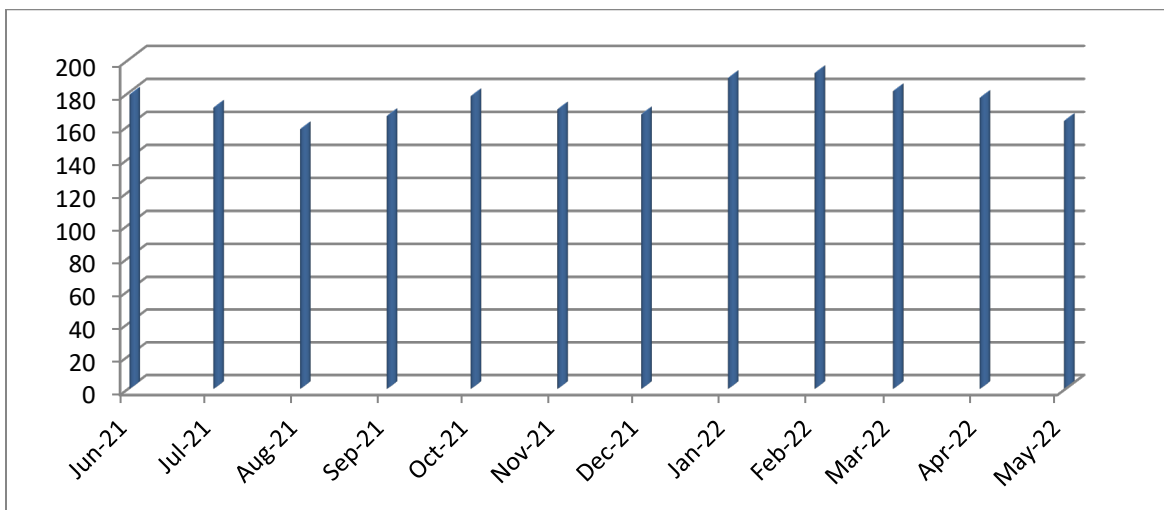




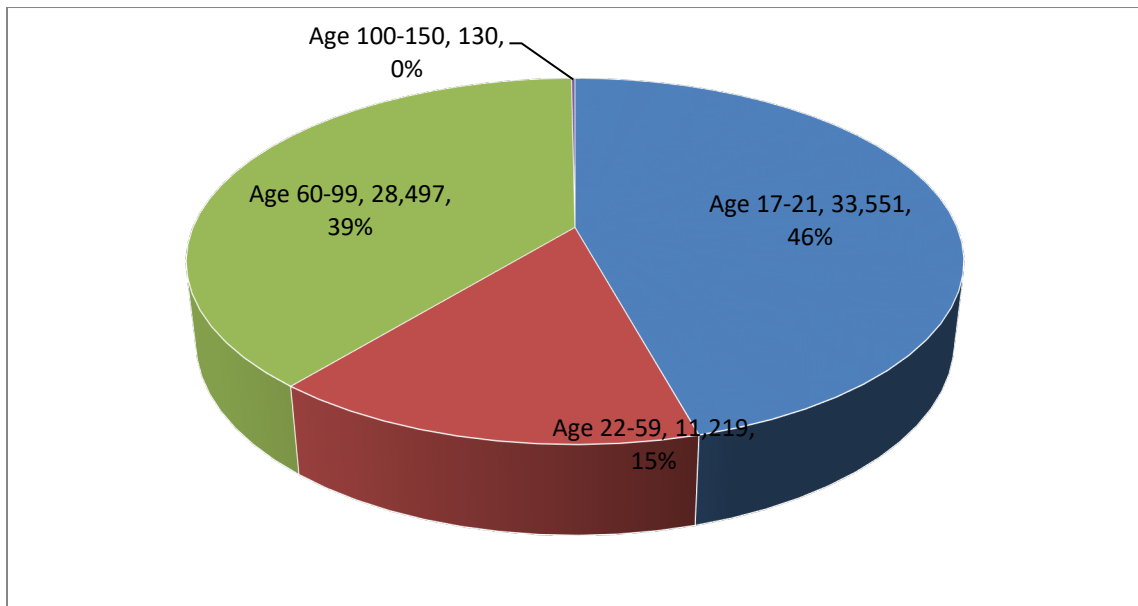
### Breakdown of Contacts Per Month

No. of contacts	Month	No. of working days	Average per day
3943	June 2021	22	179
3,426	July 2021	20	171
3,656	August 2021	23	158
3,505	September 2021	21	166
3,749	October 2021	21	178
3,413	November 2021	20	170
3,512	December 2021	21	167
3787	January 2022	20	189
3850	February 2022	20	192
4181	March 2022	23	181
3718	April 2022	21	177
3430	May 2022	21	163



