

ELDER LINE

NATIONAL HELPLINE FOR SENIOR CITIZENS



Monthly Report
November 2021

Social Justice Department
Government of Kerala



Government of Kerala



**SOCIAL JUSTICE
DEPARTMENT**

care, protection & empowerment

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CHAPTER 1

INTRODUCTION

1.1 ELDERLINE KERALA

Ageing is a series of process that begins with the life and continues throughout the entire life span. For creating an elder friendly state both the Kerala and the Central governments have constituted a single window platform to provide information, guidance, emotional and direct support to the elders in the state. Thus, the Elderline Kerala officially came into effect on the formation day of the State ie. 01.11.2021. Office of the Elderline Kerala has been set up in its state capital under the Department of Social Justice.

1.2 OBJECTIVE

The objective of this report is to document and analyze the details of calls received at the Elderline office, Kerala for the month of November 2021.

CHAPTER 2

CALL CLASSIFICATIONS

2.1 CALLS RECEIVED

Total Calls: 11521	Answered Calls: 5024	Call transfer	292
		Covid Support	2
		Emotional Support	47
		Field Intervention	94
		Genuine Request	1338
		Information	1834
		Non-Genuine Request	1078
		Others	36
		Session Terminated	8
	Abandoned Calls: 6194	After office hours	710
		Answered by IVR	5198
		Other	295
		System Terminated 2	1
	Actionable Calls: 2608	Abuse	14
Activity Centre		1	
Care Giver		5	
Doctor suggestion		2	
Donation-Monetary		1	
Emotional Support		21	
Employment		5	
Enquiry		484	
Facilities at vaccination/testing centers		1	
Feedback/Suggestion		3	
Health Related		20	
Legal		80	
OAH		10	
Others		2	
Pension Related		205	
Plasma supply information		1	
Rescue		4	
Test centers information		3	
Vaccination Centre Information		5	
Vaccine Registration		5	
Volunteering	3		

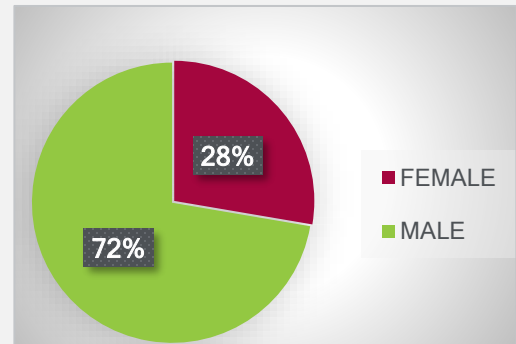
Non-Actionable Calls 2416	Blank	55
	Call Drop	70
	Call from Media	1
	Child Call	5
	Concierge Service	6
	Covid Related Support	50
	Employment	14
	Financial Assistance	7
	Follow up	123
	Nuisance	10
	Prank	7
	Test Call	152
	Transferred to other States	8

