

ADRC

Aging and Disability
Resource Connection

Call Summary

Selected Parameters	
From: 02/01/2016	To: 02/29/2016
I & R Agency:	Oregon Cascades West Council of Governments (OCWCOG)
I & R Agent:	All

Unduplicated Consumers	Total Number Of Calls	Incomplete	Complete	% Complete
440	567	27	540	95

Caller		Referral Source			
	Total	Percent	Total	Percent	
Agency	176	31	1-855-OREADRC	16	3
Caregiver	3	1	AARP	0	0
Community Gatekeeper	0	0	ADRC	7	1
Consumer with disability	81	14	Alternative Residential	0	0
Family Member	133	23	APD Office	26	5
Friend/Neighbor	14	2	Attorney/ Legal Service	1	0
Other	38	7	Brochure	0	0
Senior Consumer	73	13	Faith Based Organization	0	0
Unknown	40	9	Family Member	6	1
			Friend/Neighbor	14	2
			HCBS Social Service	151	27
			Hospital	54	10
			Independent Living Center	0	0
			Internet website	4	1
			Law Enforcement	0	0
			Library	0	0
			MD/Health Professional	26	5
			MDS Section Q	0	0
			Newspaper	0	0
			Nursing Facility/ICF_MR	20	4
			Other	20	4
			Radio	0	0
			Rapid Needs Assessment	1	0
			Self	160	28
			Senior Center	4	1
			Senior Farmers Market	0	0
			SHIBA	2	0
			Social Worker	8	1
			Special Marketing Initiative	0	0
			Television	0	0
			Unknown	47	8
			Veteran Services	0	0

Method of Contact		
	Total	Percent
E-mail	75	13
Fax	9	2
In Person	18	3
Interpreter	0	0
Mail	6	1
Other	7	1
Phone	452	80
TTY/Relay	0	0
Unknown	0	0

Type of Call		
	Total	Percent
Assistance	76	13
Information	93	16
Referral	373	66
Unspecified	25	4

Type of Referral	
	Total
Medicaid	254
Non-Public	0
Options Counseling	13
Other Public	146