### Consumer Age Groups

3,551	17-21
11,219	Age 22-59
28,497	Age 60-99
130	100-150
<b>43,397</b>	<b>Total</b>

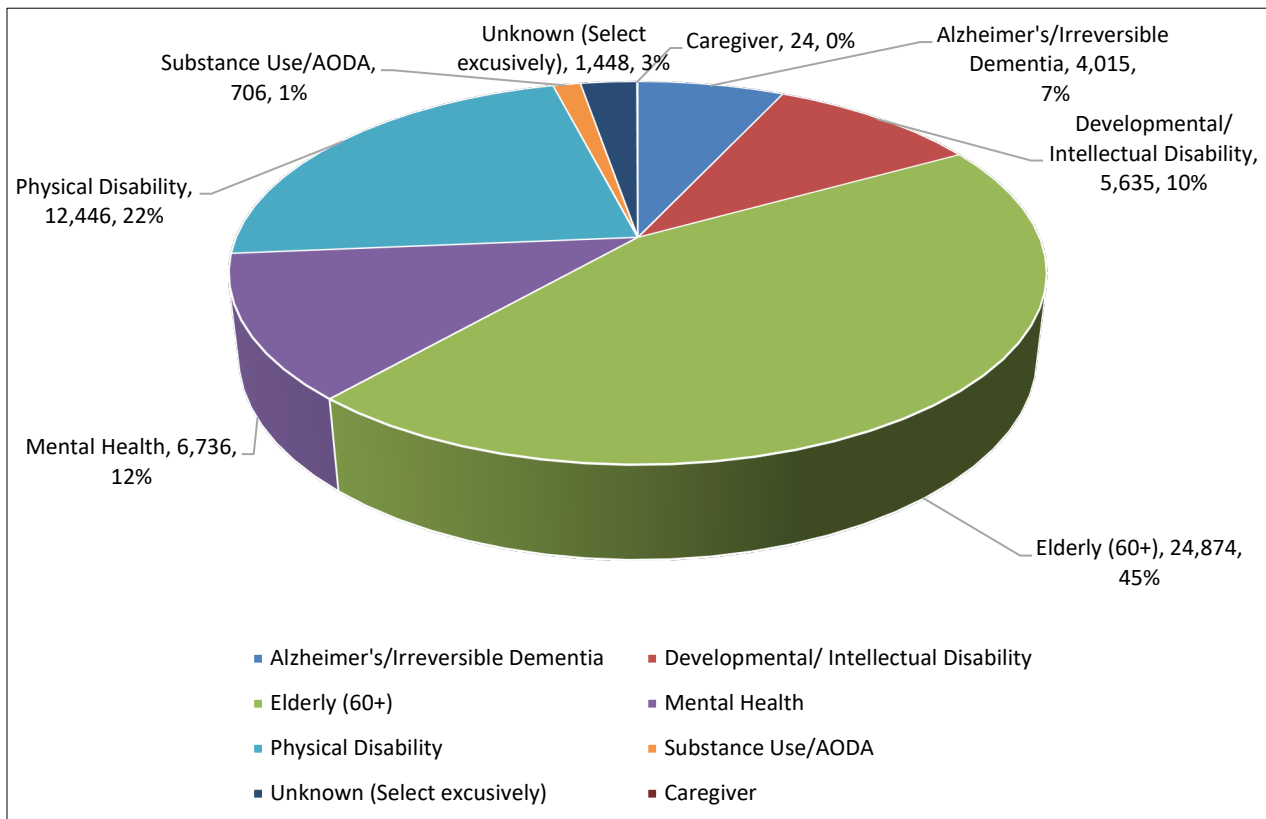


# ADRC Data June 2021 to May 2022

## Target Group

3,990	Alzheimer's/Irreversible Dementia
5,736	Developmental/ Intellectual Disability
24	Caregiver
25,683	Elderly: 60 or older
7,017	Mental Health
12,880	Physical Disability
749	Substance Use/AODA
1,533	Unknown (Select exclusively)
<b>43,451</b>	<b>Total</b>

