

Emerging Trends & Client Issues: 2017	TOTAL
Affordable housing	32
Ageism at work	1
APS referrals	1
Benefit enrollment assist (all types)	23
Caregiver support	11
Consumers under 60	2
Dental needs	2
Elder abuse	1
English as second language	2
Financial assistance	8
Grant application work	1
Guardianship/POA/living wills/repayees	8
Health care needs	11
Hoarding	5
Home-chore assist (inside)	31
Home-chore assist (outside)	5
Home-delivered meals	6
Homelessness	5
In-home health care services	13
Intergenerational living	2
Isolation/socialization	7
Loan Closet usage/DME	4
Long-Term Care options	5
LTC screening availability	2
Med management assistance	2
Mental Health support (inc. dementia)	30
Moving assistance	3
Nutrition (other than home meals)	7
PERS/Life Line	3
Scams/identity theft	4
Substance abuse/AODA	6
Transitioning level of care	12
Transportation	25

Top 5

1. Affordable housing	32
2. Home-chore assist (inside)	31
3. Mental Health support (inc. dementia)	30
4. Transportation	25
5. Benefit enrollment assist (all types)	23