

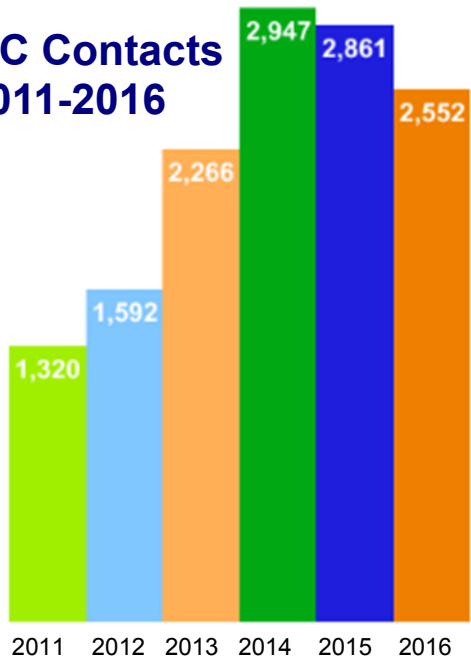


## 2,552 Contacts

**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%**

