

Call Summary

Selected Parameters

From: 11/01/2017 **To:** 11/30/2017
I & R Agency: Oregon Cascades West Council of Governments (OCWCOG)
I & R Agent: All

Unduplicated Consumers	Total Number Of Calls	Incomplete	Complete	% Complete
675	852	6	846	99

Caller

	Total	Percent
Agency	311	37
Caregiver	15	2
Community Gatekeeper	1	0
Consumer with disability	128	15
Family Member	178	21
Friend/Neighbor	20	2
Other	61	7
Senior Consumer	114	13
Unknown	24	3
Veteran	0	0

Method of Contact

	Total	Percent
E-mail	139	16
Fax	22	3
In Person	14	2
Interpreter	0	0
Mail	10	1
Other	42	5
Phone	605	71
Text	0	0
TTY/Relay	0	0
Unknown	20	2

Type of Call

	Total	Percent
Assistance	110	13
Information	139	16
Referral	601	71
Unspecified	2	0

Type of Referral

	Total
Medicaid	435
Non-Public	79
Options Counseling	45
Other Public	300

Referral Source

	Total	Percent
1-855-OREADRC	10	1
211info	0	0
911/Emergency Services	0	0
AARP	0	0
Access Technologies, Inc	0	0
ADRC	14	2
Alternative Residential	8	1
APD Office	112	13
Attorney/ Legal Service	1	0
Brochure	0	0
Faith Based Organization	1	0
Family Member	7	1
Former Medicaid Consumer	0	0
Former OPI Consumer	0	0
Friend/Neighbor	10	1
HCBS Social Service	73	9
Hospital	59	7
Independent Living Center	0	0
In-home Care Agency	18	2
Internet website	5	1
Law Enforcement	2	0
Library	0	0
MD/Health Professional	20	2
MDS Section Q	0	0
Newspaper	1	0
Nursing Facility/ICF_MR	23	3
OHP	74	9
Oregon Medicare Savings	0	0
Other	10	1
Property Tax Deferral	0	0
Radio	0	0
Rapid Needs Assessment	0	0
Self	193	23
Senior Center	3	0
Senior Farmers Market	0	0

Unduplicated Consumers	Total Number Of Calls	Incomplete	Complete	% Complete
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Referral Source

	Total	Percent
SHIBA	12	1
Social Security or SSA	4	0
Social Worker	33	4
Special Marketing Initiative	0	0
Television	0	0
Unknown	25	3
Veteran Services	0	0