



Registry and Referral System Usage Statistics Overview
Reporting Period: January 2012

		FY Average
Employers/Anonymous Users	1,546	1,862
Lists generated		
Unduplicated Employer/Anonymous Users	923	976
Users who logged in at least once		
HCW Referrals Provided	211,733	262,666
Total number of HCW names appearing on lists (Lists may consist of 100 names)		
Unduplicated HCWs Referred	3,182	3,354
Number of HCWs whose name appeared on at least one list		



Registry and Referral System HCW Statistics Overview

Reporting Period: January 2012

	FY Average	
Incomplete	2,556	2,656

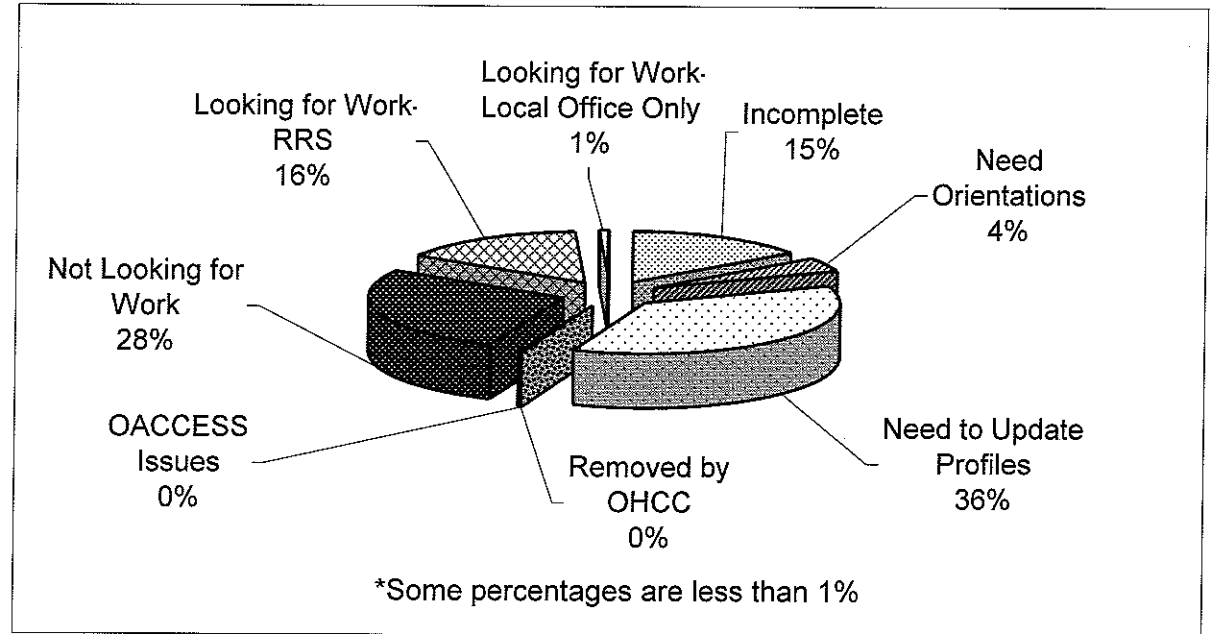
Unavailable HCWs

Need Orientations	730	649
Need to Update Profiles	6,144	6,068
OACCESS Issues	0	0
Removed by OHCC	41	41
Not Looking for Work	4,682	4,786

