

**OASIS INFORMATION & REFERRAL
ANNUAL SUMMARY
FY 2010**

JULY 1ST, 2009 – JUNE 30TH, 2010

Submitted By
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Project Director

CONTACT/CALL STATISTICS

During Fiscal Year 2010, OASIS received a total of 9,273 direct contacts/calls or requests for assistance. These included requests for information & referral, telephone number & address calls and contacts related to the ORRN Respite Voucher Program (see attached respite report). There were at least 90,000 hits on the OASIS website (see more information further in the report). In addition, there were 237 hang-ups, incomplete and wrong number calls.

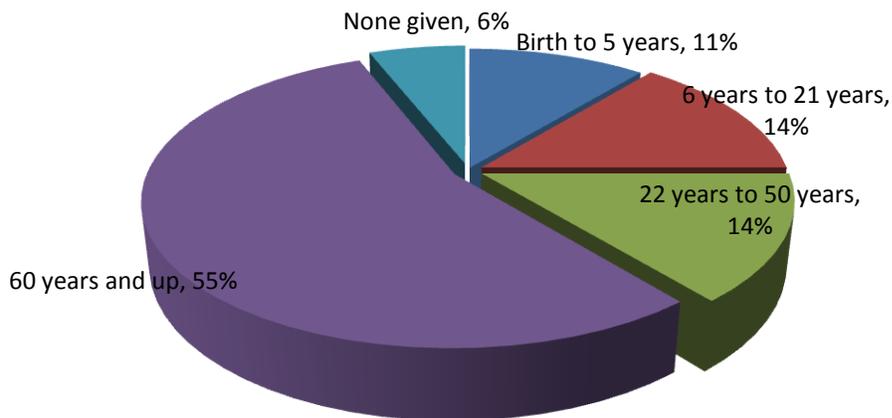
Of all contacts, 20% originated in either Oklahoma or Tulsa counties, and 80% came from outside the metro areas.

DEMOGRAPHICS

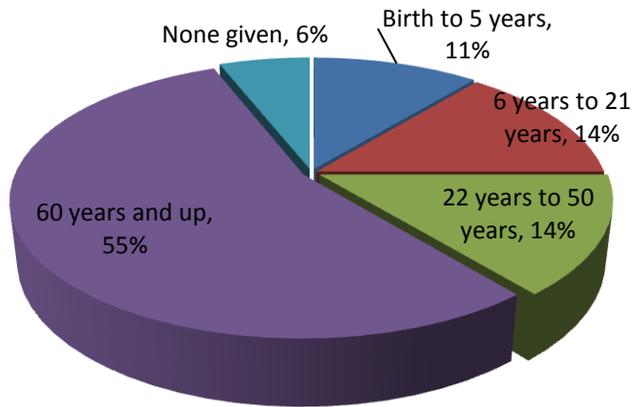
In January 2010, OASIS staff began using a new version of the IRis Information & Referral software to handle all calls/contacts including information & referral, telephone/address only requests, new respite voucher application requests and voucher renewal/reapplication requests.

The following demographics include the additional demographic information which was added for the 2nd six (6) months of the fiscal year.

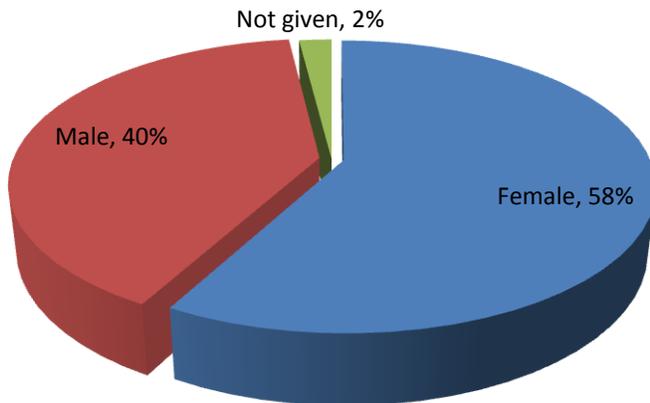
Callers/Contacts:



