

Executive Office of Aging & Independence

I&R FY27 Monthly Program Data

	Jul 26	Aug 26	Sep 26	Oct 26	Nov 26	Dec 26	Jan 27	Feb 27	Mar 27	Apr 27	May 27	Jun 27	Total	%
Call Priority														
Emergency, Imminent Danger to Self or Others	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
Other Contacts	272	260	-	-	-	-	-	-	-	-	-	-	532	100%
Urgent: Needs Assistance/Action Within Approx. 48	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
Urgent: Needs Assistance/Action Within Approx. 48 Hours	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
Total	272	260	-	-	-	-	-	-	-	-	-	-	532	100%
Planning														
Behavioral Health Needs That Pose Health/Safety Risk	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
Cognitive Impairment That Poses Health/Safety Risk	-	3	-	-	-	-	-	-	-	-	-	-	3	0%
Difficulty Managing Prescriptions and/or Over-the-Counter Medications, Resulting in Medical Intervention	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
Frequent ER Visits (2 or More Within Last 30 Days)	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
Has Current Need or Concern	305	270	-	-	-	-	-	-	-	-	-	-	575	94%
Homeless or At Risk of Homelessness and Has Critical Unmet Need	5	1	-	-	-	-	-	-	-	-	-	-	6	1%
Limited or No Supports and Has Critical Unmet Need	-	4	-	-	-	-	-	-	-	-	-	-	4	1%
Prevention or Future Planning	16	12	-	-	-	-	-	-	-	-	-	-	28	5%
Recent Fall (Within Last 30 Days) Requiring Medical Attention	1	2	-	-	-	-	-	-	-	-	-	-	3	0%
Recent Hospitalization, Rehab Stay or LTC Stay (Discharge Within 45 Days)	2	5	-	-	-	-	-	-	-	-	-	-	7	1%
Total	321	290	-	-	-	-	-	-	-	-	-	-	611	100%
Caller Type														
(Self)	4,412	4,607	-	-	-	-	-	-	-	-	-	-	9,019	28%
ADH	131	116	-	-	-	-	-	-	-	-	-	-	247	1%
Agency	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
Anonymous	35	23	-	-	-	-	-	-	-	-	-	-	58	0%
APS	27	21	-	-	-	-	-	-	-	-	-	-	48	0%
ASAP	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
ASAP (External)	463	479	-	-	-	-	-	-	-	-	-	-	942	3%
ASAP (Internal)	2,796	2,808	-	-	-	-	-	-	-	-	-	-	5,604	17%
ASAP Transfer	52	44	-	-	-	-	-	-	-	-	-	-	96	0%
Attorney	6	6	-	-	-	-	-	-	-	-	-	-	12	0%
Care Manager	298	297	-	-	-	-	-	-	-	-	-	-	595	2%
City Department	81	74	-	-	-	-	-	-	-	-	-	-	155	0%
COA/Senior Center	143	132	-	-	-	-	-	-	-	-	-	-	275	1%
Community Health Center	71	92	-	-	-	-	-	-	-	-	-	-	163	0%
CSSM Team Member	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
Discharge Planner	1	3	-	-	-	-	-	-	-	-	-	-	4	0%
Emergency Personnel	19	14	-	-	-	-	-	-	-	-	-	-	33	0%
EEOEA	1	2	-	-	-	-	-	-	-	-	-	-	3	0%
Friend	206	197	-	-	-	-	-	-	-	-	-	-	403	1%
Friend/Neighbor	97	79	-	-	-	-	-	-	-	-	-	-	176	1%
Grandchild	62	60	-	-	-	-	-	-	-	-	-	-	122	0%
Home Health Agency	136	156	-	-	-	-	-	-	-	-	-	-	292	1%
Hospice	57	43	-	-	-	-	-	-	-	-	-	-	100	0%
Hospital/Rehab.	1,163	1,088	-	-	-	-	-	-	-	-	-	-	2,251	7%
Housing	133	104	-	-	-	-	-	-	-	-	-	-	237	1%
Independent Living Center	4	3	-	-	-	-	-	-	-	-	-	-	7	0%
Neighbor	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
Nursing Home	146	106	-	-	-	-	-	-	-	-	-	-	252	1%
One Care	43	38	-	-	-	-	-	-	-	-	-	-	81	0%
Online Chat	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
Online Other Tool	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
Organization	280	276	-	-	-	-	-	-	-	-	-	-	556	2%
Other	448	522	-	-	-	-	-	-	-	-	-	-	970	3%
Other Relative	641	670	-	-	-	-	-	-	-	-	-	-	1,311	4%
Parent	45	62	-	-	-	-	-	-	-	-	-	-	107	0%
PCA Program	7	10	-	-	-	-	-	-	-	-	-	-	17	0%
Physicians Assistant	-	3	-	-	-	-	-	-	-	-	-	-	3	0%
Executive Office of Elder Affairs			1										Information Referral Program Report	