CHAPTER 3

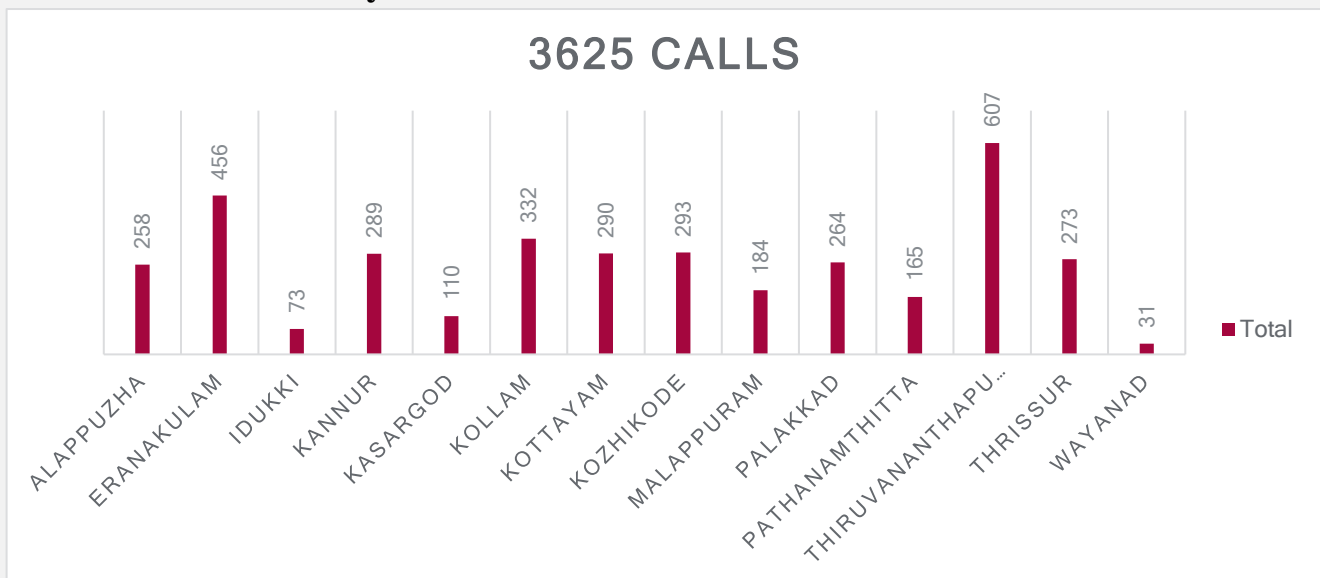
DEMOGRAPHIC INFORMATION

3.1 CALLER GENDER

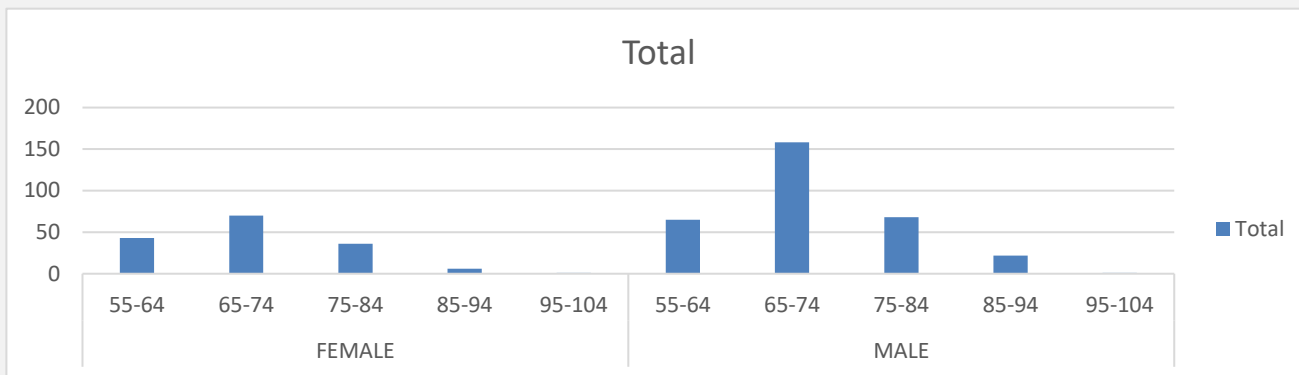
In its first month of the official launch of Elderline Kerala out of 1640 customers, 1186 calls were made by males and rest of the 454 calls were made by females. So, it can be assumed that the male elders are using majority of the support from the elder line during the period of November' 2021.



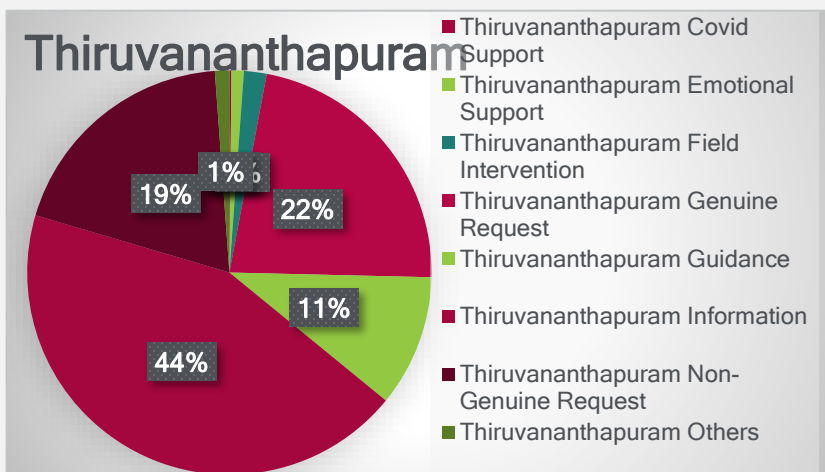
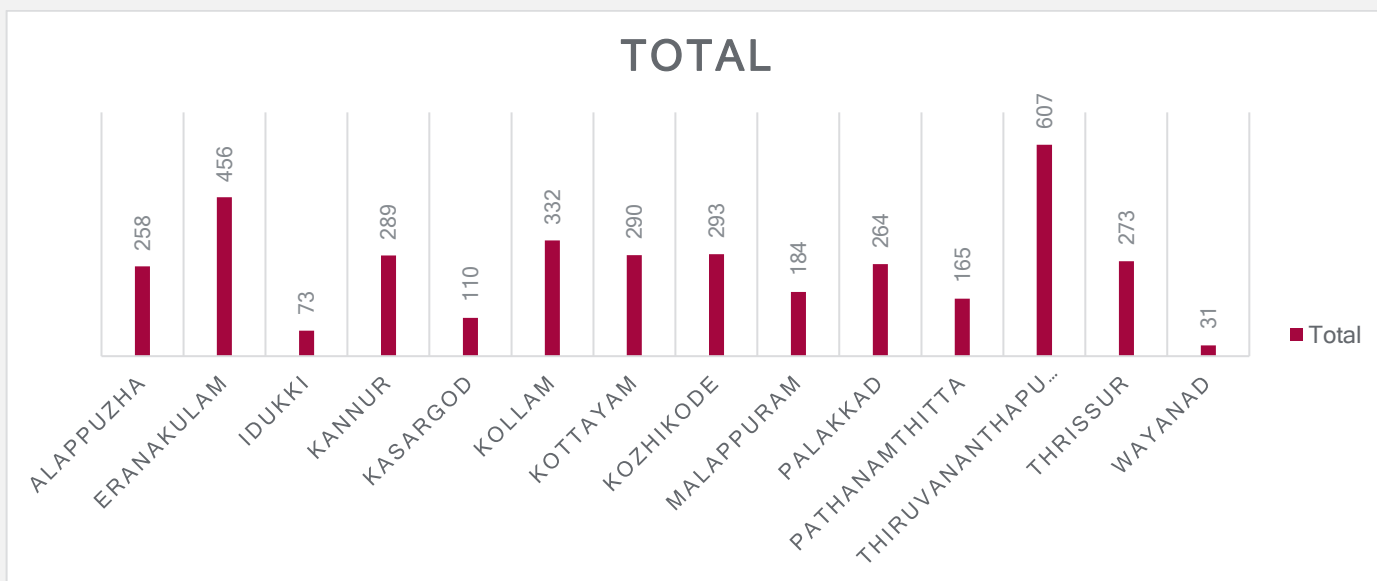
3.1.1 District wise analysis



