

Call Summary

Selected Parameters

From: 03/01/2016

To: 03/31/2016

I & R Agency:

Oregon Cascades West Council of Governments (OCWCOG)

I & R Agent:

All

Unduplicated Consumers	Total Number Of Calls	Incomplete	Complete	% Complete
593	799	4	795	99

Caller	Total	Percent	Referral Source	Total	Percent
Agency	262	33	1-855-OREADRC	22	3
Caregiver	11	1	AARP	0	0
Community Gatekeeper	1	0	ADRC	9	1
Consumer with disability	101	13	Alternative Residential	8	1
Family Member	188	24	APD Office	48	6
Friend/Neighbor	28	4	Attorney/ Legal Service	5	1
Other	51	6	Brochure	1	0
Senior Consumer	135	17	Faith Based Organization	0	0
Unknown	22	3	Family Member	16	2
			Friend/Neighbor	17	2
			HCBS Social Service	177	22
			Hospital	50	6
			Independent Living Center	0	0
			Internet website	4	1
			Law Enforcement	2	0
			Library	0	0
			MD/Health Professional	42	5
			MDS Section Q	0	0
			Newspaper	0	0
			Nursing Facility/ICF_MR	23	3
			Other	27	3
			Property Tax Deferral	0	0
			Radio	0	0
			Rapid Needs Assessment	0	0
			Self	296	37
			Senior Center	5	1
			Senior Farmers Market	0	0
			SHIBA	3	0
			Social Worker	22	3
			Special Marketing Initiative	0	0
			Television	0	0
			Unknown	20	3
			Veteran Services	2	0

Method of Contact	Total	Percent
E-mail	118	15
Fax	8	1
In Person	18	2
Interpreter	0	0
Mail	6	1
Other	10	1
Phone	639	80
TTY/Relay	0	0
Unknown	0	0

Type of Call	Total	Percent
Assistance	118	15
Information	119	15
Referral	562	70
Unspecified	0	0

Type of Referral	Total
Medicaid	328
Non-Public	0
Options Counseling	21
Other Public	242

