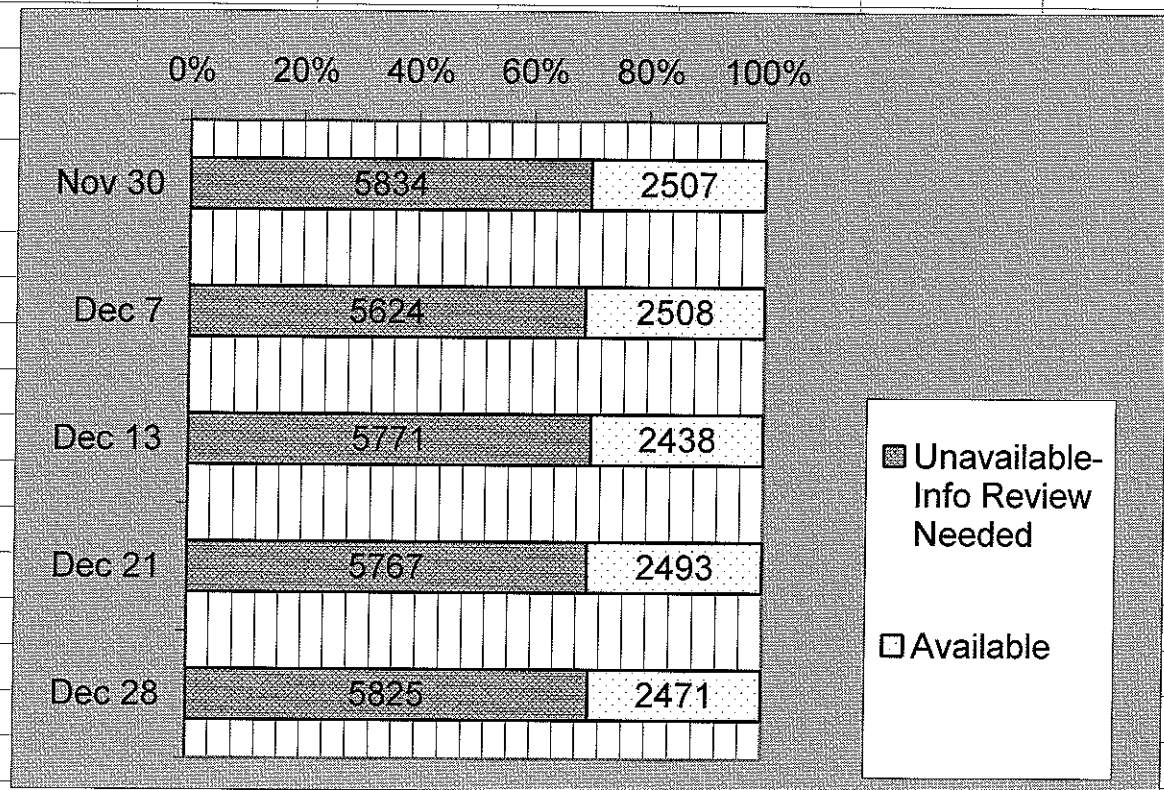


Registry and Referral System HCW Statistics Overview

December 2010

		Yearly Average	
Incomplete	3112	3,240	
Unavailable HCWs			
Need Orientations	682	702	
Need to Update Profiles	5,756	6,008	
OACCESS Issues	0	0	
Removed by OHCC	52	54	
Not Looking for Work	4,703	4,402	
Available HCWs			
Looking for Work-RRS	2,554	2,609	
Looking for Work-Local Office Only	164	167	
Total Career HCWs	17,023	17,259	
HCWs Approved to Work			
		Yearly Average	
Career	17,023	17,259	
Exclusive	103	175	
Restricted	482	505	
Total HCWs	17,608	17,938	

HCW Potential Workforce



RRS System Usage Statistics Overview

				December 2010					Yearly Average
Employers/Anonymous Users				1,539					1,615
Lists generated									
Unduplicated Employer/Anonymous Users				996					1,083
Users who logged in at least once									
HCW Referrals Provided				208,202					205,551
Total number of HCW names appearing on lists (Lists may consist of 100 names)									
Unduplicated HCWs Referred				3,359					3,152
Number of HCWs whose name appeared on at least one list									

Registry and Referral System Staff Contact Intakes Overview

Registry and Referral System Staff Contact Intakes Overview				
		December 2010		
Contact Type	Phone	Email		Yearly Average
Total Contacts	220	31		234.76
Adult Foster Home	0	0		1.76
Consumers	0	0		2.59
HCWs	184	19		186.76
Medicaid/OPI Consumers	6	1		4.35
Others	22	1		28.71
Private Pay Consumers	8	0		2.24
Staff	0	10		6.18
STEPS Staff	0	0		1.88
Issues <i>(There may be more than one per contact)</i>				
User ID/Password	86	9		95.53
Find Website	13	0		15.59
Update HCW Profile	33	6		27.41
HCWs Incomplete	2	0		3.53
Contacts with Other Issues	34	3		33.53
Oregon ACCESS Change	31	3		17.59
HCWs Want Work	3	0		3.76
HCWs Change "Removed" Status	1	0		1.12
HCWs Verifying Profile	5	0		3.29
Training Classes not in RRS	0	0		0.82
Medicaid/OPI Consumer Needs HCW	1	1		2.53
Private Pay Consumer Needs HCW	7	0		5.41
Consumer Searched with OHCC Help	1	0		2.59
Received Inappropriate Contacts	0	0		0.06
Oregon ACCESS Download Issues	0	0		0.88
Mailed HCW Manuals	2	0		3.76
Unavailable Due to Oregon ACCESS/Terminated	10	1		5.76
Wants to Become HCW	14	1		10.76
Local Office Issues	0	9		1.18