

Call Summary

Selected Parameters

From: 05/01/2017 **To:** 05/31/2017
I & R Agency: Oregon Cascades West Council of Governments (OCWCOG)
I & R Agent: All

Unduplicated Consumers 774	Total Number Of Calls 938	Incomplete 10	Complete 928	% Complete 99
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Caller

	Total	Percent
Agency	372	40
Caregiver	9	1
Community Gatekeeper	0	0
Consumer with disability	119	13
Family Member	171	18
Friend/Neighbor	38	4
Other	72	8
Senior Consumer	133	14
Unknown	23	2
Veteran	1	0

Method of Contact

	Total	Percent
E-mail	270	29
Fax	15	2
In Person	18	2
Interpreter	0	0
Mail	27	3
Other	17	2
Phone	575	61
Text	0	0
TTY/Relay	0	0
Unknown	16	2

Type of Call

	Total	Percent
Assistance	96	10
Information	208	22
Referral	629	67
Unspecified	5	1

Type of Referral

	Total
Medicaid	605
Non-Public	55
Options Counseling	43
Other Public	237

Referral Source

	Total	Percent
1-855-OREADRC	3	0
211info	1	0
911/Emergency Services	1	0
AARP	4	0
Access Technologies, Inc	0	0
ADRC	42	4
Alternative Residential	4	0
APD Office	72	8
Attorney/ Legal Service	0	0
Brochure	1	0
Faith Based Organization	2	0
Family Member	17	2
Friend/Neighbor	23	2
HCBS Social Service	211	22
Hospital	90	10
Independent Living Center	2	0
In-home Care Agency	10	1
Internet website	8	1
Law Enforcement	2	0
Library	0	0
MD/Health Professional	40	4
MDS Section Q	0	0
Newspaper	1	0
Nursing Facility/ICF_MR	27	3
OHP	55	6
Oregon Medicare Savings	1	0
Other	5	1
Property Tax Deferral	0	0
Radio	0	0
Rapid Needs Assessment	0	0
Self	115	12
Senior Center	3	0
Senior Farmers Market	0	0
SHIBA	8	1
Social Security or SSA	14	1

Unduplicated Consumers	Total Number Of Calls	Incomplete	Complete	% Complete
774	938	10	928	99
Referral Source				
			Total	Percent
	Social Worker		16	2
	Special Marketing Initiative		0	0
	Television		0	0
	Unknown		20	2
	Veteran Services		1	0