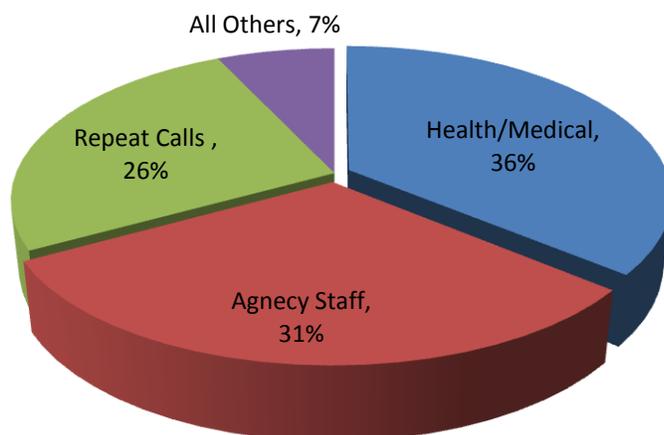
Ages of those in need:



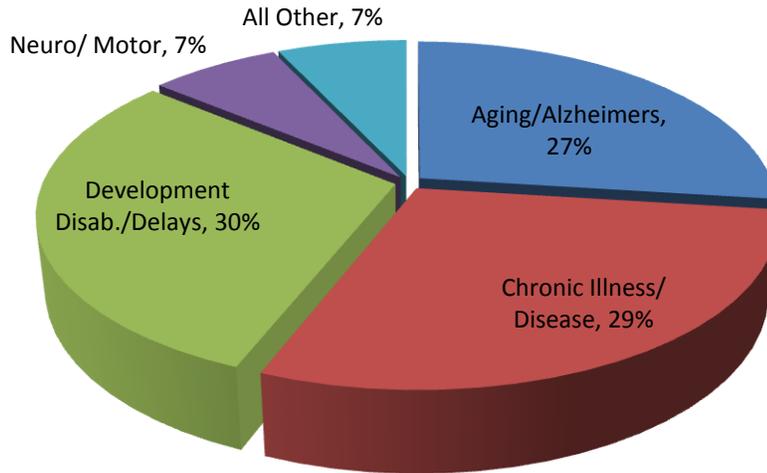
Gender of the person in need:



How they heard about OASIS:



Conditions reported:



NEEDS & REFERRALS

Top Requests or Needs:

84% of all requests or needs were related to the Respite Voucher program. Of the remaining requests, they were, in order:

Early Intervention Svcs.	16%
Medicaid Appl./ Infor.	15%
Financial Assistance	10%
Case Management/ DDSD	9%
Health/Dental	7%
Senior Svcs/ Info.	6%
Assistive Technology	5%
All Others Combined	32%

Referrals:

In addition to those contacts handled by ORRN/OASIS, 1911 referrals were given to other agencies.

Unmet Needs:

There were 41 needs/requests where no referrals were available. 59% were for financial assistance including utility bill payment assistance. Other unmet needs included household furnishings, child care and health insurance coverage.

OASIS WEBSITE

In addition to providing one-on-one information assistance by telephone, mail and email, OASIS also provides access to resource information through the OASIS website (<http://oasis.ouhsc.edu>). The website contains information about SoonerStart, Maternal & Child Health, the ORRN Respite Voucher Program, TEFRA, SoonerPlan and other programs and agencies as well as a listing of upcoming events and a links page. During the FY 2010, the website had at least 90,000 hits. The searchable Online Directory was used over 20,000 times. A new Online Directory was made available on the website in May 2010. The new formatted directory allows for searching by service as well as by user typed in keyword. The new directory does not allow for reports number of searches done by service or keyword term as in the previous version.

PUBLIC AWARENESS/ OUTREACH ACTIVITIES

During the fiscal year of 2010 OASIS staff attended, exhibited and/or presented at 16 conferences, workshops and events. There were at least 4,075 in attendance at these events. In addition, during the fiscal year approximately 7,200 public awareness and informational materials were distributed including OASIS, ORRN and SoonerStart brochures, the *Resource Guide for Oklahoma's Children, Youth and Their Families* and the *Family Connections* newsletter. Staff routinely distributes program brochures from OKDHS, the Oklahoma Health Care Authority, Oklahoma State Dept. of Health, and other agencies. In addition, the *Resource Guide* and the *Family Connections* newsletter are downloaded from the OASIS website at least 5,000 times during the past year.

