



**Nebraska Department of Health
and Human Services**

OFFICE OF THE SYSTEM ADVOCATE

**Fiscal Year 2008
Annual Report**

Office of the System Advocate
Nebraska Department of Health and Human Services
FISCAL YEAR 2008

INTRODUCTION. The System Advocate was established in 1997 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). The role of the office is to provide assistance in resolving issues and refer people to the appropriate resource within the system for information and resolution of complaints.

The office also publishes an annual report. This report may be duplicated or additional copies of this or previous reports may be obtained from the DHHS website at <http://www.dhhs.ne.gov/srd/srdindex.htm> or by contacting the Office of the System Advocate, 1-800-254-4202 (in Lincoln, 471-6035), P.O. Box 95026, Lincoln, NE 68509-5026.

REPORT SUMMARY. A total of 3,722 contacts were received in FY 2008, with a cumulative total of 33,650 contacts since January 1, 1997. The average number of contacts received per month was 310. The majority of contacts this fiscal year, 82.6%, were *telephone calls* with the remaining contacts made through *e-mail, personal contacts, and letters*. Specific numbers for the fiscal year and cumulative total since the inception of the Office of the System Advocate on January 1, 1997 are provided in **Attachment A** for the following information:

Types of Contacts. Most contacts came from *citizens* (40.9%) and *clients* (29.1%). Other contacts included *businesses* (7.1%), *family/relatives* (5.4%), *associations/ organizations* (4.1%), *State Agencies from another state* (3.8%), *providers* (3.7%), and *DHHS employees* (2.1%). A small percentage (<1%) of contacts were from the *Governor's Office, hospitals, local officials, schools, Nebraska State Agencies* and *State Senators*.

The primary reasons for contacts this quarter were *requesting information* (76.2%), *requesting help* (8.0%), and *expressing a complaint* (6.2%). Additional reasons for contacts were to report *abuse/neglect* and *fraud* and *to offer a suggestion*.

Geographical Area of Contacts. Three thousand forty-six of the contacts originated from Nebraska, 574 were from other states and the remaining contacts were from outside of the country or unknown locations. Within Nebraska 1,096 came from the Southeastern Service Area, 863 contacts came from the Eastern Service Area, 310 contacts from the Western Service Area, 314 contacts from the Northern Service Area, and 286 contacts from the Central Service Area. (See **Attachment B** for Service Areas.)

Subjects of Contacts. The most frequent contacts concerned *financial assistance* (37.2%), *non-DHHS* (17.0%), *protection and safety* (8.4%), *credentialing/licensure* (8.0%) and *Medicaid* (6.8%)

Other frequent subjects (those with 37 or more contacts) were *administrative* (5.3%), *child support* (3.8%), *environmental/public health* (2.2%), *investigations* (1.8%), *vital statistics* (1.2%), *child care* (1.1%) and *payments/claims* (1.1%).

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Referrals. The majority of the questions/concerns were referred to *Children & Family Services* (19.1%), 7.9% were referred to *Public Health*, 4.2% were referred to *Medicaid & Long Term Care* and 1.6% was referred to *Operations*. Less than 1% was referred to *Behavioral Health*, *Developmental Disabilities*, and *Veterans' Homes*. The Office of the System Advocate addressed 48.6% of the contacts without further referral and 18.2% were referred to another state agency or community organization/agency.

OBSERVATIONS

Error data. The Advocate's Office has continued compiling the number of errors detected in the process of resolving a contact received by the Advocate's Office. During this fiscal year, 5 of the 3,722 contacts received involved errors. The errors detected were related to financial assistance cases. Of those errors, three involved applications not being processed within the appropriate time frames. The financial assistance contacts involving errors accounted for less than 1% of all financial assistance contacts received during the quarter.

Communication. Many of the complaints about DHHS employees continue to involve Social Service Workers and Protection and Safety Workers not returning phone calls in a timely manner. Even though there are guidelines that calls should be returned within 24 hours, this is not always happening.

Office of the System Advocate
Nebraska Department of Health and Human Services
Report Period: 07-01-2007 through 06-30-2008

CONTACT TOTAL	Current Period		Cumulative Since January 1, 1997	
	3,722		33,650	

METHOD OF CONTACT	Current Period		Cumulative Since January 1, 1997	
E-MAIL	599	16.1%	3,841	11.4%
IN PERSON	36	1.0%	430	1.3%
LETTER	14	0.4%	301	0.9%
TELEPHONE	3,073	82.6%	29,078	86.4%

TYPE OF CONTACT	Current Period		Cumulative Since January 1, 1997	
ANOTHER STATE AGENCY	143	3.8%	959	2.8%
ASSOCIATION / ORGANIZATION	154	4.1%	1,205	3.6%
BUSINESS	266	7.1%	1,573	4.7%
CITIZEN	1,523	40.9%	11,421	33.9%
CLIENT	1,082	29.1%	11,008	32.7%
FAMILY / RELATIVE	200	5.4%	1,774	5.3%
GOVERNOR	0	0.0%	75	0.2%
HHS EMPLOYEE	80	2.1%	1,336	4.0%
HOSPITAL	35	0.9%	214	0.6%
LOCAL OFFICIAL	17	0.5%	114	0.3%
NE STATE AGENCY	32	0.9%	1,010	3.0%
OMBUDSMAN	1	0.0%	40	0.1%
OTHER	6	0.2%	195	0.6%
PROVIDER	138	3.7%	2,100	6.2%
SCHOOL	30	0.8%	249	0.7%
STATE SENATOR	14	0.4%	341	1.0%
US CONGRESSMAN	1	0.0%	36	0.1%

REASON FOR CONTACT (SUMMARY)	Current Period		Cumulative Since January 1, 1997	
COMPLAINT ON DHHS INFORMATION	240	6.2%	6,245	17.6%
OTHER	2,955	76.2%	22,589	63.8%
REPORT ABUSE/NEGLECT	306	7.9%	587	1.7%
REPORT FRAUD	34	0.9%	330	0.9%
REQUEST FOR SERVICES/HELP	18	0.5%	183	0.5%
SUGGESTION	312	8.0%	5,415	15.3%
	13	0.3%	63	0.2%

(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	Current Period		Cumulative Since January 1, 1997	
COMPLAINT ON DHHS	240	6.19%	6,245	17.64%
MISCELLANEOUS	12	0.31%	3,110	8.78%
ACCESS	0	0.00%	57	0.16%

