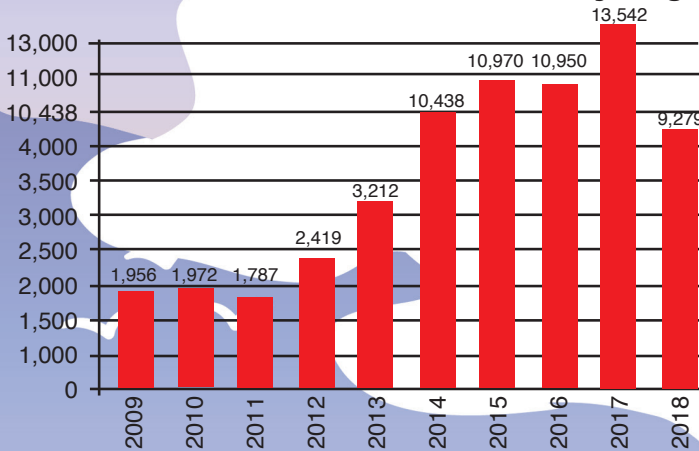


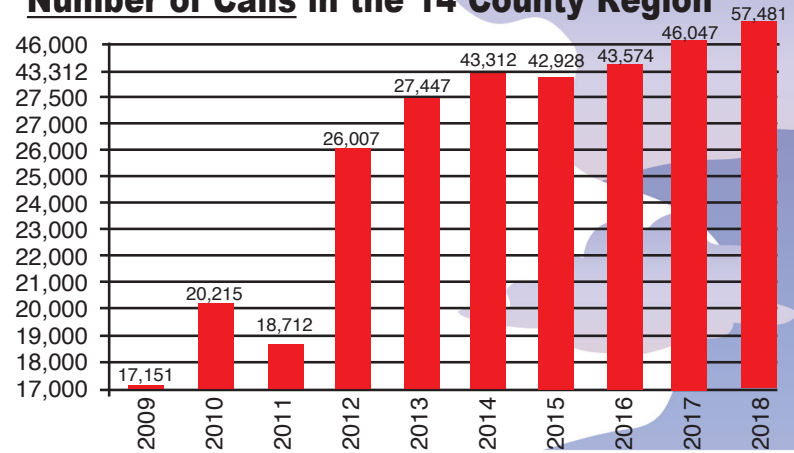
Senior LinkAge Line®

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**
\$27,505
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
 - ▶ HEALTH SERVICES

**“Senior LinkAge Line® helped to clear up
a lot of confusion. Outstanding!”**



18 minutes Average time for calls under 30 minutes
25% of calls over 30 minutes
11% of calls over 1 hour



**“Senior LinkAge Line® makes you feel like
someone really cares and wants the best
for you. Couldn't be better!”**

2 hours Average time for in-person assistance

29% Repeat callers to Senior LinkAge Line®

**“I am so grateful to have found such a
wealth of a resource.”**



2018 Survey Results

- 99% Senior LinkAge Line® staff were friendly & courteous
- 95% The quality of help I received from the call specialist met my expectations
- 99% I would recommend Senior LinkAge Line® to someone else
- 97% After talking to a Senior LinkAge Line® specialist, I understood my service needs



**“The assistance I received from Senior
LinkAge Line® helped me tremendously
and calmed my fears.”**

2018 Return to Community

378 Consumers were assisted to return to a community setting from a nursing home. 178% increase from 2017.

2018 Pre-Admission Screening

7,593 Nursing home pre-admission screenings processed. 83% of the screenings were for people that stayed in the nursing home for less than 30 days. Follow up provided to 2,677 individuals.



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