	Jul 26	Aug 26	Sep 26	Oct 26	Nov 26	Dec 26	Jan 27	Feb 27	Mar 27	Apr 27	May 27	Jun 27	Total	%
Physician's Office	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
Physician's Office/Health Clinic	525	426	-	-	-	-	-	-	-	-	-	-	951	3%
Portal	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
Rest Home/Assisted Living	4	4	-	-	-	-	-	-	-	-	-	-	8	0%
SCO	35	28	-	-	-	-	-	-	-	-	-	-	63	0%
Social Service Agency	35	39	-	-	-	-	-	-	-	-	-	-	74	0%
Social Worker	767	785	-	-	-	-	-	-	-	-	-	-	1,552	5%
Son/Daughter	2,075	1,908	-	-	-	-	-	-	-	-	-	-	3,983	12%
Spouse	505	501	-	-	-	-	-	-	-	-	-	-	1,006	3%
Text Message(s)	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
VA - Veterans Administration	70	52	-	-	-	-	-	-	-	-	-	-	122	0%
Virtual	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
VNA	392	377	-	-	-	-	-	-	-	-	-	-	769	2%
Total	16,417	16,255	-	-	-	-	-	-	-	-	-	-	32,672	100%

Topic Categories Discussed During Call														
ASAP Services	9,904	9,782	-	-	-	-	-	-	-	-	-	-	19,686	65%
Complaints	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
Financial Assistance	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
General Information	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
Health Benefits	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
Health/In-Home Services	460	471	-	-	-	-	-	-	-	-	-	-	931	3%
Housing	632	663	-	-	-	-	-	-	-	-	-	-	1,295	4%
Institutional Care	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
Legal Issues	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
LTCOC - Long Term Care Options Counseling	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
Miscellaneous	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
Nutrition	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
OC - Options Counseling	296	233	-	-	-	-	-	-	-	-	-	-	529	2%
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
Public Benefits	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
State Emergency Management	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
Transportation	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
z CCO Ombudsman Complaints (EOEA Only)	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
Total	15,254	15,089	-	-	-	-	-	-	-	-	-	-	30,343	100%

Disability														
ALS	13	17	-	-	-	-	-	-	-	-	-	-	30	0%
Alzheimers	377	329	-	-	-	-	-	-	-	-	-	-	706	3%
Amputation	86	99	-	-	-	-	-	-	-	-	-	-	185	1%
Arthritis	1,150	1,103	-	-	-	-	-	-	-	-	-	-	2,253	8%
Attention Deficit Disorder/ADHD	26	15	-	-	-	-	-	-	-	-	-	-	41	0%
Autism	32	39	-	-	-	-	-	-	-	-	-	-	71	0%
Blind	114	116	-	-	-	-	-	-	-	-	-	-	230	1%
Blind/Deaf	6	12	-	-	-	-	-	-	-	-	-	-	18	0%
Brain Injury	66	58	-	-	-	-	-	-	-	-	-	-	124	0%
Cancer	961	1,054	-	-	-	-	-	-	-	-	-	-	2,015	7%
Cerebral Palsy	20	40	-	-	-	-	-	-	-	-	-	-	60	0%
Chemical Dependency	34	44	-	-	-	-	-	-	-	-	-	-	78	0%
Chronic Fatigue Syndrome	12	11	-	-	-	-	-	-	-	-	-	-	23	0%
COPD	738	801	-	-	-	-	-	-	-	-	-	-	1,539	6%
Deaf	37	31	-	-	-	-	-	-	-	-	-	-	68	0%
Degenerative Disease	30	52	-	-	-	-	-	-	-	-	-	-	82	0%
Dementia	948	842	-	-	-	-	-	-	-	-	-	-	1,790	7%
Dental	16	27	-	-	-	-	-	-	-	-	-	-	43	0%
Developmentally Disabled	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
Diabetes	1,792	1,817	-	-	-	-	-	-	-	-	-	-	3,609	13%
Does Not Fit in a Family Care Target Group	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
Downs Syndrome	5	4	-	-	-	-	-	-	-	-	-	-	9	0%
Environmental Sensitivity	4	8	-	-	-	-	-	-	-	-	-	-	12	0%
Epilepsy	83	66	-	-	-	-	-	-	-	-	-	-	149	1%
Fibromyalgia	131	135	-	-	-	-	-	-	-	-	-	-	266	1%
Friedreich's Ataxia	1	-	-	-	-	-	-	-	-	-	-	-	1	0%
Hard of Hearing	325	320	-	-	-	-	-	-	-	-	-	-	645	2%
Heart Disease	1,902	2,077	-	-	-	-	-	-	-	-	-	-	3,979	14%
HIV/AIDS	5	15	2	-	-	-	-	-	-	-	-	-	-	0%