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REASON FOR CONTACT: DETAILED	Current Period		Cumulative Since January 1, 1997	
COMPLAINT ON DHHS	240	6.19%	6,245	17.64%
DHHS EMPLOYEE	200	5.16%	2,292	6.47%
ELIGIBILITY	1	0.03%	390	1.10%
MANAGED CARE	2	0.05%	2	0.01%
OFFICE PROCEDURE	1	0.03%	19	0.05%
PAYMENT	4	0.10%	69	0.19%
POLICY	20	0.52%	306	0.86%
INFORMATION	2,955	76.20%	22,589	63.79%
MISCELLANEOUS	235	6.06%	14,383	40.62%
POLICY	10	0.26%	912	2.58%
POTENTIAL PROVIDER	26	0.67%	78	0.22%
PROGRAM/DIVISION SPECIFIC INFO.	2,486	64.11%	5,502	15.54%
PUBLICATION	22	0.57%	97	0.27%
TELEPHONE NO. / ADDRESS	176	4.54%	1,616	4.56%
TEST RECORD	0	0.00%	1	0.00%
OTHER	306	7.89%	587	1.66%
<i>(no sub-categories)</i>				
REPORT ABUSE/NEGLECT	34	0.88%	330	0.93%
<i>(no sub-categories)</i>				
REPORT FRAUD	18	0.46%	183	0.52%
<i>(no sub-categories)</i>				
REQUEST FOR SERVICES/HELP	312	8.05%	5,415	15.29%
<i>(no sub-categories)</i>				
SUGGESTION	13	0.34%	63	0.18%
<i>(no sub-categories)</i>				

(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)

	Current Period		Cumulative Since January 1, 1997	
ADMINISTRATIVE	204	5.3%	2,077	5.9%
ADULT DAY CARE	1	0.0%	7	0.0%
ADULT FAMILY HOMES	0	0.0%	7	0.0%
ADULT PROTECTIVE SERVICES	0	0.0%	171	0.5%
ADVOCATE'S OFFICE	11	0.3%	158	0.4%
AGING SERVICES	18	0.5%	144	0.4%
CHILD CARE	33	0.9%	491	1.4%
CHILD SUPPORT	147	3.8%	1,280	3.6%
CHRONIC DISEASES	0	0.0%	67	0.2%
COMMUNITY DEVELOPMENT	0	0.0%	38	0.1%
CREDENTIALING/LICENSURE	312	8.0%	2,052	5.8%
DEVELOPMENTAL DISABILITIES	16	0.4%	225	0.6%
DOMESTIC VIOLENCE	1	0.0%	10	0.0%
ENVIRONMENTAL / PUBLIC HEALTH	86	2.2%	702	2.0%
FAMILY HEALTH	12	0.3%	160	0.5%
FINANCIAL ASSISTANCE	1,443	37.2%	11,920	33.7%
GAMBLING	1	0.0%	2	0.0%

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Report Period: 07-01-2007 through 06-30-2008

SUBJECT OF CONTACT (SUMMARY)	Current Period		Cumulative Since January 1, 1997	
HEALTH & HUMAN SERVICES	0	0.0%	112	0.3%
HEALTH EDUCATION/PROMOTION	11	0.3%	93	0.3%
HEALTH PLANNING	0	0.0%	30	0.1%
HOUSING	7	0.2%	39	0.1%
IN-HOME SERVICES	33	0.9%	275	0.8%
INVESTIGATIONS	68	1.8%	840	2.4%
LEGAL ISSUES	10	0.3%	138	0.4%
LONG TERM CARE	1	0.0%	49	0.1%
MEDICAID	265	6.8%	3,125	8.8%
MENTAL HEALTH	21	0.5%	254	0.7%
MINORITY HEALTH	1	0.0%	14	0.0%
NON-DHHS	659	17.0%	4,849	13.7%
PAYMENTS/CLAIMS	41	1.1%	996	2.8%
PERSONNEL (HUMAN RESOURCES)	15	0.4%	219	0.6%
PROTECTION & SAFETY	324	8.4%	3,125	8.8%
PUBLIC INFORMATION	1	0.0%	186	0.5%
REGIONAL CENTER	6	0.2%	112	0.3%
RESEARCH / STATISTICS	22	0.6%	203	0.6%
RESPIRE	0	0.0%	22	0.1%
RURAL HEALTH	1	0.0%	56	0.2%
SCHOOL HEALTH	0	0.0%	12	0.0%
SPECIAL SERVICES	21	0.5%	246	0.7%
STAFF DEVELOPMENT	0	0.0%	9	0.0%
SUBSTANCE ABUSE	2	0.1%	54	0.2%
TRANSPORTATION	34	0.9%	292	0.8%
VETERANS HOME	4	0.1%	18	0.1%
VISUALLY IMPAIRED	0	0.0%	6	0.0%
VITAL STATISTICS	46	1.2%	507	1.4%
VOCATIONAL REHABILITATION	0	0.0%	3	0.0%
VOLUNTEER SERVICES	0	0.0%	17	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		Cumulative Since January 1, 1997	
ADMINISTRATIVE	204	5.26%	2,077	5.87%
MISCELLANEOUS	61	1.57%	1,453	4.10%
CONTACT INFO	127	3.27%	474	1.34%
FINANCE	10	0.26%	59	0.17%
INFO SYSTEMS	4	0.10%	33	0.09%
OFFICE OPERATIONS/POLICIES	2	0.05%	58	0.16%
ADULT DAY CARE	1	0.03%	7	0.02%
<i>(no sub-categories)</i>				
ADULT FAMILY HOMES	0	0.00%	7	0.02%
<i>(no sub-categories)</i>				
ADULT PROTECTIVE SERVICES	0	0.00%	171	0.48%
<i>(no sub-categories)</i>				