3.1.2 Age wise analysis

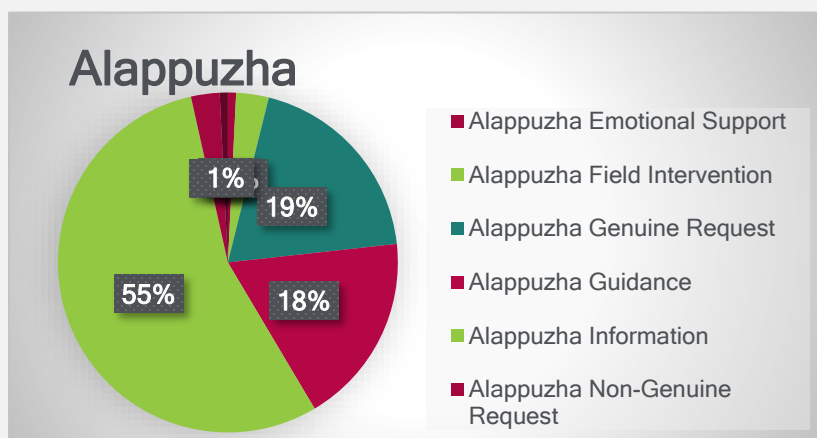
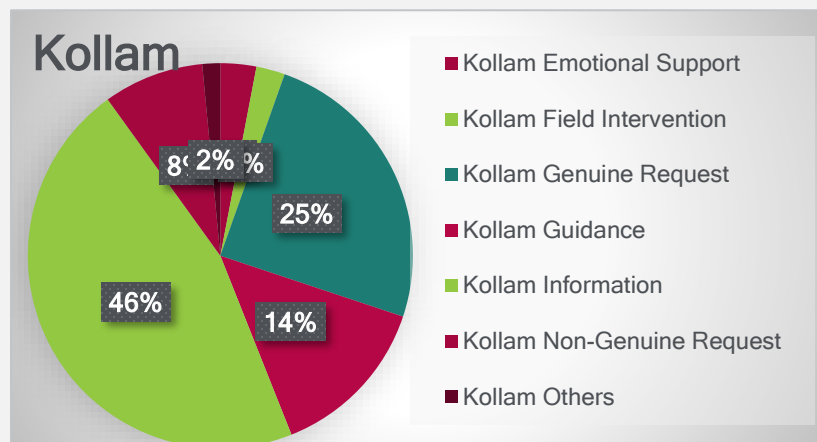


3.2 CALLER LOCATION



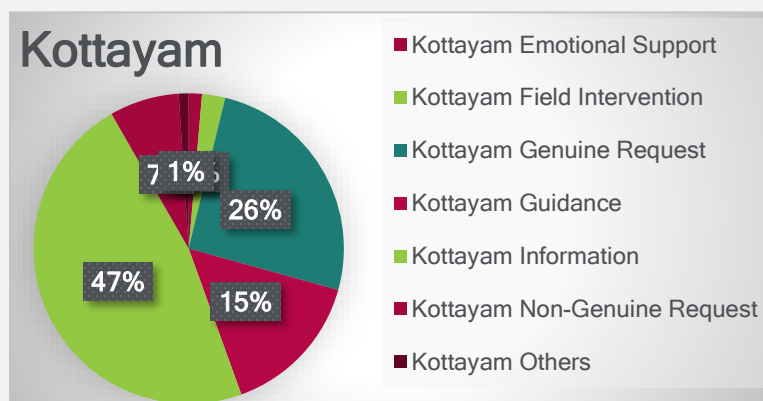
Thiruvananthapuram	607
Covid Support	1
Emotional Support	6
Field Intervention	11
Genuine Request	136
Guidance	64
Information	265
Non-Genuine Request	117
Others	7

Kollam	332
Emotional Support	10
Field Intervention	8
Genuine Request	82
Guidance	46
Information	153
Non-Genuine Request	28
Others	5

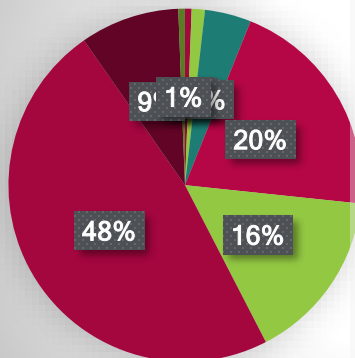


Alappuzha	258
Emotional Support	2
Field Intervention	8
Genuine Request	50
Guidance	47
Information	142
Non-Genuine Request	7
Others	2
Alappuzha	258

Kottayam	290
Emotional Support	4
Field Intervention	7
Genuine Request	74
Guidance	44
Information	137
Non-Genuine Request	21
Others	3



Pathanamthitta

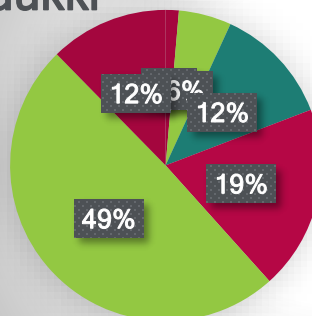


- PATHANAMTHITTA Covid Support
- PATHANAMTHITTA Emotional Support
- PATHANAMTHITTA Field Intervention
- PATHANAMTHITTA Genuine Request
- PATHANAMTHITTA Guidance
- PATHANAMTHITTA Information
- PATHANAMTHITTA Non-Genuine Request
- PATHANAMTHITTA Others

PATHANAMTHITTA		165
Covid Support		1
Emotional Support		2
Field Intervention		7
Genuine Request		34
Guidance		26
Information		79
Non-Genuine Request		15

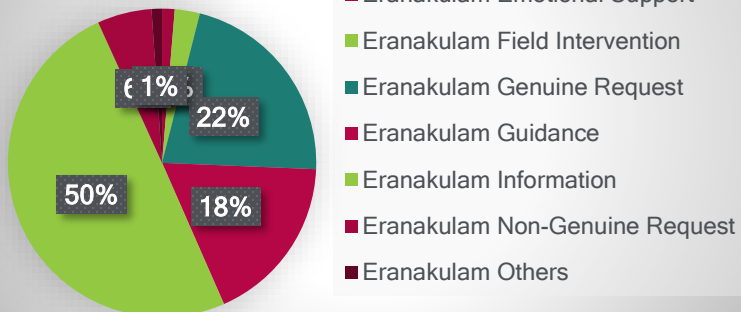
Idukki	73
Emotional Support	1
Field Intervention	4
Genuine Request	9
Guidance	14
Information	36
Non-Genuine Request	9

