

Call Summary

Selected Parameters

From: 08/01/2017 **To:** 08/31/2017
I & R Agency: Oregon Cascades West Council of Governments (OCWCOG)
I & R Agent: All

Unduplicated Consumers 764	Total Number Of Calls 960	Incomplete 25	Complete 935	% Complete 97
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Caller

	Total	Percent
Agency	332	35
Caregiver	8	1
Community Gatekeeper	0	0
Consumer with disability	129	13
Family Member	175	18
Friend/Neighbor	31	3
Other	116	12
Senior Consumer	145	15
Unknown	24	2
Veteran	0	0

Method of Contact

	Total	Percent
E-mail	242	25
Fax	26	3
In Person	16	2
Interpreter	1	0
Mail	22	2
Other	16	2
Phone	616	64
Text	0	0
TTY/Relay	0	0
Unknown	21	2

Type of Call

	Total	Percent
Assistance	153	16
Information	193	20
Referral	591	62
Unspecified	23	2

Type of Referral

	Total
Medicaid	535
Non-Public	72
Options Counseling	42
Other Public	296

Referral Source

	Total	Percent
1-855-OREADRC	0	0
211info	1	0
911/Emergency Services	1	0
AARP	1	0
Access Technologies, Inc	0	0
ADRC	9	1
Alternative Residential	2	0
APD Office	94	10
Attorney/ Legal Service	1	0
Brochure	0	0
Faith Based Organization	0	0
Family Member	20	2
Friend/Neighbor	22	2
HCBS Social Service	94	10
Hospital	70	7
Independent Living Center	1	0
In-home Care Agency	25	3
Internet website	11	1
Law Enforcement	1	0
Library	3	0
MD/Health Professional	36	4
MDS Section Q	0	0
Newspaper	0	0
Nursing Facility/ICF_MR	32	3
OHP	81	8
Oregon Medicare Savings	1	0
Other	7	1
Property Tax Deferral	0	0
Radio	0	0
Rapid Needs Assessment	0	0
Self	159	17
Senior Center	6	1
Senior Farmers Market	0	0
SHIBA	9	1
Social Security or SSA	16	2

Unduplicated Consumers	Total Number Of Calls	Incomplete	Complete	% Complete
764	960	25	935	97
Referral Source				
			Total	Percent
	Social Worker		29	3
	Special Marketing Initiative		0	0
	Television		0	0
	Unknown		21	2
	Veteran Services		4	0