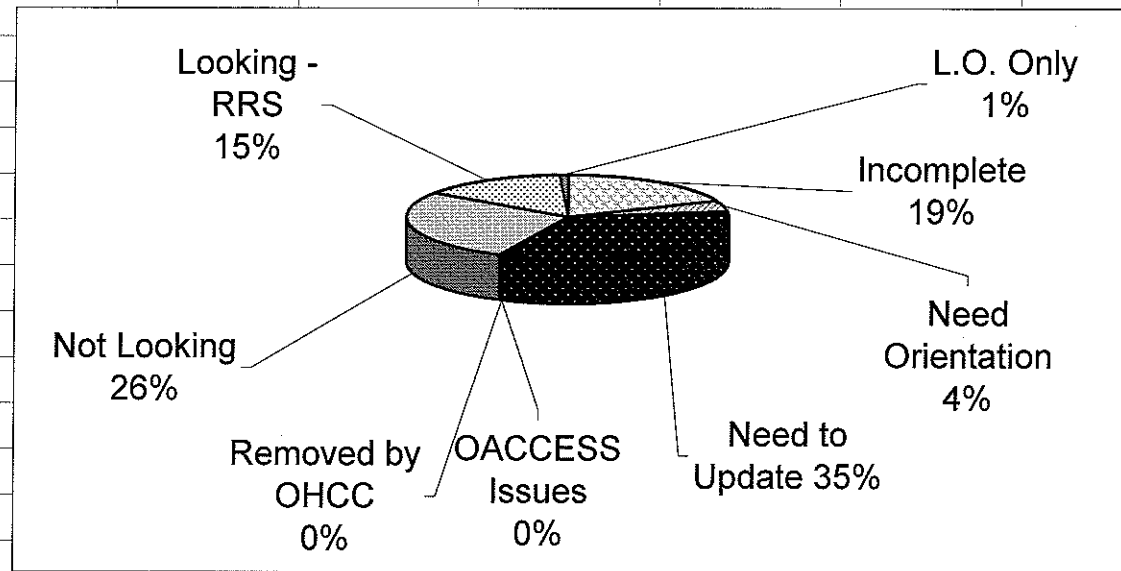


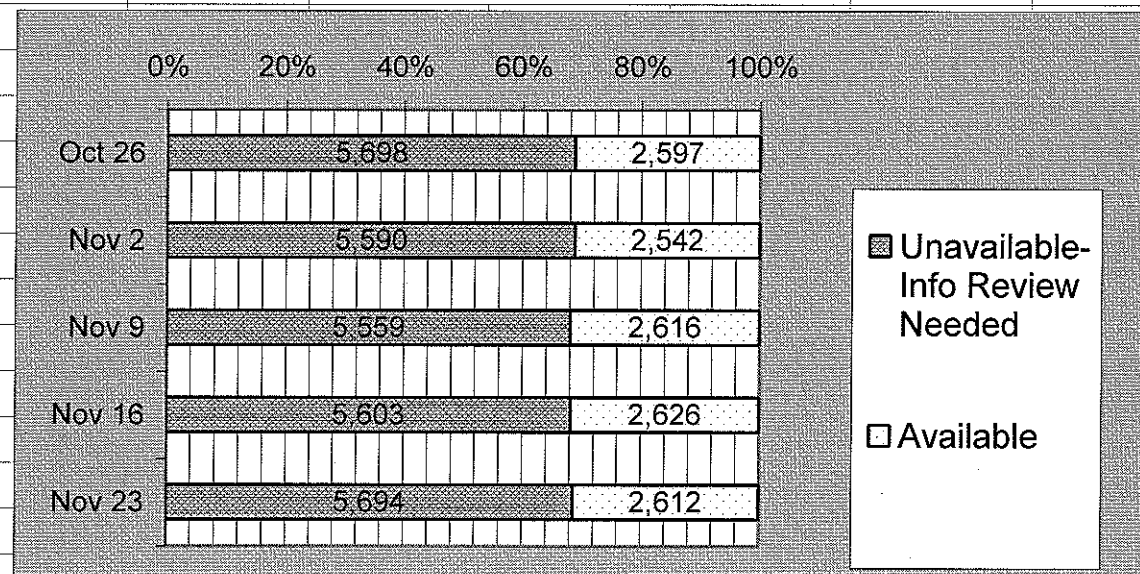
Registry and Referral System HCW Statistics Overview

November 2010

		Yearly Average
Incomplete	3178	3271.5
Unavailable HCWs		
Need Orientations	709	707
Need to Update Profiles	5,829	6,031
OACCESS Issues	0	0
Removed by OHCC	54	55
Not Looking for Work	4,737	4,374
Available HCWs		
Looking for Work-RRS	2,501	2,622
Looking for Work-Local Office Only	159	168
Total Career HCWs	17,167	17,280



HCW Potential Workforce



HCWs Approved to Work

		Yearly Average
Career	17,167	17,280
Exclusive	117	181
Restricted	508	507
Total HCWs	17,792	17,968

RRS System Usage Statistics Overview

				November 2010				Yearly Average	
Employers/Anonymous Users				1,415				1,622	
Lists generated									
Unduplicated Employer/Anonymous Users				992				1,091	
Users who logged in at least once									
HCW Referrals Provided				192,774				205,310	
Total number of HCW names appearing on lists (Lists may consist of 100 names)									
Unduplicated HCWs Referred				3,441				3,134	
Number of HCWs whose name appeared on at least one list									

Registry and Referral System Staff Contact Intakes Overview			
		November 2010	
Contact Type	Phone	Email	Yearly Average
Total Contacts	209	14	249.33
Adult Foster Home Consumers	0	0	2.00
HCWs	170	14	198.13
Medicaid/OPI Consumers	3	0	4.47
Others	30	0	31.00
Private Pay Consumers	2	0	2.00
Staff	3	0	6.33
STEPS Staff	0	0	2.13
Issues (There may be more than one per contact)			
User ID/Password	85	11	101.93
Find Website	12	1	16.80
Update HCW Profile	37	1	28.47
HCWs Incomplete	4	1	3.87
Contacts with Other Issues	26	0	35.53
Oregon ACCESS Change	24	0	17.67
HCWs Want Work	3	0	4.07
HCWs Change "Removed" Status	1	0	1.20
HCWs Verifying Profile	3	0	3.40
Training Classes not in RRS	0	0	0.93
Medicaid/OPI Consumer Needs HCW	3	0	2.73
Private Pay Consumer Needs HCW	9	0	5.67
Consumer Searched with OHCC Help	0	0	2.87
Received Inappropriate Contacts	0	0	0.07
Oregon ACCESS Download Issues	0	0	1.00
Mailed HCW Manuals	1	0	4.13
Unavailable Due to Oregon ACCESS/Terminated	6	0	5.80
Wants to Become HCW	15	0	11.20
Local Office Issues	3	0	0.73