Idukki



- Idukki Emotional Support
- Idukki Field Intervention
- Idukki Genuine Request
- Idukki Guidance
- Idukki Information
- Idukki Non-Genuine Request

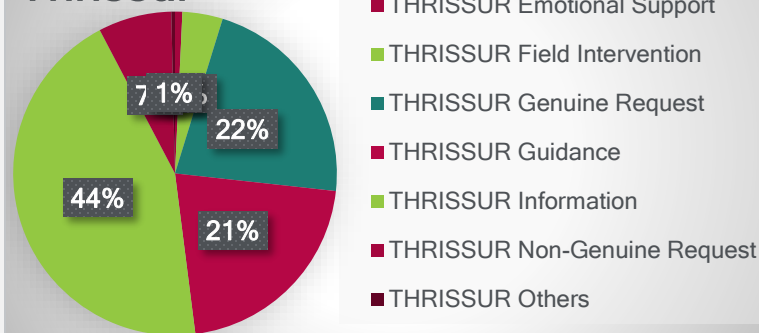
Eranakulam



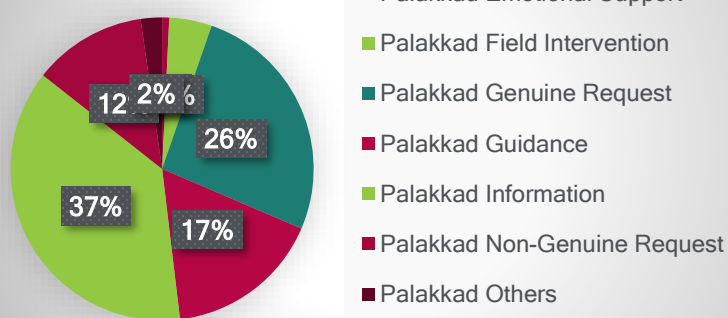
Eranakulam	456
Emotional Support	6
Field Intervention	12
Genuine Request	99
Guidance	81
Information	227
Non-Genuine Request	26
Others	5

THRISSUR	273
Emotional Support	2
Field Intervention	11
Genuine Request	60
Guidance	58
Information	121
Non-Genuine Request	20
Others	1

Thrissur



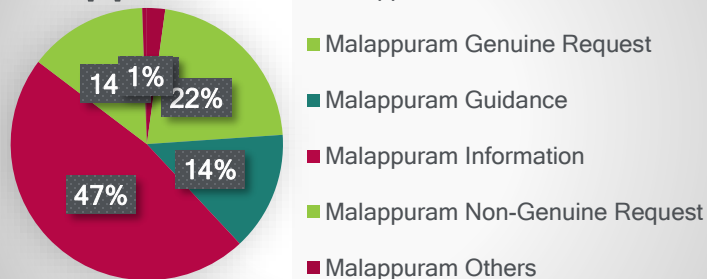
Palakkad



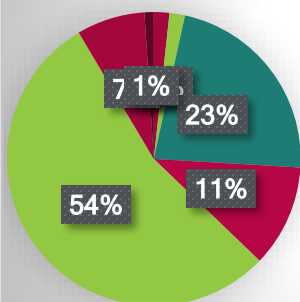
Palakkad	264
Emotional Support	2
Field Intervention	12
Genuine Request	69
Guidance	44
Information	99
Non-Genuine Request	32
Others	6

Malappuram	184
Field Intervention	4
Genuine Request	40
Guidance	26
Information	87
Non-Genuine Request	26
Others	1
Malappuram	184

Malappuram



Kozhikode

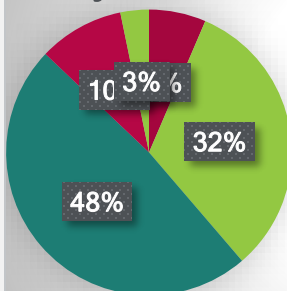


- Kozhikode Emotional Support
- Kozhikode Field Intervention
- Kozhikode Genuine Request
- Kozhikode Guidance
- Kozhikode Information
- Kozhikode Non-Genuine Request
- Kozhikode Others

Kozhikode	293
Emotional Support	5
Field Intervention	5
Genuine Request	66
Guidance	33
Information	159
Non-Genuine Request	22
Others	3

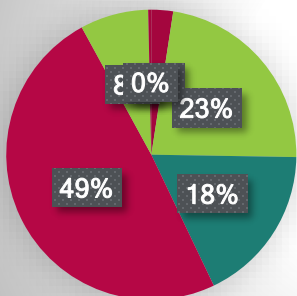
Wayanad	31
Genuine Request	2
Guidance	10
Information	15
Non-Genuine Request	3
Others	1

Wayanad



- Wayanad Genuine Request
- Wayanad Guidance
- Wayanad Information
- Wayanad Non-Genuine Request
- Wayanad Others

Kannur

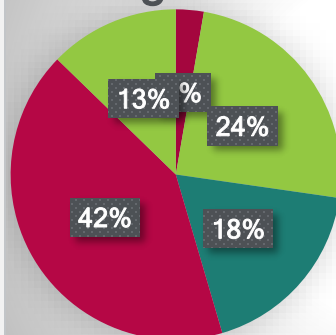


- Kannur Emotional Support
- Kannur Genuine Request
- Kannur Guidance
- Kannur Information
- Kannur Non-Genuine Request
- Kannur Others

Kannur	289
Emotional Support	7
Genuine Request	66
Guidance	51
Information	142
Non-Genuine Request	22
Others	1

Kasargod	110
Field Intervention	3
Genuine Request	27
Guidance	20
Information	46
Non-Genuine Request	14