**OASIS / OKLAHOMA RESPITE RESOURCE NETWORK
RESPITE VOUCHER PROGRAM
Activity Report for FY 2010**

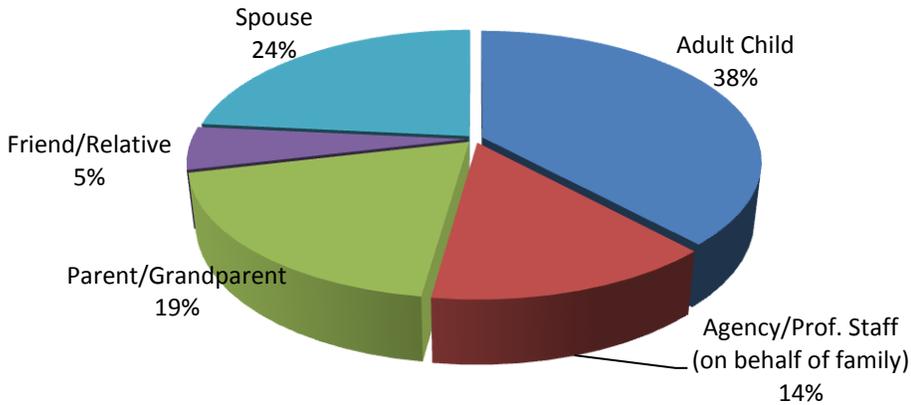
During the FY 2010 period OASIS received 2,332 requests for new applications, 2,937 for reapplications, and 1,465 calls regarding status of pending applications or reapplications. There were 51 calls regarding voucher programs for seniors handled through other agencies. These calls are referred on to those agencies. **

54% of all new application requests came from the following five (5) counties:

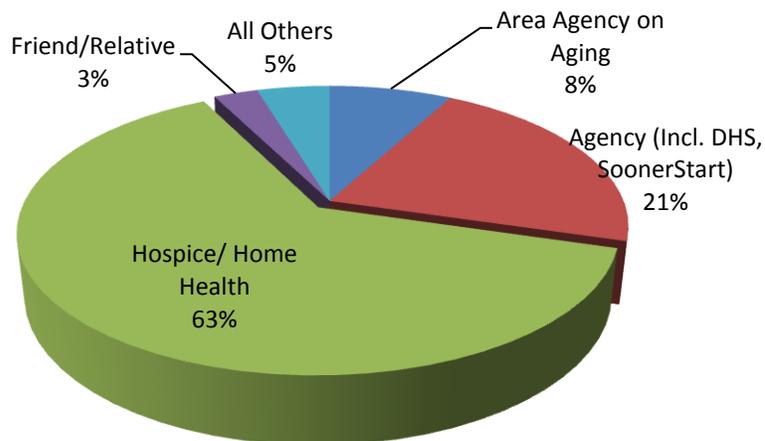
Oklahoma (734); Cleveland (167); Comanche (143); Pottawatomie (138); and Tulsa (130).

**Separate respite voucher programs are provided for senior caregivers by Tulsa Area Agency on Aging which serves Tulsa, Creek and Osage counties and by SODA Area Agency on Aging which serves Atoka, Bryan, Carter, Coal, Garvin, Johnson, Love, Marshall, Murray or Pontotoc counties.

