

## 2020 Regional Impact



**51%**

Individuals served were at or below the poverty level



**463**

Clients utilized transportation services



**13**

Individuals received Options Counseling



**80**

Clients received Adult Day Services



**83,803**

Information & Assistance Contacts



**1,908**

Older adults waiting for services



**285,769**  
Home Delivered Meals



**\$114,966**

Voluntarily contributed by clients to expand services

### Funding Source:

Home Care & Community Block Grant (HCCBG)

## 2020 Regional Impact



**8,775**

Contacts for  
Family Caregiver  
Support

Top 5 Services:

Information & Assistance

In-Home Respite

Training Programs

Support Groups

Incontinence Supplies



**285**

Sample Calls on  
Peer Place

Top 5 Needs:

Home Care

Transportation

Long Term Care &  
Ombudsman

Housing

Information & Referral



**409**

Closed Complaints  
from LTC Residents

Top 5 Complaints:

Care

Autonomy, Choice,  
Rights, and Privacy

Admission, Transfer,  
and Discharge

Dietary

Environment



**14**



Senior Centers of Excellence



**802**

Clients provided with  
legal services

Area Agency  on Aging

Triangle J Council of Governments