Kasargod

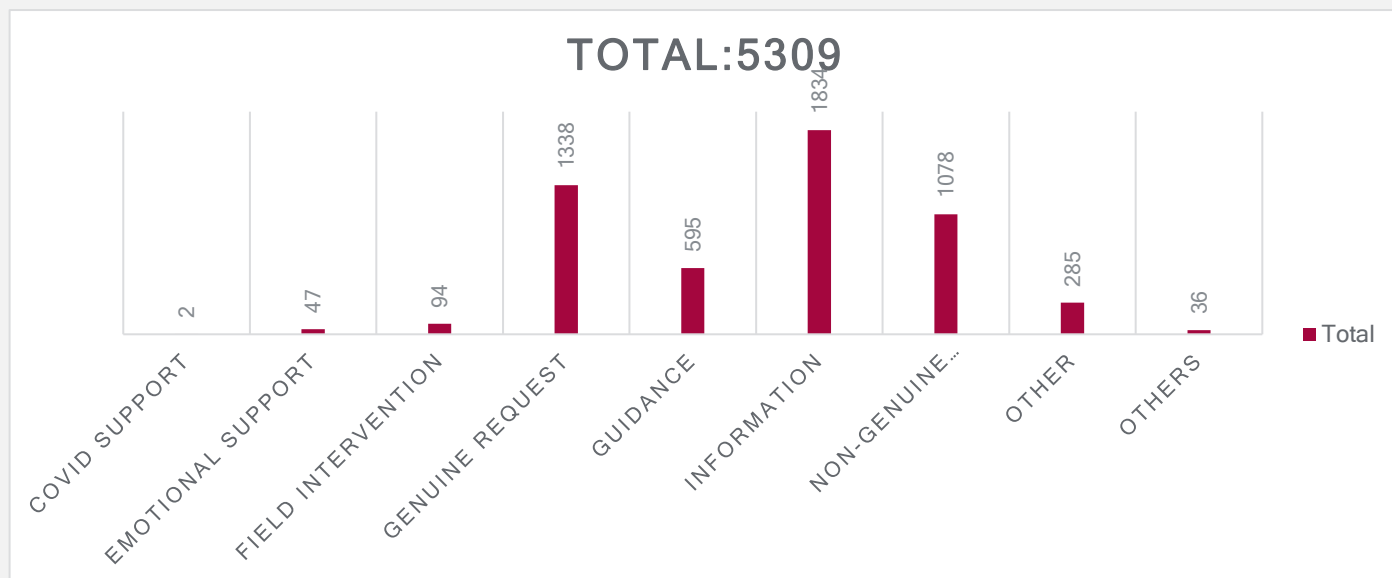


- Kasargod Field Intervention
- Kasargod Genuine Request
- Kasargod Guidance
- Kasargod Information
- Kasargod Non-Genuine Request

