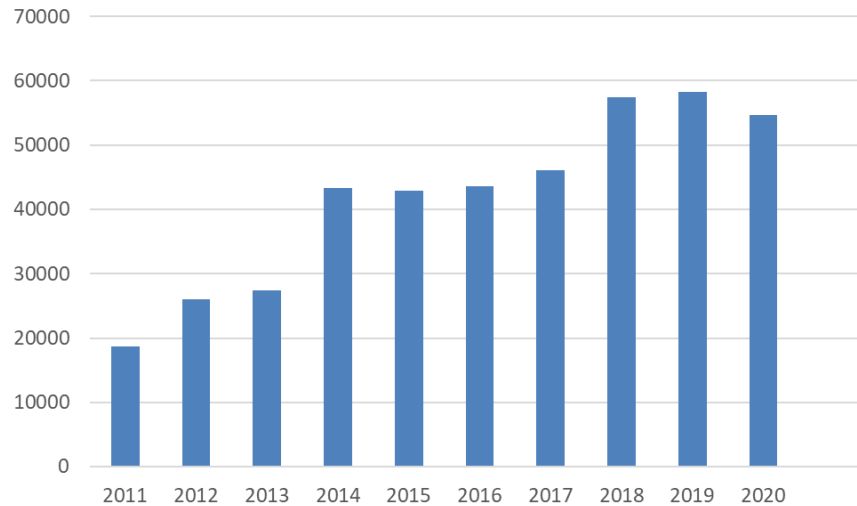


SENIOR LINKAGE LINE

54,695 Points of Contact



Central MN Council on Aging provides Senior LinkAge Line® services in the 14 county central planning and service area, in partnership with the Minnesota Board on Aging.

During 2020, we assisted 34,941 individuals through 54,695 points of contact with older adults and caregivers providing information and resources on Medicare, housing, transportation, financial services, and other community supports.

The call center **Senior LinkAge Line Specialists** locate services or research options to determine what kind of service might be helpful. **Senior LinkAge Line Advocates** do an in-depth assessment and help navigate individuals to the appropriate community services.

Community Living Specialists (CLS) assist nursing home residents who have complicated needs to return home and individuals who are living in their home to remain there as long as possible. CLS assisted 359 consumers to return to a community setting or remain in the community in 2020.

Preadmission screening (PAS) is a process individuals go through to ensure it is appropriate for them to be placed into a long-term care facility.

5,983 screenings were received in 2020. PAS Specialists received 4,936 (83%) referrals with an estimated stay of less than 30 days.

1,130 follow-up calls to individuals discharged from long-term care.