

Appendix C: FINAL STATUS REPORT - ADRC 2015 PHONE SURVEY

Calling Dates: 10-9-15 to 11-1-15

<u>Resolved Numbers Breakdown:</u>	<u>Count</u>	<u>Percent</u>
Completed Interviews	328	38.5%
Fax Machine	-	0.0%
Cell Phone Refusal	7	0.8%
Non-working, Disconnected Number, Fast Busy, FAX	115	13.5%
Non-Residential	5	0.6%
Language Barrier	16	1.9%
Group Home	2	0.2%
Social Service Agency or Individual (Answering Machine)	5	0.6%
Cannot Reach Someone Knowledgeable about Services	214	25.1%
Suspend without Callback	23	2.7%
Contact was ONLY to set up an Appointment or via Email	125	14.7%
Disability Barrier	2	0.2%
Never Callback	11	1.3%
Total Resolved Numbers =	853	100.0%

<u>Breakdown of Total Sample:</u>	<u>Count</u>	<u>Percent</u>
Total Resolved Numbers	853	55.8%
Total Active Numbers	677	44.2%
Total Sample Loaded =	1,530	100.0%

<u>Active Numbers Breakdown:</u>	<u>Count</u>	<u>Percent</u>
Answering Machine	466	68.8%
Regular Busy	17	2.5%
No Answer	65	9.6%
Specific English Callback	36	5.3%
Suspend with English Callback	2	0.3%
Generic English Callback	51	7.5%
Hard Refusal	21	3.1%
Immediate Hang Up	19	2.8%
Total Active Numbers =	677	100.0%

RESPONSE + REFUSAL RATES		
Completes/Eligible Numbers*	328	1,064
		30.83%
Completes/Resolved Numbers	328	853
		38.45%
Refusals**/Eligible Numbers*	81	1,064
		7.61%

SUB-QUOTA TRACKING			
Non-Options Counseling	Sample Received	Goal	Completed
AGTYPE=1 Lane	95	25	23
AGTYPE=2 NW Senior	363	35	33
AGTYPE=3 OCWCG	260	30	37
AGTYPE=4 METRO	902	45	49
AGTYPE=5 South Coast	101	20	22
AGTYPE=6 Rogue	102	20	13
AGTYPE=7 Douglas	73	15	13
Sub Total	1,930	190	190
Options Counseling	Sample Received	Goal	Completed
AGTYPE=1 Lane	15	15	3
AGTYPE=2 NW Senior	90	15	27
AGTYPE=3 OCWCG	50	15	15
AGTYPE=4 METRO	365	40	56
AGTYPE=5 South Coast	4	10	0
AGTYPE=6 Rogue	72	10	20
AGTYPE=7 Douglas	19	10	5
AGTYPE=8 Central	11	10	4
AGTYPE=9 Eastern	10	10	8
Sub Total	636	135	138
GRAND TOTAL	2,566	325	328

GENERAL PROJECT TRACKING	
Average Length of Completes:	20.73 minutes
Total Calling Duration:	21 days
Total Calling Hours:	227.81
Estimated Calling Hours:	241
Percent of Estimated Calling Hours Used:	95%

*Eligible Numbers INCLUDE the following from above:

Completed Interviews, Cell Phone Refusal, Language Barrier, Disability Barrier,

Suspend w/o Callback, Never Callback, and all Active #s except Not Yet Called.

**Refusals INCLUDE: Cell Phone Refusal, Suspend w/o Callback,

Never Callback, Hard Refusal, and Immediate Hang Up.