

## Call Summary

### Selected Parameters

**From:** 04/01/2016    **To:** 04/30/2016  
**I & R Agency:** Oregon Cascades West Council of Governments (OCWCOG)  
**I & R Agent:** All

Unduplicated Consumers	Total Number Of Calls	Incomplete	Complete	% Complete
614	810	11	799	99

  

Caller	Total	Percent	Referral Source	Total	Percent
Agency	266	33	1-855-OREADRC	4	0
Caregiver	13	2	AARP	0	0
Community Gatekeeper	3	0	ADRC	3	0
Consumer with disability	94	12	Alternative Residential	5	1
Family Member	180	22	APD Office	46	6
Friend/Neighbor	17	2	Attorney/ Legal Service	2	0
Other	52	6	Brochure	0	0
Senior Consumer	147	18	Faith Based Organization	1	0
Unknown	38	5	Family Member	9	1
			Friend/Neighbor	25	3
			HCBS Social Service	197	24
			Hospital	59	7
			Independent Living Center	0	0
			Internet website	1	0
			Law Enforcement	6	1
			Library	0	0
			MD/Health Professional	48	6
			MDS Section Q	0	0
			Newspaper	0	0
			Nursing Facility/ICF_MR	26	3
			Other	16	2
			Property Tax Deferral	20	2
			Radio	0	0
			Rapid Needs Assessment	1	0
			Self	268	33
			Senior Center	6	1
			Senior Farmers Market	0	0
			SHIBA	1	0
			Social Worker	19	2
			Special Marketing Initiative	0	0
			Television	0	0
			Unknown	45	6
			Veteran Services	2	0

  

Method of Contact	Total	Percent
E-mail	117	14
Fax	18	2
In Person	19	2
Interpreter	0	0
Mail	2	0
Other	9	1
Phone	644	80
TTY/Relay	1	0
Unknown	0	0

  

Type of Call	Total	Percent
Assistance	119	15
Information	133	16
Referral	553	68
Unspecified	5	1

  

Type of Referral	Total
Medicaid	353
Non-Public	3
Options Counseling	18
Other Public	237