Executive Office of Elder Affairs

Information Referral Program Reports

		Jul 26	Aug 26	Sep 26	Oct 26	Nov 26	Dec 26	Jan 27	Feb 27	Mar 27	Apr 27	May 27	Jun 27	Total	%	
Disability Category	Late Deafened	1	-	-	-	-	-	-	-	-	-	-	-	1	0%	
	Learning Disorder	22	9	-	-	-	-	-	-	-	-	-	-	31	0%	
	Lung/Pulmonary Disease	344	296	-	-	-	-	-	-	-	-	-	-	640	2%	
	Lupus	24	23	-	-	-	-	-	-	-	-	-	-	47	0%	
	Major Mental Illness	260	236	-	-	-	-	-	-	-	-	-	-	496	2%	
	Mental Health Disorders	958	900	-	-	-	-	-	-	-	-	-	-	1,858	7%	
	MR/Developmental	41	31	-	-	-	-	-	-	-	-	-	-	72	0%	
	Multiple Sclerosis	80	69	-	-	-	-	-	-	-	-	-	-	149	1%	
	Muscular Dystrophy	19	11	-	-	-	-	-	-	-	-	-	-	30	0%	
	No Disability Reported	3,647	3,476	-	-	-	-	-	-	-	-	-	-	7,123	26%	
	Oral Deaf	1	-	-	-	-	-	-	-	-	-	-	-	1	0%	
	Orthopedic	1,363	1,464	-	-	-	-	-	-	-	-	-	-	2,827	10%	
	Other - Cognitive	614	603	-	-	-	-	-	-	-	-	-	-	1,217	4%	
	Other - Hearing	29	25	-	-	-	-	-	-	-	-	-	-	54	0%	
	Other - Mental Health	515	541	-	-	-	-	-	-	-	-	-	-	1,056	4%	
	Other - Multiple	1,727	1,638	-	-	-	-	-	-	-	-	-	-	3,365	12%	
	Other - Neurological	229	287	-	-	-	-	-	-	-	-	-	-	516	2%	
	Other - Other	1,435	1,563	-	-	-	-	-	-	-	-	-	-	2,998	11%	
	Other - Physical	3,875	3,850	-	-	-	-	-	-	-	-	-	-	7,725	28%	
	Other - Sensory	49	41	-	-	-	-	-	-	-	-	-	-	90	0%	
	Other - Vision	151	150	-	-	-	-	-	-	-	-	-	-	301	1%	
	Other: Missing Information, Not Available	-	-	-	-	-	-	-	-	-	-	-	-	-	0%	
	Parkinson's	270	245	-	-	-	-	-	-	-	-	-	-	515	2%	
	Physically Disabled	-	-	-	-	-	-	-	-	-	-	-	-	-	0%	
	Polio	8	4	-	-	-	-	-	-	-	-	-	-	12	0%	
	Renal Disease	586	626	-	-	-	-	-	-	-	-	-	-	1,212	4%	
	Speech Impairment	34	30	-	-	-	-	-	-	-	-	-	-	64	0%	
	Spina Bifida	1	3	-	-	-	-	-	-	-	-	-	-	4	0%	
	Spinal Cord Injury	32	20	-	-	-	-	-	-	-	-	-	-	52	0%	
	Stroke	669	659	-	-	-	-	-	-	-	-	-	-	1,328	5%	
	Substance Abuse	111	138	-	-	-	-	-	-	-	-	-	-	249	1%	
	Traumatic Brain Injury	54	53	-	-	-	-	-	-	-	-	-	-	107	0%	
	Visual Impairment	305	309	-	-	-	-	-	-	-	-	-	-	614	2%	
	Total		13,923	13,614	-	-	-	-	-	-	-	-	-	-	27,537	100%
	Consumer Age Group															
Consumer Age Group	0 - 59	844	794	-	-	-	-	-	-	-	-	-	-	1,638	5.87%	
	60 - 64	1,564	1,568	-	-	-	-	-	-	-	-	-	-	3,132	11.22%	
	65 - 74	4,094	4,110	-	-	-	-	-	-	-	-	-	-	8,204	29.40%	
	75 - 84	4,622	4,654	-	-	-	-	-	-	-	-	-	-	9,276	33.24%	
	85 - 99	2,834	2,728	-	-	-	-	-	-	-	-	-	-	5,562	19.93%	
	100 - 120	49	45	-	-	-	-	-	-	-	-	-	-	94	0.34%	
Total		14,007	13,899	-	-	-	-	-	-	-	-	-	-	27,906	100.00%	
Referral Source																
Referral Source	800AGEINFO	12	5	-	-	-	-	-	-	-	-	-	-	17	0%	
	ADH	119	112	-	-	-	-	-	-	-	-	-	-	231	1%	
	Agency Website	568	579	-	-	-	-	-	-	-	-	-	-	1,147	4%	
	ASAP	-	-	-	-	-	-	-	-	-	-	-	-	-	0%	
	ASAP (External)	348	361	-	-	-	-	-	-	-	-	-	-	709	3%	
	ASAP (Internal)	1,869	1,765	-	-	-	-	-	-	-	-	-	-	3,634	14%	
	ASAP Publication	1	-	-	-	-	-	-	-	-	-	-	-	1	0%	
	Attorney	20	13	-	-	-	-	-	-	-	-	-	-	33	0%	
	Called Before	4,122	4,197	-	-	-	-	-	-	-	-	-	-	8,319	32%	
	Central Intake Unit	4	2	-	-	-	-	-	-	-	-	-	-	6	0%	
	Church	4	5	-	-	-	-	-	-	-	-	-	-	9	0%	
	City Department	44	48	-	-	-	-	-	-	-	-	-	-	92	0%	
	COA	-	-	-	-	-	-	-	-	-	-	-	-	-	0%	
	COA/Senior Center	283	238	-	-	-	-	-	-	-	-	-	-	521	2%	
	Community Health Center	61	66	-	-	-	-	-	-	-	-	-	-	127	0%	
	Emergency Personnel	17	18	-	-	-	-	-	-	-	-	-	-	35	0%	
	EOEA	1	5	-	-	-	-	-	-	-	-	-	-	6	0%	
	Flyer/Poster	7	8	-	-	-	-	-	-	-	-	-	-	15	0%	
	Friend/Family	1,421	1,443	-	-	-	-	-	-	-	-	-	-	2,864	11%	
	Hospice	72	73	-	-	-	-	-	-	-	-	-	-	145	1%	
Hospital	1,074	1,138	3	-	-	-	-	-	-	-	-	-	2,215	8%		
Executive Office of Elder Affairs																
Information Referral Program Reports																

