

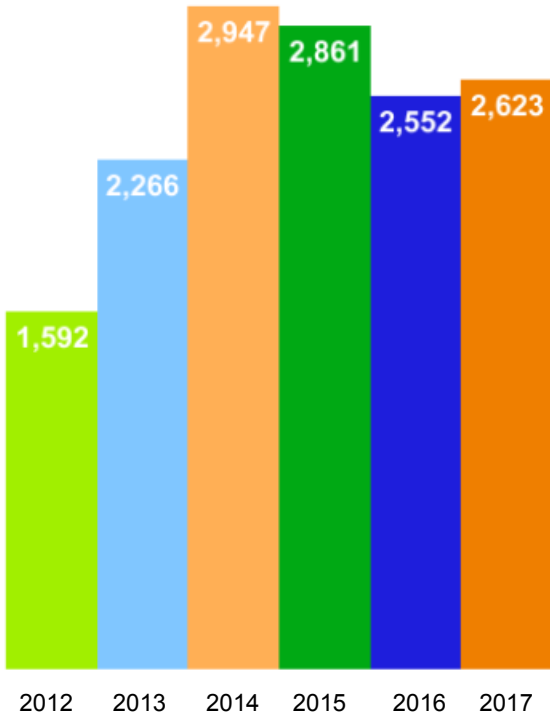


2,623 Contacts

Calls (2,268) ■ Walk-Ins (294) ■ Email (61)

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

ADRC Contacts 2012-2017



The ADRC made **1451 referrals to Area 10 programs** and **5749 referrals to Other Agencies**

Intakes
425

Phone assessments for people seeking subsidies to pay for in-home care. Intakes more than doubled in 2017.

Mobility **119**
Equipment

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

REPAIRS
Team **39**

39% Grab Bars (15) **18% Minor Plumbing (7)** **2% Ramp (1)**
31% Minor Repair (12) **8% Hand Rails (3)** **2% Shallow Steps (1)**

Due to a loss of critical volunteer support, completed REPAIRS Team jobs decreased by 44%, including an 85% reduction in ramp construction.

SHIP

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

286 PEOPLE RECEIVED
MEDICARE COUNSELING

53% 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.

620 PEOPLE LEARNED ABOUT
MEDICARE FRAUD

2,974 Caller Needs

Top Needs by Category

Health Care ▶598

Assistive Technology Equipment (99)
 Medicaid Planning (61)
 Health Insurance Information/Counseling (59)

Income Support/Assistance ▶540

In Home Support & Attendant Care Subsidies (467)
 Social Security Benefits (24)
 Tax Preparation Assistance (23)

Individual, Family and Community Support ▶525

Home Maintenance and Minor Repair (82)
 Personal Alarm Systems (36)
 Homemaker Assistance (120)

Housing ▶523

Low Income/Subsidized Rental Housing (279)
 Home Rehabilitation Programs (74)
 Assisted Living Facilities (50)

Transportation ▶210

Medical Appointments Transportation (124)
 Disability Related Transportation (40)
 Senior Ride Programs (45)

Food/Meals ▶200

Food Pantries (56)
 Home Delivered Meals (99)
 Farmer's Market Vouchers (24)

Legal, Consumer and Public Safety Services ▶174

General Legal Aid (70)
 Elder Law (35)
 Veteran Benefits Assistance (24)

All Other Needs Categories ▶204

Utility Assistance (52)
 Volunteers/Donations (49)
 Employment (26)
 Clothing/Personal/Household Needs (20)
 Mental Health/Addictions (20)
 Other Government/Economic Services (14)
 Information Services (13)
 Arts, Culture and Recreation (10)
 Disaster Services (0)

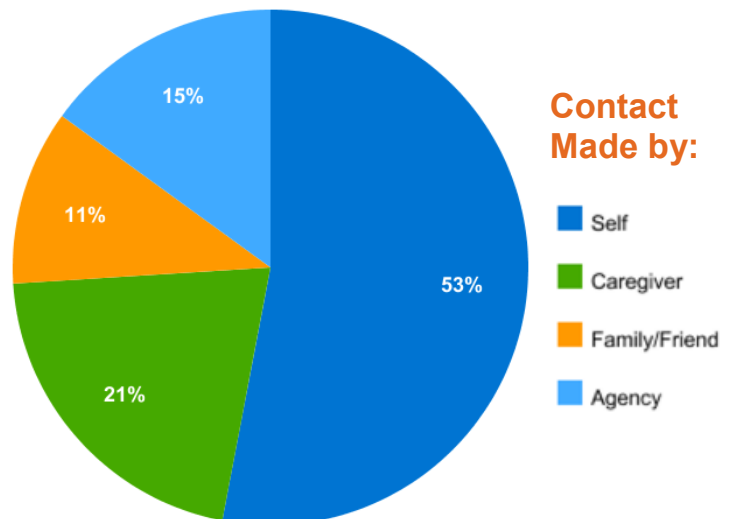
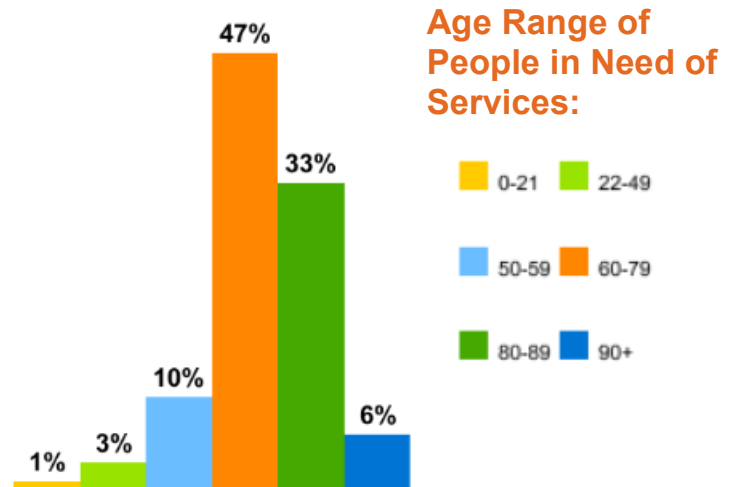
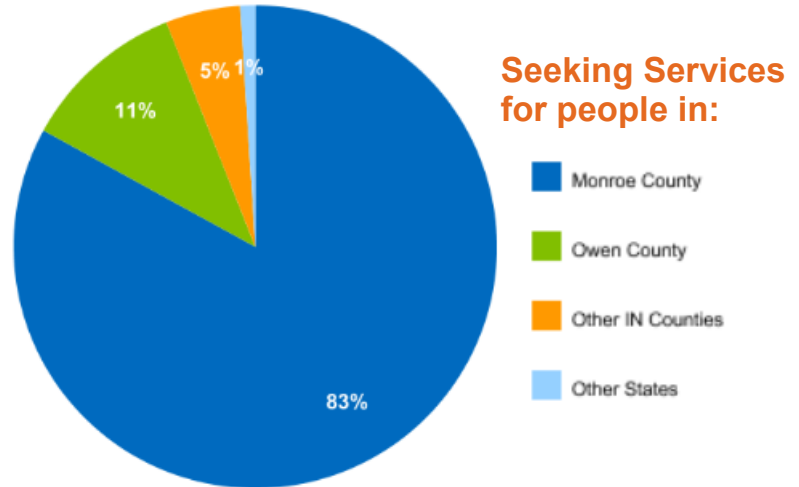
ABOUT OUR CONTACTS



30%



70%



1% of needs were unmet