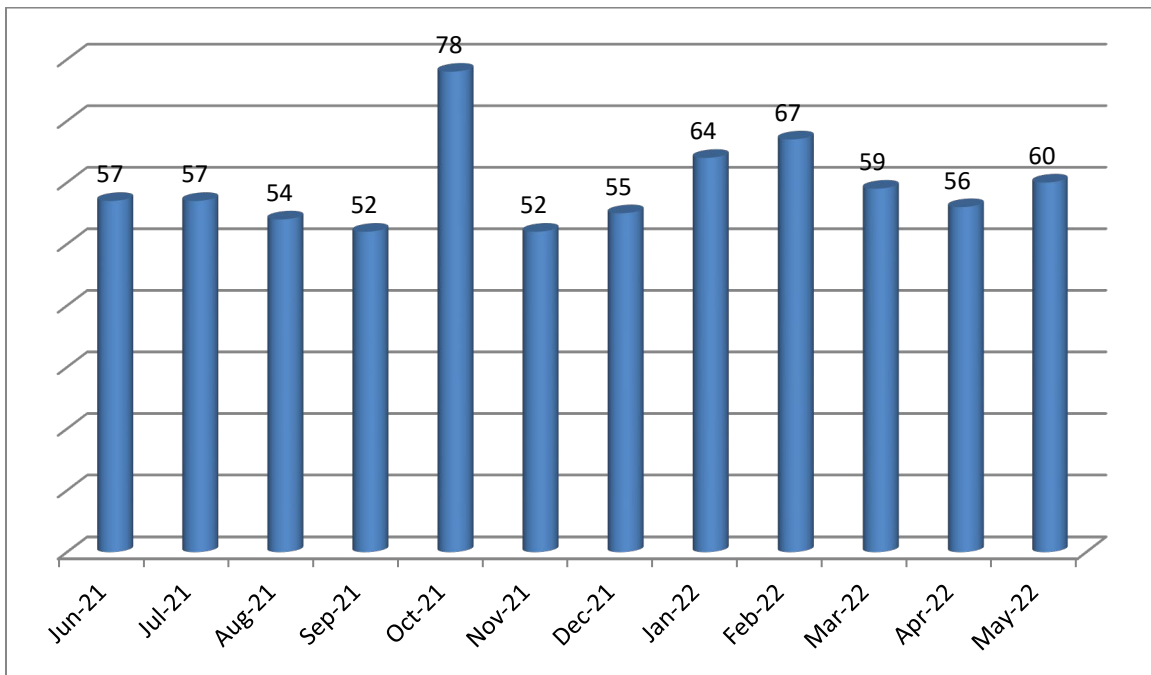
\*Some customers fall into multiple target groups



