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

2,623 Contacts
Calls (2,268) ■ Walk-Ins (294) ■ Email (61)

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)

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**Seeking Services for people in:**
- Monroe County: 30%
- Owen County: 70%

**Age Range of People in Need of Services:**
- 0-21: 1%
- 22-49: 3%
- 50-59: 11%
- 60-79: 15%
- 80-89: 21%
- 90+: 11%

**Contact Made by:**
- Self: 53%
- Caregiver: 15%
- Family/Friend: 11%
- Agency: 21%

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1% of needs were unmet