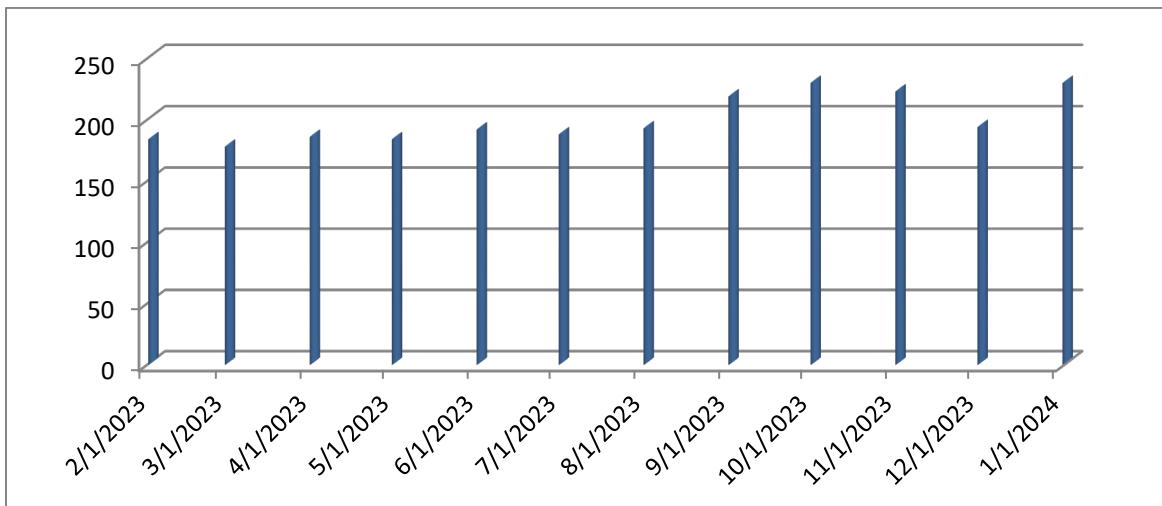




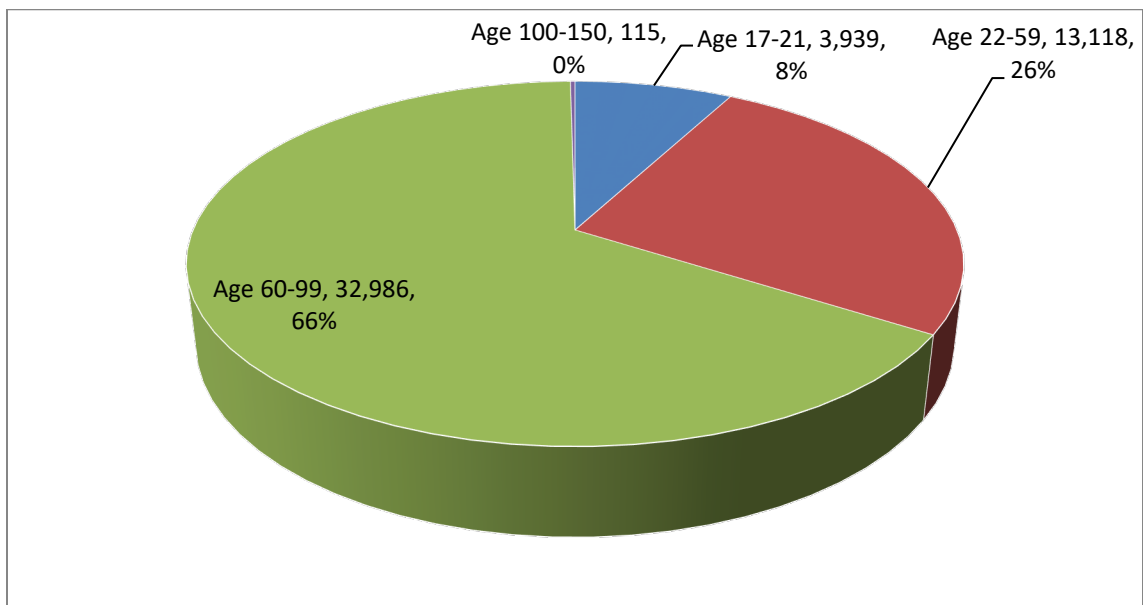
## Breakdown of Contacts Per Month

No. of contacts	Month	No. of working days	Average per day
3684	February 2023	20	184
4094	March 2023	23	178
3722	April 2023	20	186
4060	May 2023	22	184
4048	June 2023	21	192
3762	July 2023	20	188
4450	August 2023	23	193
4408	September 2023	20	220
5063	October 2023	22	230
4921	November 2023	22	223
4119	December 2023	21	196
4834	January 2024	21	230



