

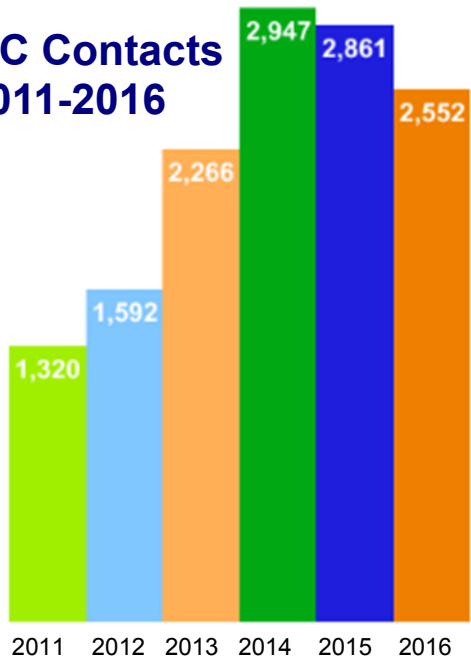


2,552 Contacts

Calls (2,359) ■ Walk-Ins (161) ■ Email (32)

The ADRC offers a simple way for people to find information about services and supports for older adults and people with disabilities

ADRC Contacts
2011-2016



The ADRC made **1046 referrals to Area 10 programs** and **4931 referrals to Other Agencies**

**Intakes
213**

Phone assessments for people seeking subsidies to pay for in-home care

**Mobility 100
Equipment**

Pieces of donated items such as canes, walkers, wheelchairs, shower chairs and more distributed to those in need

**REPAIRS
Team 69**

29% Grab Bars (20)
26% Minor Repair (18)
20% Minor Plumbing (14)

10% Ramp (7)
10% Hand Rails (7)
4% Shallow Steps (3)

SHIP

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

349 PEOPLE RECEIVED
MEDICARE COUNSELING

24% ASSISTED DURING OPEN
ENROLLMENT (OCT 15-DEC 7)

SMP

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

267 PEOPLE LEARNED ABOUT
MEDICARE FRAUD

3,012 Caller Needs

Top Needs by Category

Individual, Family and Community Support ▶611

Home Maintenance and Minor Repair (90)

Personal Care (70)

Homemaker Assistance (65)

Health Care ▶567

Health Insurance Information/Counseling (125)

Disease/Disability Information (52)

Medicaid Planning (45)

Housing ▶489

Low Income/Subsidized Rental Housing (272)

Home Rehabilitation Programs (67)

Ramp Construction Services (53)

Income Support/Assistance ▶392

In Home Support & Attendant Care Subsidies (255)

Medicaid Applications (36)

Medicaid Waiver for Developmental Disabilities (26)

Transportation ▶263

Medical Appointments Transportation (119)

Disability Related Transportation (100)

Senior Ride Programs (54)

Legal, Consumer and Public Safety Services ▶215

General Legal Aid (88)

Veteran Benefits Assistance (48)

Long Term Care Ombudsman Programs (34)

Food/Meals ▶193

Food Pantries (83)

Home Delivered Meals (81)

Commodity Supplemental Food Program (16)

All Other Needs Categories ▶282

Volunteers/Donations (66)

Clothing/Personal/Household Needs (38)

Mental Health/Addictions (26)

Information Services (21)

Employment (18)

Arts, Culture and Recreation (16)

Other Government/Economic Services (13)

Disaster Services (0)

3% of needs were unmet

ABOUT OUR CONTACTS



28%



72%