	Jul 26	Aug 26	Sep 26	Oct 26	Nov 26	Dec 26	Jan 27	Feb 27	Mar 27	Apr 27	May 27	Jun 27	Total	%
Housing	110	107	-	-	-	-	-	-	-	-	-	-	217	1%
Independent Living Center	2	3	-	-	-	-	-	-	-	-	-	-	5	0%
Internet	97	65	-	-	-	-	-	-	-	-	-	-	162	1%
MassOptions – Call Center Referral (Incoming Warm Telephone Transfer)	109	110	-	-	-	-	-	-	-	-	-	-	219	1%
MassOptions – Call Center Referral (Outgoing Call Back Cold Transfer)	23	14	-	-	-	-	-	-	-	-	-	-	37	0%
MassOptions – Self Referral (Incoming Web Referral – No Transfer)	150	160	-	-	-	-	-	-	-	-	-	-	310	1%
Medicaid	47	38	-	-	-	-	-	-	-	-	-	-	85	0%
Medicare	12	6	-	-	-	-	-	-	-	-	-	-	18	0%
Medicare Publication	-	1	-	-	-	-	-	-	-	-	-	-	1	0%
Newspaper	1	1	-	-	-	-	-	-	-	-	-	-	2	0%
Nursing Facility	125	130	-	-	-	-	-	-	-	-	-	-	255	1%
One Care	34	32	-	-	-	-	-	-	-	-	-	-	66	0%
Other Agency	551	612	-	-	-	-	-	-	-	-	-	-	1,163	4%
Other Agency Outreach	21	42	-	-	-	-	-	-	-	-	-	-	63	0%
PATH (Social Welfare)	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
PCA Program	3	11	-	-	-	-	-	-	-	-	-	-	14	0%
Pharmacy	1	-	-	-	-	-	-	-	-	-	-	-	1	0%
Phone Book	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
Phone Company	1	1	-	-	-	-	-	-	-	-	-	-	2	0%
Physician	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
Physician/Health Clinic	681	540	-	-	-	-	-	-	-	-	-	-	1,221	5%
Presentation	1	2	-	-	-	-	-	-	-	-	-	-	3	0%
Radio	3	-	-	-	-	-	-	-	-	-	-	-	3	0%
Rehab Facility	458	448	-	-	-	-	-	-	-	-	-	-	906	3%
Senior Center	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
Social Security	7	1	-	-	-	-	-	-	-	-	-	-	8	0%
Support Group	4	-	-	-	-	-	-	-	-	-	-	-	4	0%
Television	2	2	-	-	-	-	-	-	-	-	-	-	4	0%
Visiting Nurse(Home Health)	517	548	-	-	-	-	-	-	-	-	-	-	1,065	4%
Total	13,177	13,151	-	-	-	-	-	-	-	-	-	-	26,328	100%

