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Service Area	Service Type	# Total Participants				% Total Participants			
		No	Yes	Unknown	Total	No	Yes	Unknown	Total
Transportation	Total Unduplicated Clients Served	2,076	16	2	2,094	99%	1%	0%	100%
<b>Grand Total Unduplicated Clients Served</b>		<b>32,361</b>	<b>2,447</b>	<b>15,066</b>	<b>49,874</b>	<b>65%</b>	<b>5%</b>	<b>30%</b>	<b>100%</b>

# Total Participants and % Total Participants broken down by Year Year and Homeless vs. Service Area and Service Type . The view is filtered on Year Year and Homeless . The Year Year filter keeps 2019. The Homeless filter keeps no members.

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# Clients Served by Service Type and Veteran Status

Service Area	Service Type	2019							
		# Total Participants				% Total Participants			
		No	Yes	Unknown	Total	No	Yes	Unknown	Total
Adult Day Services	Discretionary	21	1	1	23	91%	4%	4%	100%
	<b>Total Unduplicated Clients Served</b>	<b>21</b>	<b>1</b>	<b>1</b>	<b>23</b>	<b>91%</b>	<b>4%</b>	<b>4%</b>	<b>100%</b>
Case Management	ADH	53	4	2	59	90%	7%	3%	100%
	Community First Choice	4,978	236	2,276	7,490	66%	3%	30%	100%
	Community First Choice - COPES	4,739	224	1,339	6,302	75%	4%	21%	100%
	Discretionary/Care Coordination	477	46	58	581	82%	8%	10%	100%
	Health Homes	114	1	20	135	84%	1%	15%	100%
	Medicaid Alternative Care	28	1	3	32	88%	3%	9%	100%
	Medicaid Personal Care	753	14	674	1,441	52%	1%	47%	100%
	New Freedom	284	7	32	323	88%	2%	10%	100%
	Road to Community Living	37	3	14	54	69%	6%	26%	100%
	SHA	961	71	330	1,362	71%	5%	24%	100%
	TSOA	240	34	128	402	60%	8%	32%	100%
	TSOA-I	372	57	167	596	62%	10%	28%	100%
	Veterans Program	0	4	2	6	0%	67%	33%	100%
		<b>Total Unduplicated Clients Served</b>	<b>11,559</b>	<b>662</b>	<b>4,142</b>	<b>16,363</b>	<b>71%</b>	<b>4%</b>	<b>25%</b>
Community Living Connections:	Central I & A - Assistance	328	40	1	369	89%	11%	0%	100%
	Central I & A - Information Contacts	6,493	635	133	7,261	89%	9%	2%	100%
	Community I & A - Assistance	5,276	120	410	5,806	91%	2%	7%	100%
	Community I & A - Information Con..	4,156	68	216	4,440	94%	2%	5%	100%
	Person-Centered Options Counseli..	259	1	11	271	96%	0%	4%	100%
	<b>Total Unduplicated Clients Served</b>	<b>13,082</b>	<b>810</b>	<b>637</b>	<b>14,529</b>	<b>90%</b>	<b>6%</b>	<b>4%</b>	<b>100%</b>
Elder Abuse	Elder Abuse	33	1	20	54	61%	2%	37%	100%
	<b>Total Unduplicated Clients Served</b>	<b>33</b>	<b>1</b>	<b>20</b>	<b>54</b>	<b>61%</b>	<b>2%</b>	<b>37%</b>	<b>100%</b>
Family Caregiver Support	Access/Assistance	828	35	31	894	93%	4%	3%	100%
	Access/Information Contacts	502	13	41	556	90%	2%	7%	100%
	Consultation (non-TCARE)	332	19	27	378	88%	5%	7%	100%
	Counseling	154	7	0	161	96%	4%	0%	100%
	Emergency Respite	67	2	0	69	97%	3%	0%	100%
	Kinship: Access/Assistance	247	6	0	253	98%	2%	0%	100%
	Kinship: Access/Information Conta..	79	2	2	83	95%	2%	2%	100%
	Kinship: Supplemental Services	179	5	0	184	97%	3%	0%	100%
	Kinship: Support Groups	36	0	0	36	100%	0%	0%	100%
	Respite	308	14	8	330	93%	4%	2%	100%
	Supplemental Services	74	0	0	74	100%	0%	0%	100%
	Support Groups	114	1	0	115	99%	1%	0%	100%
	TCARE Plan	529	19	2	550	96%	3%	0%	100%
	Training	67	1	3	71	94%	1%	4%	100%
	<b>Total Unduplicated Clients Served</b>	<b>1,570</b>	<b>71</b>	<b>59</b>	<b>1,700</b>	<b>92%</b>	<b>4%</b>	<b>3%</b>	<b>100%</b>
Health Promotion	Chronic Disease Management	85	2	0	87	98%	2%	0%	100%
	Fall Prevention	43	2	65	110	39%	2%	59%	100%
	<b>Total Unduplicated Clients Served</b>	<b>123</b>	<b>4</b>	<b>65</b>	<b>192</b>	<b>64%</b>	<b>2%</b>	<b>34%</b>	<b>100%</b>
Mental Health	PEARLS	97	17	20	134	72%	13%	15%	100%
	<b>Total Unduplicated Clients Served</b>	<b>97</b>	<b>17</b>	<b>20</b>	<b>134</b>	<b>72%</b>	<b>13%</b>	<b>15%</b>	<b>100%</b>
Nutrition	Congregate Meals	5,508	540	7,289	13,337	41%	4%	55%	100%
	Emergency Meals	242	48	21	311	78%	15%	7%	100%
	Home Delivered Meals	1,612	446	183	2,241	72%	20%	8%	100%
	Under age 60 Home Delivered Mea..	59	4	100	163	36%	2%	61%	100%
	<b>Total Unduplicated Clients Served</b>	<b>7,282</b>	<b>1,013</b>	<b>7,588</b>	<b>15,883</b>	<b>46%</b>	<b>6%</b>	<b>48%</b>	<b>100%</b>
Senior Centers	Education, Recreation, Socializati..	2,119	157	1,889	4,165	51%	4%	45%	100%
	Food and Nutrition	2,380	251	985	3,616	66%	7%	27%	100%
	Health Promotion, Wellness and Fi..	1,272	59	361	1,692	75%	3%	21%	100%
	Social Services	745	33	208	986	76%	3%	21%	100%
	Socialization- Drop in/ Unstructur..	425	30	593	1,048	41%	3%	57%	100%
	<b>Total Unduplicated Clients Served</b>	<b>3,398</b>	<b>310</b>	<b>3,414</b>	<b>7,122</b>	<b>48%</b>	<b>4%</b>	<b>48%</b>	<b>100%</b>

