

Call Summary

Selected Parameters

From: 10/01/2017 **To:** 10/31/2017
I & R Agency: Oregon Cascades West Council of Governments (OCWCOG)
I & R Agent: All

Unduplicated Consumers	Total Number Of Calls	Incomplete	Complete	% Complete
748	952	10	942	99

Caller

	Total	Percent
Agency	378	40
Caregiver	14	1
Community Gatekeeper	0	0
Consumer with disability	118	12
Family Member	180	19
Friend/Neighbor	29	3
Other	46	5
Senior Consumer	159	17
Unknown	28	3
Veteran	0	0

Method of Contact

	Total	Percent
E-mail	197	21
Fax	12	1
In Person	14	1
Interpreter	0	0
Mail	9	1
Other	71	7
Phone	625	66
Text	1	0
TTY/Relay	0	0
Unknown	23	2

Type of Call

	Total	Percent
Assistance	146	15
Information	126	13
Referral	672	71
Unspecified	8	1

Type of Referral

	Total
Medicaid	508
Non-Public	66
Options Counseling	93
Other Public	293

Referral Source

	Total	Percent
1-855-OREADRC	13	1
211info	1	0
911/Emergency Services	1	0
AARP	1	0
Access Technologies, Inc	0	0
ADRC	3	0
Alternative Residential	5	1
APD Office	95	10
Attorney/ Legal Service	4	0
Brochure	0	0
Faith Based Organization	0	0
Family Member	3	0
Former Medicaid Consumer	0	0
Former OPI Consumer	1	0
Friend/Neighbor	10	1
HCBS Social Service	50	5
Hospital	63	7
Independent Living Center	0	0
In-home Care Agency	10	1
Internet website	6	1
Law Enforcement	2	0
Library	0	0
MD/Health Professional	29	3
MDS Section Q	0	0
Newspaper	0	0
Nursing Facility/ICF_MR	24	3
OHP	125	13
Oregon Medicare Savings	4	0
Other	10	1
Property Tax Deferral	0	0
Radio	0	0
Rapid Needs Assessment	0	0
Self	209	22
Senior Center	2	0
Senior Farmers Market	0	0

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

	Total	Percent
SHIBA	4	0
Social Security or SSA	10	1
Social Worker	19	2
Special Marketing Initiative	0	0
Television	0	0
Unknown	25	3
Veteran Services	2	0