

## Appendix G: Recipient Help Desk Statistics

**Recipient Call  
Statistics - All  
Calls**

<b>State</b>	<b>----- June -----</b>			<b>----- July -----</b>		
	<b>Calls</b>	<b>Cases</b>	<b>Calls/Case</b>	<b>Calls</b>	<b>Cases</b>	<b>Calls/Case</b>
Alabama	468,236	176,201	2.66	429,187	179,851	2.39
Arkansas	261,228	111,444	2.34	230,263	112,530	2.05
Florida	1,553,685	457,700	3.39	1,636,905	445,400	3.68
Georgia	852,599	252,600	3.38	920,169	252,600	3.64
Kentucky	16,101	7,529	2.14	51,683	7,622	6.78
Missouri	636,005	219,215	2.90	561,669	221,737	2.53
North Carolina	289,827	207,100	1.40	335,718	207,100	1.62
Tennessee	401,491	185,971	2.16	505,755	208,296	2.43
	<b>4,479,172</b>	<b>1,617,760</b>	<b>2.77</b>	<b>4,671,349</b>	<b>1,635,136</b>	<b>2.86</b>

**Recipient Call  
Statistics - CSR  
Calls**

<b>State</b>	<b>----- June -----</b>			<b>----- July -----</b>		
	<b>Calls</b>	<b>Cases</b>	<b>Calls/Case</b>	<b>Calls</b>	<b>Cases</b>	<b>Calls/Case</b>
Alabama	33,452	176,201	0.19	33,772	179,851	0.19
Arkansas	21,295	111,444	0.19	21,556	112,530	0.19
Florida	93,710	457,700	0.20	97,159	445,400	0.22
Georgia	50,375	252,600	0.20	51,890	252,600	0.21
Kentucky	2,623	7,529	0.35	13,642	7,622	1.79
Missouri	43,386	219,215	0.20	40,143	221,737	0.18
North Carolina	18,153	207,100	0.09	19,142	207,100	0.09
Tennessee	51,202	185,971	0.28	70,866	208,296	0.34
	<b>314,196</b>	<b>1,617,760</b>	<b>0.19</b>	<b>348,170</b>	<b>1,635,136</b>	<b>0.21</b>

**Recipient Call  
Statistics - All  
Calls**

<u>State</u>	----- August -----			----- September -----		
	<u>Calls</u>	<u>Cases</u>	<u>Calls/Case</u>	<u>Calls</u>	<u>Cases</u>	<u>Calls/Case</u>
Alabama	465,849	176,498	2.64	487,415	186,702	2.61
Arkansas	268,415	110,994	2.42	270,230	113,310	2.38
Florida	1,607,815	442,500	3.63	1,621,794	440,100	3.69
Georgia	981,022	252,600	3.88	903,696	252,600	3.58
Kentucky	177,808	42,461	4.19	270,783	113,697	2.38
Missouri	571,322	221,278	2.58	660,124	200,043	3.30
North Carolina	309,881	207,100	1.50	532,879	207,100	2.57
Tennessee	649,781	269,117	2.41	562,792	240,832	2.34
	<b>5,031,893</b>	<b>1,722,548</b>	<b>2.92</b>	<b>5,309,713</b>	<b>1,754,384</b>	<b>3.03</b>

**Recipient Call  
Statistics - CSR  
Calls**

<u>State</u>	----- August -----			----- September -----		
	<u>Calls</u>	<u>Cases</u>	<u>Calls/Case</u>	<u>Calls</u>	<u>Cases</u>	<u>Calls/Case</u>
Alabama	33,577	176,498	0.19	30,408	186,702	0.16
Arkansas	24,008	110,994	0.22	17,268	113,310	0.15
Florida	95,772	442,500	0.22	100,286	440,100	0.23
Georgia	55,636	252,600	0.22	52,798	252,600	0.21
Kentucky	32,785	42,461	0.77	31,563	113,697	0.28
Missouri	38,493	221,278	0.17	31,360	200,043	0.16
North Carolina	17,191	207,100	0.08	22,445	207,100	0.11
Tennessee	71,809	269,117	0.27	41,199	240,832	0.17
	<b>369,271</b>	<b>1,722,548</b>	<b>0.21</b>	<b>327,327</b>	<b>1,754,384</b>	<b>0.19</b>

**Recipient Call  
Statistics - All  
Calls**

<u>State</u>	----- October -----			----- November -----		
	<u>Calls</u>	<u>Cases</u>	<u>Calls/Case</u>	<u>Calls</u>	<u>Cases</u>	<u>Calls/Case</u>
Alabama	506,884	186,702	2.71	469,115	191,584	2.45
Arkansas	276,897	120,197	2.30	258,283	119,671	2.16
Florida	1,919,201	437,800	4.38	1,650,547	435,600	3.79
Georgia	1,025,198	252,600	4.06	882,148	252,600	3.49
Kentucky	357,190	170,091	2.10	337,072	175,988	1.92
Missouri	708,129	200,559	3.53	637,155	200,559	3.18
North Carolina	462,819	207,100	2.23	515,902	207,100	2.49
Tennessee	597,188	242,755	2.46	548,453	242,135	2.27
	<u>5,853,506</u>	<u>1,817,804</u>	<u>3.22</u>	<u>5,298,675</u>	<u>1,825,237</u>	<u>2.90</u>

**Recipient Call  
Statistics -  
CSR Calls**

<u>State</u>	----- October -----			----- November -----		
	<u>Calls</u>	<u>Cases</u>	<u>Calls/Case</u>	<u>Calls</u>	<u>Cases</u>	<u>Calls/Case</u>
Alabama	30,841	186,702	0.17	33,761	191,584	0.18
Arkansas	17,228	120,197	0.14	19,340	119,671	0.16
Florida	115,630	437,800	0.26	96,568	435,600	0.22
Georgia	62,426	252,600	0.25	51,059	252,600	0.20
Kentucky	40,978	170,091	0.24	42,085	175,988	0.24
Missouri	33,011	200,559	0.16	39,677	200,559	0.20
North Carolina	31,861	207,100	0.15	24,864	207,100	0.12
Tennessee	43,191	242,755	0.18	44,454	242,135	0.18
	<u>375,166</u>	<u>1,817,804</u>	<u>0.21</u>	<u>351,808</u>	<u>1,825,237</u>	<u>0.19</u>

