

# ATTACHMENT 17



**Department of  
Civil Service**

**Call Center Statistics - RFP entitled:  
“Mental Health Substance Use (MHSU)  
Disorder Program”**

| <b>2019</b>                 | <b>Quarter 1</b> | <b>Quarter 2</b> | <b>Quarter 3</b> | <b>Quarter 4</b> |
|-----------------------------|------------------|------------------|------------------|------------------|
| <b>Total Calls Received</b> | <b>44,020</b>    | <b>38,576</b>    | <b>34,778</b>    | <b>42,396</b>    |

| <b>2020</b>                 | <b>Quarter 1</b> | <b>Quarter 2</b> | <b>Quarter 3</b> | <b>Quarter 4</b> |
|-----------------------------|------------------|------------------|------------------|------------------|
| <b>Total Calls Received</b> | <b>27,944</b>    | <b>25,377</b>    | <b>25,874</b>    | <b>27,064</b>    |

| <b>2021</b>                 | <b>Quarter 1</b> | <b>Quarter 2</b> | <b>Quarter 3</b> | <b>Quarter 4</b> |
|-----------------------------|------------------|------------------|------------------|------------------|
| <b>Total Calls Received</b> | <b>31,141</b>    | <b>29,872</b>    | <b>26,204</b>    | <b>26,241</b>    |

| <b>2022</b>                 | <b>Quarter 1</b> | <b>Quarter 2</b> | <b>Quarter 3</b> | <b>Quarter 4</b>     |
|-----------------------------|------------------|------------------|------------------|----------------------|
| <b>Total Calls Received</b> | <b>29,018</b>    | <b>26,222</b>    | <b>27,898</b>    | <b>Not Available</b> |