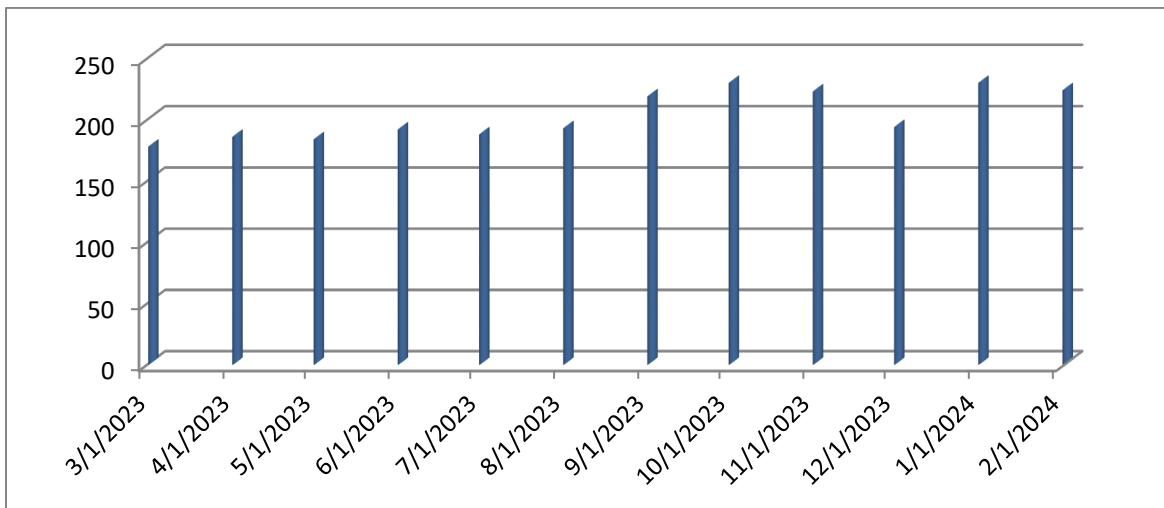




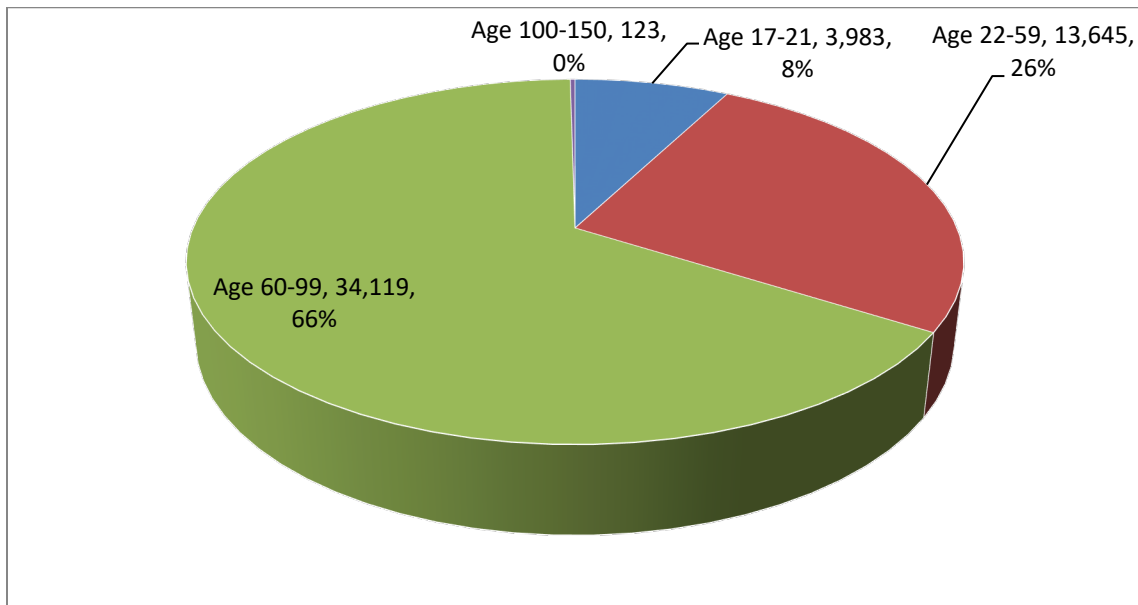
## Breakdown of Contacts Per Month

| No. of contacts | Month          | No. of working days | Average per day |
|-----------------|----------------|---------------------|-----------------|
| 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             |
| 4708            | February 2024  | 21                  | 224             |