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SUBJECT OF CONTACT: DETAILED	Current Period		Cumulative Since January 1, 1997	
ADVOCATE'S OFFICE <i>(no sub-categories)</i>	11	0.28%	158	0.45%
AGING SERVICES <i>(no sub-categories)</i>	18	0.46%	144	0.41%
CHILD CARE	33	0.85%	491	1.39%
MISCELLANEOUS	1	0.03%	291	0.82%
CHILD CARE INVESTIGATIONS	4	0.10%	38	0.11%
CHILD CARE LICENSING	28	0.72%	162	0.46%
CHILD SUPPORT <i>(no sub-categories)</i>	147	3.79%	1,280	3.61%
CHRONIC DISEASES <i>(no sub-categories)</i>	0	0.00%	67	0.19%
COMMUNITY DEVELOPMENT	0	0.00%	38	0.11%
MISCELLANEOUS	0	0.00%	37	0.10%
TECHNICAL ASSISTANCE	0	0.00%	1	0.00%
CREDENTIALING/LICENSURE	312	8.05%	2,052	5.79%
MISCELLANEOUS	12	0.31%	182	0.51%
FACILITY	91	2.35%	462	1.30%
LABORATORY	1	0.03%	8	0.02%
PROFESSIONAL / OCCUPATIONS	208	5.36%	1,399	3.95%
X-RAY	0	0.00%	1	0.00%
DEVELOPMENTAL DISABILITIES <i>(no sub-categories)</i>	16	0.41%	225	0.64%
DOMESTIC VIOLENCE <i>(no sub-categories)</i>	1	0.03%	10	0.03%
ENVIRONMENTAL / PUBLIC HEALTH	86	2.22%	702	1.98%
MISCELLANEOUS	20	0.52%	262	0.74%
AIR	2	0.05%	57	0.16%
ASBESTOS	3	0.08%	21	0.06%
COMMUNICABLE DISEASE	17	0.44%	74	0.21%
CONSUMER SAFETY	4	0.10%	34	0.10%
EMERGENCY MEDICAL SERVICES	10	0.26%	44	0.12%
FOOD POISONING	0	0.00%	7	0.02%
HOUSING / RV'S	3	0.08%	7	0.02%
POOL OPERATORS	4	0.10%	10	0.03%
RADIOACTIVE WASTE	0	0.00%	3	0.01%
RADIOLOGICAL MATERIAL/RADON	5	0.13%	23	0.06%
RENAL	0	0.00%	1	0.00%
SAFE DRINKING WATER	3	0.08%	15	0.04%
SANITATION	0	0.00%	14	0.04%
TOXICOLOGY	0	0.00%	13	0.04%
VECTOR (INSECTS, RODENTS, ETC)	0	0.00%	42	0.12%
WATER FLUORIDATION	1	0.03%	5	0.01%
WATER STANDARDS	14	0.36%	70	0.20%
FAMILY HEALTH	12	0.31%	160	0.45%
MISCELLANEOUS	7	0.18%	81	0.23%
DENTAL	1	0.03%	5	0.01%
IMMUNIZATION	3	0.08%	49	0.14%
NUTRITION	1	0.03%	18	0.05%

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SUBJECT OF CONTACT: DETAILED	Current Period		Cumulative Since January 1, 1997	
FAMILY HEALTH	12	0.31%	160	0.45%
PREGNANCY	0	0.00%	6	0.02%
REPRODUCTION	0	0.00%	1	0.00%
FINANCIAL ASSISTANCE	1,443	37.21%	11,920	33.66%
MISCELLANEOUS	422	10.88%	3,430	9.69%
AABD	67	1.73%	383	1.08%
ADC (TANF)	73	1.88%	792	2.24%
CHILD CARE	57	1.47%	346	0.98%
EMPLOYMENT FIRST	63	1.62%	607	1.71%
FOOD STAMPS / FOOD	221	5.70%	1,981	5.59%
MEDICAL	443	11.42%	3,433	9.69%
RENT	24	0.62%	316	0.89%
SSI-SSA	0	0.00%	19	0.05%
STUDENT LOAN PROGRAMS	1	0.03%	5	0.01%
UTILITIES	72	1.86%	608	1.72%
GAMBLING	1	0.03%	2	0.01%
<i>(no sub-categories)</i>				
HEALTH & HUMAN SERVICES	0	0.00%	112	0.32%
<i>(no sub-categories)</i>				
HEALTH EDUCATION/PROMOTION	11	0.28%	93	0.26%
<i>(no sub-categories)</i>				
HEALTH PLANNING	0	0.00%	30	0.08%
<i>(no sub-categories)</i>				
HOUSING	7	0.18%	39	0.11%
MISCELLANEOUS	2	0.05%	21	0.06%
HOME REPAIR	2	0.05%	6	0.02%
HOMELESS	3	0.08%	12	0.03%
IN-HOME SERVICES	33	0.85%	275	0.78%
MISCELLANEOUS	14	0.36%	156	0.44%
HOMEMAKER / CHORE	13	0.34%	85	0.24%
PERSONAL CARE	6	0.15%	34	0.10%
INVESTIGATIONS	68	1.75%	840	2.37%
MISCELLANEOUS	2	0.05%	39	0.11%
FACILITIES	21	0.54%	243	0.69%
PROFESSIONS/ OCCUPATIONS	30	0.77%	374	1.06%
PUBLIC ASSISTANCE FRAUD	15	0.39%	184	0.52%
LEGAL ISSUES	10	0.26%	138	0.39%
<i>(no sub-categories)</i>				
LONG TERM CARE	1	0.03%	49	0.14%
<i>(no sub-categories)</i>				
MEDICAID	265	6.83%	3,125	8.82%
MISCELLANEOUS	2	0.05%	781	2.21%
ADMINISTRATIVE	50	1.29%	221	0.62%
COVERAGE	67	1.73%	909	2.57%
KID'S CONNECTION	0	0.00%	36	0.10%
MEDICAID MANAGED CARE	13	0.34%	180	0.51%
PAYMENT/CLAIM - DENIED	32	0.83%	122	0.34%
PAYMENT/CLAIM - HHSS ERROR	0	0.00%	22	0.06%
PAYMENT/CLAIM - INSTREAM	2	0.05%	17	0.05%

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SUBJECT OF CONTACT: DETAILED	Current Period		Cumulative Since January 1, 1997	
MEDICAID	265	6.83%	3,125	8.82%
PAYMENT/CLAIM-NONCOVERED	0	0.00%	10	0.03%
PAYMENT/CLAIM-NOT SUBMITTED	6	0.15%	89	0.25%
PAYMENT/CLAIM-PROVIDER ERROR	3	0.08%	96	0.27%
PAYMENT/CLAIMS	69	1.78%	447	1.26%
PROVIDER INFO	21	0.54%	195	0.55%
MENTAL HEALTH <i>(no sub-categories)</i>	21	0.54%	254	0.72%
MINORITY HEALTH <i>(no sub-categories)</i>	1	0.34%	14	0.04%
NON-DHHS <i>(no sub-categories)</i>	659	16.99%	4,849	13.69%
PAYMENTS/CLAIMS	41	1.06%	996	2.81%
MISCELLANEOUS	15	0.39%	890	2.51%
CHILD CARE	19	0.49%	68	0.19%
HOMEMAKER/CHORE	7	0.18%	38	0.11%
PERSONNEL (HUMAN RESOURCES) <i>(no sub-categories)</i>	15	0.39%	219	0.62%
PROTECTION & SAFETY	324	8.35%	3,135	8.82%
MISCELLANEOUS	69	1.78%	1,459	4.12%
ADOPTION	13	0.34%	153	0.43%
COURT/ONGOING CASE	157	4.05%	701	1.98%
FOSTER CARE-GEN INFO	4	0.10%	193	0.55%
FOSTER CARE/GROUP HOME INV	1	0.03%	41	0.12%
FOSTER CARE/GROUP HOME LIC.	4	0.10%	57	0.16%
IM/FC	15	0.39%	40	0.11%
INVESTIGATION	56	1.44%	401	1.13%
JUVENILE SERVICES MISC.	4	0.10%	46	0.13%
PAROLE	0	0.00%	11	0.03%
STATE WARD MEDICAL	0	0.00%	6	0.02%
YOUTH TREATMENT/REHAB CENTER	1	0.03%	17	0.05%
PUBLIC INFORMATION	1	0.03%	186	0.53%
MISCELLANEOUS	1	0.03%	1	0.00%
FINANCE AND SUPPORT	0	0.00%	123	0.35%
REGULATION AND LICENSURE	0	0.00%	28	0.08%
SERVICES	0	0.00%	34	0.10%
REGIONAL CENTER <i>(no sub-categories)</i>	6	0.15%	112	0.32%
RESEARCH / STATISTICS	22	0.57%	203	0.57%
MISCELLANEOUS	20	0.52%	143	0.40%
HEALTH DATA	2	0.05%	60	0.17%
RESPIRE <i>(no sub-categories)</i>	0	0.00%	22	0.06%
RURAL HEALTH	1	0.03%	56	0.16%
MISCELLANEOUS	1	0.03%	55	0.16%
COMHT	0	0.00%	1	0.00%
SCHOOL HEALTH <i>(no sub-categories)</i>	0	0.00%	12	0.03%

