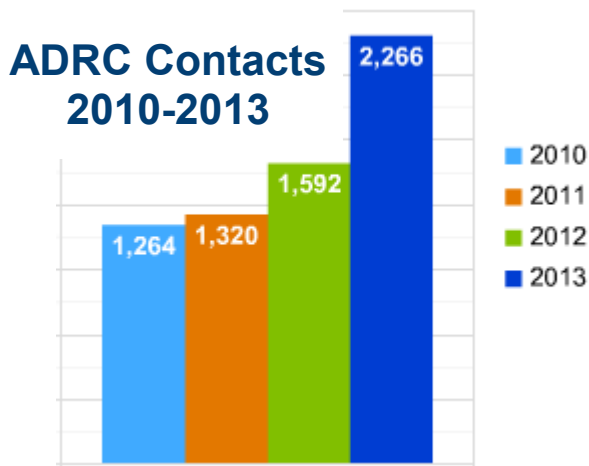


# AGING AND DISABILITY RESOURCE CENTER ANNUAL REPORT 2013

The Aging and Disability Resource Center (ADRC) offers a simple way for people to find information about services and supports for older adults and people with disabilities.

**2,266 CONTACTS**  
CALLS (1,823) ■ WALK-INS (385) ■ EMAIL (58)



THE ADRC MADE  
**1028 REFERRALS**  
TO **AREA 10** PROGRAMS

## 4,661 REFERRALS

### Requests for Some Services Increased Dramatically

- ↑ **575%** *Farmer's Market Vouchers*
- ↑ **319%** *Medicare Counseling*
- ↑ **74%** *Home Maintenance/Minor Repairs*
- ↑ **73%** *Veterans Benefits Assistance*
- ↑ **42%** *Utility Assistance*

### Top 10 Referrals

IU Health Bloomington Hospital	131
Richland Apartments	109
Cambridge Square Apartments	95
IN Division of Family Resources	89
Providence Place	72
South Central Community Action Program	70
Salvation Army	68
Bloomington Transit	62
Indiana Legal Services	60
USDA Rural Development	55

# 2,838 CALLER NEEDS

## Top Needs by Category

### Individual, Family and Community Support ▶555

Home Maintenance and Minor Repair (61)  
 Personal Care (52)  
 Homemaker Assistance (49)

### Housing/Utilities ▶458

Low Income/Subsidized Rental Housing (204)  
 Home Rehabilitation Programs (56)  
 Utility Assistance (54)

### Food/Meals ▶438

Food Pantries (99)  
 Home Delivered Meals (83)  
 Farmer's Market Vouchers (162)

### Health Care ▶384

Health Insurance Information/Counseling (151)  
 Prescription Assistance (38)  
 Nursing Facilities (21)

### Income Support/Assistance ▶382

In Home Support & Attendant Care Subsidies (206)  
 Tax Preparation Assistance (51)  
 Medicaid (45)

### Transportation ▶172

Medical Appointments Transportation (86)  
 Local Bus Services (27)  
 Disability Related Transportation (30)

### Legal, Consumer and Public Safety Services ▶153

General Legal Aid (58)  
 Veteran Benefits Assistance (52)  
 Advance Medical Directives & Will Preparation (12)

### All Other Needs Categories ▶200

Employment (56)  
 Information Services (56)  
 Volunteers/Donations (24)  
 Clothing/Personal/Household Needs (23)  
 Mental Health/Addictions (20)  
 Arts, Culture and Recreation (14)  
 Other Government/Economic Services (5)  
 Education (2)

## TOP UNMET NEEDS

Income Support **20%**  
 Housing/Utilities **24%**

**2% of needs were unmet**

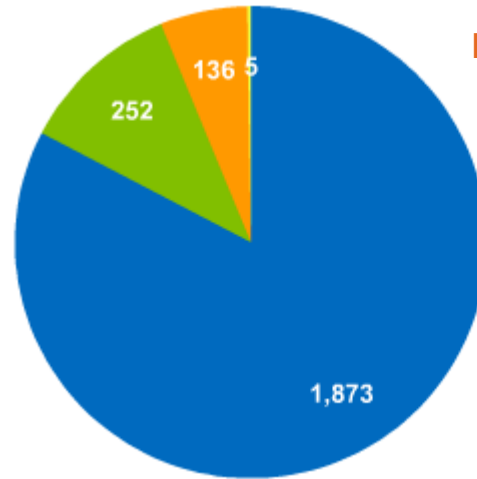
# ABOUT OUR CALLERS...