# ADRC Data June 2021 to May 2022

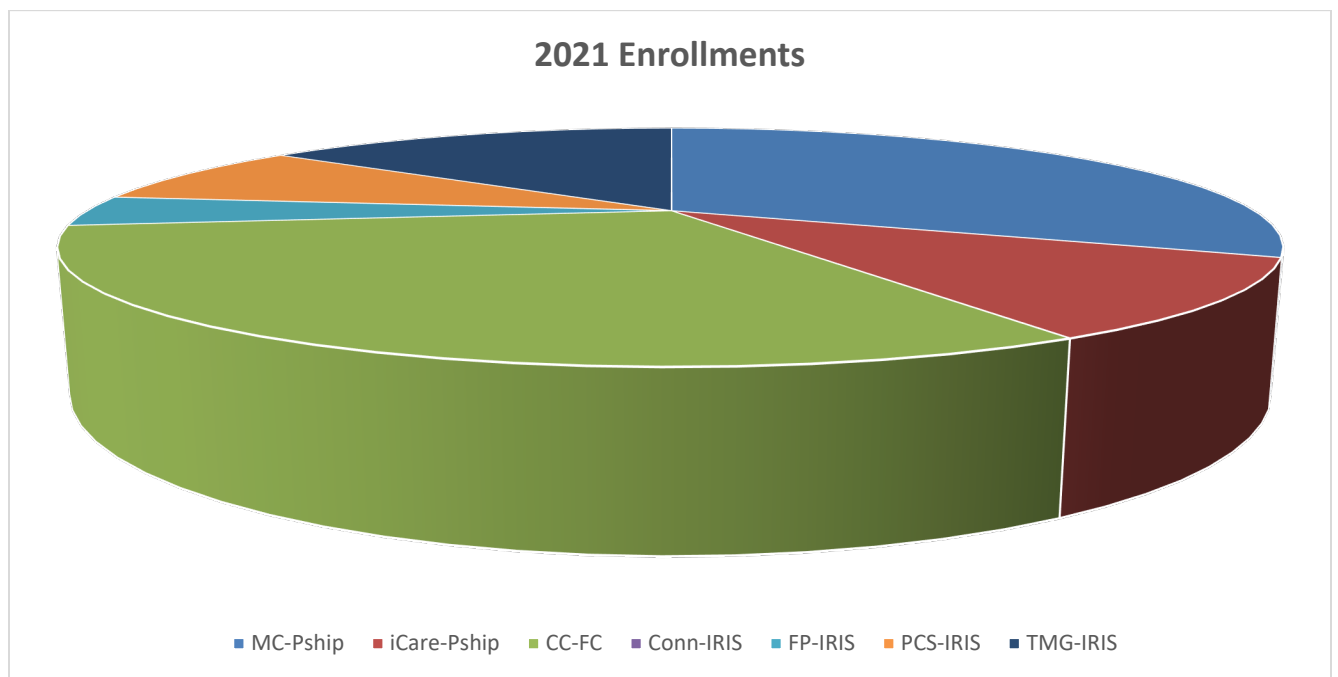
## Email Inquiries

# Email Inquiries	Month
57	June 2021
57	July 2021
54	August 2021
52	September 2021
78	October 2021
52	November 2021
55	December 2021
64	January 2022
67	February 2022
59	March 2022
56	April 2022
60	May 2022



