

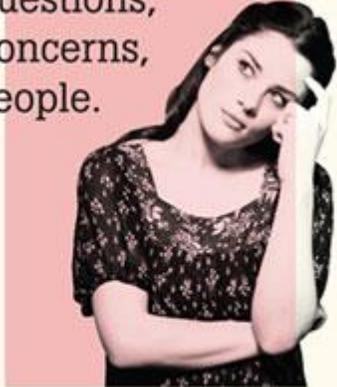
Department of Health & Human Services



DHHS Helpline

We want to help!

Real Questions,
Real Concerns,
Real People.



Call the DHHS Helpline

DHHS Helpline: (800) 254-4202
In Lincoln call: (402) 471-6035
E-mail: DHHS.Helpline@nebraska.gov

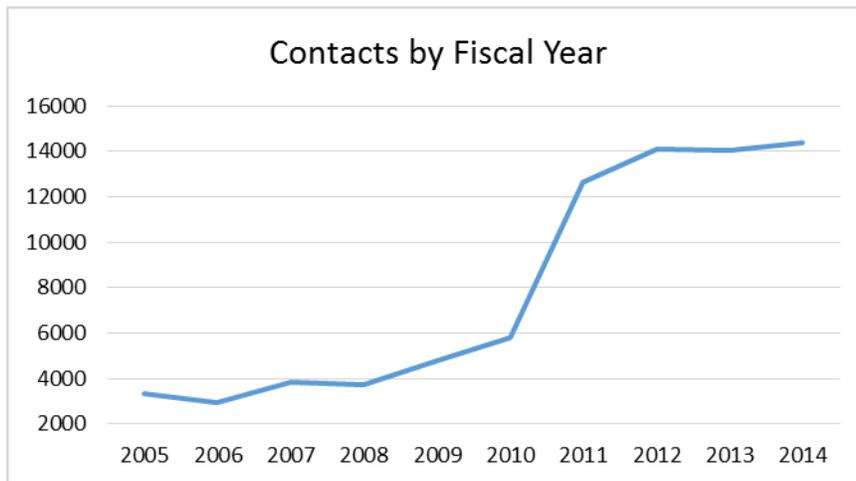
The complex block is a promotional graphic for the DHHS Helpline. It has a light yellow background. At the top right, the text 'We want to help!' is written in a red, sans-serif font. Below this, on the left, are the words 'Real Questions, Real Concerns, Real People.' in a black, serif font. To the right of this text is a photograph of a woman with dark hair, wearing a black lace dress, looking thoughtfully to the side with her hand resting against her face. Below the photograph, the text 'Call the DHHS Helpline' is written in a red, sans-serif font. At the bottom of the graphic, contact information is listed in a black, sans-serif font: 'DHHS Helpline: (800) 254-4202', 'In Lincoln call: (402) 471-6035', and 'E-mail: DHHS.Helpline@nebraska.gov'.

**Fiscal Year 2014
Annual Report**

DHHS Helpline
Nebraska Department of Health and Human Services
Report Period: 07-01-2013 through 06-30-2014

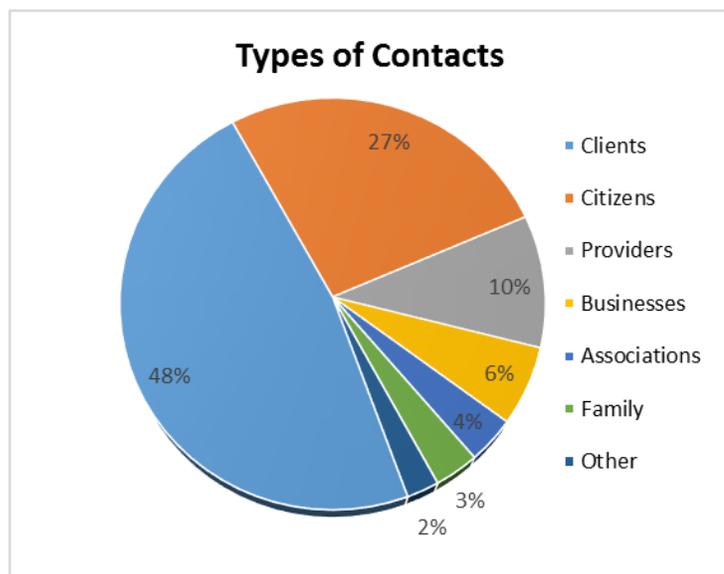
INTRODUCTION. The role of the Nebraska Department of Health and Human Services (DHHS) Helpline is to respond to questions, concerns and complaints from consumers, service providers, elected officials and interested citizens related to services, programs and operations within the Nebraska Department of Health and Human Services (DHHS). Until May 2010, the Helpline was called the Office of the System Advocate which was established by the legislature in 1997. The office was renamed to better reach out to the citizens of Nebraska.

REPORT SUMMARY. A total of 14,031 contacts were recorded in detail during FY 2014 with an additional 334 contacts not recorded by coverage staff, for an estimated 14,365 contacts. The detailed information in this report is based on the recorded 14,031 contacts and brings the cumulative total since January 1, 1997 to 96,604 contacts. 12,828 contacts were received in FY 2013. The average number of contacts received per month was 1197.



The majority of contacts this fiscal year were telephone calls (75.5%) with the remaining contacts made through e-mail (23.9%), personal contacts, and letters.

Types of Contacts. Most contacts came from clients (47.5%) and citizens (26.6%). Other contacts included providers (10.4%), businesses (6.2%), associations/organizations (3.6%), and family/relatives (3.3%). A small percentage (<1%) of contacts were from the State Agencies from another state, DHHS employees, Governor's Office, hospitals, local officials, schools, Nebraska State Agencies and State Senators.



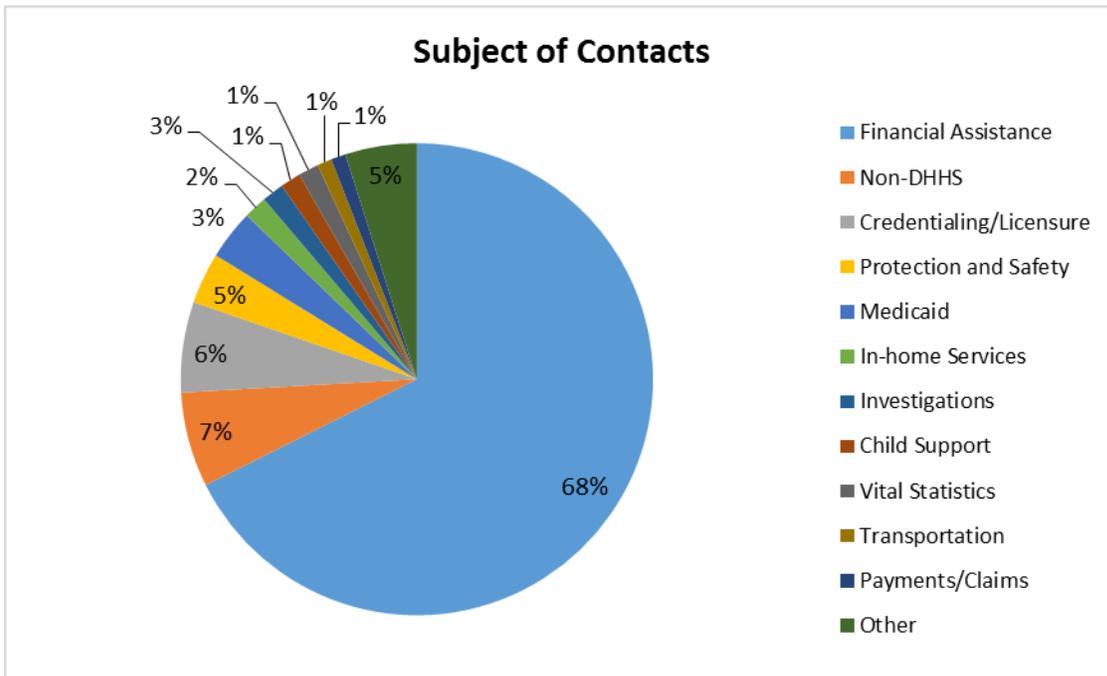
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The primary reasons for contacts this fiscal year were requesting information (91.7%) and non-DHHS related matters (6.4%). Additional reasons for contacts were to express a complaint, report abuse/neglect and fraud, requesting help and to offer a suggestion.

Geographical Area of Contacts. 12,825 of the contacts originated from Nebraska, 1,031 were from other states and the remaining contacts were from outside of the country or unknown locations. Within Nebraska, 4,804 contacts came from the Eastern Service Area, 2,947 came from the Southeastern Service Area, 1,792 contacts from the Northern Service Area, 1,259 contacts from the Central Service Area, and 984 contacts from the Western Service Area.

Subjects of Contacts. The most frequent contacts concerned financial assistance (67.6%), non-DHHS (6.5%), credentialing/licensure (6.2%), protection and safety (3.5%), and Medicaid (3.4%).

Other frequent subjects were in-home services (1.6%), investigations (1.5%), child support (1.4%), vital statistics (1.4%), transportation (1.0%), and payments/claims (1.0%).



Referrals. The majority of the questions/concerns were referred to Children & Family Services (15.2%), 6.1% were referred to Medicaid & Long Term Care, 4.8% were referred to Public Health, and 1.1% was referred to Operations. Less than 1% was referred to Behavioral Health, Developmental Disabilities and Veterans' Homes. The Helpline addressed 66.4% of the contacts without further referral and 5.9% were referred to another state agency or community organization/agency.