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SUBJECT OF CONTACT: DETAILED	Current Period		Cumulative Since January 1, 1997	
SPECIAL SERVICES	21	0.54%	246	0.69%
MHCP	3	0.08%	47	0.13%
MISCELLANEOUS	6	0.15%	102	0.29%
WAIVER	12	0.31%	97	0.27%
STAFF DEVELOPMENT <i>(no sub-categories)</i>	0	0.00%	9	0.03%
SUBSTANCE ABUSE	2	0.05%	54	0.15%
MISCELLANEOUS	1	0.03%	39	0.11%
ALCOHOLISM	1	0.03%	6	0.02%
CONTROLLED SUBSTANCE REGISTRAT	0	0.00%	1	0.00%
DRUGS	0	0.00%	8	0.02%
TRANSPORTATION <i>(no sub-categories)</i>	34	0.88%	292	0.82%
VETERANS HOME	4	0.10%	18	0.05%
MEDICAID				
VISUALLY IMPAIRED <i>(no sub-categories)</i>	0	0.00%	6	0.02%
VITAL STATISTICS	46	1.19%	507	1.43%
MISCELLANEOUS	2	0.05%	116	0.33%
BIRTH	37	0.95%	321	0.91%
DEATH	2	0.05%	43	0.12%
DIVORCE	1	0.03%	7	0.02%
MARRIAGE	4	0.10%	20	0.06%
VOCATIONAL REHABILITATION <i>(no sub-categories)</i>	0	0.00%	3	0.01%
VOLUNTEER SERVICES <i>(no sub-categories)</i>	0	0.00%	17	0.05%

(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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Nebraska Department of Health and Human Services
Report Period: 07-01-2007 through 06-30-2008

CONTACTS WITHIN NEBRASKA	Current Period		Cumulative Since January 1, 1997	
OUT OF STATE	2	0.07%	23	0.08%
UNKNOWN	0	0.00%	16	0.06%
CENTRAL AREA	300	9.78%	3,482	12.60%
ALDA	0	0.00%	12	0.04%
ALMA	1	0.03%	4	0.01%
ALMERIA	0	0.00%	1	0.00%
AMHERST	0	0.00%	2	0.01%
ANSELMO	0	0.00%	7	0.03%
ANSLEY	1	0.03%	11	0.04%
ARCADIA	2	0.07%	12	0.04%
ARNOLD	2	0.07%	7	0.03%
ASHTON	4	0.13%	21	0.08%
ATLANTA	0	0.00%	2	0.01%
AURORA	2	0.00%	26	0.07%
AXTELL	0	0.00%	3	0.01%
AYR	0	0.00%	5	0.02%
BARTLETT	0	0.00%	5	0.02%
BERTRAND	0	0.00%	2	0.01%
BERWYN	0	0.00%	5	0.02%
BLADEN	0	0.00%	1	0.00%
BLOOMINGTON	0	0.00%	3	0.01%
BLUE HILL	0	0.00%	11	0.04%
BOELUS	0	0.00%	3	0.01%
BREWSTER	0	0.00%	2	0.01%
BROKEN BOW	8	0.26%	107	0.39%
BURWELL	4	0.13%	32	0.12%
CAIRO	2	0.07%	7	0.03%
CALLAWAY	0	0.00%	11	0.04%
CAMPBELL	0	0.00%	6	0.02%
CENTRAL CITY	3	0.10%	14	0.05%
CHAPMAN	1	0.03%	1	0.00%
CLARKS	1	0.03%	1	0.00%
CLAY CENTER	1	0.03%	40	0.15%
COMSTOCK	0	0.00%	3	0.01%
DANNEBROG	1	0.03%	1	0.00%
DEWEESE	0	0.00%	10	0.04%
DONIPHAN	0	0.00%	13	0.05%
DUNNING	1	0.03%	4	0.01%
EDGAR	0	0.00%	9	0.03%
ELM CREEK	0	0.00%	11	0.04%
ELYRIA	0	0.00%	3	0.01%
ERICSON	0	0.00%	10	0.04%
FAIRFIELD	0	0.00%	16	0.06%
FARWELL	0	0.00%	2	0.01%
FRANKLIN	2	0.07%	19	0.07%
FUNK	0	0.00%	3	0.01%
GIBBON	2	0.07%	17	0.06%

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CENTRAL AREA	298	9.78%	3,475	12.60%
GILTNER	0	0.00%	5	0.02%
GLENVIL	2	0.07%	13	0.05%
GRAND ISLAND	93	3.05%	1,203	4.36%
GREELEY	2	0.07%	10	0.04%
GUIDE ROCK	0	0.00%	21	0.08%
HAMPTON	1	0.03%	5	0.02%
HARDY	0	0.00%	6	0.02%
HARVARD	3	0.10%	27	0.10%
HASTINGS	48	1.58%	547	1.98%
HEARTWELL	0	0.00%	2	0.01%
HILDRETH	1	0.03%	3	0.01%
HOLDREGE	12	0.39%	85	0.31%
HOLSTEIN	1	0.03%	3	0.01%
HORDVILLE	0	0.00%		0.00%
INAVALE	1	0.03%	2	0.01%
JUNIATA	3	0.10%	11	0.04%
KEARNEY	49	1.61%	501	1.82%
KENESAW	0	0.00%	14	0.05%
LAWRENCE	0	0.00%	3	0.01%
LITCHFIELD	0	0.00%	6	0.02%
LOOMIS	0	0.00%	2	0.01%
LOUP CITY	1	0.03%	26	0.09%
MARQUETTE	0	0.00%	2	0.01%
MASON CITY	0	0.00%	1	0.00%
MERNA	1	0.03%	7	0.03%
MILLER	1	0.03%	1	0.00%
MINDEN	3	0.10%	40	0.15%
NAPONEE	0	0.00%	3	0.01%
NELSON	3	0.10%	22	0.08%
NORA	0	0.00%	1	0.00%
NORTH LOUP	0	0.00%	18	0.07%
OAK	0	0.00%	2	0.01%
ODESSA	0	0.00%	1	0.00%
ONG	0	0.00%	5	0.02%
ORD	15	0.49%	90	0.33%
ORLEANS	0	0.00%	6	0.02%
PALMER	4	0.13%	4	0.01%
PHILLIPS	0	0.00%	10	0.04%
PLEASANTON	0	0.00%	4	0.01%
PURDUM	0	0.00%	2	0.01%
RAGAN	0	0.00%	1	0.00%
RAVENNA	2	0.07%	27	0.10%
RED CLOUD	1	0.03%	19	0.07%
REPUBLICAN CITY	1	0.03%	4	0.01%
RIVERDALE	1	0.03%	3	0.01%
RIVERTON	1	0.03%	5	0.02%