Call Topic by Category

ASAP Services

ADRC	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
Adult Foster Care (AFC)	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
ASAPs	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
Care Transitions	10	12	-	-	-	-	-	-	-	-	-	-	22	0%
Caring Homes	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
Community Choices Program	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
Companionship	200	239	-	-	-	-	-	-	-	-	-	-	439	1%
Elder Care Advice	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
Enhanced Home Care Program	-	-	-	-	-	-	-	-	-	-	-	-	4	0%
Family Caregiver Program	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
Friendly Visitor Program	79	64	-	-	-	-	-	-	-	-	-	-	143	0%
Group Adult Foster Care (GAFC)	29	28	-	-	-	-	-	-	-	-	-	-	57	0%
Homemaker - ASAP	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
LTC Awareness / Embrace Your Future	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
MassHealth - Adult Day Health (ADH)	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
MassHealth - Long Term Care Admission	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
MassHealth - Prior Approval Screening	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
Money Follows the Person	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
Money Management Program	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
Nursing Home Discharge Initiative	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
Nutrition (HDM, Counseling, Congregate Meals,...)	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
One Care	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
Other (Specify Other Programs in Notes Field)	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
Personal Care	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
Personal Care Attendant	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
Private Care Advisor	13	7	-	-	-	-	-	-	-	-	-	-	20	0%
Program for All-inclusive Care of the Elderly	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
Protective Services	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
Respite Program	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
Senior Care Options (SCO)	2	-	-	-	-	-	-	-	-	-	-	-	2	0%
State Subsidized Home Care Program	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
Supportive Housing Program	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
Transportation	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
			4	-	-	-	-	-	-	-	-	-	-	0%

Executive Office of Elder Affairs

Information Referral Program Reports

	Jul 26	Aug 26	Sep 26	Oct 26	Nov 26	Dec 26	Jan 27	Feb 27	Mar 27	Apr 27	May 27	Jun 27	Total	%
Volunteer Medical Escort Program	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
Volunteer Options	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
Volunteer Shopping Program	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
Wellness Programs	123	125	-	-	-	-	-	-	-	-	-	-	248	1%
Complaints														
Complaints	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
Complaints - AL Ombudsman	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
Complaints - CCO Ombudsman	18	15	-	-	-	-	-	-	-	-	-	-	-	0%
Complaints - General	-	-	-	-	-	-	-	-	-	-	-	-	33	0%
Complaints - NH Ombudsman	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
Financial Assistance														
Budgeting/Paying Bills	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
Burial Accounts/Issues	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
Dent./Hearing Aids/Glasses	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
Employment	5	12	-	-	-	-	-	-	-	-	-	-	17	0%
Energy/Utility Needs	30	36	-	-	-	-	-	-	-	-	-	-	66	0%
Farmer's Market Coupons	26	8	-	-	-	-	-	-	-	-	-	-	34	0%
General Financial Issues	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
Household Needs	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
In-Home Care Needs	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
Medical Bills	5	6	-	-	-	-	-	-	-	-	-	-	11	0%
Medical Equipment	83	87	-	-	-	-	-	-	-	-	-	-	170	1%
General Information														
Alzheimer's/Dementia	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
Education/School	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
Long Term Care Insurance	13	32	-	-	-	-	-	-	-	-	-	-	45	0%
Pets	5	2	-	-	-	-	-	-	-	-	-	-	7	0%
Publications/Printed Materials	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
Health Benefits														
Flu Shot Information	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
Hospitals	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
Long Term Care Medicaid	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
Medicaid	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
Medicare	125	105	-	-	-	-	-	-	-	-	-	-	230	1%
Medigap/Insurance Issues	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
Other - Health Benefits	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
Prescription Advantage	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
Prescription Drugs	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
QMB/SLMB	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
SMP Senior Medicare Patrol	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
Substance Abuse	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
VHAP	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
Vscript	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
Health/In-Home Services														
Adult Day	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
Assistive Technology	16	14	-	-	-	-	-	-	-	-	-	-	30	0%
Attendant Services Prog.	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
Chores	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
Dentists	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
Disability Resources	67	48	-	-	-	-	-	-	-	-	-	-	115	0%
ERC Medicaid Waiver	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
Friendly Visitor/Telephn.	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
Friendly Visitor/Telephone	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
Health-General	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
Hoarding	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
Home Health Aide/OT/PT	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
Homemaker	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
Hospice (Non-Institut.)	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
Lifeline Emergency System	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
Medicaid Waiver	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
Medication Issues	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
Mental Health Services	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
Nursing (For Private Pay)	-	5	-	-	-	-	-	-	-	-	-	-	-	0%
Executive Office of Elder Affairs	Information Referral Program Reports													