### Consumer Age Groups

|               |              |
|---------------|--------------|
| 3,983         | 17-21        |
| 13,645        | Age 22-59    |
| 34,119        | Age 60-99    |
| 123           | 100-150      |
| <b>51,870</b> | <b>Total</b> |

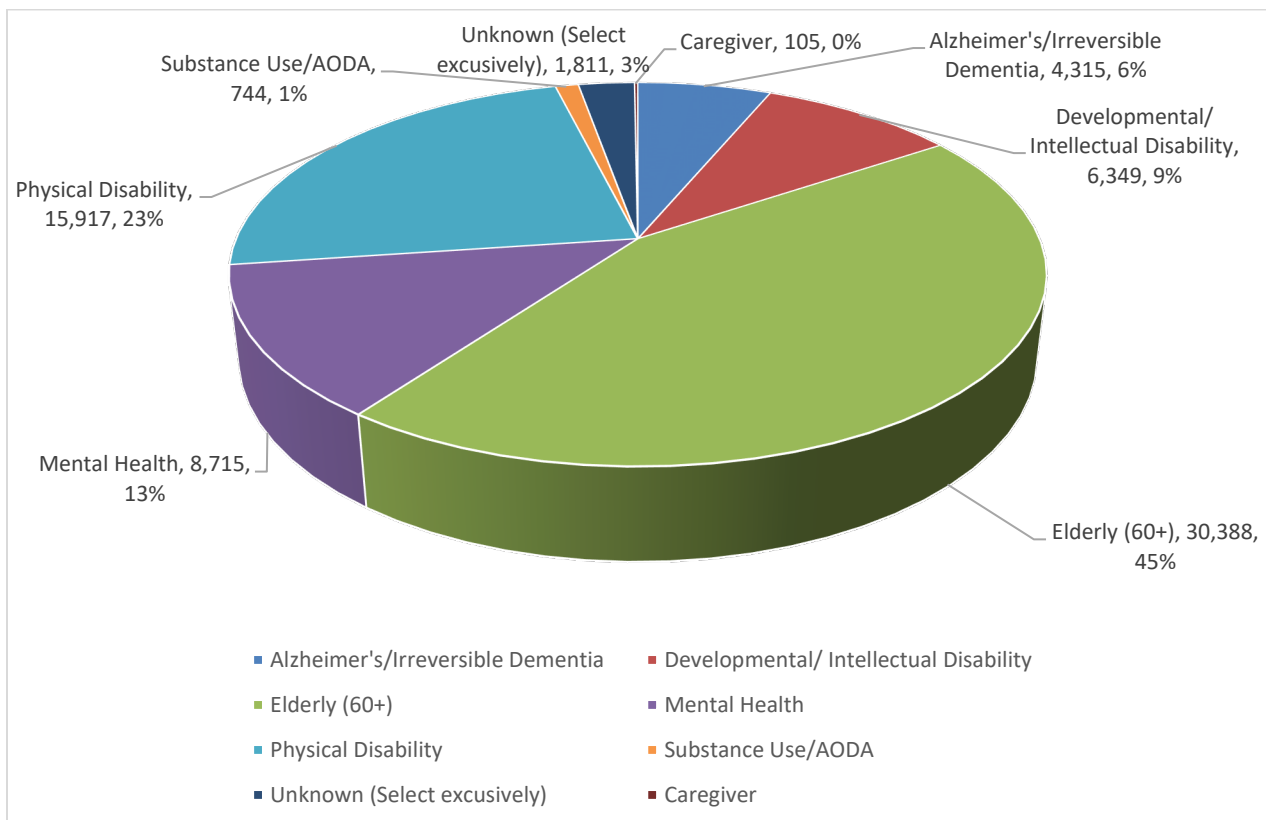


# ADRC Data March 2023 to February 2024

## Target Group

|               |  |
|---------------|--|
| 4,315         | Alzheimer's/Irreversible Dementia      |
| 6,349         | Developmental/ Intellectual Disability |
| 105           | Caregiver                              |
| 30,388        | Elderly: 60 or older                   |
| 8,715         | Mental Health                          |
| 15,917        | Physical Disability                    |
| 744           | Substance Use/AODA                     |
| 1,811         | Unknown (Select exclusively)           |
| <b>52,010</b> | <b>Total</b>                           |