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CENTRAL AREA	298	9.78%	3,475	12.60%
RUSKIN	0	0.00%	2	0.01%
SARGENT	1	0.03%	19	0.07%
SARONVILLE	0	0.00%	2	0.01%
SCOTIA	0	0.00%	5	0.02%
SHELTON	0	0.00%	12	0.04%
SPALDING	0	0.00%	8	0.03%
ST. LIBORY	1	0.03%	4	0.01%
ST. PAUL	2	0.07%	36	0.13%
STAMFORD	1	0.03%	4	0.01%
SUPERIOR	5	0.16%	58	0.21%
SUTTON	0	0.00%	37	0.13%
TAYLOR	0	0.00%	4	0.01%
TRUMBULL	0	0.00%	3	0.01%
UPLAND	0	0.00%	4	0.01%
WILCOX	0	0.00%	1	0.00%
WOLBACH	0	0.00%	5	0.02%
WOOD RIVER	1	0.03%	16	0.06%
EASTERN AREA	863	28.33%	6,070	22.01%
BELLEVUE	29	0.95%	202	0.73%
BENNINGTON	1	0.03%	5	0.02%
BOYS TOWN	1	0.03%	4	0.01%
ELKHORN	8	0.26%	36	0.13%
GRETNA	4	0.13%	34	0.12%
LAVISTA	3	0.10%	21	0.08%
MILLARD	2	0.07%	9	0.03%
OFFUTT AFB	1	0.03%	2	0.01%
OMAHA	797	26.17%	5,630	20.41%
PAPILLION	13	0.43%	85	0.31%
RALSTON	1	0.03%	7	0.03%
SPRINGFIELD	1	0.03%	10	0.04%
VALLEY	2	0.07%	24	0.09%
WATERLOO	0	0.00%	1	0.00%
NORTHERN AREA	286	9.39%	2,917	10.58%
AINSWORTH	1	0.03%	35	0.13%
ALBION	6	0.20%	48	0.17%
ALLEN	1	0.03%	6	0.02%
AMES	3	0.10%	4	0.01%
ARLINGTON	1	0.03%	19	0.07%
ATKINSON	1	0.03%	20	0.07%
BANCROFT	2	0.07%	15	0.05%
BASSETT	0	0.00%	12	0.04%
BATTLE CREEK	2	0.07%	3	0.01%
BEEEMER	2	0.07%	12	0.04%
BELDEN	0	0.00%	1	0.00%
BELGRADE	0	0.00%	1	0.00%
BLAIR	6	0.20%	78	0.28%
BLOOMFIELD	2	0.07%	12	0.04%

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	286	9.39%	2,917	10.58%
NORTHERN AREA				
BRUNSWICK	2	0.07%	2	0.01%
BUTTE	0	0.00%	5	0.02%
CARROLL	2	0.07%	7	0.03%
CEDAR RAPIDS	3	0.10%	4	0.01%
CENTER	0	0.00%	29	0.11%
CHAMBERS	1	0.03%	3	0.01%
CLARKSON	2	0.07%	4	0.01%
CLEARWATER	1	0.03%	11	0.04%
CODY	1	0.03%	1	0.00%
COLERIDGE	0	0.00%	6	0.02%
COLUMBUS	28	0.92%	365	1.32%
CONCORD	0	0.00%	4	0.01%
CRAIG	0	0.00%	8	0.03%
CREIGHTON	2	0.07%	27	0.10%
CRESTON	0	0.00%	1	0.00%
CROFTON	0	0.00%	10	0.04%
DAKOTA CITY	5	0.16%	37	0.13%
DECATUR	3	0.10%	10	0.04%
DIXON	0	0.00%	2	0.01%
DODGE	0	0.00%	10	0.04%
DUNCAN	1	0.03%	3	0.01%
ELGIN	3	0.10%	14	0.05%
EMERSON	0	0.00%	8	0.03%
EMMET	0	0.00%	4	0.01%
EWING	1	0.03%	5	0.02%
FORDYCE	0	0.00%	4	0.01%
FORT CALHOUN	1	0.03%	11	0.04%
FREMONT	36	1.18%	383	1.39%
FULLERTON	0	0.00%	32	0.12%
GENOA	2	0.07%	18	0.07%
HARTINGTON	0	0.00%	23	0.08%
HERMAN	0	0.00%	6	0.02%
HOMER	0	0.00%	3	0.01%
HOOPER	0	0.00%	7	0.03%
HOSKINS	0	0.00%	5	0.02%
HOWELLS	1	0.03%	2	0.01%
HUBBARD	0	0.00%	2	0.01%
HUMPHREY	0	0.00%	7	0.03%
INMAN	8	0.26%	17	0.06%
JACKSON	0	0.00%	1	0.00%
KENNARD	1	0.03%	4	0.01%
KILGORE	0	0.00%	3	0.01%
LAUREL	3	0.10%	12	0.04%
LEIGH	2	0.07%	6	0.02%
LINDSAY	0	0.00%	2	0.01%
LONG PINE	0	0.00%	7	0.03%
LYNCH	0	0.00%	2	0.01%

