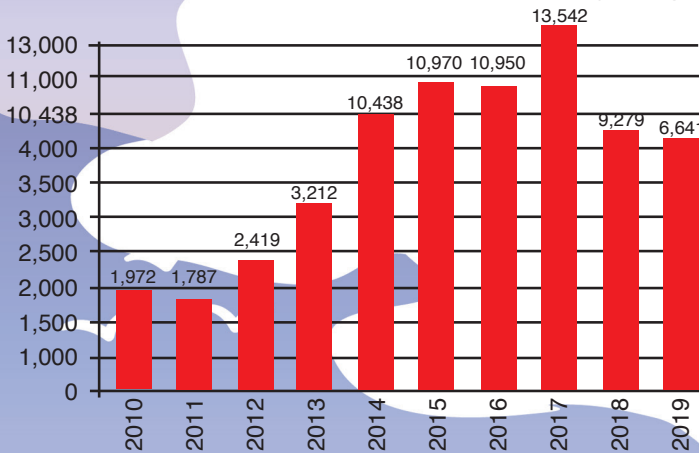


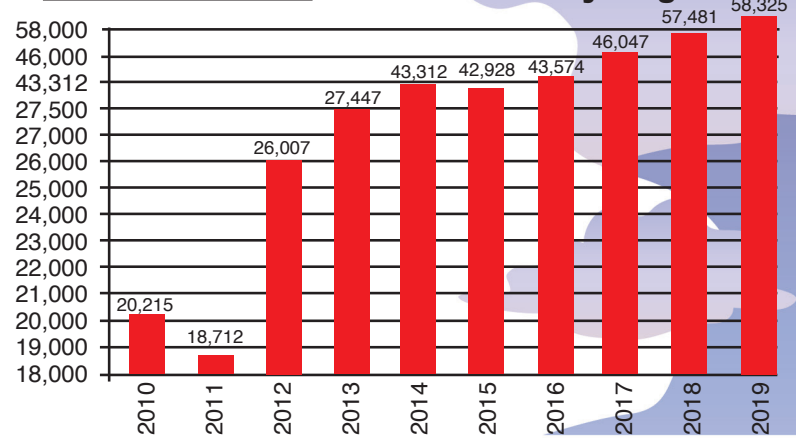
Senior LinkAge Line®

1-800-333-2433

Number of In-Person in the 14 County Region



Number of Calls in the 14 County Region



**Dollar value of
volunteer time
commitment**
\$24,985
serving the
14 County Region

**What do consumers contact the
Senior LinkAge Line® about?**

HELP ARRANGING SERVICES

- ▶ HEALTH INSURANCE COUNSELING
- ▶ INDIVIDUAL / FAMILY SUPPORTS
 - ▶ HOUSING & SHELTER
 - ▶ FINANCIAL ASSISTANCE
 - ▶ LEGAL / ADVOCACY

“I was so glad to find that Senior LinkAge Line® could help me. I did not know what to do.”



22 minutes Average call session length

2 hours Average time for in-person assistance

1,229 Minorities served



“Senior LinkAge Line® is like a life line helping with overwhelming issues and paper work.”

2019 Survey Results

100% Senior LinkAge Line® staff were friendly & courteous

97% The quality of help I received from the call specialist met my expectations

97% I would recommend Senior LinkAge Line® to someone else

97% After talking to a Senior LinkAge Line® specialist, I understood my service needs

“I was so glad to find Senior LinkAge Line® and someone who could help me. I was at a loss and did not know what to do.”



2019 Return to Community

424 Consumers assisted to return to a community setting or remain in the community. **15%** increase from 2018.



“Senior LinkAge Line® calmed my fears and helped me make an informed decision on an important topic at a very stressful time.”

2019 Pre-Admission Screening

7,383 Nursing home pre-admission and Level of Care 90-day screenings processed.

80% of the screenings were for people that anticipated a stay for less than 30 days.

Follow up provided to **1,701** individuals.

Senior LinkAge Line® **1-800-333-2433**
www.MinnesotaHelp.info®