## Consumer Age Groups

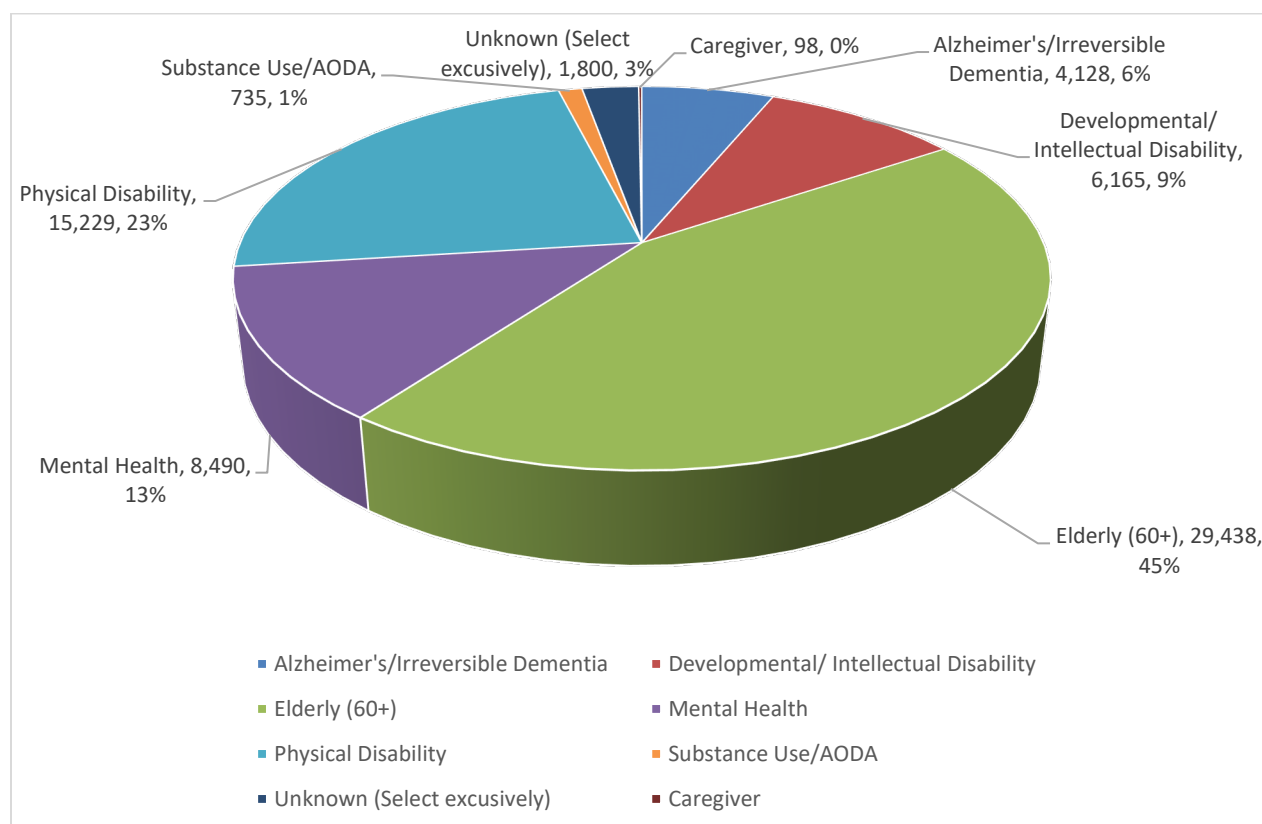
3,939	17-21
13,118	Age 22-59
32,986	Age 60-99
115	100-150
<b>50,158</b>	<b>Total</b>