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	286	9.39%	2,917	10.58%
NORTHERN AREA				
LYONS	2	0.07%	18	0.07%
MACY	2	0.07%	14	0.05%
MADISON	0	0.00%	13	0.05%
MAGNET	0	0.00%	1	0.00%
MCLEAN	0	0.00%	1	0.00%
MEADOW GROVE	0	0.00%	4	0.01%
MERRIMAN	0	0.00%	1	0.00%
MONROE	0	0.00%	7	0.03%
NAPER	0	0.00%	4	0.01%
NELIGH	5	0.16%	42	0.15%
NEWCASTLE	1	0.03%	5	0.02%
NEWMAN GROVE	0	0.00%	10	0.04%
NEWPORT	1	0.03%	7	0.03%
NICKERSON	0	0.00%	4	0.01%
NIOBRARA	3	0.10%	17	0.06%
NORFOLK	36	1.18%	432	1.57%
NORTH BEND	0	0.00%	18	0.07%
OAKDALE	0	0.00%	19	0.07%
OAKLAND	3	0.10%	39	0.14%
O'NEILL	5	0.16%	85	0.31%
ORCHARD	2	0.07%	6	0.02%
OSMOND	0	0.00%	6	0.02%
PAGE	1	0.03%	3	0.01%
PENDER	8	0.26%	27	0.10%
PETERSBURG	0	0.00%	9	0.03%
PIERCE	1	0.03%	24	0.09%
PILGER	0	0.00%	5	0.02%
PLAINVIEW	3	0.10%	28	0.10%
PLATTE CENTER	0	0.00%	6	0.02%
PONCA	0	0.00%	4	0.01%
RANDOLPH	2	0.07%	16	0.06%
RICHLAND	0	0.00%	2	0.01%
ROGERS	0	0.00%	3	0.01%
ROSALIE	0	0.00%	4	0.01%
ROSE	0	0.00%	1	0.00%
ROYAL	2	0.07%	5	0.02%
SANTEE	0	0.00%	10	0.04%
SCHUYLER	5	0.16%	42	0.15%
SCRIBNER	3	0.10%	13	0.05%
SNYDER	0	0.00%	1	0.00%
SOUTH SIOUX CITY	5	0.16%	88	0.32%
SOUTH YANKTON	0	0.00%	1	0.00%
SPENCER	1	0.03%	8	0.03%
SPRINGVIEW	0	0.00%	10	0.04%
ST. EDWARD	1	0.03%	6	0.02%
STANTON	1	0.03%	22	0.08%
STUART	5	0.16%	11	0.04%

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NORTHERN AREA	286	9.39%	2,917	10.58%
TEKAMAH	7	0.23%	53	0.19%
TILDEN	0	0.00%	13	0.05%
UEHLING	0	0.00%	3	0.01%
VALENTINE	9	0.30%	79	0.29%
VERDEL	0	0.00%	2	0.01%
VERDIGRE	1	0.03%	8	0.03%
WAKEFIELD	2	0.07%	13	0.05%
WALTHILL	4	0.13%	18	0.07%
WATERBURY	2	0.07%	5	0.02%
WAUSA	3	0.10%	20	0.07%
WAYNE	8	0.26%	61	0.22%
WEST POINT	10	0.33%	68	0.25%
WINNEBAGO	1	0.03%	24	0.09%
WINNETOON	1	0.03%	2	0.01%
WINSIDE	0	0.00%	7	0.03%
WINSLOW	1	0.03%	2	0.01%
WISNER	3	0.10%	32	0.12%
WOOD LAKE	0	0.00%	1	0.00%
WYNOT	0	0.00%	1	0.00%
SOUTHEAST AREA	1,096	35.98%	11,232	40.72%
ABIE	0	0.00%	1	0.00%
ADAMS	1	0.03%	10	0.04%
ALEXANDRIA	0	0.00%	13	0.05%
ALVO	1	0.03%	4	0.01%
ARCHER	0	0.00%	1	0.00%
ASHLAND	4	0.13%	58	0.21%
AUBURN	12	0.39%	100	0.36%
AVOCA	1	0.03%	8	0.03%
BARNESTON	0	0.00%	3	0.01%
BEATRICE	20	0.66%	312	1.13%
BEAVER CROSSING	3	0.10%	13	0.05%
BELLWOOD	0	0.00%	1	0.00%
BELVIDERE	0	0.00%	4	0.01%
BENEDICT	0	0.00%	8	0.03%
BENNET	2	0.07%	9	0.03%
BLUE SPRINGS	1	0.03%	7	0.03%
BRADSHAW	3	0.10%	11	0.04%
BRAINARD	0	0.00%	1	0.00%
BROCK	1	0.03%	4	0.01%
BROWNVILLE	1	0.03%	8	0.03%
BRUNING	0	0.00%	3	0.01%
BURCHARD	1	0.03%	2	0.01%
BURR	0	0.00%	6	0.02%
CARLETON	0	0.00%	4	0.01%
CEDAR BLUFFS	3	0.10%	8	0.03%
CEDAR CREEK	0	0.00%	4	0.01%
CENTRAL CITY	0	0.00%	65	0.24%

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	1,096	35.98%	11,232	40.72%
SOUTHEAST AREA				
CERESCO	1	0.03%	8	0.03%
CHAPMAN	0	0.00%	6	0.02%
CHESTER	2	0.07%	9	0.03%
CLARKS	0	0.00%	6	0.02%
CLATONIA	0	0.00%	3	0.01%
COLON	0	0.00%	1	0.00%
COOK	1	0.03%	6	0.02%
CORTLAND	1	0.03%	8	0.03%
CRAB ORCHARD	3	0.10%	5	0.02%
CRETE	9	0.30%	109	0.40%
DAVENPORT	0	0.00%	5	0.02%
DAVEY	1	0.03%	4	0.01%
DAVID CITY	3	0.10%	47	0.17%
DAWSON	0	0.00%	11	0.04%
DAYKIN	1	0.03%	3	0.01%
DE WITT	1	0.03%	11	0.04%
DENTON	1	0.03%	7	0.03%
DESHLER	1	0.03%	18	0.07%
DEWITT	0	0.00%	3	0.01%
DILLER	0	0.00%	3	0.01%
DORCHESTER	1	0.03%	10	0.04%
DOUGLAS	0	0.00%	3	0.01%
DU BOIS	0	0.00%	3	0.01%
DUNBAR	0	0.00%	5	0.02%
DWIGHT	0	0.00%	6	0.02%
EAGLE	0	0.00%	21	0.08%
ELK CREEK	0	0.00%	3	0.01%
ELMWOOD	2	0.07%	10	0.04%
ENDICOTT	0	0.00%	2	0.01%
EXETER	0	0.00%	9	0.03%
FAIRBURY	9	0.30%	149	0.54%
FAIRMONT	0	0.00%	8	0.03%
FALLS CITY	8	0.26%	108	0.39%
FIRTH	2	0.07%	14	0.05%
FRIEND	2	0.07%	14	0.05%
GARLAND	0	0.00%	4	0.01%
GARRISON	0	0.00%	1	0.00%
GENEVA	5	0.16%	48	0.17%
GOEHNER	0	0.00%	2	0.01%
GREENWOOD	1	0.03%	11	0.04%
GRESHAM	2	0.07%	10	0.04%
HALLAM	0	0.00%	2	0.01%
HEBRON	9	0.30%	66	0.24%
HENDERSON	6	0.20%	18	0.07%
HICKMAN	4	0.13%	21	0.08%
HOLLAND	1	0.03%	1	0.00%
HOLMESVILLE	0	0.00%	1	0.00%

