

# MEMORANDUM

**DATE:** February 19, 2021  
**TO:** SCAC Members  
**FROM:** Office on Aging/Veterans Service Office  
**SUBJECT:** Activity Report – January 2021

1. Announcements and Updates:
2. Information & Assistance: Call Center Statistics:

Month	Total calls	Total Caregiver Calls (% of Inbound I&A calls)	Top Referred Services
January 2021	2,109	799 (46.05%) ***We received a high volume of calls from caregivers regarding Vaccines***	Home Delivered Meals, Housing Authorities, Housing Search Assistance, Senior Housing, Medicare Information/Counseling.

**Speakers Bureau Statistics:**

*Presentations coordinated by the Office on Aging and conducted by Office on Aging staff or community professionals. \*\*A Virtual presentation was conducted on \*\**

- 1 = Presentations
- 13 = Attendees

**Office on Aging Website Statistics (November):**

- 3,235 = Unique visitors
- 9,523 = Hits



**Most Popular Pages (other than homepage):**

1. Services
2. Resources
3. Resources/Downloads
4. Services/Contracted Providers
5. About Us

3. Health Education

No updates.

4. Outreach

(January) 2021

Outreach	Contacts
0	0

**Upcoming Outreach Events (current & next month)**

No events are currently scheduled

5. Intern/Volunteers

Due to the COVID-19 pandemic and staff working remotely, we are not using interns. Volunteers are not being utilized due to the health education classes they volunteer to support are currently cancelled.

6. Senior Non-Emergency Medical Transportation (Combined-TSR/M2):

**NOVEMBER 2020 STATS - AVERAGE  
(Combined-TSR/M2)**

	Area 1	Area 2	Area 3
<b>Trips Provided</b>	1,652	1,037	2,543
<b>Average Cost per Trip</b>	\$53.03	\$43.24	\$45.43
<b>Average Trip Length</b>	6.25	9.04	5.37
<b>Average Cost per Mile</b>	\$8.49	\$4.78	\$8.45

<b><u>Service Area 1:</u></b>	<u>District 2: La Palma. District 3: Anaheim Hills, Brea, El Modena, Olinda, Olive, Orange, Orange Hills, Orange Park Acres, Villa Park and Yorba Linda. District 4: Anaheim, Buena Park, Fullerton, La Habra, and Placentia.</u>
<b><u>Service Area 2:</u></b>	<u>District 2: Newport Beach. District 3: Irvine, Modjeska Canyon, Santiago Canyon, Silverado Canyon, and Trabuco Canyon (Portion). District 5: Aliso Viejo, Coto de Caza, Dana Point, Dove Canyon, Ladera Ranch, Laguna Beach, Laguna Hills, Laguna Niguel, Laguna Woods, Lake Forest, Los Flores, Mission Viejo, Rancho Santa Margarita, San Clemente, San Juan Capistrano, and Trabuco Canyon (Portion).</u>
<b><u>Service Area 3:</u></b>	<u>District 1: Garden Grove (Portion), Midway City, Santa Ana, Westminster. District 2: Costa Mesa, Cypress, Fountain Valley, Garden Grove (Portion), Huntington Beach, Los Alamitos, Rossmoor, Santa Ana Heights, Seal Beach, Stanton, Sunset Beach, Surfside. District 3: Cowan Heights, Lemon Heights, North Tustin and Tustin.</u>