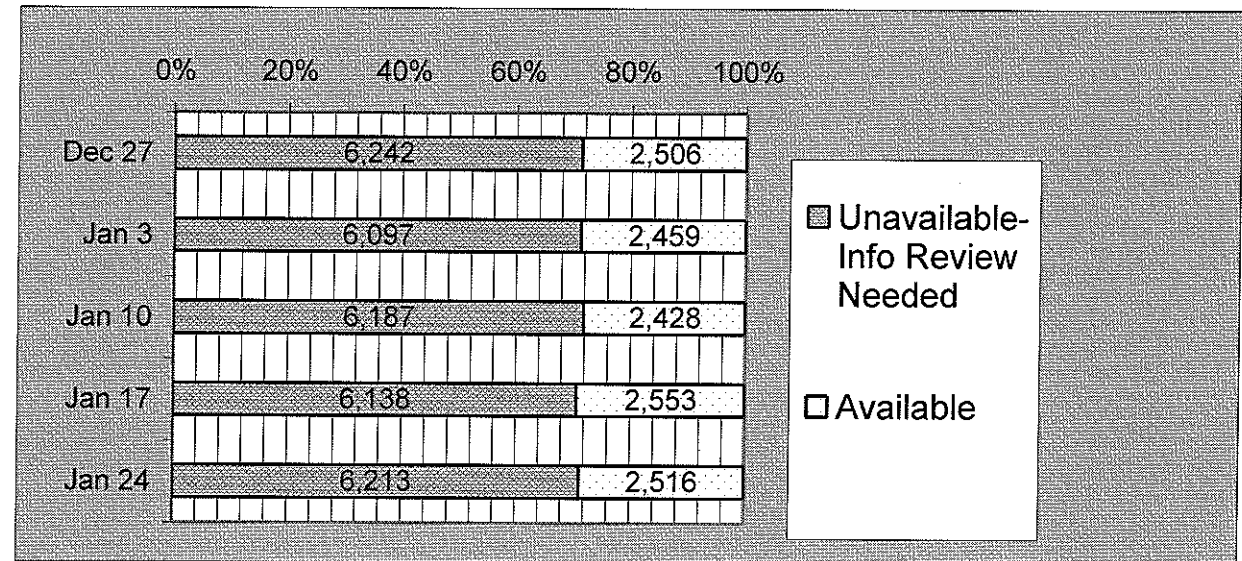
Available HCWs

Looking for Work-RRS	2,623	2,636
Looking for Work-Local Office Only	142	150

Total Career HCWs	16,918	16,986
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HCW Potential Workforce





Registry and Referral System Customer Service Contacts

Reporting Period: October -December 2011

Contact Type	October			November			December			Monthly Average	
	Phone	Email	Total	Phone	Email	Total	Phone	Email	Total	Qtr.	FY
HCWs	149	12	161	124	7	131	132	12	144	145.33	163.83
Medicaid/OPI Consumers	2	0	2	9	0	9	8	0	8	6.33	7.67
Private Pay Consumers	14	1	15	18	0	18	23	0	23	18.67	18.17
DHS Service Delivery System Staff	25	0	25	15	1	16	15	0	15	18.67	17.83
STEPS Staff	0	0	0	11	0	0	0	0	0	0.00	0.00
Others	14	1	15	18	0	18	23	0	23	18.67	24.50
Total Contacts	197	20	217	177	3	180	186	20	206	201.00	230.50
Issues											
User ID/Password	75	9	84	59	3	62	64	7	71	72.33	80.17
Find Website	19	0	19	18	0	18	25	1	26	21.00	23.17
Update HCW Profile	31	1	32	24	3	27	33	1	34	31.00	33.83
Oregon ACCESS Change	18	0	18	19	0	19	12	0	12	16.33	18.33
HCWs Incomplete	0	0	0	4	0	4	4	1	5	3.00	3.17
Need HCW Manuals	8	0	8	3	0	3	7	0	7	6.00	4.67
HCWs Change "Removed" Status	1	0	1	1	1	2	1	0	1	1.33	1.17
Training not in HCW RRS profile	0	0	0	0	0	0	0	0	0	0.00	0.17
HCWs Wanting Work	5	0	5	2	0	2	4	0	4	3.67	5.17
HCWs Verifying Profile	1	0	1	5	0	5	5	0	5	3.67	6.00
HCW Unavailable Oregon ACCESS/Terminated	0	0	0	5	0	5	8	1	9	4.67	7.50
Wants to Become HCW	10	1	11	10	0	10	5	0	5	8.67	10.00
Medicaid/OPI Consumer Needs HCW	0	0	0	3	0	3	0	0	0	1.00	3.17
Private Pay Consumer Needs HCW	15	0	15	4	0	4	6	1	7	8.67	9.50
Local Office Issues	4	8	12	4	5	9	3	8	11	10.67	11.50
Other	32	2	34	41	2	43	52	2	54	43.67	45.00