

# 2022-2023 Impact Report



**24,201**

Clients served



**3,103**

Volunteers mobilized



**19,504**

Clients educated with resources



**\$11MM**

Economic impact



**645**

Older adult graduates of technology classes



**118**

Individuals advocated for 9 critical legislative issues



**88%**

Of residents' complaints were resolved by our Long-Term Care Ombudsmen



**1,693**

Clients were assisted through frauds, scams, and complex cases

## New Agency Values

We put seniors at the *center*

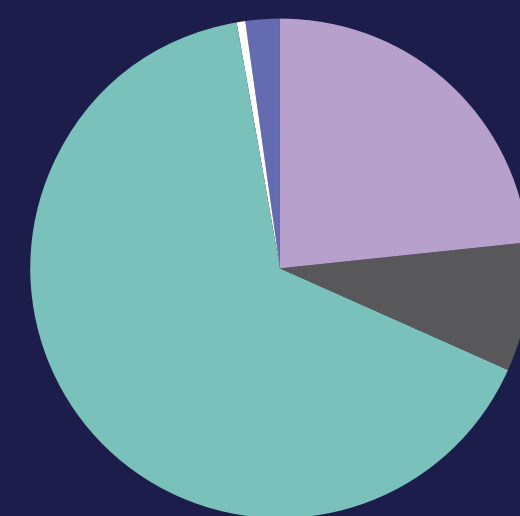
We have a *heart & passion* for our mission

We all deserve a *voice*

We spread *joy*

We are committed to *growth*

## Clients Served By Program



- Elder Financial Safety Program | 5,866
- Caregiver Support Program | 2,106
- Long-Term Care Ombudsman Program | 16,358
- Guardianship Program | 99
- Other | 542