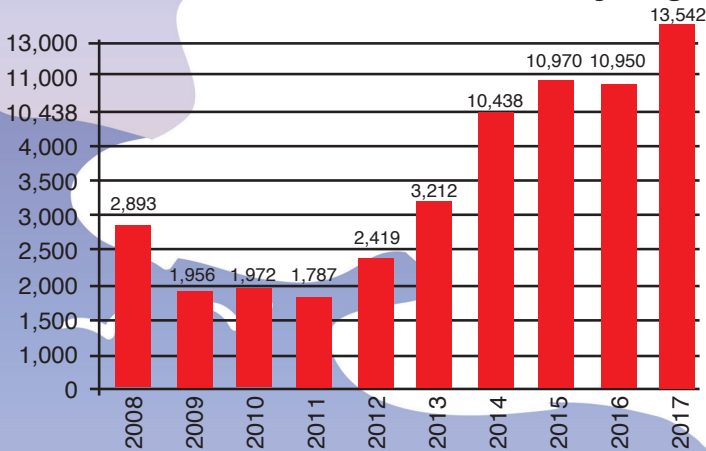


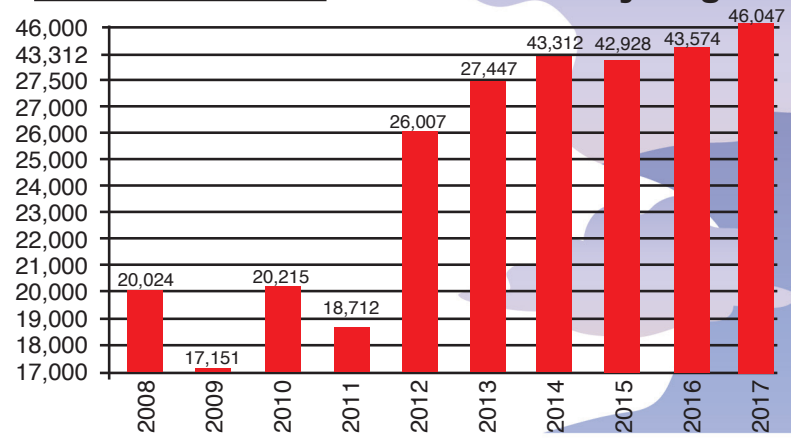
Senior LinkAge Line®

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**
\$21,132
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
- ▶ TRANSPORTATION

**“The information given to my client
allowed her to improve her quality of life.”**



**“Senior LinkAge Line® is very helpful and
will go to any length to help, until the
problem is resolved.”**

**“It was like I was their only concern for
the day! How nice!”**



**“I am so glad I called Senior LinkAge Line®.
I would not have made it without them.”**



16 minutes Average time for calls under 30 minutes
30% of calls over 30 minutes
11% of calls over 1 hour

2 hours Average time for in-person assistance

29% Repeat callers to Senior LinkAge Line®

2017 Survey Results

100% Senior LinkAge Line® staff were friendly & courteous
97% The quality of help I received from the call specialist met my expectations

100% I would recommend Senior LinkAge Line® to someone else

98% After talking to a Senior LinkAge Line® specialist, I understood my service needs

2017 Return to Community

554 Consumers were assisted to return to a community setting from a nursing home.

2017 Pre-Admission Screening

7,949 Nursing home pre-admission screenings processed.
70% of the screenings were for people that stayed in the nursing home for less than 30 days.
Follow up provided to 3,382 individuals.

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