		Jul 26	Aug 26	Sep 26	Oct 26	Nov 26	Dec 26	Jan 27	Feb 27	Mar 27	Apr 27	May 27	Jun 27	Total	%
Nursing Facilities - Short Term Respite		-	-	-	-	-	-	-	-	-	-	-	-	-	0%
	Other -	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
	Other - Health/In-Home Services	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
	Personal Emergency Response System (PERS)	634	627	-	-	-	-	-	-	-	-	-	-	1,261	4%
	Physician Referral	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
	Podiatrists	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
	Private Paid Services	246	165	-	-	-	-	-	-	-	-	-	-	411	1%
	Respite	79	98	-	-	-	-	-	-	-	-	-	-	177	1%
	Senior Companion Program	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
	Support Groups	16	8	-	-	-	-	-	-	-	-	-	-	24	0%
	Visiting Nurse	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
Housing															
Housing	Congregate Housing	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
	Emergency Housing	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
	Eviction	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
	General - Housing	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
	Homelessness	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
	Housing	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
	Housing - Clinic	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
	Housing - Emergency/Fire/Displacement	15	14	-	-	-	-	-	-	-	-	-	-	29	0%
	Housing - EOEa Congregate Program	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
	Housing - EOEa Supportive Housing Program	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
	Housing - Homeowner Mortgage Assistance	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
	Housing - Private Rental Housing	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
	Housing - Shelter	31	26	-	-	-	-	-	-	-	-	-	-	57	0%
	Housing - Subsidized (non EOEa)	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
	Housing - Tenant-Landlord Mediation	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
	Housing Assistance	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
	Housing Authorities	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
	Housing Counseling	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
	Housing Expense Assistance	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
	Housing Search	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
	Housing Search and Information	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
	Housing/Clinic	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
	Housing/Congregate	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
	Housing/Shelter	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
	Housing/Subsidized	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
	Housing-Retirement Community	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
	Infestation/Pests	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
	Moving Assistance	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
	Private Housing	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
	Rental Assistance	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
	Repair/Weatherization/Modification	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
	Retirement Community	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
Institutional Care															
Institutional Care	Assisted Living - Short Term Respite	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
	Assisted Living Facilities	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
	Assisted Living Guidelines	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
	Hospice Facility	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
	Hospital/Discharge Planning	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
	Nursing Facilities - Hospice	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
	Nursing Facilities-Alzheimer Unit	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
	Nursing Home	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
	Other -	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
	Other - Institutional Care	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
	Residential Care Home	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
	Residential Care Home/Rest Home	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
Legal Issues															
Legal Issues	Consumer Complaints	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
	General Legal Issues	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
	Landlord/Tenant Issues	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
	Legal Aid/Referral/Consultation	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
	Wills	-	-	-	-	-	-	-	-	-	-	-	-	-	0%

