



Executive Office of Aging & Independence I&R FY27 Summary Trend Data

Monthly Averaged Transactions															
	FY13	FY14	FY15	FY16	FY17	FY18	FY19	FY20	FY21	FY22	FY23	FY24	FY25	FY26 *	FY27
Incoming Calls	11,190	11,348	11,727	11,924	12,020	11,410	11,347	10,404	10,194	10,049	16,317	8,918	8,612	8,547	
	276	401	544	611	756	924	1,087	1,062	1,160	1,203	2,502	1,215	1,164	993	
	235	217	252	259	249	292	338	183	11	72	179	111	149	129	

* Updated FY26 Q4

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Average	Total
Calls vs. Callers Totals By Month														
Unduplicated Callers	10,489	10,154	0	0	0	0	0	0	0	0	0	0	10,322	20,643
Unduplicated Calls	16,417	16,255	0	0	0	0	0	0	0	0	0	0	16,336	32,672
OLTSS Inquiry Totals By Month														
Adult Foster Care	0	0	0	0	0	0	0	0	0	0	0	0	#DIV/0!	0
Group Adult Foster Care	29	28	0	0	0	0	0	0	0	0	0	0	29	57
Adult Day Health	0	0	0	0	0	0	0	0	0	0	0	0	#DIV/0!	0
Personal Care Attendant	0	0	0	0	0	0	0	0	0	0	0	0	#DIV/0!	0
PACE	0	0	0	0	0	0	0	0	0	0	0	0	#DIV/0!	0
SCO	2	0	0	0	0	0	0	0	0	0	0	0	2	2

Top Caller Types		Top Call Topics		Top Reported Disabilities & Diseases	
	FY Totals		FY Totals		FY Totals
ASAP (External)	942	Personal Emergency Response System	411	Mental Health Disorders	963
Physician's Office / Health Clinic	951	Nutrition	431	Cancer	2,015
Other	970	Brief / Short Term Services	434	Arthritis	2,253
Spouse	1,006	Personal Care	439	Orthopedic	2,827
Other Relative	1,311	Unknown	533	Other - Other	2,998
Social Worker	1,552	Other Services / Resources	914	Other - Multiple	3,365
Hospital / Rehab	2,251	Home Delivered Meals	1,261	Diabetes	3,609
Son / Daughter	3,983	Homemaker - ASAP	1,295	Heart Disease	3,979
ASAP (Internal)	5,604	ASAPs	2,329	No Disability Reported	7,123
Self	9,019	State Subsidized Home Care Program	2,425	Other - Physical	7,725