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CONTACT TOTAL

	<u>Current Period</u>		<u>Previous Period</u>		<u>Cumulative Since January 1, 1997</u>	
	14,031		12,828		96,604	

METHOD OF CONTACT

	<u>Current Period</u>		<u>Previous Period</u>		<u>Cumulative Since January 1, 1997</u>	
E-MAIL	3,350	23.9%	2,456	19.1%	15,729	16.3%
IN PERSON	45	0.3%	20	0.2%	623	0.6%
LETTER	48	0.3%	109	0.8%	592	0.6%
TELEPHONE	10,588	75.5%	10,243	79.8%	79,660	82.5%

TYPE OF CONTACT

	<u>Current Period</u>		<u>Previous Period</u>		<u>Cumulative Since January 1, 1997</u>	
ANOTHER STATE AGENCY	76	0.5%	58	0.5%	1,505	1.6%
ASSOCIATION / ORGANIZATION	503	3.6%	460	3.6%	3,390	3.5%
BUSINESS	869	6.2%	596	4.6%	4,842	5.0%
CITIZEN	3,735	26.6%	3,403	26.5%	29,911	31.0%
CLIENT	6,663	47.5%	6,529	50.9%	40,496	41.9%
FAMILY / RELATIVE	465	3.3%	515	4.0%	4,585	4.7%
GOVERNOR	3	0.0%	2	0.0%	106	0.1%
DHHS EMPLOYEE	72	0.5%	84	0.7%	1,876	1.9%
HOSPITAL	42	0.3%	21	0.2%	447	0.5%
LOCAL OFFICIAL	32	0.2%	23	0.2%	270	0.3%
NE STATE AGENCY	39	0.3%	43	0.3%	1,243	1.3%
OMBUDSMAN	0	0.0%	0	0.0%	40	0.0%
OTHER	0	0.0%	0	0.0%	197	0.2%
PROVIDER	1,463	10.4%	1,049	8.2%	6,768	7.0%
SCHOOL	54	0.4%	39	0.3%	493	0.5%
STATE SENATOR	12	0.1%	6	0.0%	394	0.4%
US CONGRESSMAN	3	0.0%	0	0.0%	41	0.0%

REASON FOR CONTACT (SUMMARY)

	<u>Current Period</u>		<u>Previous Period</u>		<u>Cumulative Since January 1, 1997</u>	
COMPLAINT ON DHHS INFORMATION	53	0.4%	49	0.4%	6,889	7.0%
OTHER	13,149	91.7%	11,809	91.7%	78,805	79.6%
REPORT ABUSE/NEGLECT	925	6.4%	763	5.9%	5,945	6.0%
REPORT FRAUD	109	0.8%	105	0.8%	759	0.8%
REQUEST FOR SERVICES/HELP	102	0.7%	84	0.7%	621	0.6%
SUGGESTION	6	0.0%	58	0.5%	5,893	5.9%
	0	0.0%	3	0.0%	137	0.1%

(Note: There can be multiple reasons for each contact, therefore the column totals may not be the same as Contact Total)

REASON FOR CONTACT: DETAILED

	<u>Current Period</u>		<u>Previous Period</u>		<u>Cumulative Since January 1, 1997</u>	
COMPLAINT ON DHHS MISCELLANEOUS	53	0.37%	49	0.38%	6,889	6.96%
ACCESS	7	0.05%	16	0.12%	3,169	3.20%
DHHS EMPLOYEE ELIGIBILITY	0	0.00%	0	0.00%	63	0.06%
	46	0.32%	33	0.26%	2,857	2.88%
	0	0.00%	0	0.00%	390	39.00%

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REASON FOR CONTACT: DETAILED

	<u>Current Period</u>		<u>Previous Period</u>		<u>Cumulative Since January 1, 1997</u>	
COMPLAINT ON DHHS	53	0.37%	49	0.38%	6,889	6.96%
MANAGED CARE	0	0.00%	0	0.00%	4	0.00%
NFOCUS/CWIS	0	0.00%	0	0.00%	1	0.00%
OFFICE PROCEDURE	0	0.00%	0	0.00%	22	0.02%
PAYMENT	0	0.00%	0	0.00%	70	0.07%
POLICY	0	0.00%	0	0.00%	313	0.32%
INFORMATION	13,149	91.67%	11,809	91.75%	78,805	79.56%
MISCELLANEOUS	0	0.00%	1	0.01%	14,431	14.57%
POLICY	0	0.00%	0	0.00%	915	0.92%
POTENTIAL PROVIDER	46	0.32%	44	0.34%	295	0.30%
PROGRAM/DIVISION SPECIFIC INFO.	12,389	86.37%	11,056	85.90%	57,899	58.45%
PUBLICATION	19	0.13%	28	0.22%	305	0.31%
TELEPHONE NO. / ADDRESS	695	4.85%	680	5.28%	4,959	5.01%
TEST RECORD	0	0.00%	0	0.00%	1	0.00%
OTHER	925	6.45%	763	5.93%	5,945	6.00%
(no sub-categories)						
REPORT ABUSE/NEGLECT	109	0.76%	105	0.82%	759	0.77%
(no sub-categories)						
REPORT FRAUD	102	0.71%	84	0.65%	621	0.63%
(no sub-categories)						
REQUEST FOR SERVICES/HELP	6	0.04%	58	0.45%	5,893	5.95%
(no sub-categories)						
SUGGESTION	0	0.00%	3	0.02%	137	0.14%
(no sub-categories)						

(Note: There can be multiple reasons for each contact, therefore the column totals may not be the same as Contact Total)

SUBJECT OF CONTACT (SUMMARY)

	<u>Current Period</u>		<u>Previous Period</u>		<u>Cumulative Since January 1, 1997</u>	
ADMINISTRATIVE	97	0.7%	86	0.7%	2,664	2.7%
ADULT DAY CARE	6	0.0%	5	0.0%	34	0.0%
ADULT FAMILY HOMES	3	0.0%	0	0.0%	20	0.0%
ADULT PROTECTIVE SERVICES	38	0.3%	36	0.3%	328	0.3%
ADVOCATE'S OFFICE	2	0.0%	4	0.0%	214	0.2%
AGING SERVICES	5	0.0%	7	0.1%	209	0.2%
CHILD CARE	121	0.8%	96	0.7%	960	1.0%
CHILD SUPPORT	207	1.4%	218	1.7%	2,420	2.4%
CHRONIC DISEASES	0	0.0%	0	0.0%	67	0.1%
COMMUNITY DEVELOPMENT	0	0.0%	0	0.0%	40	0.0%
CREDENTIALING/LICENSURE	885	6.2%	805	6.3%	6,095	6.2%
DEVELOPMENTAL DISABILITIES	65	0.5%	40	0.3%	460	0.5%
DOMESTIC VIOLENCE	0	0.0%	1	0.0%	17	0.0%
ENVIRONMENTAL / PUBLIC HEALTH	117	0.8%	95	0.7%	1,364	1.4%
FAMILY HEALTH	56	0.4%	58	0.5%	431	0.4%
FINANCIAL ASSISTANCE	9,695	67.6%	8,571	66.6%	50,768	51.3%
GAMBLING	0	0.0%	0	0.0%	5	0.0%
HEALTH & HUMAN SERVICES	0	0.0%	0	0.0%	113	0.1%
HEALTH EDUCATION/PROMOTION	21	0.1%	17	0.1%	176	0.2%

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SUBJECT OF CONTACT (SUMMARY)

	Current Period		Previous Period		Cumulative Since January 1, 1997	
HEALTH PLANNING	2	0.0%	1	0.0%	37	0.0%
HOUSING	0	0.0%	2	0.0%	76	0.1%
IN-HOME SERVICES	236	1.6%	253	2.0%	1,257	1.3%
INVESTIGATIONS	216	1.5%	174	1.4%	1,860	1.9%
LEGAL ISSUES	5	0.0%	7	0.1%	193	0.2%
LONG TERM CARE	4	0.0%	5	0.0%	71	0.1%
MEDICAID	485	3.4%	612	4.8%	6,633	6.7%
MENTAL HEALTH	34	0.2%	41	0.3%	446	0.5%
MINORITY HEALTH	0	0.0%	0	0.0%	16	0.0%
NON-DHHS	928	6.5%	776	6.0%	10,339	10.4%
PAYMENTS/CLAIMS	143	1.0%	174	1.4%	1,739	1.8%
PERSONNEL (HUMAN RESOURCES)	35	0.2%	34	0.3%	395	0.4%
PROTECTION & SAFETY	509	3.5%	438	3.4%	6,109	6.2%
PUBLIC INFORMATION	0	0.0%	0	0.0%	186	0.2%
REGIONAL CENTER	7	0.0%	15	0.1%	193	0.2%
RESEARCH / STATISTICS	37	0.3%	22	0.2%	331	0.3%
RESPIRE	9	0.1%	5	0.0%	49	0.0%
RURAL HEALTH	3	0.0%	1	0.0%	83	0.1%
SCHOOL HEALTH	6	0.0%	8	0.0%	39	0.0%
SPECIAL SERVICES	23	0.2%	21	0.2%	381	0.4%
STAFF DEVELOPMENT	0	0.0%	0	0.0%	9	0.0%
SUBSTANCE ABUSE	1	0.0%	6	0.0%	73	0.1%
TRANSPORTATION	137	1.0%	68	0.5%	857	0.9%
VETERANS HOME	5	0.0%	5	0.0%	34	0.0%
VISUALLY IMPAIRED	0	0.0%	0	0.0%	6	0.0%
VITAL STATISTICS	200	1.4%	164	1.3%	1,229	1.2%
VOCATIONAL REHABILITATION	0	0.0%	0	0.0%	3	0.0%
VOLUNTEER SERVICES	1	0.0%	0	0.0%	19	0.0%

(Note: There can be multiple subjects for each contact, therefore the column totals may not be the same as Contact Total)

SUBJECT OF CONTACT: DETAILED

	Current Period		Previous Period		Cumulative Since January 1, 1997	
ADMINISTRATIVE	97	0.68%	86	0.67%	2,664	2.69%
MISCELLANEOUS	39	0.27%	39	0.30%	1,732	1.75%
CONTACT INFO	5	0.03%	4	0.03%	573	0.58%
FINANCE	19	0.13%	2	0.02%	117	0.12%
INFO SYSTEMS	32	0.22%	41	0.32%	176	0.18%
OFFICE OPERATIONS/POLICIES	2	0.01%	0	0.04%	66	0.07%
ADULT DAY CARE	6	0.04%	5	0.04%	34	0.03%
(no sub-categories)						
ADULT FAMILY HOMES	3	0.02%	0	0.00%	20	0.02%
(no sub-categories)						
ADULT PROTECTIVE SERVICES	38	0.26%	36	0.28%	328	0.33%
(no sub-categories)						
ADVOCATE'S OFFICE	2	0.03%	4	0.03%	214	0.22%
(no sub-categories)						

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	Current Period		Previous Period		Cumulative Since January 1, 1997	
AGING SERVICES	5	0.03%	7	0.05%	209	0.21%
(no sub-categories)						
CHILD CARE	121	0.84%	96	0.75%	960	0.97%
MISCELLANEOUS	2	0.01%	4	0.03%	314	0.32%
CHILD CARE INVESTIGATIONS	13	0.09%	13	0.10%	111	0.11%
CHILD CARE LICENSING	106	0.74%	79	0.61%	535	0.54%
CHILD SUPPORT	207	1.44%	218	1.69%	2,420	2.44%
(no sub-categories)						
CHRONIC DISEASES	0	0.00%	0	0.00%	67	0.07%
(no sub-categories)						
COMMUNITY DEVELOPMENT	0	0.00%	0	0.00%	40	0.04%
MISCELLANEOUS	0	0.00%	0	0.00%	39	0.04%
TECHNICAL ASSISTANCE	0	0.00%	0	0.00%	1	0.00%
CREDENTIALING/LICENSURE	885	6.17%	805	6.25%	6,095	6.15%
MISCELLANEOUS	68	0.47%	43	0.33%	464	0.47%
FACILITY	117	0.82%	87	0.68%	1,029	1.04%
LABORATORY	1	0.01%	3	0.02%	13	0.01%
PROFESSIONAL / OCCUPATIONS	699	4.87%	672	5.22%	4,587	4.63%
X-RAY	0	0.00%	0	0.00%	2	0.00%
DEVELOPMENTAL DISABILITIES	65	0.45%	40	0.31%	460	0.46%
(no sub-categories)						
DOMESTIC VIOLENCE	0	0.00%	1	0.01%	17	0.02%
(no sub-categories)						
ENVIRONMENTAL / PUBLIC HEALTH	117	0.82%	95	0.74%	1,364	1.38%
MISCELLANEOUS	32	0.22%	29	0.23%	456	0.46%
AIR	6	0.04%	5	0.04%	101	0.10%
ASBESTOS	6	0.04%	3	0.02%	42	0.04%
COMMUNICABLE DISEASE	16	0.11%	15	0.12%	204	0.21%
CONSUMER SAFETY	8	0.06%	0	0.00%	53	0.05%
EMERGENCY MEDICAL SERVICES	9	0.06%	8	0.06%	95	0.10%
FOOD POISONING	0	0.00%	0	0.00%	12	0.01%
HOUSING / RV'S	4	0.03%	2	0.02%	29	0.03%
POOL OPERATORS	14	0.10%	5	0.04%	56	0.06%
RADIOACTIVE WASTE	0	0.00%	0	0.00%	4	0.00%
RADIOLOGICAL MATERIAL/RADON	11	0.08%	13	0.10%	78	0.08%
RENAL	0	0.00%	0	0.00%	1	0.00%
SAFE DRINKING WATER	9	0.06%	8	0.06%	43	0.04%
SANITATION	0	0.00%	0	0.00%	17	0.02%
TOXICOLOGY	0	0.00%	0	0.00%	15	0.02%
VECTOR (INSECTS, RODENTS, ETC)	0	0.00%	0	0.00%	42	0.04%
WATER FLUORIDATION	0	0.00%	0	0.00%	6	0.01%
WATER STANDARDS	2	0.01%	7	0.05%	110	0.11%
FAMILY HEALTH	56	0.39%	58	0.45%	431	0.44%
MISCELLANEOUS	19	0.13%	15	0.12%	168	0.17%
DENTAL	1	0.01%	1	0.01%	12	0.01%
IMMUNIZATION	19	0.13%	23	0.18%	148	0.15%
NUTRITION	15	0.10%	15	0.12%	80	0.08%