# Total Participants and % Total Participants broken down by Year Year and Veteran vs. Service Area and Service Type . The view is filtered on Year Year and Veteran . The Year Year filter keeps 2019. The Veteran filter has multiple members selected.



## Clients Served by Service Type and Veteran Status

Service Area	Service Type	2019							
		# Total Participants			% Total Participants				
		No	Yes	Unknown	Total	No	Yes	Unknown	Total
Transportation	Nutrition - One-way Trip	909	34	103	1,046	87%	3%	10%	100%
	Volunteer - One-way Trip	949	110	32	1,091	87%	10%	3%	100%
	Total Unduplicated Clients Served	1,819	141	134	2,094	87%	7%	6%	100%
<b>Grand Total Unduplicated Clients Served</b>		<b>31,600</b>	<b>2,521</b>	<b>15,753</b>	<b>49,874</b>	<b>63%</b>	<b>5%</b>	<b>32%</b>	<b>100%</b>

# Total Participants and % Total Participants broken down by Year Year and Veteran vs. Service Area and Service Type . The view is filtered on Year Year and Veteran . The Year Year filter keeps 2019. The Veteran filter has multiple members selected.

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## Clients Served by Service Type and Limited English Speaking Status

Service Area	Service Type	2019				2019			
		# Total Participants			Total	% Total Participants			Total
		No	Yes	Unknown		No	Yes	Unknown	
Adult Day Services	Discretionary	19	4	0	23	83%	17%	0%	100%
	<b>Total Unduplicated Clients Served</b>	<b>19</b>	<b>4</b>	<b>0</b>	<b>23</b>	<b>83%</b>	<b>17%</b>	<b>0%</b>	<b>100%</b>
Case Management	ADH	40	19	0	59	68%	32%	0%	100%
	Community First Choice	2,350	5,130	10	7,490	31%	68%	0%	100%
	Community First Choice - COPEs	3,167	3,131	4	6,302	50%	50%	0%	100%
	Discretionary/Care Coordination	487	94	0	581	84%	16%	0%	100%
	Health Homes	119	16	0	135	88%	12%	0%	100%
	Medicaid Alternative Care	25	7	0	32	78%	22%	0%	100%
	Medicaid Personal Care	245	1,195	1	1,441	17%	83%	0%	100%
	New Freedom	283	40	0	323	88%	12%	0%	100%
	Road to Community Living	43	11	0	54	80%	20%	0%	100%
	SHA	876	486	0	1,362	64%	36%	0%	100%
	TSOA	352	50	0	402	88%	12%	0%	100%
	TSOA-I	579	17	0	596	97%	3%	0%	100%
	Veterans Program	6	0	0	6	100%	0%	0%	100%
<b>Total Unduplicated Clients Served</b>	<b>7,968</b>	<b>8,383</b>	<b>12</b>	<b>16,363</b>	<b>49%</b>	<b>51%</b>	<b>0%</b>	<b>100%</b>	
Community Living Connections:	Central I & A - Assistance	362	7	0	369	98%	2%	0%	100%
	Central I & A - Information Contacts	7,149	112	0	7,261	98%	2%	0%	100%
	Community I & A - Assistance	2,165	3,598	43	5,806	37%	62%	1%	100%
	Community I & A - Information Cont..	1,176	3,235	29	4,440	26%	73%	1%	100%