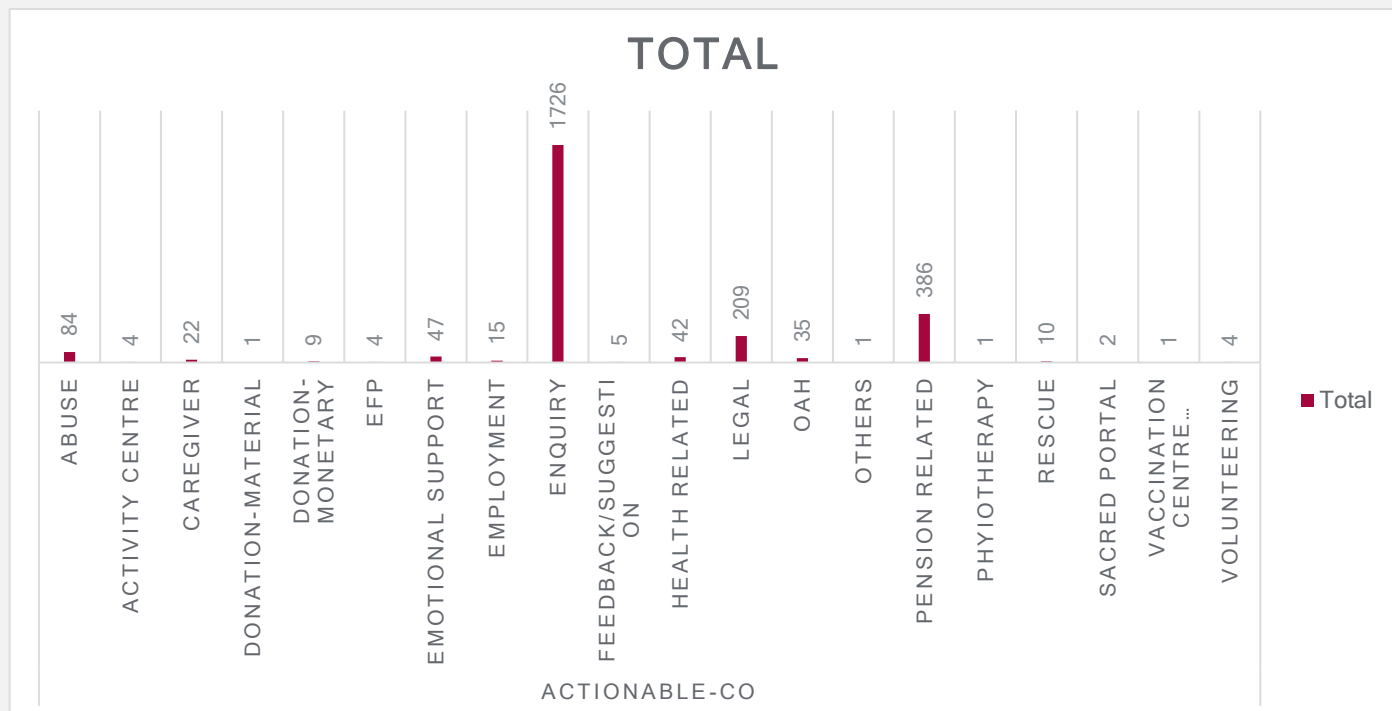
CHAPTER 4

INTERVENTION AREAS

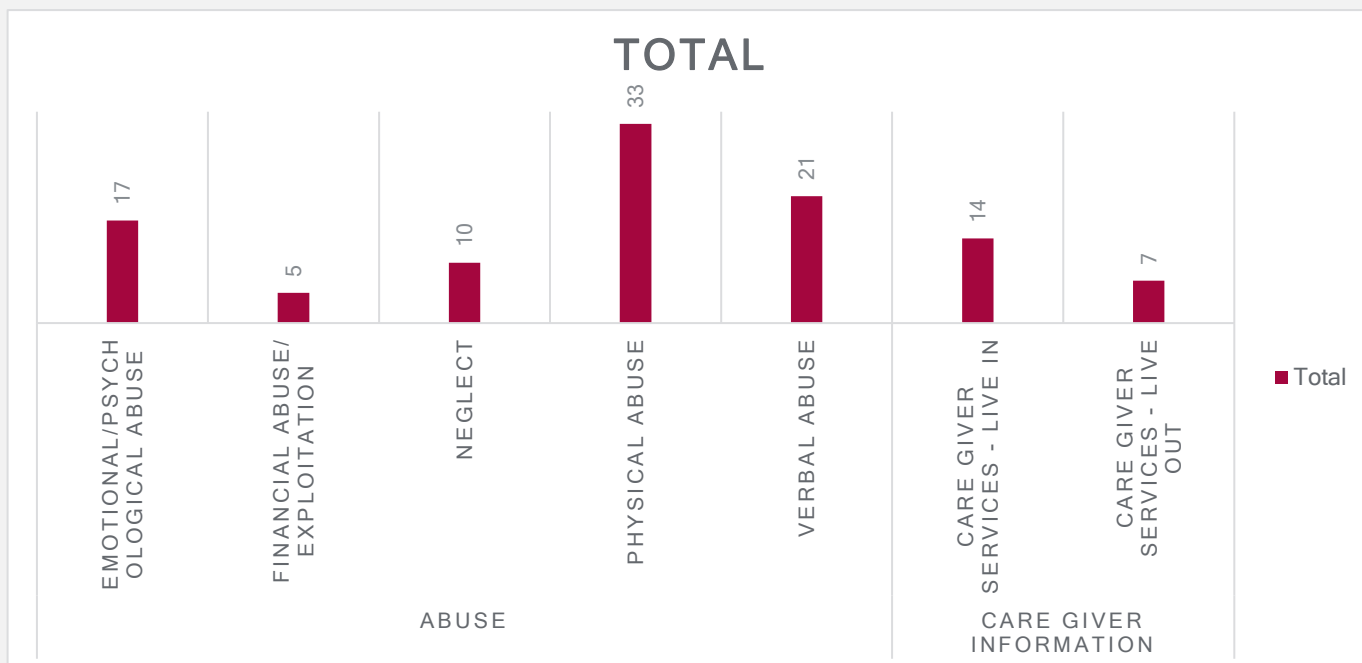
4.1 INTERVENTION AREAS



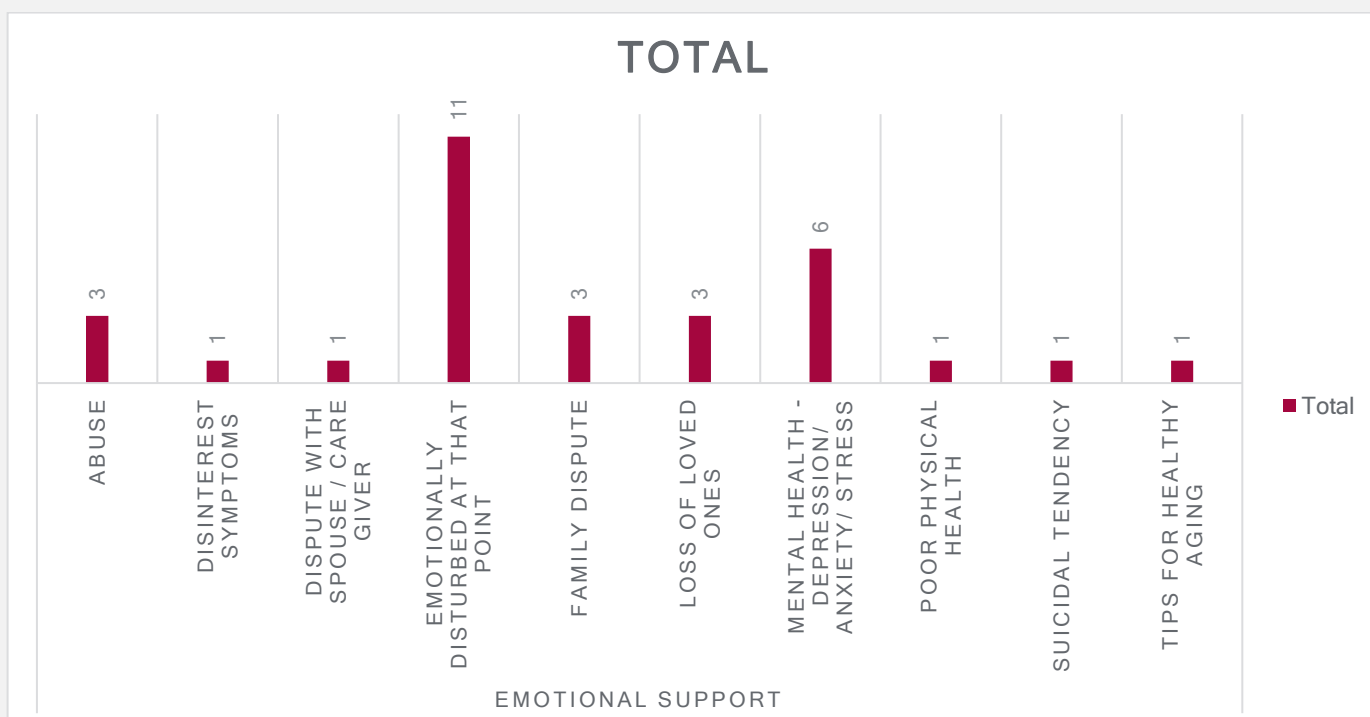
4.2 ACTIONABLE CALLS



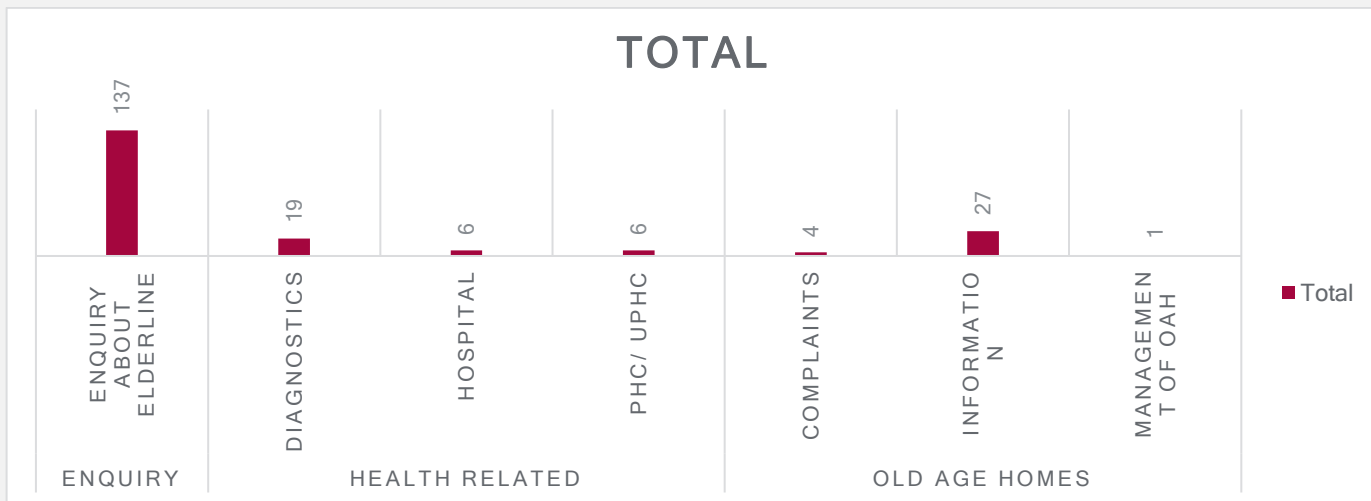
4.3 ABUSE & CARE GIVER INFORMATION



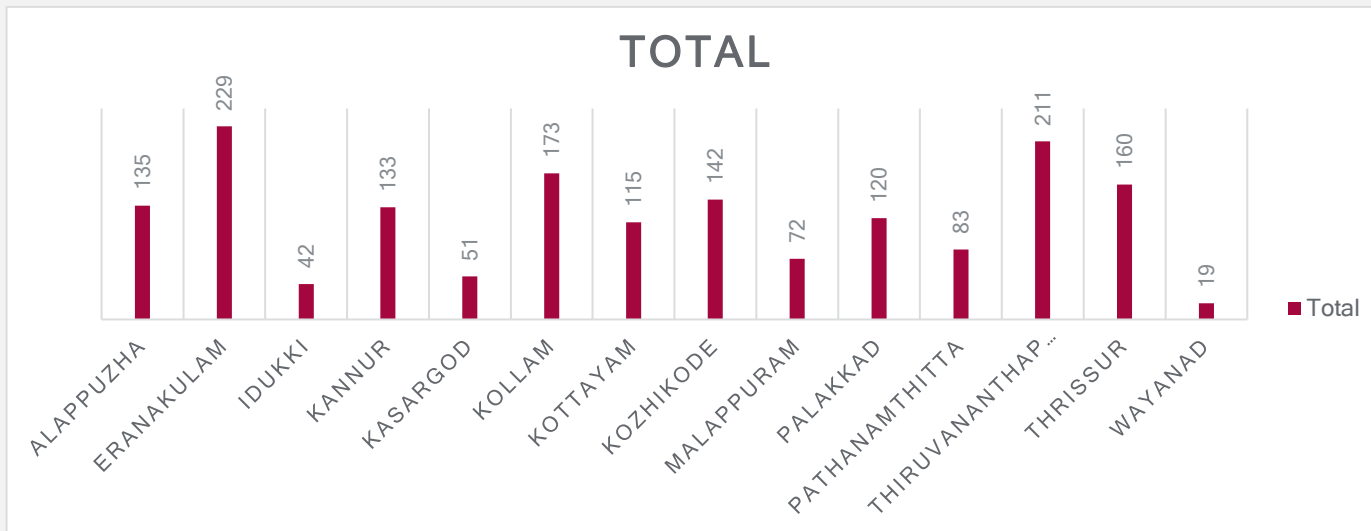
4.4 EMOTIONAL SUPPORT



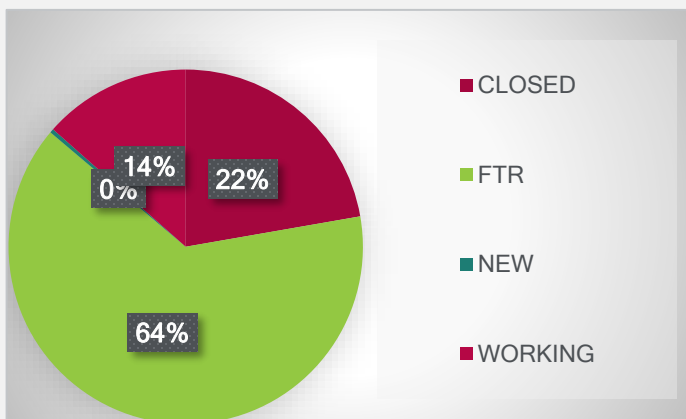
4.5 ENQUIRY, HEALTH RELATED & OLD AGE HOMES



4.6 SERVICE REQUEST



4.7 SERVICE REQUEST STATUS



CLOSED	147
FTR	298
NEW	1
WORKING	22
Grand Total	468

CHAPTER 5

CASE STUDY

5.1 CASE STUDY:

Category: INFORMATION

Background of the case:

An Elder have two daughters and he wish to move to an Old Age Home. One daughter is mentally challenged who is undergoing treatment and the other daughter is not able to look after him due to her financial problems. His wife had passed away and he feels very lonely. He doesn't want to be a burden to his daughter who is already suffering from huge financial crisis.