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FAMILY HEALTH	56	0.39%	58	0.45%	431	0.44%
PREGNANCY	1	0.01%	0	0.00%	12	0.01%
REPRODUCTION	1	0.01%	4	0.03%	11	0.01%
FINANCIAL ASSISTANCE	9,695	67.59%	8,574	66.59%	50,768	51.26%
MISCELLANEOUS	2,529	17.63%	3,973	30.87%	19,950	20.14%
AABD	110	0.77%	74	0.57%	827	0.83%
ADC (TANF)	183	1.28%	128	0.99%	1,481	1.50%
CHILD CARE	636	4.43%	574	4.46%	2,412	2.44%
EMPLOYMENT FIRST	55	0.38%	60	0.47%	937	0.95%
MEDICAL	3,692	25.74%	2,046	15.90%	7,264	7.36%
RENT	109	0.76%	116	0.90%	14,183	14.32%
SNAP (formerly Food Stamp Program)	1,833	12.78%	989	7.68%	773	0.78%
SSI-SSA	0	0.00%	0	0.00%	19	0.02%
STUDENT LOAN PROGRAMS	0	0.00%	0	0.00%	5	0.01%
UTILITIES	548	3.82%	611	4.75%	2,887	2.91%
GAMBLING	0	0.00%	0	0.00%	5	0.01%
(no sub-categories)						
HEALTH & HUMAN SERVICES	0	0.00%	0	0.00%	113	0.11%
(no sub-categories)						
HEALTH EDUCATION/PROMOTION	21	0.15%	17	0.13%	176	0.18%
(no sub-categories)						
HEALTH PLANNING	2	0.01%	1	0.01%	37	0.04%
(no sub-categories)						
HOUSING	0	0.00%	2	0.02%	76	0.08%
MISCELLANEOUS	0	0.00%	1	0.01%	46	0.05%
HOME REPAIR	0	0.00%	0	0.00%	6	0.01%
HOMELESS	0	0.00%	1	0.01%	24	0.02%
IN-HOME SERVICES	236	1.65%	253	1.97%	1,257	1.27%
MISCELLANEOUS	109	0.76%	134	1.04%	731	0.74%
HOMEMAKER / CHORE	40	0.28%	48	0.37%	254	0.26%
PERSONAL CARE	87	0.61%	71	0.55%	272	0.27%
INVESTIGATIONS	216	1.51%	174	1.35%	1,860	1.88%
MISCELLANEOUS	6	0.04%	2	0.02%	51	0.05%
FACILITIES	58	0.40%	38	0.30%	527	0.53%
PROFESSIONS / OCCUPATIONS	44	0.31%	43	0.33%	639	0.65%
PUBLIC ASSISTANCE FRAUD	108	0.75%	91	0.71%	643	0.65%
LEGAL ISSUES	5	0.03%	7	0.05%	193	0.19%
(no sub-categories)						
LONG TERM CARE	4	0.03%	5	0.04%	71	0.07%
(no sub-categories)						
MEDICAID	485	3.38%	612	4.75%	6,633	6.70%
MISCELLANEOUS	1	0.01%	0	0.00%	794	0.80%
ADMINISTRATIVE	77	0.54%	118	0.92%	882	0.89%
COVERAGE	59	0.41%	71	0.55%	1,460	1.47%
KID'S CONNECTION	0	0.00%	0	0.00%	36	0.04%
MEDICAID MANAGED CARE	66	0.46%	103	0.80%	570	0.58%
PAYMENT/CLAIM -DENIED	19	0.13%	24	0.19%	415	0.42%

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SUBJECT OF CONTACT: DETAILED

	Current Period		Previous Period		Cumulative Since January 1, 1997	
MEDICAID	485	3.38%	612	4.75%	6,633	6.70%
PAYMENT/CLAIM -DHHS ERROR	0	0.00%	0	0.00%	23	0.02%
PAYMENT/CLAIM -INSTREAM	0	0.00%	0	0.00%	24	0.02%
PAYMENT/CLAIM -NONCOVERED	0	0.00%	0	0.00%	11	0.01%
PAYMENT/CLAIM -NOT SUBMITTED	1	0.01%	0	0.00%	128	0.13%
PAYMENT/CLAIM -PROVIDER ERROR	2	0.01%	1	0.01%	102	0.10%
PAYMENT/CLAIMS	171	1.19%	223	1.73%	1,627	1.64%
PROVIDER INFO	89	0.62%	72	0.56%	561	0.57%
MENTAL HEALTH	34	0.24%	41	0.32%	446	0.45%
(no sub-categories)						
MINORITY HEALTH	0	0.00%	0	0.00%	16	0.02%
(no sub-categories)						
NON-DHHS	928	6.47%	776	6.03%	10,339	10.44%
(no sub-categories)						
PAYMENTS/CLAIMS	143	1.00%	174	1.35%	1,739	1.76%
MISCELLANEOUS	120	0.84%	129	1.00%	1,387	1.40%
CHILD CARE	23	0.16%	44	0.34%	273	0.28%
HOMEMAKER/CHORE	0	0.00%	1	0.01%	79	0.08%
PERSONNEL (HUMAN RESOURCES)	35	0.24%	34	0.26%	395	0.40%
(no sub-categories)						
PROTECTION & SAFETY	509	3.55%	438	3.40%	6,109	6.17%
MISCELLANEOUS	250	1.74%	169	1.31%	2,583	2.61%
ADOPTION	16	0.11%	8	0.06%	256	0.26%
COURT/ONGOING CASE	94	0.66%	128	0.99%	1,628	1.64%
FOSTER CARE -GEN INFO	8	0.06%	6	0.05%	244	0.25%
FOSTER CARE/GROUP HOME INV	0	0.00%	0	0.00%	45	0.05%
FOSTER CARE/GROUP HOME LIC.	4	0.03%	3	0.02%	99	0.10%
IM/FC	32	0.22%	20	0.16%	256	0.26%
INVESTIGATION	97	0.68%	99	0.77%	859	0.87%
JUVENILE SERVICES MISC.	2	0.01%	2	0.02%	71	0.07%
PAROLE	0	0.00%	0	0.00%	11	0.01%
STATE WARD MEDICAL	0	0.00%	0	0.00%	18	0.02%
YOUTH TREATMENT / REHAB CENTER	6	0.04%	3	0.02%	39	0.04%
PUBLIC INFORMATION	0	0.00%	0	0.00%	186	0.19%
MISCELLANEOUS	0	0.00%	0	0.00%	1	0.00%
FINANCE AND SUPPORT	0	0.00%	0	0.00%	123	0.12%
REGULATION AND LICENSURE	0	0.00%	0	0.00%	28	0.03%
SERVICES	0	0.00%	0	0.00%	34	0.03%
REGIONAL CENTER	7	0.05%	15	0.12%	193	0.19%
(no sub-categories)						
RESEARCH / STATISTICS	37	0.26%	22	0.17%	331	0.33%
MISCELLANEOUS	36	0.25%	20	0.16%	253	0.26%
HEALTH DATA	1	0.01%	2	0.02%	78	0.08%
RESPIRE	9	0.06%	5	0.04%	49	0.05%
(no sub-categories)						
RURAL HEALTH	3	0.02%	1	0.01%	83	0.08%
MISCELLANEOUS	3	0.02%	1	0.01%	80	0.08%

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SUBJECT OF CONTACT: DETAILED

	Current Period		Previous Period		Cumulative Since January 1, 1997	
RURAL HEALTH	3	0.02%	1	0.01%	83	0.08%
COMHT	0	0.00%	0	0.00%	3	0.00%
SCHOOL HEALTH	6	0.04%	8	0.06%	39	0.04%
(no sub-categories)						
SPECIAL SERVICES	23	0.16%	21	0.16%	381	0.38%
MHCP	0	0.00%	4	0.03%	71	0.07%
MISCELLANEOUS	5	0.03%	0	0.00%	121	0.14%
WAIVER	18	0.13%	17	0.13%	189	0.19%
STAFF DEVELOPMENT	0	0.00%	0	0.00%	9	0.01%
(no sub-categories)						
SUBSTANCE ABUSE	1	0.01%	6	0.05%	73	0.07%
MISCELLANEOUS	1	0.01%	6	0.05%	51	0.05%
ALCOHOLISM	0	0.00%	0	0.00%	9	0.01%
CONTROLLED SUBSTANCE REGISTRAT	0	0.00%	0	0.00%	1	0.00%
DRUGS	0	0.00%	0	0.00%	12	0.01%
TRANSPORTATION	137	0.96%	68	0.53%	857	0.87%
(no sub-categories)						
VETERANS HOME	5	0.03%	5	0.04%	34	0.03%
MEDICAID						
VISUALLY IMPAIRED	0	0.00%	0	0.00%	6	0.01%
(no sub-categories)						
VITAL STATISTICS	200	1.39%	164	1.27%	1,229	1.24%
MISCELLANEOUS	13	0.09%	9	0.07%	183	0.18%
BIRTH	156	1.09%	135	1.05%	849	0.86%
DEATH	21	0.15%	16	0.12%	132	0.13%
DIVORCE	1	0.01%	2	0.02%	18	0.02%
MARRIAGE	9	0.06%	2	0.02%	47	0.05%
VOCATIONAL REHABILITATION	0	0.00%	0	0.00%	3	0.00%
(no sub-categories)						
VOLUNTEER SERVICES	1	0.01%	0	0.00%	19	0.02%
(no sub-categories)						