		Jul 26	Aug 26	Sep 26	Oct 26	Nov 26	Dec 26	Jan 27	Feb 27	Mar 27	Apr 27	May 27	Jun 27	Total	%
LTCOC - Goal LTC Facility Admission	LTCOC - Goal NF Admission	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
	LTCOC - Goal NF Discharge	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
	LTCOC - Goal to Stay in Community	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
	LTCOC - I&R Only - Referral	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
	LTCOC - Re-Entry to Community from Acute Hospital	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
	LTCOC - Re-Entry to Community from LTC Facility	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
	LTCOC - Re-Entry to Community from Rehab Facility	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
	OC - Goal to Stay in Community	225	179	-	-	-	-	-	-	-	-	-	-	404	1%
	OC - I&R Only - Referral	47	28	-	-	-	-	-	-	-	-	-	-	75	0%
	OC - Intention LTC Fac. Admission from Community	12	7	-	-	-	-	-	-	-	-	-	-	19	0%
	OC - Re-Entry to Community from Acute Hospital	6	1	-	-	-	-	-	-	-	-	-	-	7	0%
	OC - Re-Entry to Community from LTC Facility	3	3	-	-	-	-	-	-	-	-	-	-	6	0%
	OC - Re-Entry to Community from Rehab Facility	1	6	-	-	-	-	-	-	-	-	-	-	7	0%
	OC - Goal to Stay in Community-At Risk LTC Admiss	6	14	-	-	-	-	-	-	-	-	-	-	20	0%
	OC -Intention LTC Fac. Admission from Has,Rehab,NF	7	2	-	-	-	-	-	-	-	-	-	-	9	0%
Miscellaneous															
	Donations	15	22	-	-	-	-	-	-	-	-	-	-	37	0%
	Family Issues	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
	HICA	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
	Snow Removal	2	4	-	-	-	-	-	-	-	-	-	-	6	0%
	Socialization	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
	Volunteer Coordination	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
	Weather Related Issues	12	3	-	-	-	-	-	-	-	-	-	-	15	0%
Nutrition															
	Congregate Meals	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
	Food Shelf	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
	General	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
	Home delivered meals	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
Other															
	Abuse/Neglect/Exploitation	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
	Advance Dir. - Living Will	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
	City Department	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
	Community Education (CG events, seminars...)	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
	Community Events	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
	Grandparents Assistance	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
	Grocery Store Delivery	90	112	-	-	-	-	-	-	-	-	-	-	202	1%
	Guardianship	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
	Laundry	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
	Lesbian, Gay, Bi-sexual, Transgender	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
	Other	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
	Other - Abuse/Neglect/Exploitation	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
	POA/Representative Payee	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
	Self-Neglect	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
Public Benefits															
	Benefits Checkup	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
	Council on Aging (COA)	74	64	-	-	-	-	-	-	-	-	-	-	138	0%
	Disability (SSDI, Medicaid, SS)	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
	Disability (SSSI, Medicaid,SS)	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
	DTA Application	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
	Essential Persons	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
	Food Stamps	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
	Fuel Assistance	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
	General Assistance	190	241	-	-	-	-	-	-	-	-	-	-	431	1%
	One Care	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
	Other - Public Benefits	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
	Pensions/Annuities/RR/Retir., etc	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
	SHINE	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
	Social Security	19	21	-	-	-	-	-	-	-	-	-	-	40	0%
	SSI	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
	Subsidized Housing	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
	Tax Rebates/Other Issues	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
	Telephone Credits (Lifeline, h/u)	-	-	-	-	-	-	-	-	-	-	-	-	-	0%
Executive Office of Elder Affairs	Utility Discounts	25	15	7	-	-	-	-	-	-	-	-	-	47	0%

