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

2,552 Contacts
Calls (2,359) ■ Walk-Ins (161) ■ Email (32)

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

ADRC Contacts
ADRC Contacts 2011-2016
1,320  1,592  2,266  2,947  2,861  2,552

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)

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**
- Home Maintenance and Minor Repair (90)
- Personal Care (70)
- Homemaker Assistance (65)

**Health Care**
- Health Insurance Information/Counseling (125)
- Disease/Disability Information (52)
- Medicaid Planning (45)

**Housing**
- Low Income/Subsidized Rental Housing (272)
- Home Rehabilitation Programs (67)
- Ramp Construction Services (53)

**Income Support/Assistance**
- In Home Support & Attendant Care Subsidies (255)
- Medicaid Applications (36)
- Medicaid Waiver for Developmental Disabilities (26)

**Transportation**
- Medical Appointments Transportation (119)
- Disability Related Transportation (100)
- Senior Ride Programs (54)

**Legal, Consumer and Public Safety Services**
- General Legal Aid (88)
- Veteran Benefits Assistance (48)
- Long Term Care Ombudsman Programs (34)

**Food/Meals**
- Food Pantries (83)
- Home Delivered Meals (81)
- Commodity Supplemental Food Program (16)

**All Other Needs Categories**
- 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)

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### About our Contacts

#### Seeking Services for people in:

- **28%** Male
- **72%** Female

#### Age Range of People in Need of Services:

- **18-24**: 1%
- **25-40**: 3%
- **41-55**: 9%
- **56-65**: 23%
- **66-84**: 11%
- **85+**: 53%

#### Contact Made by:

- **Self**: 54%
- **Caregiver**: 12%
- **Family/Friend**: 22%
- **Agency**: 12%