(Note: There can be multiple subjects for each contact, therefore the column totals may not be the same as Contact Total)

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CONTACTS WITHIN NEBRASKA: SUMMARY

	<u>Current Period</u>		<u>Previous Period</u>		<u>Cumulative Since January 1, 1997</u>	
CENTRAL AREA	1,259	9.82%	1,094	9.35%	8,663	10.28%
EASTERN AREA	4,804	37.46%	4,181	35.74%	26,251	31.16%
NORTHERN AREA	1,792	13.97%	1,797	15.37%	11,702	13.89%
SOUTHEAST AREA	2,947	22.98%	2,740	23.42%	25,262	29.99%
SOUTHWEST AREA (merged with Western Area in 2002)	0	0.00%	0	0.00%	1,417	1.68%
WESTERN AREA	984	7.67%	946	8.09%	6,003	7.13%
UNKNOWN	1,039	8.10%	940	8.03%	4,938	5.86%
Total	12,825		11,698		84,236	

CONTACTS WITHIN NEBRASKA: DETAILED

	<u>Current Period</u>		<u>Previous Period</u>		<u>Cumulative Since January 1, 1997</u>	
CENTRAL AREA	1,259	9.82%	1094	9.35%	8,663	10.28%
AINSWORTH	13	0.10%	19	0.16%	161	0.19%
ALDA	5	0.04%	2	0.01%	23	0.03%
ALMA	9	0.07%	6	0.05%	34	0.04%
ALMERIA	0	0.00%	0	0.00%	1	0.00%
AMHERST	0	0.00%	0	0.00%	6	0.01%
ANSELMO	0	0.00%	1	0.01%	12	0.01%
ANSLEY	0	0.00%	1	0.01%	24	0.03%
ARCADIA	1	0.01%	2	0.02%	21	0.02%
ARCHER	0	0.00%	0	0.00%	3	0.00%
ARNOLD	6	0.05%	1	0.01%	19	0.02%
ASHTON	2	0.02%	3	0.03%	29	0.03%
ATLANTA	1	0.01%	0	0.00%	4	0.00%
AURORA	11	0.09%	0	0.00%	28	0.03%
AXTELL	79	0.62%	40	0.34%	129	0.15%
AYR	0	0.00%	1	0.01%	6	0.01%
BARTLETT	4	0.03%	0	0.00%	11	0.01%
BERTRAND	9	0.07%	0	0.00%	16	0.02%
BERWYN	0	0.00%	0	0.00%	7	0.01%
BLADEN	4	0.03%	1	0.01%	6	0.01%
BLOOMINGTON	0	0.00%	0	0.01%	5	0.01%
BLUE HILL	5	0.04%	5	0.04%	36	0.04%
BOELUS	1	0.01%	5	0.04%	15	0.02%
BREWSTER	1	0.01%	2	0.02%	6	0.01%
BROKEN BOW	6	0.05%	60	0.51%	227	0.27%
BURWELL	6	0.05%	15	0.13%	67	0.08%
CAIRO	6	0.05%	3	0.03%	19	0.02%
CALLAWAY	1	0.01%	0	0.00%	16	0.02%
CAMPBELL	2	0.02%	0	0.00%	10	0.01%
CLAY CENTER	6	0.05%	14	0.12%	71	0.08%
COMSTOCK	0	0.00%	0	0.00%	6	0.01%
CROOKSTON	5	0.04%	1	0.01%	9	0.01%
DANNEBROG	1	0.01%	1	0.01%	4	0.00%
DONIPHAN	1	0.01%	3	0.03%	25	0.03%
DUNNING	1	0.01%	3	0.03%	8	0.01%
EDGAR	0	0.00%	0	0.00%	13	0.02%

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CONTACTS WITHIN NEBRASKA: DETAILED

	<u>Current Period</u>		<u>Previous Period</u>		<u>Cumulative Since January 1, 1997</u>	
CENTRAL AREA	1,259	9.82%	1094	9.35%	8,663	10.28%
ELBA	2	0.02%	0	0.00%	2	0.00%
ELM CREEK	2	0.02%	5	0.04%	29	0.03%
ELYRIA	0	0.00%	0	0.00%	3	0.00%
ERICSON	0	0.00%	5	0.04%	18	0.02%
EWING	9	0.07%	7	0.06%	35	0.04%
FAIRFIELD	3	0.02%	3	0.03%	30	0.04%
FARWELL	0	0.00%	0	0.00%	4	0.00%
FRANKLIN	6	0.05%	6	0.05%	58	0.07%
FUNK	3	0.02%	0	0.00%	9	0.01%
GIBBON	9	0.07%	6	0.05%	58	0.07%
GILTNER	0	0.00%	0	0.00%	6	0.01%
GLENVIL	0	0.00%	0	0.00%	19	0.02%
GRAND ISLAND	242	1.89%	264	2.26%	2,288	2.71%
GREELEY	3	0.02%	2	0.02%	24	0.03%
GUIDE ROCK	0	0.00%	5	0.04%	32	0.04%
HAMPTON	1	0.01%	0	0.00%	11	0.01%
HASTINGS	188	1.46%	149	1.27%	1,226	1.45%
HEARTWELL	7	0.05%	4	0.03%	16	0.02%
HILDRETH	1	0.01%	0	0.00%	6	0.01%
HOLDREGE	51	0.40%	38	0.32%	241	0.29%
HOLSTEIN	0	0.00%	0	0.00%	6	0.01%
HORDVILLE	2	0.02%	0	0.00%	3	0.00%
HUNTLEY	2	0.02%	0	0.00%	2	0.00%
INAVALE	0	0.00%	0	0.00%	4	0.00%
INLAND	0	0.00%	0	0.00%	1	0.00%
JOHNSTOWN	0	0.00%	0	0.00%	1	0.00%
JUNIATA	4	0.03%	1	0.01%	19	0.02%
KEARNEY	264	2.06%	151	1.29%	1,661	1.97%
KENESAW	6	0.05%	4	0.03%	33	0.04%
LAWRENCE	0	0.00%	1	0.01%	6	0.01%
LITCHFIELD	1	0.01%	0	0.00%	12	0.01%
LONG PINE	8	0.06%	1	0.01%	30	0.04%
LOOMIS	0	0.00%	3	0.03%	5	0.01%
LOUP CITY	14	0.11%	25	0.21%	92	0.11%
MARQUETTE	2	0.02%	4	0.03%	12	0.01%
MASON CITY	1	0.01%	1	0.01%	5	0.01%
MERNA	1	0.01%	0	0.00%	13	0.02%
MILBURN	0	0.00%	0	0.00%	2	0.00%
MILLER	1	0.01%	2	0.02%	9	0.01%
MILLS	0	0.00%	1	0.01%	1	0.00%
MINDEN	16	0.12%	14	0.12%	108	0.13%
NAPER	0	0.00%	0	0.00%	8	0.01%
NAPONEE	2	0.02%	0	0.00%	5	0.01%
NORA	0	0.00%	0	0.00%	2	0.00%
NORTH LOUP	3	0.02%	1	0.01%	26	0.03%
OAK	0	0.00%	1	0.01%	4	0.00%

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CONTACTS WITHIN NEBRASKA: DETAILED

	<u>Current Period</u>		<u>Previous Period</u>		<u>Cumulative Since January 1, 1997</u>	
	1094	9.35%	1094	9.35%	8,663	10.28%
CENTRAL AREA						
OCONTO	12	0.09%	2	0.02%	20	0.02%
ODESSA	1	0.01%	0	0.00%	3	0.00%
O'NEILL	90	0.70%	60	0.51%	499	0.60%
ONG	1	0.01%	3	0.03%	18	0.02%
ORD	10	0.08%	14	0.12%	149	0.18%
ORLEANS	2	0.02%	5	0.04%	16	0.02%
PLEASANTON	3	0.02%	0	0.00%	12	0.01%
PURDUM	0	0.00%	0	0.00%	2	0.00%
RAGAN	0	0.00%	0	0.00%	1	0.00%
RAVENNA	5	0.04%	4	0.03%	55	0.07%
RED CLOUD	9	0.07%	6	0.05%	47	0.06%
REPUBLICAN CITY	1	0.01%	1	0.01%	6	0.01%
RIVERDALE	0	0.00%	1	0.01%	5	0.01%
RIVERTON	0	0.00%	0	0.00%	5	0.01%
ROCKVILLE	0	0.00%	0	0.00%	3	0.00%
RUSKIN	0	0.00%	0	0.00%	4	0.00%
SARGENT	2	0.02%	2	0.02%	27	0.03%
SARONVILLE	0	0.00%	0	0.00%	2	0.00%
SCOTIA	0	0.00%	1	0.01%	12	0.01%
SHELTON	9	0.07%	3	0.03%	34	0.04%
SPALDING	0	0.01%	1	0.01%	17	0.02%
ST. LIBORY	0	0.00%	0	0.00%	6	0.01%
ST. PAUL	15	0.12%	11	0.09%	89	0.11%
STAMFORD	0	0.00%	0	0.00%	6	0.01%
STUART	8	0.06%	17	0.15%	90	0.11%
SUTTON	12	0.09%	9	0.08%	79	0.09%
TAYLOR	1	0.01%	1	0.01%	11	0.01%
TRUMBULL	0	0.00%	1	0.00%	5	0.01%
UPLAND	2	0.02%	3	0.03%	11	0.01%
VALENTINE	32	0.25%	21	0.18%	119	0.14%
WILCOX	1	0.01%	0	0.00%	7	0.01%
WOLBACH	1	0.01%	2	0.02%	4	0.00%
WOOD RIVER	2	0.02%	4	0.03%	37	0.04%
EASTERN AREA	4,804	37.46%	4,181	35.74%	26,251	31.16%
BELLEVUE	235	1.83%	235	2.01%	1,274	1.51%
BENNINGTON	5	0.04%	14	0.12%	56	0.07%
BOYS TOWN	0	0.00%	0	0.00%	5	0.01%
ELKHORN	25	0.19%	25	0.21%	160	0.19%
GRETNA	15	0.12%	14	0.12%	118	0.14%
LAVISTA	59	0.46%	51	0.44%	238	0.28%
MILLARD	2	0.02%	0	0.00%	14	0.02%
OFFUTT AFB	0	0.00%	0	0.00%	5	0.01%
OMAHA	4,326	33.70%	3,741	31.98%	23,663	28.03%
PAPILLION	63	0.49%	52	0.44%	384	0.45%
RALSTON	25	0.19%	12	0.10%	97	0.11%
RICHFIELD	2	0.02%	0	0.00%	2	0.00%

