**Introduction**:

The purpose of this report and analysis is to help ElderNet identify the current strengths as well as toidentify future areas for improvement. ElderNet is an organization which serves the elderly and disabled providing various forms of assistance but more importantly help clients to remain in their homes by providing continuing assistance and education. There are many educational community events which are provided to clients. However, this report seeks to identify which areas have shown to have the greatest success in client engagement in a multitude of areas and services from 2019 to 2021.

**Client-Care Management**:

For Client-Care Management relationship, this analysis focuses on the total effect of the care management as a whole as well as the major types of Assistance and Benefits provided to the Client.

We begin by discussing the summary statistics of care provided by care\_management\_counter\_by\_month\_year. The month\_year shown on the x-axis shows the month and year and the y-axis shows the total care\_management\_counter provided to the client. In January 2020 the highest number of care management units provided to the client was 763 units compared to the months of 2019 and 2021. The care management units shown on the y-axis clearly shows the total units of care management in terms of minutes as shown in the numbers on the labeled axes.

Graphical user interface, chart, histogram

Description automatically generated

However, for the second chart to the right adjacent there is a further breakdown of the care management units in minutes but also in dollars and pounds where it is relevant. It is also possible to right click and show the visualization as a table for exact numbers.

On the next slide there is a line chart showing the total sum of Count of care\_management\_Assistance\_1 (primary assistance), Count of care\_management\_Assistance\_2 (secondary assistance), and Count of care\_management\_Assistance\_3 (tertiary assistance) on the y-axis versus the month and year provided on the x-axis. What is significant in this line chart is that for June 2020 the total count of the three forms of assistance was 566 and was the highest in number followed by August 2020.

Graphical user interface, application

Description automatically generated

For the forms of assistance described by the care\_management\_category shown in pink, for the Remote Contact with client, an estimated 10,100 total minutes overall were allocated to the client in terms of staff-client interaction followed by Remote Contact without Client which shows that Remote Contact with the client by phone and email provide the best form of interaction and communication with the client.

A picture containing chart

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As far Primary Assistance, Care Coordination was by far the highest numbers showing 9,900 minutes which made the most difference.

Graphical user interface

Description automatically generated with medium confidence

As noted in the 2021 Annual Report 2 Care Coordinators and 1 Licensed Social Worker assisted 336 unduplicated participants and their families and connected individuals to benefits and resources, responded to calls to assist those in crisis, and worked with homeless and older adults referred by the Lower Merion Township Police Department "(ElderNet, 2021)".

As far as Primary Benefits, ElderNet assistance has provided the most to client assistance ahead of Medical, Housing, and Financial as shown below.

Graphical user interface, text, application, Word

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While ElderNet continues to provide a significant amount of assistance to clients, the top results shown in the analyses highlight the strengths in providing care management services to all ages and incomes.