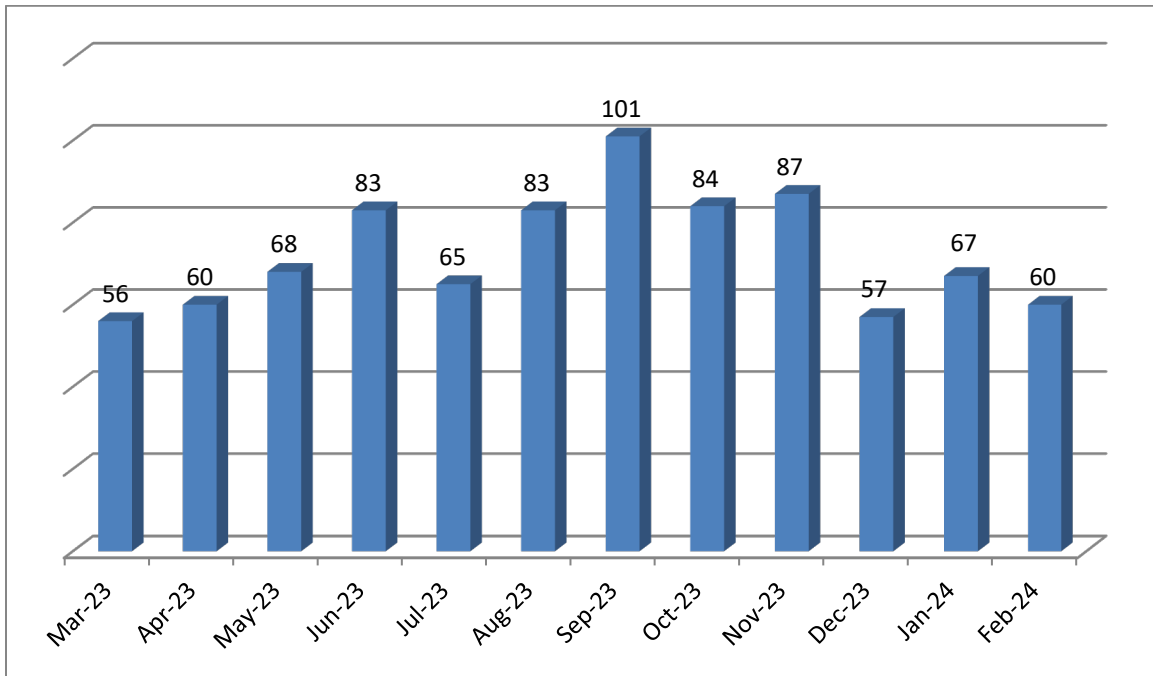
\*Some customers fall into multiple target groups