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	<u>Current Period</u>		<u>Previous Period</u>		<u>Cumulative Since January 1, 1997</u>	
EASTERN AREA	4,804	37.46%	4,181	35.74%	26,251	31.16%
SPRINGFIELD	15	0.12%	13	0.11%	74	0.09%
VALLEY	32	0.25%	24	0.21%	159	0.19%
WATERLOO	0	0.00%	0	0.00%	2	0.00%
NORTHERN AREA	1,792	13.97%	1,797	15.37%	11,702	13.89%
ALBION	13	0.10%	15	0.13%	129	0.15%
ALLEN	2	0.02%	1	0.01%	19	0.02%
AMELIA	0	0.00%	0	0.00%	1	0.00%
AMES	1	0.01%	3	0.03%	8	0.01%
ARCHER	0	0.00%	0	0.00%	3	0.00%
ARLINGTON	5	0.04%	6	0.05%	46	0.05%
ASHLAND	12	0.09%	16	0.14%	111	0.13%
ATKINSON	18	0.14%	10	0.09%	91	0.11%
BANCROFT	1	0.01%	3	0.03%	30	0.04%
BASSETT	4	0.03%	4	0.03%	48	0.06%
BATTLE CREEK	3	0.02%	2	0.02%	17	0.02%
BEEMER	2	0.02%	7	0.06%	28	0.03%
BELDEN	0	0.00%	0	0.00%	6	0.01%
BELGRADE	0	0.00%	0	0.00%	8	0.01%
BENEDICT	1	0.01%	1	0.01%	13	0.02%
BLAIR	42	0.33%	64	0.55%	303	0.36%
BLOOMFIELD	4	0.03%	6	0.05%	50	0.06%
BRAINARD	2	0.02%	3	0.03%	13	0.02%
BRUNSWICK	0	0.00%	0	0.00%	5	0.01%
BUTTE	1	0.01%	4	0.03%	21	0.02%
CARROLL	1	0.01%	1	0.01%	13	0.02%
CEDAR RAPIDS	1	0.01%	1	0.01%	18	0.02%
CENTER	1	0.01%	1	0.01%	36	0.04%
CENTRAL CITY	0	0.00%	19	0.16%	161	0.19%
CHAMBERS	2	0.02%	1	0.01%	16	0.02%
CHAPMAN	2	0.02%	0	0.00%	11	0.01%
CLARKS	3	0.02%	0	0.00%	9	0.01%
CLARKSON	3	0.02%	3	0.03%	24	0.03%
CLEARWATER	2	0.03%	4	0.03%	30	0.04%
CODY	0	0.02%	2	0.02%	4	0.00%
COLERIDGE	5	0.04%	16	0.14%	45	0.05%
COLON	9	0.07%	2	0.02%	14	0.02%
COLUMBUS	140	1.09%	217	1.85%	1,481	1.75%
CONCORD	0	0.00%	0	0.00%	6	0.01%
CRAIG	1	0.01%	1	0.01%	16	0.02%
CREIGHTON	20	0.16%	21	0.18%	100	0.12%
CRESTON	1	0.01%	2	0.02%	7	0.01%
CROFTON	5	0.04%	7	0.06%	35	0.04%
DAKOTA CITY	13	0.10%	21	0.18%	111	0.13%
DAVID CITY	64	0.50%	59	0.50%	263	0.32%
DECATUR	0	0.00%	7	0.06%	25	0.03%
DIXON	1	0.01%	1	0.01%	6	0.01%

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CONTACTS WITHIN NEBRASKA: DETAILED

	<u>Current Period</u>		<u>Previous Period</u>		<u>Cumulative Since January 1, 1997</u>	
NORTHERN AREA	1,792	13.97%	1,797	15.37%	11,702	13.89%
DODGE	1	0.01%	4	0.03%	21	0.02%
DUNCAN	1	0.01%	0	0.00%	5	0.01%
ELGIN	6	0.05%	9	0.08%	45	0.05%
EMERSON	7	0.05%	6	0.05%	36	0.04%
EMMET	0	0.00%	0	0.00%	6	0.01%
FORDYCE	1	0.01%	0	0.00%	15	0.02%
FORT CALHOUN	3	0.02%	4	0.03%	33	0.04%
FREMONT	237	1.85%	249	2.13%	1,397	1.65%
FULLERTON	91	0.71%	53	0.45%	286	0.34%
GENOA	5	0.04%	4	0.03%	62	0.07%
HADAR	1	0.01%	0	0.00%	5	0.01%
HARTINGTON	8	0.06%	9	0.08%	66	0.08%
HERMAN	5	0.04%	3	0.03%	22	0.03%
HOMER	0	0.00%	2	0.02%	8	0.01%
HOOPER	7	0.05%	14	0.12%	49	0.06%
HOSKINS	3	0.02%	0	0.00%	11	0.01%
HOWELLS	4	0.03%	4	0.03%	24	0.03%
HUBBARD	1	0.01%	1	0.01%	7	0.01%
HUMPHREY	7	0.05%	7	0.06%	35	0.04%
INMAN	1	0.01%	4	0.03%	30	0.04%
JACKSON	0	0.00%	0	0.00%	8	0.01%
KENNARD	3	0.02%	5	0.04%	21	0.02%
KILGORE	0	0.00%	1	0.01%	5	0.01%
LAUREL	11	0.09%	5	0.04%	52	0.06%
LEIGH	1	0.01%	4	0.03%	32	0.04%
LINDSAY	2	0.02%	7	0.06%	15	0.02%
LYNCH	0	0.01%	1	0.01%	8	0.01%
LYONS	2	0.02%	10	0.09%	42	0.05%
MACY	18	0.14%	12	0.10%	119	0.14%
MADISON	3	0.02%	6	0.05%	39	0.05%
MAGNET	0	0.00%	1	0.01%	3	0.00%
MASKELL	2	0.02%	0	0.00%	4	0.00%
MCCOOL JUNCTION	2	0.02%	1	0.01%	12	0.01%
MCLEAN	0	0.00%	0	0.00%	1	0.00%
MEAD	11	0.09%	4	0.03%	42	0.05%
MEADOW GROVE	0	0.00%	0	0.00%	9	0.01%
MERRIMAN	0	0.00%	0	0.00%	4	0.00%
MILFORD	6	0.05%	12	0.10%	57	0.07%
MONROE	0	0.00%	0	0.00%	19	0.02%
NELIGH	7	0.05%	16	0.14%	123	0.15%
NENZEL	0	0.00%	0	0.00%	2	0.00%
NEWCASTLE	1	0.01%	5	0.04%	22	0.03%
NEWMAN GROVE	5	0.04%	4	0.03%	29	0.03%
NEWPORT	1	0.01%	2	0.02%	14	0.02%
NICKERSON	3	0.02%	2	0.02%	13	0.02%
NIORARA	14	0.11%	20	0.17%	71	0.08%

DHHS Helpline
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CONTACTS WITHIN NEBRASKA: DETAILED

	<u>Current Period</u>		<u>Previous Period</u>		<u>Cumulative Since January 1, 1997</u>	
	1,792	13.97%	1,797	15.37%	11,702	13.89%
NORTHERN AREA						
NORFOLK	382	2.98%	225	1.92%	1,576	1.87%
NORTH BEND	6	0.05%	2	0.02%	49	0.06%
OAKDALE	0	0.00%	3	0.03%	31	0.04%
OAKLAND	6	0.05%	15	0.13%	71	0.08%
ORCHARD	1	0.01%	2	0.02%	15	0.02%
OSCEOLA	56	0.44%	55	0.47%	191	0.22%
OSMOND	7	0.05%	1	0.01%	23	0.03%
PAGE	2	0.02%	1	0.01%	16	0.02%
PALMER	4	0.03%	0	0.00%	30	0.04%
PENDER	11	0.09%	21	0.18%	99	0.12%
PETERSBURG	3	0.02%	2	0.02%	21	0.02%
PHILLIPS	3	0.02%	2	0.00%	20	0.02%
PIERCE	2	0.02%	4	0.03%	47	0.06%
PILGER	1	0.01%	2	0.02%	16	0.02%
PLAINVIEW	10	0.08%	9	0.08%	94	0.11%
PLATTE CENTER	2	0.02%	1	0.01%	27	0.03%
PLEASANT DALE	3	0.02%	5	0.04%	22	0.03%
PONCA	0	0.00%	7	0.06%	26	0.03%
RANDOLPH	11	0.09%	12	0.10%	64	0.08%
RICHLAND	0	0.00%	0	0.00%	4	0.00%
ROGERS	0	0.00%	0	0.00%	4	0.00%
ROSALIE	1	0.01%	0	0.00%	13	0.02%
ROSE	0	0.00%	0	0.00%	1	0.00%
ROYAL	1	0.01%	0	0.00%	10	0.01%
SANTEE	1	0.01%	3	0.03%	18	0.02%
SCHUYLER	28	0.22%	32	0.27%	198	0.23%
SCRIBNER	7	0.05%	4	0.03%	47	0.06%
SEWARD	49	0.38%	38	0.32%	304	0.36%
SILVER CREEK	0	0.00%	2	0.02%	15	0.02%
SNYDER	1	0.01%	0	0.00%	3	0.00%
SOUTH SIOUX CITY	61	0.48%	105	0.90%	372	0.44%
SOUTH YANKTON	0	0.00%	0	0.00%	1	0.00%
SPARKS	0	0.00%	0	0.00%	1	0.00%
SPENCER	4	0.03%	5	0.04%	26	0.03%
SPRINGVIEW	1	0.01%	0	0.00%	20	0.02%
ST. EDWARD	2	0.02%	3	0.03%	43	0.05%
ST. HELENA	0	0.00%	1	0.01%	4	0.00%
STANTON	3	0.02%	6	0.05%	48	0.06%
STROMSBURG	6	0.05%	1	0.01%	41	0.05%
SURPRISE	1	0.01%	0	0.00%	1	0.00%
TARNOV	0	0.00%	1	0.01%	1	0.00%
TEKAMAH	20	0.16%	15	0.13%	134	0.16%
THURSTON	0	0.00%	0	0.00%	5	0.01%
TILDEN	10	0.08%	5	0.04%	45	0.05%
UEHLING	1	0.01%	0	0.00%	6	0.01%
VALPARAISO	7	0.05%	6	0.05%	36	0.04%

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CONTACTS WITHIN NEBRASKA: DETAILED

