



Fact Sheet

January 2010

North Dakota Aging & Disability Resource-LINK

An Information and Referral Resource to Help Locate Services in North Dakota

Usage Data

- The North Dakota Aging & Disability Resource-LINK **received 1,655 calls and e-mails** in Federal Fiscal Year 2009 (October 2008 – September 2009).
- Most calls were from clients, professionals, family members, and friends, and originated from people in 200 North Dakota communities and 42 states.
- Information requests ranged from things as crucial as getting heat in a house in cold weather, finding help paying for medications, or locating other needed services, to more routine needs such as finding phone numbers or addresses.
- The average caller was female, 75-84 years old, low-income, retired, and living alone in a rural area. She found the North Dakota Aging & Disability Resource-LINK number in the phonebook and most likely called about in-home services, health concerns, or help with medications.

Finding Help

Nationwide Toll Free:

1-800-451-8693

Web: www.carechoice.nd.gov

E-mail: carechoice@nd.gov

Web Site Use Grows

- The web site (www.carechoice.nd.gov) received about 1,700 hits or “visits” per month, which generated about 20 e-mails per month. Visitors searched for information by program, county, services, or city/state. Professionals and adult children used the web site most.

Most Frequently Requested Toll-Free Phone Numbers

Consumer Protection	1-800-472-2600
Diabetes Prevention & Control Program	1-800-280-5512
DHS Economic Assistance Division	1-800-755-2716
DHS Medical Services Division (Medicaid)	1-800-755-2604
Interagency Program for Assistive Technology (IPAT)	1-800-265-4728
Job Service North Dakota	1-800-247-0981
Legal Services of North Dakota	1-866-621-9886
Long-Term Care Ombudsman Program	1-800-451-8693
Lutheran Social Services	1-800-450-0577
Medicare	1-800-633-4227
ND Association for the Disabled (NDAD)	1-888-363-6323
North Dakota Crime Victims Compensation	1-800-445-2322
North Dakota Department of Human Services (DHS)	1-800-472-2622
North Dakota Department of Labor	1-800-582-8032
North Dakota Donated Dental Services	1-877-449-4109
North Dakota Division of Emergency Services	1-800-773-3259
North Dakota Insurance Department	1-800-247-0560
North Dakota Protection & Advocacy	1-800-472-2670
North Dakota State Library	1-800-472-2104
North Dakota Tax Commissioner	1-877-328-7088
North Dakota Poison Center	1-800-222-1222
Prescription Connection	1-888-575-6611
Senior Companion Program	1-800-450-1510
State Health Insurance Counseling Program	1-888-575-6611
Social Security Administration	1-800-772-1213