 in grants and donations to operate the senior meals and transportation programs.
- Partnered with LPI for 600 full-color, 16-page newsletters, distributed electronically and in print, resulting in significant savings in paper, copying, and staff time.
- Awarded a \$1,000 grant to establish a pollinator garden within the community garden, fostering environmental stewardship and partnerships with Rid-All and Tinker's Creek Watershed.
- Participated in multiple meetings with STC to explore outsourcing opportunities aimed at reducing operational costs.
- Partnered with University Hospitals (UH) to distribute 300 turkeys, 60 Thanksgiving side bags, and \$25 gift cards to residents.
- Received and distributed 1,000 light bulbs from NOPEC, supporting resident energy efficiency.
- Updated the City's Resident Guide for the first time in 15 years, completing all research and preparation while minimizing printing costs.
- Hosted four delinquent tax clinics, assisting residents with financial education and compliance.
- Distributed over 450,000 pounds of food through Food Pantry and Mobile Pantry operations.
- Established new partnerships with local churches to expand programming in 2026, including domestic violence education and arts and crafts programs.
- Signed a MOA with AARP senior employment to bring PT workers to fill in as the kitchen aide and food pantry to save the department cost.

# HUMAN SERVICES

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## Our Team



**Jaimie Hasenohrl**  
Director



**Pequita Hansberry**  
Assistant Director



**Brandon Beck**  
Program Manager



**Lynn Shaw**  
Administrative Assistant



**Michael Wells**  
Kitchen Coordinator



**Ray Coe**  
Transportation Coordinator



**Tonya Black**  
Driver



**Sidney Deloach**  
Driver



**Barry Sweeney**  
Driver



**Clarise Williams**  
Food Pantry Coordinator

# COLLABORATIVE RELATIONSHIPS

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## JOINT PROGRAMING

C.A.R.E  
- Community Partnership on Aging  
- Solon Senior Services  
Cuyahoga County Library-Maple Heights Branch  
Cuyahoga County Senior & Adult Services  
ESOP  
Fairhill Partners  
Garfield Heights Senior Center  
Greater Cleveland Food Bank  
Hunger Network of Greater Cleveland  
Jump Start Sports  
Maple Heights City Schools  
OSHIP  
Senior Transportation Connection  
Southeast Clergy Meals on Wheels  
UH Bedford Community Wellness Center  
Western Reserve Area Agency on Aging

## REFERRAL / FOLLOW-UP

Adult Protective Services  
Alzheimer's Association  
Maple Heights Building and Housing Departments  
Canopy Child Advocacy Center  
Cleveland Housing Network  
Cleveland Water Department  
Cuyahoga County Fiscal Office  
Cuyahoga County Health & Human Services  
Cuyahoga County Job and Family Services  
Cuyahoga County Treasurer  
Journey Center for Safety and Healing  
Legal Aid Society of Cleveland  
Medicare  
NORA  
Passport  
Pregnant With Possibilities Resource Center  
Options  
Social Security Administration  
Womankind Prenatal & Maternal Care Center

## OUT-STATIONED STAFF

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

## CASE COORDINATION

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

We extend our sincere gratitude to our community partners for their collaboration, expertise, and shared commitment to serving the residents of Maple Heights. Your partnership strengthens our ability to deliver impactful programs and expand access to essential services.