

# 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>