	<u>Current Period</u>		<u>Previous Period</u>		<u>Cumulative Since January 1, 1997</u>	
NORTHERN AREA	1,792	13.97%	1,797	15.37%	11,702	13.89%
VERDEL	0	0.00%	0	0.00%	2	0.00%
VERDIGRE	2	0.02%	3	0.03%	28	0.03%
WAHOO	42	0.33%	34	0.29%	243	0.30%
WAKEFIELD	4	0.03%	2	0.02%	31	0.04%
WALTHILL	6	0.05%	11	0.09%	76	0.09%
WATERBURY	3	0.02%	0	0.00%	13	0.02%
WAUSA	1	0.01%	6	0.05%	30	0.04%
WAYNE	18	0.14%	42	0.36%	228	0.27%
WEST POINT	47	0.37%	41	0.35%	227	0.27%
WINNEBAGO	14	0.11%	15	0.13%	111	0.13%
WINNETOON	0	0.00%	0	0.00%	6	0.01%
WINSIDE	0	0.00%	2	0.02%	13	0.02%
WINSLOW	1	0.01%	0	0.00%	3	0.00%
WISNER	5	0.04%	13	0.11%	75	0.09%
WOOD LAKE	0	0.00%	0	0.00%	4	0.00%
WYNOT	3	0.02%	1	0.01%	9	0.01%
YORK	66	0.51%	28	0.24%	454	0.53%
SOUTHEAST AREA	2,947	22.98%	2,740	23.42%	25,262	29.99%
ABIE	0	0.00%	0	0.00%	3	0.00%
ADAMS	5	0.04%	4	0.03%	28	0.03%
ALEXANDRIA	3	0.02%	0	0.00%	26	0.03%
ALVO	0	0.00%	1	0.01%	5	0.01%
AUBURN	41	0.32%	22	0.19%	248	0.29%
AVOCA	1	0.01%	6	0.05%	20	0.02%
BARNESTON	0	0.00%	0	0.00%	3	0.00%
BEATRICE	103	0.80%	70	0.60%	756	0.90%
BEAVER CROSSING	1	0.01%	0	0.00%	22	0.03%
BEAVER LAKE	0	0.00%	0	0.00%	1	0.00%
BEE	0	0.00%	2	0.02%	4	0.00%
BELLWOOD	2	0.02%	5	0.04%	19	0.02%
BELVIDERE	0	0.00%	0	0.00%	5	0.01%
BENNET	7	0.05%	8	0.07%	44	0.05%
BLUE SPRINGS	4	0.03%	2	0.02%	17	0.02%
BRADSHAW	1	0.01%	2	0.02%	17	0.02%
BROCK	2	0.02%	1	0.01%	14	0.02%
BROWNVILLE	0	0.00%	0	0.00%	16	0.02%
BRUNING	1	0.01%	0	0.00%	5	0.01%
BRUNO	1	0.01%	1	0.01%	6	0.01%
BURCHARD	0	0.00%	3	0.03%	7	0.01%
BURR	1	0.01%	0	0.00%	8	0.01%
BYRON	0	0.00%	2	0.02%	8	0.01%
CARLETON	3	0.02%	0	0.00%	10	0.01%
CEDAR BLUFFS	1	0.01%	5	0.04%	26	0.03%
CEDAR CREEK	0	0.00%	0	0.00%	5	0.01%
CERESCO	4	0.03%	3	0.03%	24	0.03%
CHESTER	3	0.02%	3	0.03%	30	0.04%

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CONTACTS WITHIN NEBRASKA: DETAILED

	<u>Current Period</u>		<u>Previous Period</u>		<u>Cumulative Since January 1, 1997</u>	
	2,947	22.98%	2,740	23.42%	25,262	29.99%
SOUTHEAST AREA						
CLATONIA	1	0.01%	2	0.02%	11	0.01%
COOK	2	0.02%	0	0.00%	9	0.01%
CORDOVA	0	0.00%	0	0.00%	1	0.00%
CORTLAND	5	0.04%	1	0.01%	19	0.02%
CRAB ORCHARD	0	0.00%	0	0.00%	9	0.01%
CRETE	53	0.41%	46	0.39%	324	0.38%
DAVENPORT	0	0.00%	0	0.00%	11	0.01%
DAVEY	1	0.01%	1	0.01%	8	0.01%
DAWSON	3	0.02%	0	0.00%	18	0.02%
DAYKIN	7	0.05%	9	0.08%	23	0.03%
DE WITT	4	0.03%	1	0.01%	21	0.02%
DENTON	1	0.01%	1	0.01%	12	0.01%
DESHLER	5	0.04%	6	0.05%	35	0.04%
DEWEESE	0	0.00%	0	0.00%	18	0.02%
DEWITT	0	0.00%	0	0.00%	4	0.00%
DILLER	6	0.05%	1	0.01%	16	0.02%
DORCHESTER	1	0.01%	4	0.03%	22	0.03%
DOUGLAS	0	0.00%	0	0.00%	3	0.00%
DU BOIS	1	0.01%	1	0.01%	8	0.01%
DUNBAR	9	0.07%	1	0.01%	21	0.02%
DWIGHT	0	0.00%	0	0.00%	9	0.01%
EAGLE	5	0.04%	1	0.01%	38	0.05%
ELK CREEK	0	0.00%	0	0.00%	5	0.01%
ELMWOOD	1	0.01%	1	0.01%	23	0.03%
EMERALD	1	0.01%	0	0.01%	2	0.00%
ENDICOTT	1	0.01%	7	0.06%	10	0.01%
EXETER	4	0.03%	5	0.04%	29	0.03%
FAIRBURY	22	0.17%	30	0.26%	301	0.36%
FAIRMONT	2	0.02%	2	0.02%	17	0.02%
FALLS CITY	45	0.35%	29	0.25%	264	0.31%
FILLEY	0	0.00%	0	0.00%	2	0.00%
FIRTH	3	0.02%	1	0.01%	26	0.03%
FRIEND	1	0.01%	4	0.03%	34	0.04%
GARLAND	1	0.01%	0	0.00%	11	0.01%
GARRISON	0	0.00%	0	0.00%	1	0.00%
GENEVA	13	0.10%	22	0.19%	141	0.17%
GOEHNER	0	0.00%	0	0.00%	2	0.00%
GRAFTON	0	0.00%	0	0.00%	2	0.00%
GREENWOOD	5	0.04%	3	0.03%	23	0.03%
GRESHAM	13	0.01%	3	0.03%	27	0.03%
HALLAM	0	0.00%	1	0.01%	5	0.01%
HARDY	1	0.01%	1	0.01%	13	0.02%
HARVARD	8	0.06%	4	0.03%	47	0.06%
HEBRON	12	0.09%	8	0.07%	132	0.16%
HENDERSON	2	0.02%	2	0.02%	30	0.04%
HICKMAN	10	0.08%	11	0.09%	67	0.08%

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CONTACTS WITHIN NEBRASKA: DETAILED

	<u>Current Period</u>		<u>Previous Period</u>		<u>Cumulative Since January 1, 1997</u>	
	2,947	22.98%	2,740	23.42%	25,262	29.99%
SOUTHEAST AREA						
HOLLAND	0	0.00%	0	0.00%	1	0.00%
HOLMESVILLE	0	0.00%	0	0.00%	2	0.00%
HUBBELL	1	0.01%	2	0.02%	7	0.01%
HUMBOLDT	6	0.05%	3	0.03%	65	0.08%
ITHACA	1	0.01%	6	0.05%	14	0.02%
JANSEN	0	0.00%	1	0.01%	6	0.01%
JOHNSON	12	0.09%	10	0.09%	43	0.05%
JULIAN	0	0.00%	0	0.00%	1	0.00%
LESHARA	0	0.00%	2	0.02%	3	0.00%
LEWISTON	1	0.01%	0	0.00%	9	0.01%
LIBERTY	0	0.00%	2	0.02%	14	0.02%
LINCOLN	2,196	17.11%	2,056	17.57%	19,439	23.03%
LINWOOD	3	0.02%	0	0.00%	6	0.01%
LORTON	0	0.00%	0	0.00%	1	0.00%
LOUISVILLE	1	0.01%	4	0.03%	22	0.03%
MALCOLM	2	0.02%	6	0.05%	20	0.02%
MALMO	0	0.00%	0	0.00%	3	0.00%
MANLEY	0	0.00%	0	0.00%	2	0.00%
MARTELL	1	0.01%	1	0.01%	5	0.01%
MEMPHIS	0	0.00%	0	0.00%	2	0.00%
MILLIGAN	4	0.03%	0	0.00%	10	0.01%
MORSE BLUFF	0	0.00%	0	0.00%	10	0.01%
MURDOCK	0	0.00%	2	0.02%	6	0.01%
MURRAY	4	0.03%	8	0.07%	37	0.04%
NEBRASKA CITY	40	0.31%	38	0.32%	373	0.44%
NEHAWKA	1	0.01%	3	0.03%	15	0.02%
NELSON	5	0.04%	4	0.03%	40	0.05%
NEMAHA	0	0.00%	2	0.02%	13	0.02%
OCTAVIA	0	0.00%	1	0.01%	2	0.00%
ODELL	2	0.02%	1	0.01%	13	0.02%
OHIOWA	1	0.01%	0	0.00%	11	0.01%
OTOE	0	0.00%	1	0.01%	8	0.01%
PALMYRA	1	0.01%	2	0.02%	28	0.03%
PANAMA	0	0.00%	0	0.00%	5	0.01%
PAWNEE CITY	19	0.15%	18	0.15%	79	0.09%
PERU	4	0.03%	2	0.02%	30	0.04%
PICKRELL	1	0.01%	1	0.01%	9	0.01%
PLATTSMOUTH	56	0.44%	60	0.51%	495	0.59%
PLYMOUTH	0	0.00%	2	0.02%	13	0.02%
POLK	3	0.02%	3	0.03%	20	0.02%
POWELL	0	0.00%	0	0.00%	1	0.00%
PRAGUE	0	0.00%	0	0.00%	12	0.01%
RAYMOND	2	0.02%	1	0.01%	27	0.03%
REYNOLDS	0	0.00%	1	0.01%	6	0.01%
RISING CITY	1	0.01%	3	0.03%	17	0.02%
ROCA	1	0.01%	1	0.01%	9	0.01%

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CONTACTS WITHIN NEBRASKA: DETAILED

	<u>Current Period</u>		<u>Previous Period</u>		<u>Cumulative Since January 1, 1997</u>	
SOUTHEAST AREA	2,947	22.98%	2,740	23.42%	25,262	29.99%
RULO	2	0.02%	1	0.01%	8	0.01%
SALEM	0	0.00%	0	0.00%	7	0.01%
SHELBY	1	0.01%	2	0.02%	26	0.03%
SHICKLEY	1	0.01%	1	0.01%	9	0.01%
SHUBERT	3	0.02%	1	0.01%	10	0.01%
SOUTH BEND	2	0.02%	0	0.00%	6	0.01%
SPRAGUE	0	0.00%	0	0.00%	4	0.00%
STAPLEHURST	0	0.00%	0	0.00%	12	0.01%
STEELE CITY	0	0.00%	1	0.01%	3	0.00%
STEINAUER	0	0.00%	0	0.00%	8	0.01%
STELLA	0	0.00%	0	0.00%	9	0.01%
STERLING	1	0.01%	0	0.00%	26	0.03%
SUPERIOR	7	0.05%	13	0.11%	105	0.12%
SWANTON	2	0.02%	1	0.01%	9	0.01%
SYRACUSE	10	0.08%	10	0.09%	81	0.10%
TABLE ROCK	1	0.01%	2	0.02%	19	0.02%
TALMAGE	3	0.02%	3	0.03%	20	0.02%
TAMORA	0	0.00%	0	0.00%	4	0.00%
TECUMSEH	49	0.38%	32	0.27%	174	0.21%
THAYER	0	0.00%	0	0.00%	1	0.00%
TOBIAS	0	0.00%	1	0.01%	11	0.01%
ULYSSES	1	0.01%	1	0.01%	13	0.02%
UNADILLA	2	0.02%	0	0.00%	16	0.02%
UNION	1	0.01%	2	0.02%	12	0.01%
UTICA	1	0.01%	13	0.11%	52	0.07%
VERDON	0	0.00%	0	0.00%	3	0.00%
VIRGINA	0	0.00%	0	0.00%	3	0.00%
WACO	0	0.00%	0	0.00%	14	0.02%
WALTON	2	0.02%	0	0.00%	10	0.01%
WAVERLY	21	0.16%	26	0.22%	112	0.13%
WEeping WATER	6	0.05%	5	0.04%	41	0.05%
WESTERN	3	0.02%	2	0.02%	14	0.02%
WESTON	0	0.00%	1	0.01%	19	0.02%
WILBER	15	0.12%	16	0.14%	105	0.12%
WYMORE	7	0.05%	10	0.09%	81	0.10%
YUTAN	4	0.03%	0	0.00%	30	0.04%
SOUTHWEST AREA (merged with Western Area in 2002)	0	0.00%	0	0.00%	1,417	1.68%
ARAPAHOE	0	0.00%	0	0.00%	11	0.02%
ARTHUR	0	0.00%	0	0.00%	3	0.00%
BARTLEY	0	0.00%	0	0.00%	7	0.01%
BEAVER CITY	0	0.00%	0	0.00%	23	0.03%
BENKELMAN	0	0.00%	0	0.00%	10	0.01%
BRADY	0	0.00%	0	0.00%	1	0.00%
BRULE	0	0.00%	0	0.00%	1	0.00%
CAMBRIDGE	0	0.00%	0	0.00%	23	0.03%
CHAMPION	0	0.00%	0	0.00%	1	0.00%

