

Call Summary

Selected Parameters

From: 07/01/2017 **To:** 07/31/2017

I & R Agency: Oregon Cascades West Council of Governments (OCWCOG)

I & R Agent: All

Unduplicated Consumers	Total Number Of Calls	Incomplete	Complete	% Complete
675	825	6	819	99

Caller			Referral Source		
	Total	Percent		Total	Percent
Agency	265	32	1-855-OREADRC	0	0
Caregiver	11	1	211info	0	0
Community Gatekeeper	1	0	911/Emergency Services	0	0
Consumer with disability	125	15	AARP	1	0
Family Member	164	20	Access Technologies, Inc	0	0
Friend/Neighbor	24	3	ADRC	13	2
Other	74	9	Alternative Residential	4	0
Senior Consumer	137	17	APD Office	50	6
Unknown	24	3	Attorney/ Legal Service	3	0
Veteran	0	0	Brochure	0	0
			Faith Based Organization	1	0
			Family Member	6	1
			Friend/Neighbor	8	1
			HCBS Social Service	86	10
			Hospital	61	7
			Independent Living Center	4	0
			In-home Care Agency	11	1
			Internet website	9	1
			Law Enforcement	1	0
			Library	1	0
			MD/Health Professional	24	3
			MDS Section Q	0	0
			Newspaper	1	0
			Nursing Facility/ICF_MR	22	3
			OHP	74	9
			Oregon Medicare Savings	0	0
			Other	3	0
			Property Tax Deferral	0	0
			Radio	0	0
			Rapid Needs Assessment	0	0
			Self	164	20
			Senior Center	2	0
			Senior Farmers Market	0	0
			SHIBA	1	0
			Social Security or SSA	11	1

Method of Contact		
	Total	Percent
E-mail	175	21
Fax	15	2
In Person	9	1
Interpreter	1	0
Mail	17	2
Other	42	5
Phone	546	66
Text	0	0
TTY/Relay	0	0
Unknown	20	2

Type of Call		
	Total	Percent
Assistance	73	9
Information	188	23
Referral	562	68
Unspecified	2	0

Type of Referral	
	Total
Medicaid	466
Non-Public	61
Options Counseling	68
Other Public	232

Unduplicated Consumers	Total Number Of Calls	Incomplete	Complete	% Complete
675	825	6	819	99
Referral Source				
			Total	Percent
	Social Worker		10	1
	Special Marketing Initiative		0	0
	Television		0	0
	Unknown		17	2
	Veteran Services		1	0