**Summary Report: Wenham Wellness Check Calls**

**Average Time to Contact**
- 8 days to 1st call (Council on Aging)
- 6 days to 1st call (Volunteer)
- 20 days to follow-up call

**Call Outcomes Breakdown**
- No answer: 664
- Unable to contact: 503
- Voicemail: 161
- Follow-up: 69
- Answered: 403

**Timeline of Calls Made to Wenham Seniors**

**Call Outcomes, by Age Group**

- **Overall**
  - Answered: 47%
  - Voicemail: 38%
  - Unable to reach: 15%

- **<60**
  - Answered: 66%
  - Voicemail: 22%
  - Unable to reach: 12%

- **60-69**
  - Answered: 62%
  - Voicemail: 17%
  - Unable to reach: 21%

- **70-79**
  - Answered: 52%
  - Voicemail: 32%
  - Unable to reach: 16%

- **80+**
  - Answered: 60%
  - Voicemail: 30%
  - Unable to reach: 10%
Respondents who said they were doing 'great' were even spending their time gardening and relaxing; those who reported 'issues' were either worried someone they know has COVID-19, had financial issues, had recent surgeries, or had other physical or mental issues.

Respondents have access to groceries through a variety of ways: get them themselves (some made use of senior-only time), meals-on-wheels, online delivery. Some had groceries arranged by their children or their neighbors. Some who responded having no access to groceries mentioned potential hoarding and suggested there be a limit or some way to ration items.
Town of Wenham COVID-19 Wellbeing Phone Calls

- Streets where residents were called by volunteers.
- Distribution of calls answered vs calls directed to voicemail is not shown here.
- Streets where residents reported physical health, mental health or financial issues.

Esri, HERE, Garmin, SafeGraph, INCREMENT P, METI/NASA, USGS, EPA, NPS, US Census Bureau, USDA