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CONTACTS WITHIN NEBRASKA: DETAILED

	<u>Current Period</u>		<u>Previous Period</u>		<u>Cumulative Since January 1, 1997</u>	
	0	0.00%	0	0.00%		
SOUTHWEST AREA (merged with Western Area in 2002)	0	0.00%	0	0.00%	1,417	1.68%
COZAD	0	0.00%	0	0.00%	76	0.11%
CULBERTSON	0	0.00%	0	0.00%	9	0.01%
CURTIS	0	0.00%	0	0.00%	12	0.02%
DANBURY	0	0.00%	0	0.00%	2	0.00%
DICKENS	0	0.00%	0	0.00%	1	0.00%
EDDYVILLE	0	0.00%	0	0.00%	3	0.00%
ELSIE	0	0.00%	0	0.00%	4	0.01%
ELWOOD	0	0.00%	0	0.00%	9	0.01%
FARNAM	0	0.00%	0	0.00%	2	0.00%
GOTHENBURG	0	0.00%	0	0.00%	60	0.08%
GRANT	0	0.00%	0	0.00%	13	0.02%
HAIGLER	0	0.00%	0	0.00%	1	0.00%
HAMLET	0	0.00%	0	0.00%	1	0.00%
HAYES CENTER	0	0.00%	0	0.00%	4	0.01%
HENDLEY	0	0.00%	0	0.00%	1	0.00%
HERSHEY	0	0.00%	0	0.00%	6	0.01%
HOLBROOK	0	0.00%	0	0.00%	2	0.00%
HYANNIS	0	0.00%	0	0.00%	2	0.00%
IMPERIAL	0	0.00%	0	0.00%	33	0.05%
INDIANOLA	0	0.00%	0	0.00%	4	0.01%
KEYSTONE	0	0.00%	0	0.00%	2	0.00%
LEBANON	0	0.00%	0	0.00%	2	0.00%
LEMOYNE	0	0.00%	0	0.00%	3	0.00%
LEXINGTON	0	0.00%	0	0.00%	232	0.32%
MADRID	0	0.00%	0	0.00%	5	0.01%
MAXWELL	0	0.00%	0	0.00%	9	0.01%
MAYWOOD	0	0.00%	0	0.00%	3	0.00%
MCCOOK	0	0.00%	0	0.00%	167	0.23%
MULLEN	0	0.00%	0	0.00%	2	0.00%
NORTH PLATTE	0	0.00%	0	0.00%	468	0.65%
OGALLALA	0	0.00%	0	0.00%	92	0.13%
OVERTON	0	0.00%	0	0.00%	11	0.02%
OXFORD	0	0.00%	0	0.00%	7	0.01%
PALISADE	0	0.00%	0	0.00%	5	0.01%
PARKS	0	0.00%	0	0.00%	1	0.00%
PAXTON	0	0.00%	0	0.00%	6	0.01%
SENECA	0	0.00%	0	0.00%	4	0.01%
STAPLETON	0	0.00%	0	0.00%	5	0.01%
STRATTON	0	0.00%	0	0.00%	6	0.01%
SUMNER	0	0.00%	0	0.00%	1	0.00%
SUTHERLAND	0	0.00%	0	0.00%	16	0.02%
THEDFORD	0	0.00%	0	0.00%	7	0.01%
TRENTON	0	0.00%	0	0.00%	6	0.01%
TRYON	0	0.00%	0	0.00%	2	0.00%
VENANGO	0	0.00%	0	0.00%	3	0.00%
WALLACE	0	0.00%	0	0.00%	4	0.01%

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CONTACTS WITHIN NEBRASKA: DETAILED

	<u>Current Period</u>		<u>Previous Period</u>		<u>Cumulative Since January 1, 1997</u>	
SOUTHWEST AREA (merged with Western Area in 2002)	0	0.00%	0	0.00%	1,417	1.68%
WAUNETA	0	0.00%	0	0.00%	11	0.02%
WELLFLEET	0	0.00%	0	0.00%	4	0.01%
WHITMAN	0	0.00%	0	0.00%	2	0.00%
WILSONVILLE	0	0.00%	0	0.00%	6	0.01%
WESTERN AREA	984	7.67%	946	8.09%	6,003	7.13%
ALLIANCE	76	0.59%	69	0.59%	377	0.45%
ANGORA	0	0.00%	0	0.00%	1	0.00%
ARAPAHOE	16	0.12%	10	0.09%	38	0.05%
ARTHUR	3	0.02%	3	0.03%	8	0.01%
ASHBY	0	0.00%	0	0.00%	2	0.00%
BARTLEY	2	0.02%	1	0.01%	9	0.01%
BAYARD	14	0.11%	7	0.06%	80	0.09%
BEAVER CITY	6	0.05%	5	0.04%	29	0.03%
BENKELMAN	3	0.02%	7	0.06%	26	0.03%
BIG SPRINGS	0	0.00%	2	0.02%	14	0.02%
BINGHAM	1	0.01%	0	0.00%	1	0.00%
BOX BUTTE	1	0.01%	0	0.00%	2	0.00%
BRADY	1	0.01%	2	0.02%	9	0.01%
BRIDGEPORT	13	0.10%	18	0.15%	131	0.16%
BROADWATER	1	0.01%	1	0.01%	9	0.01%
BRULE	2	0.02%	1	0.01%	10	0.01%
BUSHNELL	0	0.00%	2	0.02%	4	0.00%
CAMBRIDGE	3	0.02%	7	0.06%	24	0.03%
CHADRON	32	0.25%	45	0.38%	332	0.39%
CHAMPION	1	0.01%	0	0.00%	4	0.00%
CHAPPELL	6	0.05%	7	0.06%	65	0.08%
CLINTON	0	0.00%	0	0.00%	1	0.00%
COZAD	21	0.16%	24	0.21%	115	0.14%
CRAWFORD	5	0.04%	2	0.02%	43	0.05%
CULBERTSON	1	0.01%	2	0.02%	7	0.01%
CURTIS	3	0.02%	5	0.04%	18	0.02%
DALTON	1	0.01%	2	0.02%	12	0.01%
DANBURY	0	0.00%	0	0.00%	3	0.00%
DIX	0	0.00%	1	0.01%	11	0.01%
EDDYVILLE	0	0.00%	2	0.02%	11	0.01%
EDISON	0	0.00%	0	0.00%	1	0.00%
ELSIE	0	0.00%	3	0.03%	8	0.01%
ELWOOD	4	0.03%	1	0.01%	12	0.01%
ENDERS	0	0.00%	1	0.01%	1	0.00%
EUSTIS	0	0.00%	1	0.01%	3	0.00%
FARNAM	1	0.01%	5	0.04%	52	0.06%
GERING	59	0.46%	42	0.36%	341	0.40%
GORDON	13	0.10%	10	0.09%	83	0.10%
GOTHENBURG	20	0.16%	15	0.13%	94	0.11%
GRAINTON	0	0.00%	0	0.00%	1	0.00%
GRANT	6	0.05%	1	0.01%	29	0.03%

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CONTACTS WITHIN NEBRASKA: DETAILED

	<u>Current Period</u>		<u>Previous Period</u>		<u>Cumulative Since January 1, 1997</u>	
	984	7.67%	946	8.09%	6,003	7.13%
WESTERN AREA						
GURLEY	0	0.00%	0	0.00%	4	0.00%
HAIGLER	0	0.00%	0	0.00%	1	0.00%
HALSEY	0	0.00%	0	0.00%	2	0.00%
HAMLET	0	0.00%	0	0.00%	1	0.00%
HARRISBURG	1	0.01%	0	0.00%	6	0.01%
HARRISON	0	0.00%	0	0.00%	7	0.01%
HAY SPRINGS	0	0.00%	3	0.03%	19	0.02%
HAYES CENTER	0	0.00%	2	0.02%	7	0.01%
HAZARD	0	0.00%	0	0.00%	1	0.00%
HEMINGFORD	7	0.05%	2	0.02%	33	0.04%
HENRY	3	0.02%	2	0.02%	8	0.01%
HERSHEY	0	0.00%	2	0.02%	8	0.01%
HOLBROOK	1	0.01%	2	0.02%	3	0.00%
HYANNIS	2	0.02%	1	0.01%	13	0.02%
IMPERIAL	3	0.02%	14	0.12%	43	0.05%
INDIANOLA	3	0.02%	5	0.04%	21	0.02%
JOHNSON LAKE	0	0.00%	1	0.01%	2	0.00%
KEYSTONE	0	0.00%	1	0.01%	1	0.00%
KIMBALL	16	0.12%	23	0.20%	113	0.13%
LAKESIDE	2	0.02%	0	0.00%	3	0.00%
LAMAR	1	1.00%	0	0.00%	1	0.00%
LEBANON	0	0.00%	0	0.00%	1	0.00%
LEMOYNE	0	0.00%	0	0.00%	3	0.00%
LEWELLEN	4	0.03%	3	0.03%	33	0.04%
LEXINGTON	84	0.65%	93	0.79%	361	0.43%
LISCO	0	0.00%	0	0.00%	12	0.01%
LODGEPOLE	3	0.02%	1	0.01%	13	0.01%
LYMAN	2	0.02%	1	0.01%	16	0.02%
MADRID	2	0.02%	0	0.00%	6	0.01%
MAX	0	0.00%	0	0.00%	3	0.00%
MAXWELL	0	0.00%	0	0.00%	3	0.00%
MAYWOOD	3	0.02%	4	0.03%	12	0.01%
MCCOOK	54	0.42%	54	0.46%	302	0.36%
MCGREW	0	0.00%	0	0.00%	6	0.01%
MELBETA	3	0.02%	1	0.01%	5	0.01%
MINATARE	3	0.02%	4	0.03%	51	0.06%
MITCHELL	7	0.05%	5	0.04%	57	0.07%
MOOREFIELD	0	0.00%	0	0.00%	1	0.00%
MORRILL	12	0.09%	8	0.07%	53	0.06%
MULLEN	2	0.02%	2	0.02%	10	0.01%
NORTH PLATTE	176	1.37%	128	1.09%	792	0.94%
OGALLALA	30	0.23%	18	0.15%	152	0.18%
OSHKOSH	12	0.09%	9	0.08%	85	0.10%
OVERTON	1	0.01%	3	0.03%	9	0.01%
OXFORD	13	0.10%	11	0.09%	39	0.05%
PALISADE	2	0.02%	2	0.02%	10	0.01%