# ADRC Data March 2023 to February 2024

## Email Inquiries

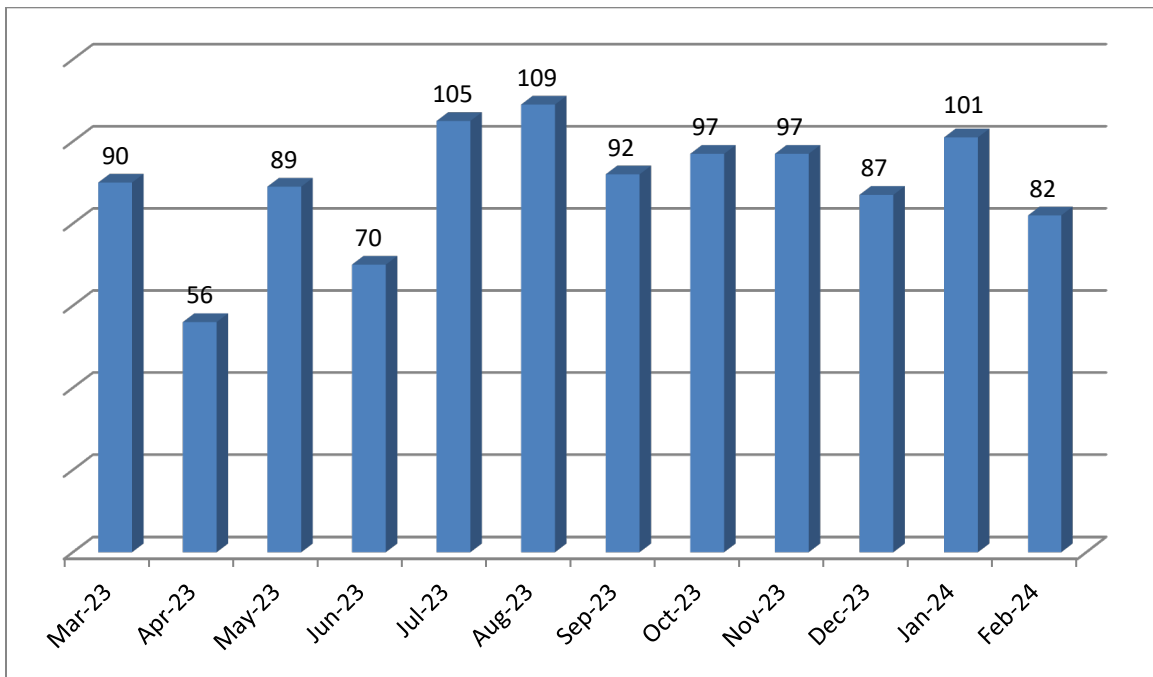
| # Email Inquiries | Month          |
|-------------------|----------------|
| 56                | March 2023     |
| 60                | April 2023     |
| 68                | May 2023       |
| 83                | June 2023      |
| 65                | July 2023      |
| 83                | August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



# ADRC Data March 2023 to February 2024

## Walk-Ins

| # of walk-ins | Month          |
|---------------|----------------|
| 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   |
| 82            | February 2024  |