1662



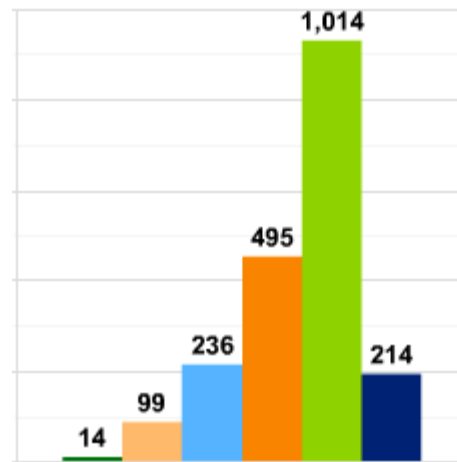
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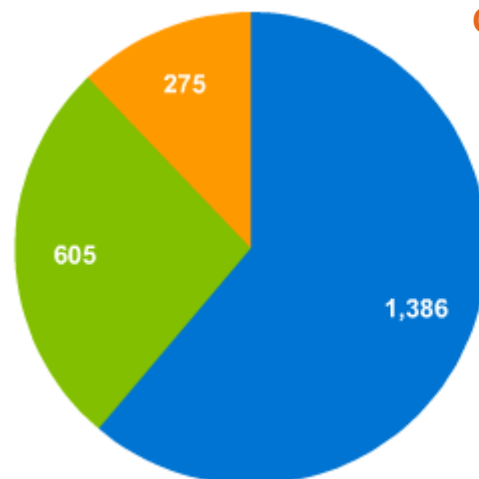
## Contacts by County

- Monroe
- Owen
- Other IN Counties
- Out of State

## Age Ranges



- 18-24
- 25-40
- 41-55
- 56-65
- 66-84
- 85+



## Contact Made by:

- Self
- Family/Friend
- Agency

# INTAKES

**428** INTAKES  
COMPLETED

The ADRC serves as the single point of entry  
for the following Area 10 services

**IN-HOME  
SERVICES** **327**

52% **HOMEMAKER SERVICES** (170)  
39% **PERSONAL CARE** (128)  
9% **EMERGENCY RESPONSE BUTTON** (29)

**NUTRITION  
PROGRAM** **173**

75% **HOME DELIVERED MEALS** (129)  
25% **FOOD PANTRY** (44)

**REPAIRS  
TEAM** **105**

65% **MINOR REPAIR** (64)    6% **SHALLOW STEPS** (6)  
19% **RAMP** (19)                      3% **HAND RAILS** (3)  
13% **GRAB BARS** (13)

**CARING  
COMPANIONS** **58**

42% **FRIENDLY VISITOR** (24)  
30% **MONEY MANAGER** (17)  
14% **HOMEMAKER** (8)  
7% **ERRANDS RUNNER** (4)  
4% **SNOW REMOVAL** (3)  
3% **FRIENDLY TELEPHONING** (2)

# SHIP

Our certified SHIP counselors on staff and highly trained volunteers provide objective information to help people understand their Medicare options.

**394** PEOPLE RECEIVED  
MEDICARE COUNSELING

**47%** ASSISTED DURING OPEN  
ENROLLMENT (OCT-DEC)

# SMP

Outreach presentations help older adults and people with disabilities learn how to prevent, identify, and report Medicare fraud.

**357** PEOPLE LEARNED ABOUT  
MEDICARE FRAUD