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CONTACTS WITHIN NEBRASKA: DETAILED

	<u>Current Period</u>		<u>Previous Period</u>		<u>Cumulative Since January 1, 1997</u>	
WESTERN AREA	984	7.67%	946	8.09%	6,003	7.13%
PARKS	0	0.00%	0	0.00%	1	0.00%
PAXTON	1	0.01%	3	0.03%	13	0.02%
POTTER	0	0.00%	0	0.00%	13	0.02%
ROSCOE	0	0.00%	0	0.00%	1	0.00%
RUSHVILLE	8	0.06%	8	0.07%	42	0.05%
SCOTTSBLUFF	147	1.15%	152	1.30%	1,135	1.34%
SIDNEY	33	0.26%	53	0.45%	328	0.39%
SMITHFIELD	0	0.00%	0	0.00%	4	0.00%
STAPLETON	1	0.01%	2	0.02%	5	0.01%
STRATTON	1	0.01%	2	0.02%	8	0.01%
SUMNER	3	0.02%	1	0.01%	6	0.01%
SUTHERLAND	8	0.06%	5	0.04%	40	0.05%
THEDFORD	5	0.04%	5	0.04%	13	0.02%
TRENTON	1	0.01%	2	0.02%	12	0.01%
TRYON	0	0.00%	1	0.01%	1	0.00%
WALLACE	0	0.00%	1	0.01%	3	0.00%
WAUNETA	4	0.03%	0	0.00%	9	0.01%
WELLFLEET	0	0.00%	1	0.01%	3	0.00%
WHITECLAY	1	0.01%	0	0.00%	5	0.01%
WHITMAN	2	0.02%	0	0.00%	3	0.00%
WHITNEY	1	0.01%	1	0.01%	3	0.00%
WILSONVILLE	1	0.01%	1	0.01%	2	0.00%
UNKNOWN	1,039	8.10%	940	8.03%	4,968	5.86%
Total	12,825		11,699		84,236	

CONTACTS FROM OUT-OF-STATE

	<u>Current Period</u>		<u>Previous Period</u>		<u>Cumulative Since January 1, 1997</u>	
ALABAMA	3	0.3%	5	0.1%	51	0.6%
ALASKA	3	0.3%	1	0.0%	28	0.3%
ARIZONA	38	3.7%	24	2.5%	283	3.1%
ARKANSAS	7	0.7%	10	1.1%	62	0.7%
CALIFORNIA	64	6.2%	68	7.2%	576	6.3%
COLORADO	59	5.8%	85	9.0%	694	7.6%
CONNECTICUT	0	0.0%	3	0.0%	32	0.4%
DELAWARE	2	0.2%	0	0.0%	9	0.1%
DISTRICT OF COLUMBIA	10	1.0%	6	0.1%	94	1.0%
FLORIDA	38	3.7%	38	4.0%	309	3.4%
GEORGIA	14	1.4%	24	2.5%	133	1.5%
HAWAII	0	0.0%	0	0.0%	10	0.1%
IDAHO	10	1.0%	4	0.0%	57	0.6%
ILLINOIS	27	2.6%	26	2.7%	253	2.8%
INDIANA	8	0.8%	10	1.1%	103	1.1%
IOWA	125	12.1%	109	11.5%	1,043	11.4%
KANSAS	59	5.7%	47	5.0%	600	6.6%
KENTUCKY	8	0.8%	3	0.3%	54	0.6%
LOUISIANA	4	0.4%	4	0.4%	42	0.5%

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CONTACTS FROM OUT-OF-STATE

	<u>Current Period</u>		<u>Previous Period</u>		<u>Cumulative Since January 1, 1997</u>	
MAINE	2	0.2%	2	0.2%	16	0.2%
MARYLAND	12	1.2%	15	1.6%	108	1.2%
MASSACHUSETTS	9	0.9%	7	0.7%	79	0.9%
MICHIGAN	16	1.6%	16	1.7%	145	1.6%
MINNESOTA	56	5.4%	40	4.2%	341	3.7%
MISSISSIPPI	4	0.4%	2	0.2%	46	0.5%
MISSOURI	44	4.3%	36	3.8%	421	4.6%
MONTANA	6	0.6%	5	0.5%	51	0.6%
NEVADA	16	1.6%	22	2.3%	198	2.2%
NEW HAMPSHIRE	0	0.0%	4	0.4%	18	0.2%
NEW JERSEY	10	1.0%	10	1.1%	95	1.0%
NEW MEXICO	8	0.8%	4	0.4%	57	0.6%
NEW YORK	14	1.4%	9	0.9%	167	1.8%
NORTH CAROLINA	16	1.6%	20	2.1%	142	1.6%
NORTH DAKOTA	13	1.3%	10	1.1%	69	0.8%
OHIO	23	2.2%	30	3.2%	186	2.0%
OKLAHOMA	14	1.4%	13	1.4%	265	2.9%
OREGON	8	0.8%	12	1.3%	92	1.0%
PENNSYLVANIA	24	2.3%	23	2.4%	195	2.1%
RHODE ISLAND	2	0.2%	1	0.1%	23	0.3%
SOUTH CAROLINA	17	1.6%	6	0.6%	54	0.6%
SOUTH DAKOTA	60	5.8%	68	7.2%	456	5.0%
TENNESSEE	13	1.3%	20	2.1%	136	1.5%
TEXAS	70	6.8%	48	5.1%	554	6.1%
UTAH	15	1.5%	9	0.9%	91	1.0%
VERMONT	1	0.1%	1	0.1%	9	0.1%
VIRGINIA	12	1.2%	9	0.9%	144	1.6%
WASHINGTON	20	1.9%	17	1.8%	258	2.8%
WEST VIRGINIA	2	0.2%	1	0.1%	16	0.2%
WISCONSIN	18	1.7%	5	0.5%	126	1.4%
WYOMING	16	1.6%	17	1.8%	136	1.5%
Total	1,031		949		9,138	

NON-USA CONTACTS

	<u>Current Period</u>		<u>Previous Period</u>		<u>Cumulative Since January 1, 1997</u>	
ALBANIA	0	0.0%	0	0.0%	7	0.3%
ARGENTINA	0	0.0%	0	0.0%	1	0.0%
AUSTRALIA	4	17.4%	1	2.8%	7	0.3%
AZERBAIJAN	0	0.0%	0	0.0%	1	0.0%
BELGUM	0	0.0%	0	0.0%	1	0.0%
BRAZIL	0	0.0%	0	0.0%	2	0.1%
CANADA	4	17.4%	3	8.3%	39	1.5%
CHINA	0	0.0%	0	0.0%	2	0.1%
COSTA RICA	0	0.0%	0	0.0%	1	0.0%
CZECH REPUBLIC	0	0.0%	1	2.8%	1	0.0%
EGYPT	0	0.0%	1	2.8%	4	0.2%
FRANCE	0	0.0%	0	0.0%	2	0.1%

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NON-USA CONTACTS

	<u>Current Period</u>		<u>Previous Period</u>		<u>Cumulative Since January 1, 1997</u>	
GERMANY	3	13.0%	1	2.8%	12	0.5%
GUATEMALA	0	0.0%	0	0.0%	1	0.0%
HONG KONG	0	0.0%	1	2.8%	1	0.0%
INDIA	0	0.0%	2	5.6%	10	0.4%
IRAN (ISLAMIC REPUBLIC OF)	0	0.0%	0	0.0%	1	0.0%
IRAQ	0	0.0%	0	0.0%	1	0.0%
IRELAND	1	4.3%	0	0.0%	3	0.1%
JAPAN	0	0.0%	0	0.0%	4	0.2%
JORDAN	0	0.0%	1	2.8%	1	0.0%
KOREA, REPUBLIC OF	1	4.3%	0	0.0%	4	0.2%
MARSHALL ISLANDS	0	0.0%	0	0.0%	1	0.0%
MEXICO	0	0.0%	2	5.6%	3	0.1%
NETHERLANDS	0	0.0%	0	0.0%	3	0.1%
NEW ZEALAND	0	0.0%	0	0.0%	1	0.0%
PAKISTAN	1	4.3%	0	0.0%	1	0.0%
PHILIPPINES	0	0.0%	3	8.3%	9	0.3%
POLAND	1	4.3%	0	0.0%	1	0.0%
PUERTO RICO	0	0.0%	1	2.8%	3	0.1%
QATAR	1	4.3%	2	5.6%	3	0.1%
SAUDI ARABIA	0	0.0%	0	0.0%	2	0.1%
SINGAPORE	1	4.3%	0	0.0%	1	0.0%
SOUTH AFRICA	0	0.0%	1	2.8%	1	0.0%
SPAIN	0	0.0%	0	0.0%	2	0.1%
SWEDEN	1	4.3%	0	0.0%	1	0.0%
TAIWAN	0	0.0%	1	2.8%	1	0.0%
THAILAND	1	4.3%	0	0.0%	1	0.0%
TURKEY	0	0.0%	0	0.0%	1	0.0%
UKRAINE	0	0.0%	0	0.0%	1	0.0%
UNITED ARAB EMIRATES	1	4.3%	2	5.6%	4	0.2%
UNITED KINGDOM	1	4.3%	2	5.6%	9	0.3%
UNKNOWN	2	8.7%	11	30.6%	2,497	94.2%
Total	23		36		2,593	

REFERRED TO

	<u>Current Period</u>		<u>Previous Period</u>		<u>Cumulative Since January 1, 1997</u>	
BEHAVIORAL HEALTH (BH)	26	0.2%	87	0.7%	533	0.6%
CHILDREN & FAMILY SERVICES	2,189	15.2%	2,938	22.8%	14,897	14.9%
DEVELOPMENTAL DISABILITIES	33	0.2%	27	0.2%	132	0.1%
FINANCE AND SUPPORT	0	0.0%	0	0.0%	3,518	4.1%
MEDICAID & LONG TERM CARE	869	6.1%	375	2.9%	2,955	2.4%
NONE	9,534	66.4%	7,898	61.3%	45,822	42.6%
OPERATIONS (OPER)	165	1.1%	195	1.5%	1063	1.1%
OTHER	845	5.9%	730	5.7%	10,825	11.7%
PUBLIC HEALTH (PH)	696	4.8%	623	4.8%	3,720	3.5%
REGULATION AND LICENSURE	0	0.0%	0	0.0%	3,367	3.9%
SERVICES	0	0.0%	0	0.0%	12,759	15.0%
VETERANS' HOMES (VH)	1	0.0%	2	0.0%	6	0.0%