



N.E.R.D.S Your Target Customer

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E Iderly

Resources

Disabled and/or Dementia



3.3 2018 Top 10 Referral Sources/Methods - Overall

Source/Method	Percent of Participants Top Source	Median Percent of 2018 Revenue
Clients - Past and current clients and their loved ones	22.6%	25%
Healthcare Professionals - Home Health Agencies (Medicare Certified)	9.1%	24%
Healthcare Professionals - Hospices	7.4%	16%
Healthcare Professionals - Hospital discharge planners	7.3%	22%
Healthcare Professionals - Assisted Living Facilities	6.5%	21%
Healthcare Professionals - Skilled nursing facilities	4.6%	30%
Government - State Medicaid Waiver Programs	4.5%	37%
Networking - Business networking groups (i.e. BNI)	4.0%	27%
Healthcare Professionals - Rehabilitation hospitals (inpatient)	3.9%	25%
Government - Veterans Administration Programs	3.6%	25%

The following was asked of survey participants: "Please input your top two revenue-generating referral sources in 2018. Then select the percentage of 2018 annual revenue each top method was responsible for."



3.4 2018 Top 3 Referral Sources/Methods - Masters

Source/Method	Percent of Participants Top Source	Median Percent of 2018 Revenue
Clients - Past and current clients and their loved ones	20.7%	29%
Healthcare Professionals - Skilled nursing facilities	9.2%	30%
Healthcare Professionals - Assisted Living Facilities	8.0%	20%

Masters represent those providers who billed \$5M+ in annual revenue in 2018.