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	1,096	35.98%	11,232	40.72%
SOUTHEAST AREA				
HUBBELL	1	0.03%	2	0.01%
HUMBOLDT	1	0.03%	40	0.15%
ITHACA	0	0.00%	3	0.01%
JANSEN	0	0.00%	4	0.01%
JOHNSON	1	0.03%	8	0.03%
LEWISTON	0	0.00%	5	0.02%
LIBERTY	1	0.03%	7	0.03%
LINCOLN	841	27.61%	8,328	30.19%
LORTON	0	0.00%	1	0.00%
LOUISVILLE	0	0.00%	9	0.03%
MALCOLM	1	0.03%	6	0.02%
MALMO	0	0.00%	3	0.01%
MANLEY	0	0.00%	1	0.00%
MARTELL	2	0.07%	3	0.01%
MCCOOL JUNCTION	1	0.03%	5	0.02%
MEAD	1	0.03%	12	0.04%
MEMPHIS	0	0.00%	1	0.00%
MILFORD	7	0.23%	26	0.09%
MILLIGAN	0	0.00%	5	0.02%
MORSE BLUFF	0	0.00%	2	0.01%
MURDOCK	0	0.00%	3	0.01%
MURRAY	0	0.00%	14	0.05%
NEBRASKA CITY	11	0.36%	164	0.59%
NEHAWKA	0	0.00%	6	0.02%
NEMAKA	0	0.00%	4	0.01%
OCTAVIA	0	0.00%	1	0.00%
ODELL	0	0.00%	3	0.01%
OHIOWA	1	0.03%	3	0.01%
OSCEOLA	3	0.10%	8	0.03%
OTOE	0	0.00%	6	0.02%
PALMER	0	0.00%	10	0.04%
PALMYRA	0	0.00%	13	0.05%
PANAMA	0	0.00%	2	0.01%
PAWNEE CITY	0	0.00%	17	0.06%
PERU	3	0.10%	8	0.03%
PICKRELL	0	0.00%	5	0.02%
PLATTSMOUTH	14	0.46%	219	0.79%
PLEASANT DALE	3	0.10%	9	0.03%
PLYMOUTH	3	0.10%	6	0.02%
POLK	2	0.07%	7	0.03%
POWELL	0	0.00%	1	0.00%
PRAGUE	0	0.00%	3	0.01%
RAYMOND	1	0.03%	9	0.03%
REYNOLDS	0	0.00%	5	0.02%
RISING CITY	0	0.00%	10	0.04%
ROCA	1	0.03%	3	0.01%
RULO	0	0.00%	3	0.01%

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	1,096	35.98%	11,232	40.72%
SOUTHEAST AREA				
SALEM	0	0.00%	2	0.01%
SEWARD	9	0.30%	95	0.34%
SHELBY	1	0.00%	16	0.06%
SHICKLEY	0	0.00%	5	0.02%
SHUBERT	0	0.00%	3	0.01%
SILVER CREEK	0	0.00%	7	0.03%
SOUTH BEND	0	0.00%	4	0.01%
SPRAGUE	0	0.00%	3	0.01%
STAPLEHURST	0	0.00%	3	0.01%
STEELE CITY	0	0.00%	2	0.01%
STEINAUER	1	0.03%	5	0.02%
STELLA	0	0.00%	4	0.01%
STERLING	1	0.03%	12	0.04%
STROMSBURG	7	0.23%	17	0.06%
SYRACUSE	2	0.07%	27	0.10%
TABLE ROCK	0	0.00%	10	0.04%
TALMAGE	1	0.03%	9	0.03%
TAMORA	0	0.00%	4	0.01%
TECUMSEH	6	0.20%	45	0.16%
THAYER	0	0.00%	1	0.00%
TOBIAS	0	0.00%	5	0.02%
ULYSSES	0	0.00%	7	0.03%
UNADILLA	1	0.03%	11	0.04%
UNION	0	0.00%	4	0.01%
UTICA	0	0.00%	20	0.07%
VALPARAISO	0	0.00%	13	0.05%
VERDON	1	0.03%	1	0.00%
VIRGINA	1	0.03%	2	0.01%
WACO	0	0.00%	12	0.04%
WAHOO	11	0.36%	69	0.25%
WALTON	1	0.03%	1	0.00%
WAVERLY	3	0.10%	31	0.11%
WEeping WATER	0	0.00%	17	0.06%
WESTERN	0	0.00%	2	0.01%
WESTON	1	0.03%	8	0.03%
WILBER	0	0.00%	44	0.16%
WYMORE	4	0.13%	34	0.12%
YORK	14	0.46%	161	0.58%
YUTAN	1	0.03%	12	0.04%
SOUTHWEST AREA (Merged with the Western Area in 2002)	0	0.00%	1,417	5.14%
ARAPAHOE	0	0.00%	11	0.04%
ARTHUR	0	0.00%	3	0.01%
BARTLEY	0	0.00%	7	0.03%
BEAVER CITY	0	0.00%	23	0.08%
BENKELMAN	0	0.00%	10	0.04%
BRADY	0	0.00%	1	0.00%
BRULE	0	0.00%	1	0.00%