## Target Group

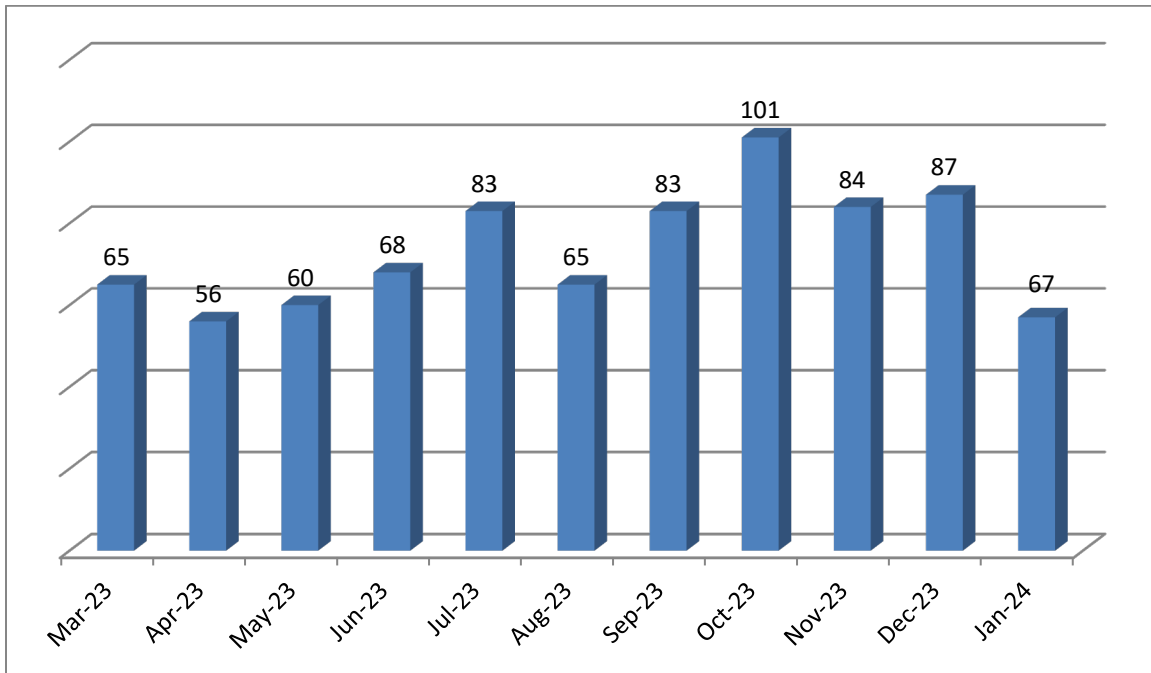
4,128	Alzheimer's/Irreversible Dementia
6,165	Developmental/ Intellectual Disability
98	Caregiver
29,438	Elderly: 60 or older
8,490	Mental Health
15,229	Physical Disability
735	Substance Use/AODA
1,764	Unknown (Select exclusively)
<b>50,302</b>	<b>Total</b>

