

Call Summary

Selected Parameters

From: 11/01/2015 To: 11/30/2015
I & R Agency: Oregon Cascades West Council of Governments (OCWCOG)
I & R Agent: All

Unduplicated Consumers	Total Number Of Calls	Incomplete	Complete	% Complete
613	884	63	801	93

Caller	Total	Percent	Referral Source	Total	Percent
Agency	243	28	1-855-OREADRC	33	4
Caregiver	4	0	AARP	2	0
Community Gatekeeper	4	0	ADRC	33	4
Consumer with disability	120	14	Alternative Residential	5	1
Family Member	166	19	APD Office	35	4
Friend/Neighbor	26	3	Attorney/ Legal Service	1	0
Other	60	7	Brochure	1	0
Senior Consumer	146	17	Faith Based Organization	0	0
Unknown	95	11	Family Member	30	3
			Friend/Neighbor	35	4
			HCBS Social Service	102	22
			Hospital	51	6
			Independent Living Center	1	0
			Internet website	8	1
			Law Enforcement	0	0
			Library	1	0
			MD/Health Professional	54	6
			MDS Section Q	0	0
			Newspaper	1	0
			Nursing Facility/ICF_MR	23	3
			Other	19	2
			Radio	0	0
			Rapid Needs Assessment	1	0
			Self	226	26
			Senior Center	9	1
			Senior Farmers Market	0	0
			SHIBA	0	0
			Social Worker	3	0
			Special Marketing Initiative	0	0
			Television	0	0
			Unknown	100	12
			Veteran Services	0	0

Method of Contact	Total	Percent
E-mail	110	13
Fax	11	1
In Person	21	2
Interpreter	0	0
Mail	6	1
Other	6	1
Phone	675	78
TTY/Relay	1	0
Unknown	34	4

Type of Call	Total	Percent
Assistance	139	16
Information	150	17
Referral	514	59
Unspecified	61	7

Type of Referral	Total
Medicaid	272
Non-Public	57
Options Counseling	12
Other Public	205