

Call Summary

Selected Parameters

From: 06/01/2017 **To:** 06/30/2017
I & R Agency: Oregon Cascades West Council of Governments (OCWCOG)
I & R Agent: All

Unduplicated Consumers 727	Total Number Of Calls 911	Incomplete 7	Complete 904	% Complete 99
--------------------------------------	-------------------------------------	------------------------	------------------------	-------------------------

Caller

	Total	Percent
Agency	291	32
Caregiver	10	1
Community Gatekeeper	0	0
Consumer with disability	130	14
Family Member	205	23
Friend/Neighbor	26	3
Other	88	10
Senior Consumer	151	17
Unknown	10	1
Veteran	0	0

Method of Contact

	Total	Percent
E-mail	213	23
Fax	15	2
In Person	30	3
Interpreter	0	0
Mail	15	2
Other	21	2
Phone	610	67
Text	0	0
TTY/Relay	0	0
Unknown	7	1

Type of Call

	Total	Percent
Assistance	155	17
Information	191	21
Referral	561	62
Unspecified	4	0

Type of Referral

	Total
Medicaid	505
Non-Public	65
Options Counseling	54
Other Public	299

Referral Source

	Total	Percent
1-855-OREADRC	0	0
211info	0	0
911/Emergency Services	0	0
AARP	3	0
Access Technologies, Inc	0	0
ADRC	35	4
Alternative Residential	2	0
APD Office	58	6
Attorney/ Legal Service	0	0
Brochure	1	0
Faith Based Organization	0	0
Family Member	14	2
Friend/Neighbor	16	2
HCBS Social Service	150	16
Hospital	55	6
Independent Living Center	1	0
In-home Care Agency	9	1
Internet website	14	2
Law Enforcement	1	0
Library	1	0
MD/Health Professional	50	5
MDS Section Q	0	0
Newspaper	0	0
Nursing Facility/ICF_MR	19	2
OHP	66	7
Oregon Medicare Savings	1	0
Other	6	1
Property Tax Deferral	0	0
Radio	0	0
Rapid Needs Assessment	0	0
Self	182	20
Senior Center	4	0
Senior Farmers Market	0	0
SHIBA	6	1
Social Security or SSA	21	2

Unduplicated Consumers 727	Total Number Of Calls 911	Incomplete 7	Complete 904	% Complete 99
Referral Source				
			Total	Percent
	Social Worker		33	4
	Special Marketing Initiative		0	0
	Television		0	0
	Unknown		8	1
	Veteran Services		3	0