## ADRC Data June 2021 to May 2022

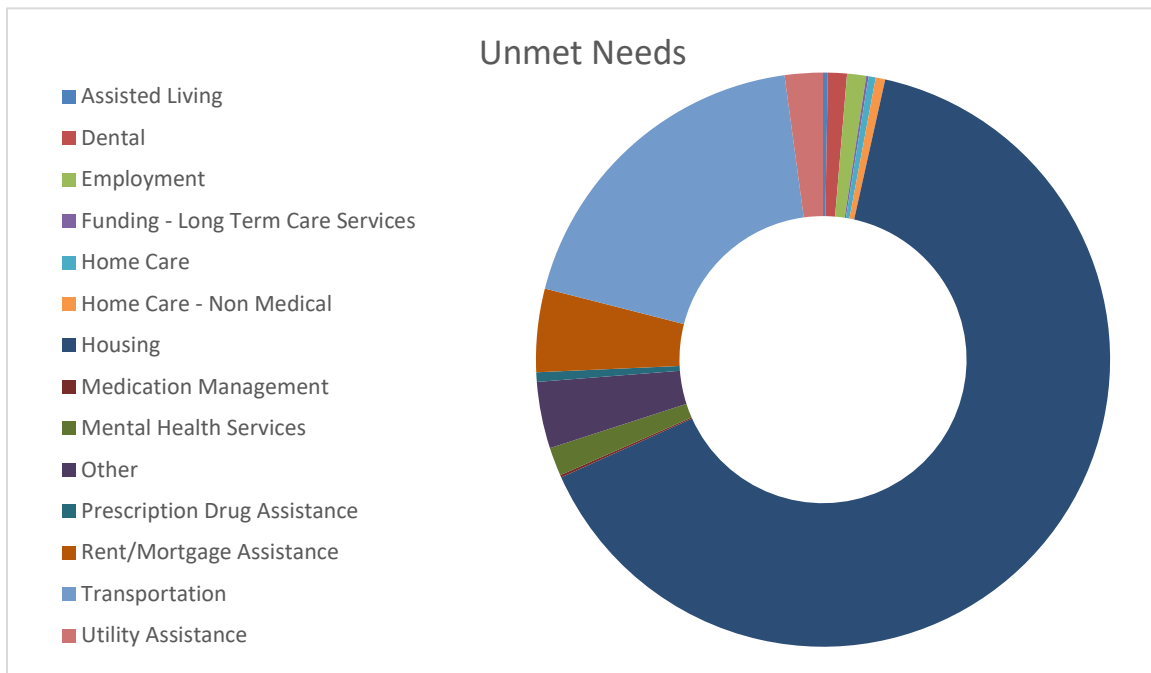
	June 2021	July 2021	Aug 2021	Sept 2021	Oct 2021	Nov 2021	Dec 2021	Jan 2022	Feb 2022	March 2022	April 2022	May 2022
MC-FC	35	24	28	24	35	15	25	19	26	32	30	24
MC-PShip	15	12	10	11	10	12	8	7	16	10	11	7
iCare-PShip	5	9	6	4	4	15	6	10	9	11	6	9
CC-FC	15	18	13	15	21	17	18	22	27	24	27	23
Conn-IRIS	0	1	0	2	2	3	1	0	2	1	1	7
FP-IRIS	2	0	0	0	0	0	0	0	0	0	1	3
PCS-IRIS	4	7	9	15	8	10	8	10	10	4	11	8
TMG-IRIS	7	13	10	13	13	12	5	8	10	13	14	14
<b>TOTAL YEAR-TO-DATE</b>	<b>83</b>	<b>167</b>	<b>243</b>	<b>327</b>	<b>420</b>	<b>504</b>	<b>575</b>	<b>651</b>	<b>751</b>	<b>846</b>	<b>947</b>	<b>1042</b>



## ADRC Data June 2021 to May 2022

### UNMET NEEDS –2021

<b>UNMET NEEDS</b>	<b>#</b>
Accessible housing	15
Assisted Living (AFH, CBRF, RCAC)	4
Dental	12
Employment	13
Funding – Long Term Care Services	1
Home Care	9
Home Care – Non-Medical	9
Housing	525
Medication Management	1
Mental Health Services incl Case Mgmt	12
Other	41
Prescription Drug Assistance	11
Rent/Mortgage Assistance	43
Transportation	153
Utility Assistance	29



## ADRC Data June 2021 to May 2022

### TOPIC CATERGORIES DISCUSSED:

Topic Category	No. of Calls
Abuse and Neglect	469
Action Plan	184
Adaptive Equipment	675
Addictions	63
ADRC or Tribal Complaint	17
Alzheimer's and Other Dementia	1,283
Ancillary Services	113
Animals	43
Assisted Living (AFH, CBRF, RCAC)	2,257
Budget Assistance	165
Caregiving - Adult CG of Elder or Early Dementia	909
Caregiving - Elder CG of Child or Disabled Adult	52
Caregiving - Non-Elder CG of Dsbl'd Non-Elder Adult	49
Community I&R	3,472
Complaints (other)	626
COVID-19	518
Education	75
Emergency Preparedness	10
Employment	484
End of Life	255
Food	672
Health	914
Health Promotion	278
Home Services	3,580
Housing	2,527
Income Maintenance	574
Insurance	1,482
Legal Services	1,536
MDS Section Q Referrals	1,186
Medical Home Care	142
Mental Health	848
Non MDS Section Q	146
Nursing Home	1,073
Other	1,383

## ADRC Data June 2021 to May 2022

---

Public Benefits LTC Programs	24,465
Public Benefits, Other	9,491
Recreation/Socialization	70
Referral for Evaluation	8
Referral for Financial-Related Needs	251
Referral for Private Pay Options	579
Request for Resource Materials by Organization	12
Safety	157
Taxes	148
Transportation	1,035
Veterans	414
Volunteer Opportunities	32
Voting	2
Wellness Check	12
Youth Transition	2,391
<b>Total</b>	<b>44048</b>