Information Referral Program Reports

		Jul 26	Aug 26	Sep 26	Oct 26	Nov 26	Dec 26	Jan 27	Feb 27	Mar 27	Apr 27	May 27	Jun 27	Total	%
Veteran's Benefits		30	31	-	-	-	-	-	-	-	-	-	-	61	0%
State Emergency Management															
Disaster		-	-	-	-	-	-	-	-	-	-	-	-	-	0%
Transportation															
General Transportation		-	-	-	-	-	-	-	-	-	-	-	-	-	0%
Medical		-	-	-	-	-	-	-	-	-	-	-	-	-	0%
Recreation		-	-	-	-	-	-	-	-	-	-	-	-	-	0%
Shopping/Errands		-	-	-	-	-	-	-	-	-	-	-	-	-	0%
Taxi Coupons		-	-	-	-	-	-	-	-	-	-	-	-	-	0%
Unknown Topic															
(Unknown)		1,163	1,166	-	-	-	-	-	-	-	-	-	-	2,329	8%
EOEA Only Ombudsman Complaints															
z Abuse, Neglect, Exploitation		11	9	-	-	-	-	-	-	-	-	-	-	20	0%
z Activities and Social Services		-	1	-	-	-	-	-	-	-	-	-	-	1	0%
z Adaptive Equipment		-	-	-	-	-	-	-	-	-	-	-	-	-	0%
z ASAP Program Services		-	-	-	-	-	-	-	-	-	-	-	-	-	0%
z Certification/Licensing		-	-	-	-	-	-	-	-	-	-	-	-	-	0%
z Discharge		-	-	-	-	-	-	-	-	-	-	-	-	-	0%
z Discrimination		-	-	-	-	-	-	-	-	-	-	-	-	-	0%
z Environment (cleanliness,heat,accessibility,etc)		-	-	-	-	-	-	-	-	-	-	-	-	-	0%
z Eviction		-	-	-	-	-	-	-	-	-	-	-	-	-	0%
z Financial (not abuse or exploitation)		-	-	-	-	-	-	-	-	-	-	-	-	-	0%
z Food and Nutrition		1	9	-	-	-	-	-	-	-	-	-	-	10	0%
z Grievance Process		-	-	-	-	-	-	-	-	-	-	-	-	-	0%
z Housing		1	2	-	-	-	-	-	-	-	-	-	-	3	0%
z Inadequacy of Care Plan/Care Provision		1	-	-	-	-	-	-	-	-	-	-	-	1	0%
z Legal Limitations		-	-	-	-	-	-	-	-	-	-	-	-	-	0%
z Maintenance		-	-	-	-	-	-	-	-	-	-	-	-	-	0%
z Management not responsive		-	-	-	-	-	-	-	-	-	-	-	-	-	0%
z Mental Health, Physosocial Services		6	5	-	-	-	-	-	-	-	-	-	-	11	0%
z Resident vs. Resident		-	-	-	-	-	-	-	-	-	-	-	-	-	0%
z Rights Not Being Respected		-	-	-	-	-	-	-	-	-	-	-	-	-	0%
z Staffing		1	3	-	-	-	-	-	-	-	-	-	-	4	0%
z State Agency Involvement		-	-	-	-	-	-	-	-	-	-	-	-	-	0%
ADRC Activity															
Adult Protective Services		9	12	-	-	-	-	-	-	-	-	-	-	21	0%
Brief or short-term services, follow-along, or service coordination		648	647	-	-	-	-	-	-	-	-	-	-	1,295	23%
Emergency Services		2	4	-	-	-	-	-	-	-	-	-	-	6	0%
Family Care Function Screen		-	-	-	-	-	-	-	-	-	-	-	-	-	0%
Financial Assistance Application		4	7	-	-	-	-	-	-	-	-	-	-	11	0%
Follow-Up Contact from RC - but not referred for screening or services		280	253	-	-	-	-	-	-	-	-	-	-	533	10%
Food Stamps Application		9	8	-	-	-	-	-	-	-	-	-	-	17	0%
Fuel Assistance Application		2	3	-	-	-	-	-	-	-	-	-	-	5	0%
Housing Application		23	23	-	-	-	-	-	-	-	-	-	-	46	1%
Long Term Care Services/Resources/Information		226	208	-	-	-	-	-	-	-	-	-	-	434	8%
MassHealth Application		11	12	-	-	-	-	-	-	-	-	-	-	23	0%
Medicare LIS Application		3	-	-	-	-	-	-	-	-	-	-	-	3	0%
Medicare MSP Application		11	10	-	-	-	-	-	-	-	-	-	-	21	0%
Other Services/Resources/Information		1,274	1,151	-	-	-	-	-	-	-	-	-	-	2,425	43%
Prescription Advantage Application		-	1	-	-	-	-	-	-	-	-	-	-	1	0%
Private Long Term Care Services		2	3	-	-	-	-	-	-	-	-	-	-	5	0%
Property Taxes Application		6	2	-	-	-	-	-	-	-	-	-	-	8	0%
Public Funding: Medicare, Medicaid, foodstamps, social security benefits		63	94	-	-	-	-	-	-	-	-	-	-	157	3%
Safelink Application		1	2	-	-	-	-	-	-	-	-	-	-	3	0%
Services/Resources Other Than Emergency, APS, or LTC		476	438	-	-	-	-	-	-	-	-	-	-	914	16%
The Ride Application		4	2	-	-	-	-	-	-	-	-	-	-	6	0%
Total		2,902	2,682	-	-	-	-	-	-	-	-	-	-	5,584	100%
Total Number of Unduplicated Callers:		10,489	10,154	-	-	-	-	-	-	-	-	-	-	20,643	
Total Number of Unduplicated Calls:		16,417	16,255	-	-	-	-	-	-	-	-	-	-	32,672	