\*Some customers fall into multiple target groups



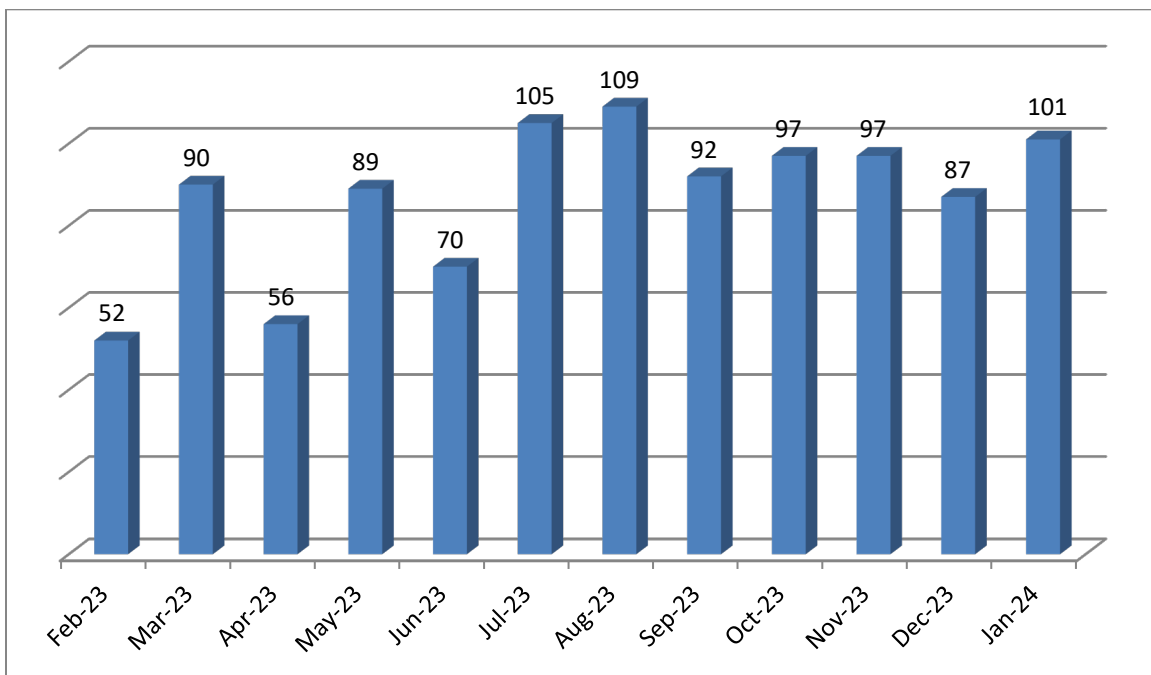
### Email Inquiries

# Email Inquiries	Month
65	February 2023
56	March 2023
60	April 2023
68	May 2023
83	June 2023
65	July 2023
83	August 2023
101	September 2023
84	October 2023
87	November 2023
57	December 2023
67	January 2024



### Walk-Ins

# of walk-ins	Month
52	February 2023
90	March 2023
56	April 2023
89	May 2023
70	June 2023
105	July 2023
109	August 2023
92	September 2023
97	October 2023
97	November 2023
87	December 2023
101	January 2024

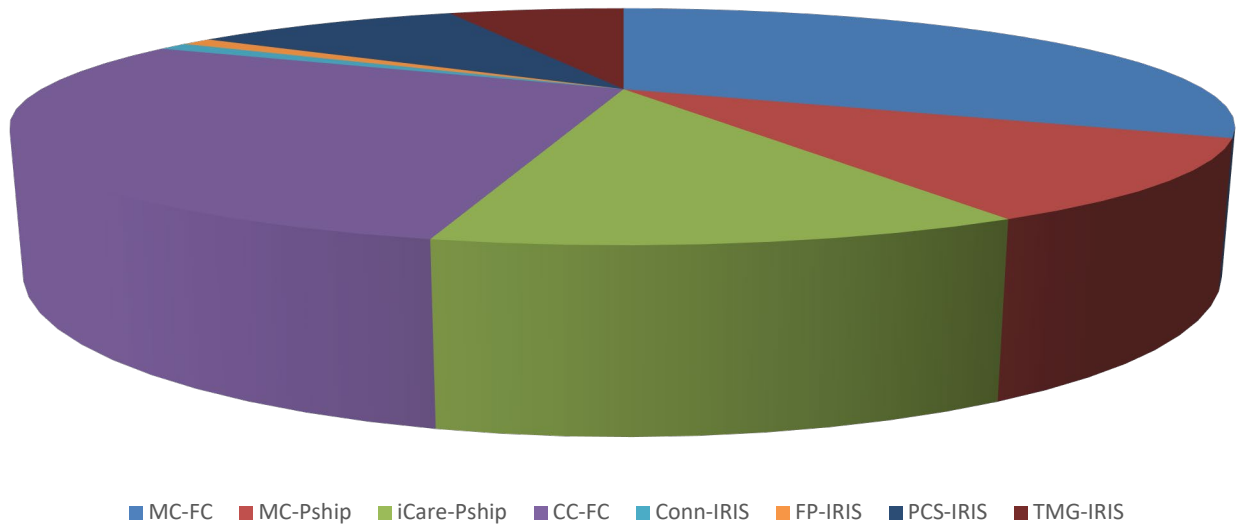


## ADRC Data February 2023 to January 2024

### December 2022-November 2023 Enrollments

	Feb 2023	March 2023	April 2023	May 2023	June 2023	July 2023	Aug 2023	Sept 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024
MC-FC	30	30	34	30	41	42	39	30	25	44	34	37
MC-PShip	10	9	6	5	8	10	8	16	17	15	10	15
iCare-PShip	11	11	12	7	15	13	16	12	9	8	9	9
CC-FC	27	21	12	21	19	16	22	21	26	32	18	25
Conn-IRIS	1	1	0	1	3	1	2	0	3	3	0	4
FP-IRIS	1	0	0	0	0	1	0	0	0	0	1	1
PCS-IRIS	9	8	18	13	10	8	16	16	8	12	9	18
TMG-IRIS	6	12	13	13	10	9	11	13	16	17	16	11
TOTAL YEAR-TO-DATE	95	187	282	372	478	578	692	800	904	1035	1132	1252

