

CHILDREN'S HEALTH INITIATIVE

Report on Application Activity

02/23/01 FRI 16:12 FAX 408 885 4050

SCYE & HS ADMIN

+++ SUP BEALL

002

FIELD ACTIVITIES

	<u>Jan 2-26</u>	<u>Jan 29-Feb 2</u>	<u>Feb 5-9</u>	<u>Feb 12-16</u>	<u>Feb 20-21</u>	<u>TOTAL</u>
Total Medi-Cal Applications	454	138	131	110	35	868
Total Number of Children	549	181	198	128	59	1115
Total Healthy Families Applications	411	93	85	112	31	732
Total Number of Children	736	154	158	200	49	1297
Total Healthy Kids Applications	541	118	84	83	37	863
Total Number of Children	915	186	123	124	68	1416
Total Applications	1406	349	300	305	103	2463
Total Children	2200	521	479	452	176	3828
Daily Workday Average for Children	122	104	96	90	88	

CALL CENTER ACTIVITIES

	<u>Jan 22-26</u>	<u>Jan 29-Feb 2</u>	<u>Feb 5-9</u>	<u>Feb 12-16</u>	<u>Feb 20-21</u>	<u>Total</u>
Total English	537	122	122	98	37	916
Total Spanish	547	121	101	137	72	978
Total Vietnamese	110	7	15	7	4	143
Total Inbound Call Volume	1497	294	336	315	150	2592
Daily Average of Call Volume	83	59	67	63	75	

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Report Period: Jan 2 thru Feb 23, 2001

LOCATION	FTE	MEDI-CAL		HEALTHY FAMILIES		HEALTHY KIDS	
		Apps	Children	Apps	Children	Apps	Children
VCOS Bascom Clinic*	2	27	39	91	167	132	214
VCOS Bascom OB/GYN*	2	66	60	8	14	34	54
VCOS Bascom Peds*	1	177	180	14	25	36	65
East Valley Urgent Care*	1	115	165	16	31	16	24
East Valley OB/GYN*	1	94	111	5	12	12	15
East Valley Peds*	1	38	46	3	6	5	8
Fair Oaks Clinic	1	3	6	28	35	34	53
Silver Creek Clinic*	1	66	107	18	32	32	56
San Martin Clinic*	2	54	76	37	75	65	97
AOB	Varies	0	0	2	4	1	4
Gardner Health Center*	2	133	184	103	189	134	206
Compre Care*	1	5	9	30	71	25	46
East Vally Comm Clinic	0	0	0	0	0	3	5
Mayview - Mt View	0.4	0	0	18	27	17	28
Indian Health Center	1	31	39	23	34	17	32
HealthTrust**	3.4	39	61	140	241	163	269
Family Resource Ctr	2	9	11	82	149	66	113
Columbia Neigh. Ctr	0.6	3	3	15	23	22	37
Employ Service Center*	1	1	3	7	13	10	18
Sacred Heart	0.4	0	0	4	9	6	14
AlumRock/Goss School	0	0	0	1	1	4	4
SSA AAC*	1	3	4	82	125	25	44
Home Visit/VMC In Pt *	0	4	11	5	14	4	10

* EW Support

Total Activity

868

1115

732

1297

863

1416