Type of Service:

Information

Location:

Thiruvananthapuram

Process followed:

Call was received in the Connect center on 27th November 2021 and the Call Officer collected the required details. Then the Call Officer provided information of Old Age Homes as per his repeated requests.

Desire Resolution:

Senior Citizen wanted to move to an Old Age Home.

Partners Involved:

Asha Sadan Old Age Home and Carmel Charitable Trust Old Age Home

Feedback:

Senior citizen called back and informed that he contacted the Old Age Home and they are willing to admit him.

Category: EMOTIONAL SUPPORT

Background of the case

A 62 years old widow called to Elderline on 22.11.2021. She is residing at Melila village of Kottarkkara Taluk, Kollam District. She is having two children (Son & Daughter). Her husband passed away six years ago and her children were not taking care of him. Now she is staying alone. Her lonely life was leading to negative thoughts and suicidal tendencies. She was also suffering from several life style diseases.

Type of Service

Emotional support to the caller, who was having Suicidal tendency

Process Followed

Call received on 22.11.2021 at 03.08 PM. Call Officer collected the basic details of the Senior Citizen. Elderly informed that she is staying alone. Her husband passed away six years ago, after which her children were harassing and accusing her for anything and everything. Death of spouse and lack of care and attention from children was leading her to loneliness and depression. She was having frequent suicidal tendency due to these kinds of negative thoughts. As emotional support is needed in the case, CO sat down to listen to her problems and consoled her. Upon building a strong rapport with the senior citizen it was found that she loved cooking and making snacks. CO advised elderly to engaged in interested activities and deviate the negative thoughts. Thus, CO could boost her mental strength and deviate her from her negative thoughts. CO assured her all mental support and asked her to call Elderline whenever she needs help.

Category: GUIDANCE

Background of the case

A senior citizen aged 67 yrs called Elderline on 23 November 2021 at 2:22 PM. He called from an Ashramam in Velloor is a village and panchayat in Kunnankulam Taluk, Thrissur district, Kerala. He worked in a private construction company as a laborer in Thrissur. In that period, his supervisor borrowed 75,000/- rupees and some jewelry from him for two months. But the supervisor didn't return his money and jewelry after three years. Elder filed a police complaint in the respective Police station. But, no further positive response from their side. He needs his money and jewelry back.

Type of service

Legal Guidance

Location

Veloor, Kunnamkulam Taluk, Thrissur district, Kerala

Process followed

Call was received in the Connect center on 23rd November 2021 and the Call Officer collected the details regarding the case along with the other basic information of the Senior Citizen. In this case he needed legal assistance, for that the Elder was directed to District Legal Service Authority, Thrissur for expert legal guidance and other legal services. DLSA connected the call to TLSC Irinjalakkuda. They provided an expert legal opinion about this case, and proposed for a sitting with two parties and then proceed with a civil case if needed.

Desire resolution

Senior citizen needs a legal guidance to this case. And he wants his money and jewelry back.

Partners involved

District Legal Service Authority, Thrissur and Taluk Legal Service Authority (TLSA), Irinjalakkuda, Mukundapuram

Feedback

Senior citizen contacted DLSA Thrissur and TLSC Irinjalakkuda and received required direction from them, later he informed that he was very happy with our service.

Category: FIELD INTERVENTION**Background of the case**

Caller is a ward member of Seethathodu ward in Seethathodu grama panchayat in Pathanamthitta district, Kerala. The call landed on 18th November 2021. She said there is an elderly who is 87 years old living alone in Seethathodu ward. Now he is not in a condition to walk, need someone to assist him. The caller said that the elderly is unmarried and have 3 sisters but no one to look after. His mother died 2 years back, after that he became so weak. The caller wants to shift him to a place where he can get 24*7 care especially to an old age home.

Type of Service

Rescue

Location

Pathanamthitta

Process followed

The call was attended by the Call Officer Ms. Amala Joseph, as the case needs an immediate field intervention, Call Officer raised a service request to the concerned Field Response Officer Ms. Vijayalekshmi. Immediately our FRO contacted the caller and enquired the present situation of the elder. She sought the support of District Social Justice Office, Pathanamthitta to find an accommodation for the elder. They told to take the RTPCR test of the elder and if found negative, then the elderly can be shifted to an OAH. The details were conveyed and the caller assured that she will arrange someone to take the RTPCR test the very next day itself. On 21/11/2021 the caller informed that the test result is negative. On 22/11/2021, arranged an ambulance and set out to elderly's home (not his own) in Seethathodu which is a remote village in hilltop in Pathanamthitta district for rescue. The elder is not in a condition to walk and was too thin. The neighbors helped our team to bring the elder from his house in the hilltop to the ambulance. Then finally the elder has been shifted to Abhaya Bhavan Society, Muthoor P O, Thiruvalla, Pathanamthitta (OAH).

Desire resolution:

The elderly needs to be shifted to an old age home.

Partners involved:

Pathanamthitta District Social Justice Officer, NGO named Angel who provided ambulance, Abhaya Bhavan Society (OAH), Seethathodu grama panchayat president and ward member, neighbors of the elderly.

Feedback:

The caller appreciated the timely and fruitful service of Elderline and the elderly was happy while accommodating in OAH. We are doing follow ups as well.

Photos from the field:



THANK YOU