

Call Summary

Selected Parameters

From: 12/01/2017 **To:** 12/31/2017
I & R Agency: Oregon Cascades West Council of Governments (OCWCOG)
I & R Agent: All

| | | | | |
|--------------------------------------|-------------------------------------|------------------------|------------------------|-------------------------|
| Unduplicated Consumers 649 | Total Number Of Calls 780 | Incomplete 7 | Complete 773 | % Complete 99 |
|--------------------------------------|-------------------------------------|------------------------|------------------------|-------------------------|

Caller

| | Total | Percent |
|--------------------------|-------|---------|
| Agency | 306 | 39 |
| Caregiver | 4 | 1 |
| Community Gatekeeper | 1 | 0 |
| Consumer with disability | 108 | 14 |
| Family Member | 124 | 16 |
| Friend/Neighbor | 28 | 4 |
| Other | 53 | 7 |
| Senior Consumer | 137 | 18 |
| Unknown | 19 | 2 |
| Veteran | 0 | 0 |

Method of Contact

| | Total | Percent |
|-------------|-------|---------|
| E-mail | 159 | 20 |
| Fax | 16 | 2 |
| In Person | 12 | 2 |
| Interpreter | 0 | 0 |
| Mail | 13 | 2 |
| Other | 60 | 8 |
| Phone | 504 | 65 |
| Text | 1 | 0 |
| TTY/Relay | 0 | 0 |
| Unknown | 15 | 2 |

Type of Call

| | Total | Percent |
|-------------|-------|---------|
| Assistance | 86 | 11 |
| Information | 128 | 16 |
| Referral | 561 | 72 |
| Unspecified | 5 | 1 |

Type of Referral

| | Total |
|--------------------|-------|
| Medicaid | 479 |
| Non-Public | 28 |
| Options Counseling | 21 |
| Other Public | 248 |

Referral Source

| | Total | Percent |
|---------------------------|-------|---------|
| 1-855-OREADRC | 2 | 0 |
| 211info | 0 | 0 |
| 911/Emergency Services | 0 | 0 |
| AARP | 0 | 0 |
| Access Technologies, Inc | 0 | 0 |
| ADRC | 34 | 4 |
| Alternative Residential | 1 | 0 |
| APD Office | 86 | 11 |
| Attorney/ Legal Service | 2 | 0 |
| Brochure | 1 | 0 |
| Faith Based Organization | 0 | 0 |
| Family Member | 14 | 2 |
| Former Medicaid Consumer | 0 | 0 |
| Former OPI Consumer | 1 | 0 |
| Friend/Neighbor | 23 | 3 |
| HCBS Social Service | 72 | 9 |
| Hospital | 56 | 7 |
| Independent Living Center | 0 | 0 |
| In-home Care Agency | 20 | 3 |
| Internet website | 8 | 1 |
| Law Enforcement | 4 | 1 |
| Library | 0 | 0 |
| MD/Health Professional | 31 | 4 |
| MDS Section Q | 0 | 0 |
| Newspaper | 0 | 0 |
| Nursing Facility/ICF_MR | 25 | 3 |
| OHP | 118 | 15 |
| Oregon Medicare Savings | 2 | 0 |
| Other | 8 | 1 |
| Property Tax Deferral | 0 | 0 |
| Radio | 0 | 0 |
| Rapid Needs Assessment | 0 | 0 |
| Self | 112 | 14 |
| Senior Center | 9 | 1 |
| Senior Farmers Market | 0 | 0 |

| | | | | |
|-------------------------------|------------------------------|-------------------|-----------------|-------------------|
| Unduplicated Consumers | Total Number Of Calls | Incomplete | Complete | % Complete |
| 649 | 780 | 7 | 773 | 99 |

Referral Source

| | Total | Percent |
|------------------------------|--------------|----------------|
| SHIBA | 6 | 1 |
| Social Security or SSA | 16 | 2 |
| Social Worker | 28 | 4 |
| Special Marketing Initiative | 0 | 0 |
| Television | 0 | 0 |
| Unknown | 17 | 2 |
| Veteran Services | 1 | 0 |