

Call Summary

Selected Parameters

From: 05/01/2016 **To:** 05/31/2016
I & R Agency: Oregon Cascades West Council of Governments (OCWCOG)
I & R Agent: All

Unduplicated Consumers 653	Total Number Of Calls 812	Incomplete 7	Complete 805	% Complete 99
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Caller

	Total	Percent
Agency	298	37
Caregiver	18	2
Community Gatekeeper	1	0
Consumer with disability	95	12
Family Member	169	21
Friend/Neighbor	25	3
Other	45	6
Senior Consumer	118	15
Unknown	43	5

Method of Contact

	Total	Percent
E-mail	142	17
Fax	22	3
In Person	13	2
Interpreter	0	0
Mail	4	0
Other	19	2
Phone	612	75
TTY/Relay	0	0
Unknown	0	0

Type of Call

	Total	Percent
Assistance	85	10
Information	130	16
Referral	592	73
Unspecified	5	1

Type of Referral

	Total
Medicaid	370
Non-Public	5
Options Counseling	36
Other Public	217

Referral Source

	Total	Percent
1-855-OREADRC	5	1
AARP	0	0
ADRC	5	1
Alternative Residential	1	0
APD Office	36	4
Attorney/ Legal Service	0	0
Brochure	1	0
Faith Based Organization	1	0
Family Member	13	2
Friend/Neighbor	20	2
HCBS Social Service	229	28
Hospital	60	7
Independent Living Center	1	0
Internet website	11	1
Law Enforcement	1	0
Library	0	0
MD/Health Professional	51	6
MDS Section Q	0	0
Newspaper	0	0
Nursing Facility/ICF_MR	18	2
Other	26	3
Property Tax Deferral	0	0
Radio	0	0
Rapid Needs Assessment	3	0
Self	202	25
Senior Center	5	1
Senior Farmers Market	0	0
SHIBA	7	1
Social Worker	24	3
Special Marketing Initiative	0	0
Television	0	0
Unknown	49	6
Veteran Services	2	0