	Person-Centered Options Counseli..	98	171	2	271	36%	63%	1%	100%
	<b>Total Unduplicated Clients Served</b>	<b>9,899</b>	<b>4,558</b>	<b>72</b>	<b>14,529</b>	<b>68%</b>	<b>31%</b>	<b>0%</b>	<b>100%</b>
Elder Abuse	Elder Abuse	54	0	0	54	100%	0%	0%	100%
	<b>Total Unduplicated Clients Served</b>	<b>54</b>	<b>0</b>	<b>0</b>	<b>54</b>	<b>100%</b>	<b>0%</b>	<b>0%</b>	<b>100%</b>
Family Caregiver Support	Access/Assistance	556	338	0	894	62%	38%	0%	100%
	Access/Information Contacts	279	275	2	556	50%	49%	0%	100%
	Consultation (non-TCARE)	246	132	0	378	65%	35%	0%	100%
	Counseling	112	49	0	161	70%	30%	0%	100%
	Emergency Respite	61	8	0	69	88%	12%	0%	100%
	Kinship: Access/Assistance	239	14	0	253	94%	6%	0%	100%
	Kinship: Access/Information Conta..	65	16	2	83	78%	19%	2%	100%
	Kinship: Supplemental Services	180	4	0	184	98%	2%	0%	100%
	Kinship: Support Groups	27	9	0	36	75%	25%	0%	100%
	Respite	125	202	3	330	38%	61%	1%	100%
	Supplemental Services	26	48	0	74	35%	65%	0%	100%
	Support Groups	31	84	0	115	27%	73%	0%	100%
	TCARE Plan	292	258	0	550	53%	47%	0%	100%
	Training	12	58	1	71	17%	82%	1%	100%
<b>Total Unduplicated Clients Served</b>	<b>1,091</b>	<b>601</b>	<b>8</b>	<b>1,700</b>	<b>64%</b>	<b>35%</b>	<b>0%</b>	<b>100%</b>	
Health Promotion	Chronic Disease Management	48	39	0	87	55%	45%	0%	100%
	Fall Prevention	41	8	61	110	37%	7%	55%	100%
	<b>Total Unduplicated Clients Served</b>	<b>84</b>	<b>47</b>	<b>61</b>	<b>192</b>	<b>44%</b>	<b>24%</b>	<b>32%</b>	<b>100%</b>
Mental Health	PEARLS	118	16	0	134	88%	12%	0%	100%
	<b>Total Unduplicated Clients Served</b>	<b>118</b>	<b>16</b>	<b>0</b>	<b>134</b>	<b>88%</b>	<b>12%</b>	<b>0%</b>	<b>100%</b>
Nutrition	Congregate Meals	9,178	2,712	1,447	13,337	69%	20%	11%	100%
	Emergency Meals	225	65	21	311	72%	21%	7%	100%
	Home Delivered Meals	2,168	73	0	2,241	97%	3%	0%	100%
	Under age 60 Home Delivered Meals	151	12	0	163	93%	7%	0%	100%
	<b>Total Unduplicated Clients Served</b>	<b>11,597</b>	<b>2,818</b>	<b>1,468</b>	<b>15,883</b>	<b>73%</b>	<b>18%</b>	<b>9%</b>	<b>100%</b>
Senior Centers	Education, Recreation, Socializatio..	1,371	977	1,817	4,165	33%	23%	44%	100%
	Food and Nutrition	1,722	997	897	3,616	48%	28%	25%	100%
	Health Promotion, Wellness and Fit..	831	582	279	1,692	49%	34%	16%	100%
	Social Services	365	418	203	986	37%	42%	21%	100%
	Socialization- Drop in/ Unstructured	341	129	578	1,048	33%	12%	55%	100%
	<b>Total Unduplicated Clients Served</b>	<b>2,379</b>	<b>1,467</b>	<b>3,276</b>	<b>7,122</b>	<b>33%</b>	<b>21%</b>	<b>46%</b>	<b>100%</b>