Callers Requesting Applications



How Callers Heard

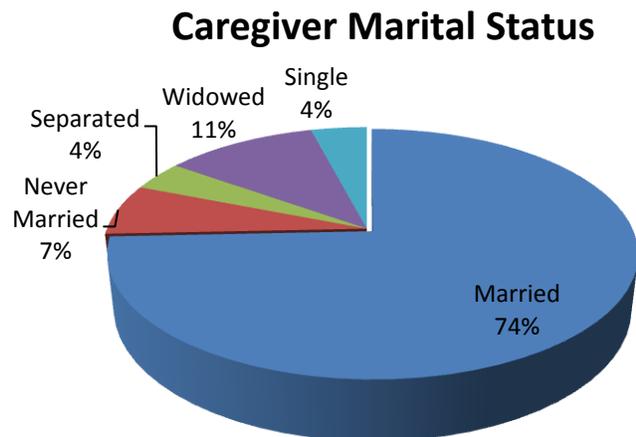
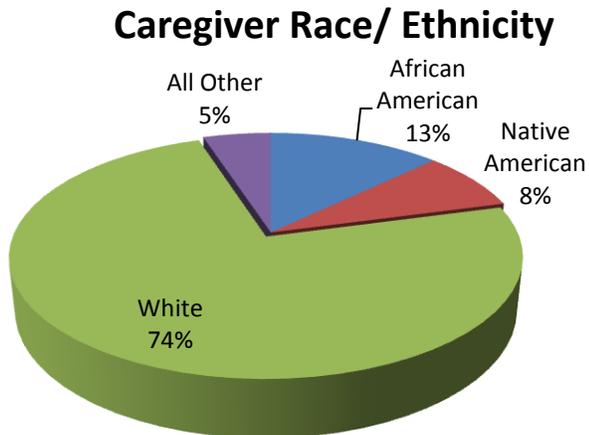
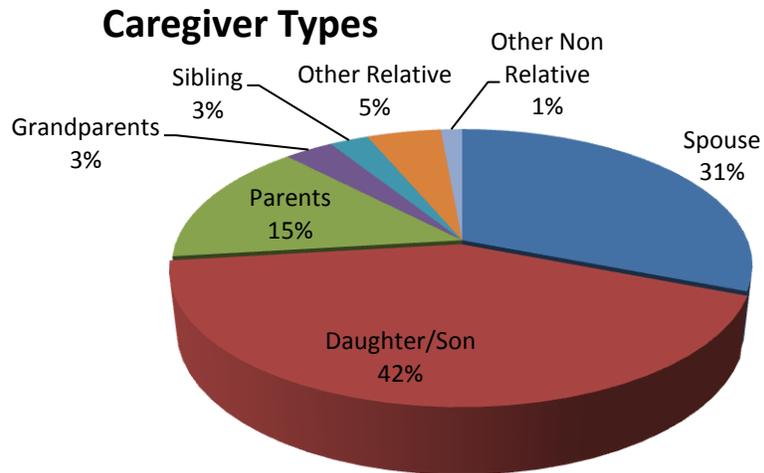


Applications Received:

During this time, OASIS received 1197 applications for processing. Almost half or 48% of the applications came from these counties:

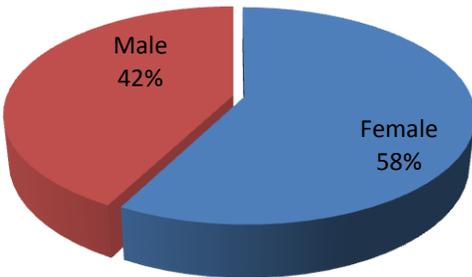
Oklahoma (331), Cleveland (73), Comanche (64), Pottawatomie (59), Muskogee (45) and Tulsa (31)

Caregivers:

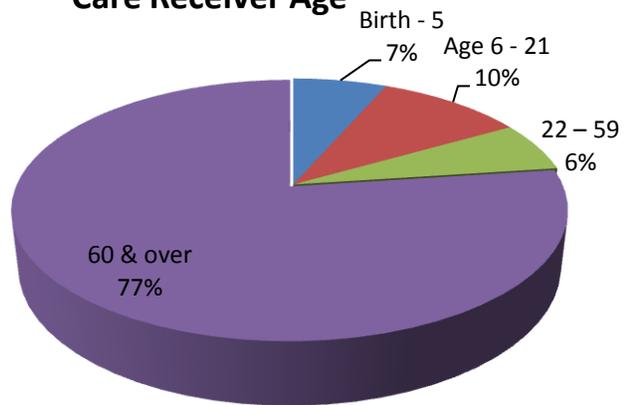


Care Receivers:

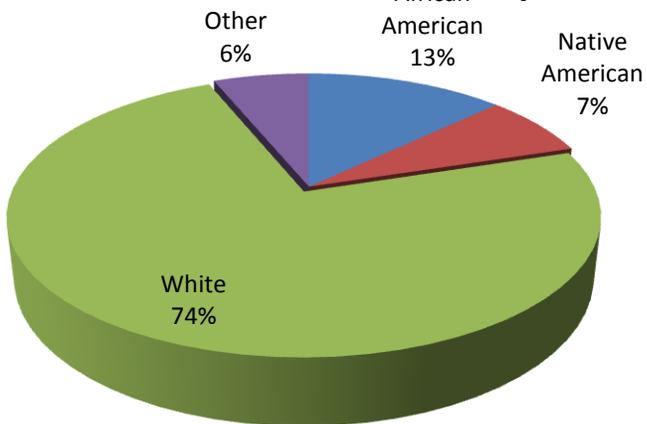
Care Receiver Gender



Care Receiver Age



Care Receiver Race/Ethnicity



Applications Sent for Approval