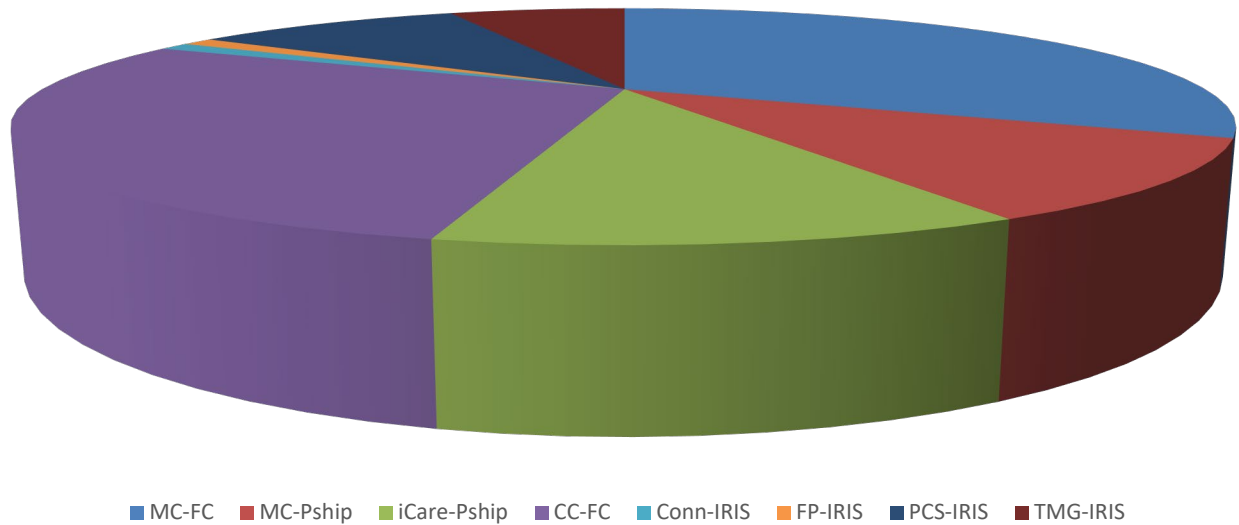


## ADRC Data March 2023 to February 2024

### December 2022-November 2023 Enrollments

|                           | March 2023 | April 2023 | May 2023   | June 2023  | July 2023  | Aug 2023   | Sept 2023  | Oct 2023   | Nov 2023   | Dec 2023    | Jan 2024    | Feb 2024    |
|---------------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|-------------|-------------|-------------|
| MC-FC                     | 30         | 34         | 30         | 41         | 42         | 39         | 30         | 25         | 44         | 34          | 37          | 55          |
| MC-PShip                  | 9          | 6          | 5          | 8          | 10         | 8          | 16         | 17         | 15         | 10          | 15          | 18          |
| iCare-PShip               | 11         | 12         | 7          | 15         | 13         | 16         | 12         | 9          | 8          | 9           | 9           | 8           |
| CC-FC                     | 21         | 12         | 21         | 19         | 16         | 22         | 21         | 26         | 32         | 18          | 25          | 19          |
| Conn-IRIS                 | 1          | 0          | 1          | 3          | 1          | 2          | 0          | 3          | 3          | 0           | 4           | 2           |
| FP-IRIS                   | 0          | 0          | 0          | 0          | 1          | 0          | 0          | 0          | 0          | 1           | 1           | 0           |
| PCS-IRIS                  | 8          | 18         | 13         | 10         | 8          | 16         | 16         | 8          | 12         | 9           | 18          | 11          |
| TMG-IRIS                  | 12         | 13         | 13         | 10         | 9          | 11         | 13         | 16         | 17         | 16          | 11          | 11          |
| <b>TOTAL YEAR-TO-DATE</b> | <b>92</b>  | <b>187</b> | <b>277</b> | <b>383</b> | <b>483</b> | <b>597</b> | <b>705</b> | <b>809</b> | <b>940</b> | <b>1037</b> | <b>1157</b> | <b>1281</b> |