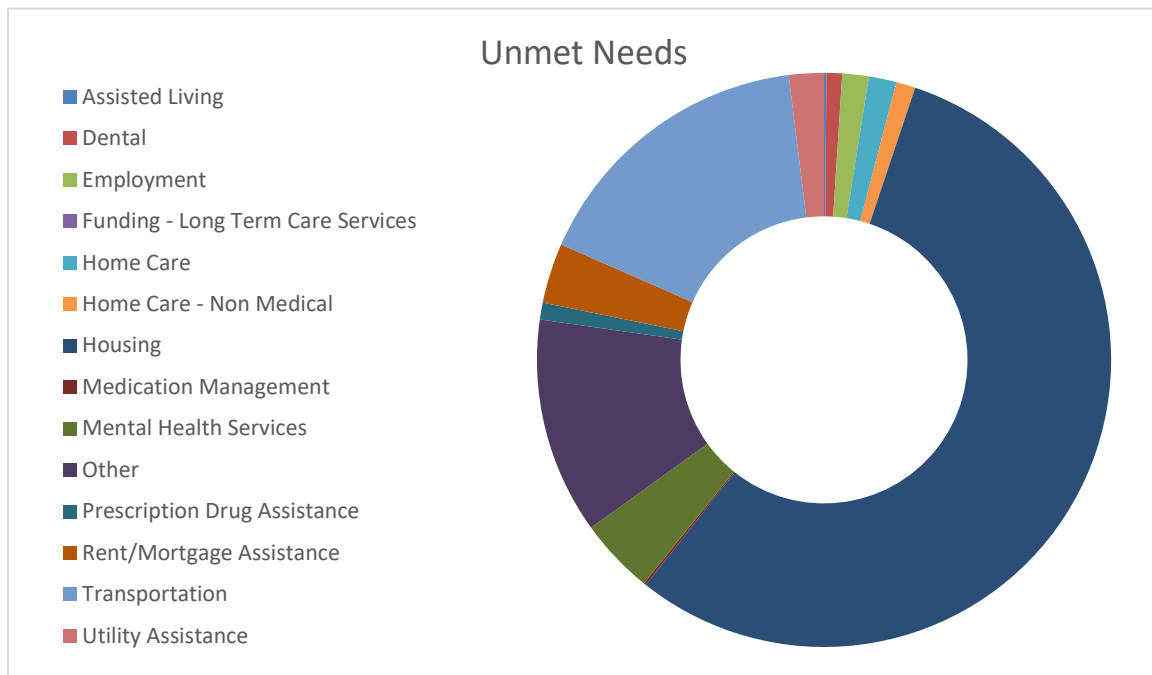
### February 2023-January 2024 Enrollments



## ADRC Data February 2023 to January 2024

### UNMET NEEDS – 2023/2024

UNMET NEEDS	#
Accessible housing	19
Assisted Living (AFH, CBRF, RCAC)	2
Dental	13
Employment	22
Funding – Long Term Care Services	0
Home Care	23
Home Care – Non-Medical	16
Housing	820
Medication Management	2
Mental Health Services incl Case Mgmt	63
Other	180
Prescription Drug Assistance	14
Rent/Mortgage Assistance	50
Transportation	243
Utility Assistance	29



## ADRC Data February 2023 to January 2024

### TOPIC CATERGORIES DISCUSSED:

Topic Category	No. of Calls
Abuse and Neglect	644
Action Plan	150
Adaptive Equipment	683
Addictions	63
ADRC or Tribal Complaint	28
Alzheimer's and Other Dementia	1,210
Ancillary Services	122
Animals	45
Assisted Living (AFH, CBRF, RCAC)	2,251
Budget Assistance	206
Caregiving - Adult CG of Elder or Early Dementia	838
Caregiving - Elder CG of Child or Disabled Adult	43
Caregiving - Non-Elder CG of Dsbld Non-Elder Adult	69
Community I&R	3,546
Complaints (other)	638
COVID-19	44
Education	213
Emergency Preparedness	32
Employment	533
End of Life	304
Food	840
Health	761
Health Promotion	186
Home Services	3,706
Housing	2,832
Income Maintenance	472
Insurance	1,551
Legal Services	1,677
MDS Section Q Referrals	362
Medical Home Care	77
Mental Health	975
Non MDS Section Q	141
Nursing Home	1,009
Other	1,450



## ADRC Data February 2023 to January 2024

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Public Benefits LTC Programs	27,750
Public Benefits, Other	11,364
Recreation/Socialization	146
Referral for Evaluation	8
Referral for Financial-Related Needs	289
Referral for Private Pay Options	663
Request for Resource Materials by Organization	20
Safety	158
Taxes	120
Transportation	1,262
Veterans	392
Volunteer Opportunities	18
Voting	0
Wellness Check	4
Youth Transition	2,612
<b>Total</b>	<b>51,204</b>