

Consortium Quarterly Report

	1st Qtr
	Jan-Mar
Total Number of Contacts	8355
Call Topic: (can choose more than 1)	
Abuse and Neglect	113
Action Plan	0
Adaptive Equipment	105
Addictions	28
ADRC or Tribal Complaint	4
Alzheimers and other Dementia	162
Ancillary Services	15
Animals	4
Assisted Living (AFH, CBRF, RCAC)	419
Budget Assistance	67
Caregiving - Adult CG of Elder or Early Dementia	203
Caregiving - Elder CG or Child of Disabled Adult	6
Community I and R	115
Complaints (Other)	38
COVID-19	108
Education	19
Emergency Preparedness	17
Employment	80
End of Life	91
Food	315
Health	651
Health Promotion	19
Home Services	743
Housing	450
Income Maintenance	487
Insurance	212
Legal Services	426
MDS Section Q Referrals	219
Medical Home Care	45
Mental Health	179
Non MDS Section Q	21
Nursing Home	408
Other	292
Public Benefits LTC Programs	4440
Public Benefits other	840
Recreation/Socialization	17
Referral for Evaluation	0
Referral for financial-related needs	18
Referral for Private Pay Options	7
Request for Resource Materials by Organization	87
Safety	2
Taxes	129
Transportation	286

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Unmet Need - Accessible housing	3
Unmet Need - Assisted Living (AFH, CBRF, RCAC)	0
Unmet Need - Dental	1
Unmet Need - Employment	0
Unmet Need - Funding - Long Term Care Services	0
Unmet Need - Home Care	1
Unmet Need - Home Care - non-medical	2
Unmet Need - Housing	33
Unmet Need - Medication Management	2
Unmet Need - Mental Health Services including Case Management	1
Unmet Need - Other	6
Unmet Need - Prescription Drug Assistance	2
Unmet Need - Rent/Mortgage Assistance	4
Unmet Need - Transportation	7
Unmet Need - Utility Assistance	2
Veterans	57
Volunteer Opportunities	4
Voting	0
Wellness Check	1
Youth in Transition	68
Total	12081
Call Type: (of Hotline Calls only; can only choose 1)	0
Email/electronic	598
Home	0
Hospital	21
Incoming	2773
Nursing Home	55
Office Appointment at the ADRC	4
Office - Walk in at the ADRC or Tribal Agency	33
Other - Such as: Outreach events, etc.	3
Outgoing	239
Residential Setting - RCAC, CBRF, Adult Family Home	0
Video Conferencing	0
Total	3726
Caller Type (can only choose 1):	0
ADRC/Tribe Contacted Consumer or their Designee	1998
ADRC/Tribe Initiated Collateral Contact with Agencies, Providers	1075
Agency, Service Provider	1759
Caregiver	182
Legal Decision Maker	398
Other	349
Relative, Friend, Neighbor, Community Member	1276

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Self (individual contacted the ADRC on his/her own behalf)	1318
Total	8355
Disability Type: (can choose more than 1)	0
Alzheimer's/Irreversible Dementia	709
Developmental Disability	924
Elderly	4696
Mental Health	730
Physical Disability	1451
Substance Use or AODA	102
Unknown	664
Total	9276
Outcomes: (can choose more than 1)	0
Administrative	952
Attempted to Contact	475
Behavioral Mental Health Screen	2
Community Partners	28
Complaints/Advocacy	6
Customer Initiated Follow-up	66
Dementia Care Consultation	1
Joint Call/Visit with another Agency Staff	0
Long Term Care Functional Screen	203
Memory Screen	0
Outreach/Marketing	3
Provided Assistance with Medicaid Application Process	727
Provided Brief or Short-Term Service Coordination	347
Provided Disenrollment Counseling	63
Provided Enrollment Counseling	258
Provided Follow-up	694
Provided Information and Assistance	4627
Provided Options Counseling	172
Referral to ADRC or Tribe	150
Total	8774

Adult Protective Services

New Ongoing Cases

2021

	January	February	March	April	May	June (as of 6/22/21)
Total	22	33	37	37	32	27