### March 2023-February 2024 Enrollments

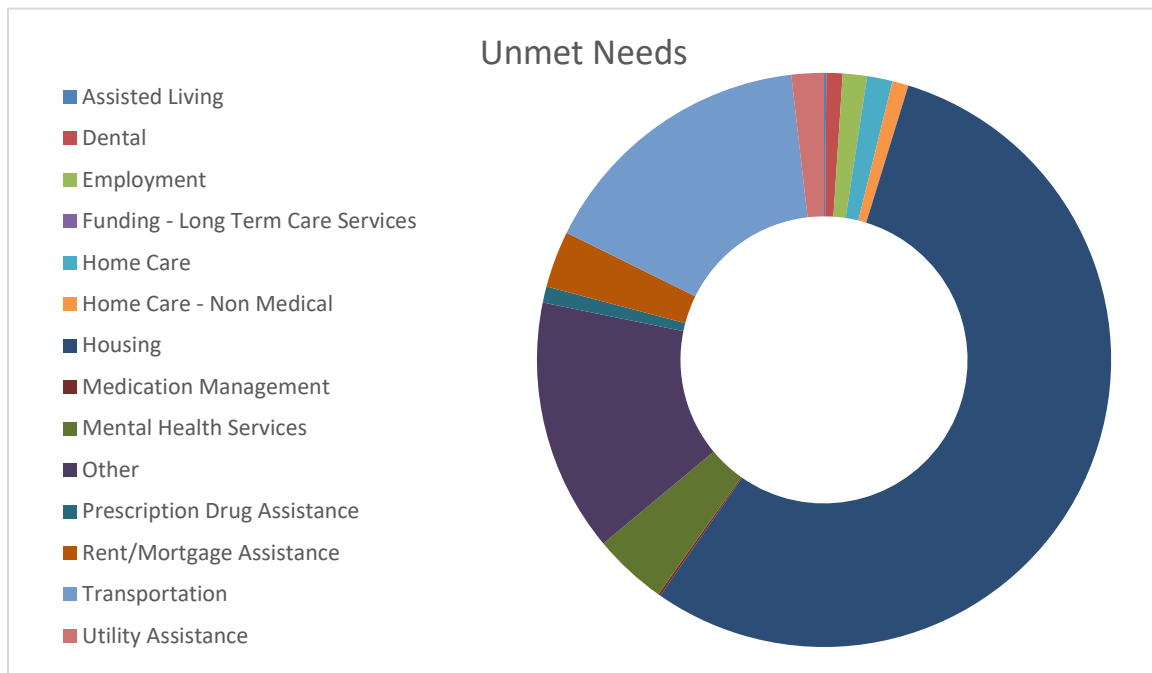


## ADRC Data March 2023 to February 2024

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### UNMET NEEDS – 2023/2024

| UNMET NEEDS                           | #   |
|---------------------------------------|-----|
| Accessible housing                    | 21  |
| Assisted Living (AFH, CBRF, RCAC)     | 2   |
| Dental                                | 14  |
| Employment                            | 21  |
| Funding – Long Term Care Services     | 0   |
| Home Care                             | 22  |
| Home Care – Non-Medical               | 14  |
| Housing                               | 844 |
| Medication Management                 | 2   |
| Mental Health Services incl Case Mgmt | 64  |
| Other                                 | 219 |
| Prescription Drug Assistance          | 14  |
| Rent/Mortgage Assistance              | 49  |
| Transportation                        | 244 |
| Utility Assistance                    | 28  |



## ADRC Data March 2023 to February 2024

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### TOPIC CATERGORIES DISCUSSED:

| Topic Category                                      | No. of Calls |
|---|--------------|
| Abuse and Neglect                                   | 606          |
| Action Plan   | 140          |
| Adaptive Equipment                                  | 676          |
| Addictions  | 60           |
| ADRC or Tribal Complaint                            | 29           |
| Alzheimer's and Other Dementia                      | 1,234        |
| Ancillary Services                                  | 123          |
| Animals   | 45           |
| Assisted Living (AFH, CBRF, RCAC)                   | 2,220        |
| Budget Assistance                                   | 184          |
| Caregiving - Adult CG of Elder or Early Dementia    | 978          |
| Caregiving - Elder CG of Child or Disabled Adult    | 45           |
| Caregiving - Non-Elder CG of Dsbl'd Non-Elder Adult | 72           |
| Community I&R                                       | 3,534        |
| Complaints (other)                                  | 632          |
| COVID-19  | 39           |
| Education   | 213          |
| Emergency Preparedness                              | 33           |
| Employment  | 524          |
| End of Life   | 310          |
| Food  | 856          |
| Health  | 787          |
| Health Promotion                                    | 185          |
| Home Services                                       | 3,757        |
| Housing   | 2,870        |
| Income Maintenance                                  | 508          |
| Insurance   | 1,618        |
| Legal Services                                      | 1,652        |
| MDS Section Q Referrals                             | 358          |
| Medical Home Care                                   | 81           |
| Mental Health                                       | 1,010        |
| Non MDS Section Q                                   | 144          |
| Nursing Home  | 1,011        |
| Other   | 1,476        |



## ADRC Data March 2023 to February 2024

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|  |               |
|--|---------------|
| Public Benefits LTC Programs                   | 28,438        |
| Public Benefits, Other                         | 11,620        |
| Recreation/Socialization                       | 153           |
| Referral for Evaluation                        | 7             |
| Referral for Financial-Related Needs           | 303           |
| Referral for Private Pay Options               | 623           |
| Request for Resource Materials by Organization | 20            |
| Safety   | 156           |
| Taxes  | 126           |
| Transportation                                 | 1,258         |
| Veterans                                       | 385           |
| Volunteer Opportunities                        | 20            |
| Voting   | 0             |
| Wellness Check                                 | 4             |
| Youth Transition                               | 2,622         |
| <b>Total</b>                                   | <b>52,834</b> |