# Total Participants and % Total Participants broken down by Year Year and Limited English vs. Service Area and Service Type . The view is filtered on Year Year, Limited English , Service Area and Service Type . The Year Year filter keeps 2019. The Limited English filter has multiple members selected. The Service Area filter keeps 10 of 12 members. The Service Type filter keeps 51 of 116 members.

## Clients Served by Service Type and Limited English Speaking Status

Service Area	Service Type	# Total Participants			2019				
		No	Yes	Unknown	Total	% Total Participants			
		No	Yes	Unknown	Total	No	Yes	Unknown	Total
Transportation	Nutrition - One-way Trip	427	619	0	1,046	41%	59%	0%	100%
	Volunteer - One-way Trip	1,015	74	2	1,091	93%	7%	0%	100%
	<b>Total Unduplicated Clients Served</b>	<b>1,409</b>	<b>683</b>	<b>2</b>	<b>2,094</b>	<b>67%</b>	<b>33%</b>	<b>0%</b>	<b>100%</b>
<b>Grand Total Unduplicated Clients Served</b>		<b>30,206</b>	<b>14,813</b>	<b>4,855</b>	<b>49,874</b>	<b>61%</b>	<b>30%</b>	<b>10%</b>	<b>100%</b>

# Total Participants and % Total Participants broken down by Year Year and Limited English vs. Service Area and Service Type . The view is filtered on Year Year, Limited English , Service Area and Service Type . The Year Year filter keeps 2019. The Limited English filter has multiple members selected. The Service Area filter keeps 10 of 12 members. The Service Type filter keeps 51 of 116 members.

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