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CONTACTS WITHIN NEBRASKA	Current Period		Cumulative Since January 1, 1997	
	Count	Percentage	Count	Percentage
SOUTHWEST AREA	0	0.00%	1,417	5.14%
CAMBRIDGE	0	0.00%	23	0.08%
CHAMPION	0	0.00%	1	0.00%
COZAD	0	0.00%	76	0.28%
CULBERTSON	0	0.00%	9	0.03%
CURTIS	0	0.00%	12	0.04%
DANBURY	0	0.00%	2	0.01%
DICKENS	0	0.00%	1	0.00%
EDDYVILLE	0	0.00%	3	0.01%
ELSIE	0	0.00%	4	0.01%
ELWOOD	0	0.00%	9	0.03%
FARNAM	0	0.00%	2	0.01%
GOTHENBURG	0	0.00%	60	0.22%
GRANT	0	0.00%	13	0.05%
HAIGLER	0	0.00%	1	0.00%
HAMLET	0	0.00%	1	0.00%
HAYES CENTER	0	0.00%	4	0.01%
HENDLEY	0	0.00%	1	0.00%
HERSHEY	0	0.00%	6	0.02%
HOLBROOK	0	0.00%	2	0.01%
HYANNIS	0	0.00%	2	0.01%
IMPERIAL	0	0.00%	33	0.12%
INDIANOLA	0	0.00%	4	0.01%
KEYSTONE	0	0.00%	2	0.01%
LEBANON	0	0.00%	2	0.01%
LEMOYNE	0	0.00%	3	0.01%
LEXINGTON	0	0.00%	232	0.84%
MADRID	0	0.00%	5	0.02%
MAXWELL	0	0.00%	9	0.03%
MAYWOOD	0	0.00%	3	0.01%
MCCOOK	0	0.00%	167	0.61%
MULLEN	0	0.00%	2	0.01%
NORTH PLATTE	0	0.00%	468	1.70%
OGALLALA	0	0.00%	92	0.33%
OVERTON	0	0.00%	11	0.04%
OXFORD	0	0.00%	7	0.03%
PALISADE	0	0.00%	5	0.02%
PARKS	0	0.00%	1	0.00%
PAXTON	0	0.00%	6	0.02%
SENECA	0	0.00%	4	0.01%
STAPLETON	0	0.00%	5	0.02%
STRATTON	0	0.00%	6	0.02%
SUMNER	0	0.00%	1	0.00%
SUTHERLAND	0	0.00%	16	0.06%
THEDFORD	0	0.00%	7	0.03%
TRENTON	0	0.00%	6	0.02%
TRYON	0	0.00%	2	0.01%
VENANGO	0	0.00%	3	0.01%

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CONTACTS WITHIN NEBRASKA	Current Period		Cumulative Since January 1, 1997	
SOUTHWEST AREA	0	0.00%	1,417	5.14%
WALLACE	0	0.00%	4	0.01%
WAUNETA	0	0.00%	11	0.04%
WELLFLEET	0	0.00%	4	0.01%
WHITMAN	0	0.00%	2	0.01%
WILSONVILLE	0	0.00%	6	0.02%
WESTERN AREA	310	10.18%	1,984	7.19%
ALLIANCE	19	0.62%	139	0.50%
ANGORA	0	0.00%	1	0.00%
ARAPAHOE	0	0.00%	5	0.02%
BAYARD	2	0.07%	42	0.15%
BEAVER CITY	4	0.13%	9	0.03%
BENKELMAN	4	0.13%	4	0.01%
BIG SPRINGS	0	0.00%	2	0.01%
BOX BUTTE	0	0.00%	1	0.00%
BRADY	0	0.00%	1	0.00%
BRIDGEPORT	17	0.56%	68	0.25%
BROADWATER	1	0.03%	6	0.02%
BRULE	0	0.00%	1	0.00%
BUSHNELL	0	0.00%	1	0.00%
CAMBRIDGE	1	0.03%	3	0.01%
CHADRON	16	0.53%	165	0.60%
CHAMPION	0	0.00%	1	0.00%
CHAPPELL	2	0.07%	30	0.11%
CLINTON	0	0.00%	1	0.00%
COZAD	6	0.20%	14	0.05%
CRAWFORD	4	0.13%	25	0.09%
CURTIS	0	0.00%	4	0.01%
DALTON	0	0.00%	6	0.02%
DANBURY	0	0.00%	1	0.00%
DIX	3	0.10%	7	0.03%
EDDYVILLE	0	0.00%	1	0.00%
EDISON	0	0.00%	1	0.00%
ELSIE	2	0.07%	3	0.01%
ELWOOD	2	0.07%	3	0.01%
EUSTIS	1	0.03%	1	0.00%
FARNAM	12	0.39%	17	0.06%
GERING	8	0.26%	147	0.53%
GORDON	2	0.07%	37	0.13%
GOTHENBURG	5	0.16%	20	0.07%
GRAINTON	0	0.00%	1	0.00%
GRANT	3	0.10%	8	0.03%
GURLEY	0	0.00%	2	0.01%
HALSEY	1	0.03%	1	0.00%
HAMLET	1	0.03%	1	0.00%
HARRISBURG	1	0.03%	3	0.01%
HARRISON	0	0.00%	6	0.02%

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CONTACTS WITHIN NEBRASKA	Current Period		Cumulative Since January 1, 1997	
WESTERN AREA	310	19.18%	1,984	7.19%
HAY SPRINGS	2	0.07%	9	0.03%
HAYES CENTER	0	0.00%	2	0.01%
HAZARD	0	0.00%	1	0.00%
HEMINGFORD	1	0.03%	18	0.07%
HENRY	1	0.03%	1	0.00%
HERSHEY	0	0.00%	1	0.00%
HYANNIS	2	0.07%	4	0.01%
IMPERIAL	2	0.07%	9	0.03%
INDIANOLA	2	0.07%	3	0.01%
KIMBALL	1	0.03%	30	0.11%
LAKESIDE	1	0.03%	1	0.00%
LEBANON	1	0.03%	1	0.00%
LEWELLEN	0	0.00%	13	0.05%
LEXINGTON	24	0.79%	49	0.18%
LISCO	0	0.00%	8	0.03%
LODGEPOLE	2	0.07%	7	0.03%
LYMAN	0	0.00%	10	0.04%
MADRID	0	0.00%	1	0.00%
MAX	0	0.00%	2	0.01%
MAYWOOD	0	0.00%	1	0.00%
MCCOOK	19	0.62%	62	0.22%
MCGREW	1	0.03%	4	0.01%
MINATARE	2	0.07%	33	0.12%
MITCHELL	3	0.10%	19	0.07%
MORRILL	2	0.07%	24	0.09%
MULLEN	0	0.00%	3	0.01%
NORTH PLATTE	50	1.64%	131	0.47%
OGALLALA	9	0.30%	25	0.09%
OSHKOSH	6	0.20%	37	0.13%
OXFORD	1	0.03%	2	0.01%
PALISADE	0	0.00%	3	0.01%
PAXTON	2	0.07%	3	0.01%
POTTER	0	0.00%	12	0.04%
RUSHVILLE	1	0.03%	18	0.07%
SCOTTSBLUFF	30	0.98%	468	1.70%
SIDNEY	22	0.72%	157	0.57%
SMITHFIELD	0	0.00%	2	0.01%
STAPLETON	0	0.00%	1	0.00%
SUTHERLAND	5	0.16%	14	0.05%
TRENTON	0	0.00%	1	0.00%
WAUNETA	0	0.00%	2	0.01%
WELLFLEET	1	0.03%	1	0.00%
WHITECLAY	0	0.00%	2	0.01%
UNKNOWN	191	6.27%	465	1.69%
UNKNOWN	191	6.27%	465	1.69%
TOTAL	3,046		27,583	

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CONTACTS FROM OUT-STATE	Current Period		Cumulative Since January 1, 1997	
ALABAMA	2	0.3%	28	0.7%
ALASKA	3	0.5%	12	0.3%
ARIZONA	13	2.3%	114	3.0%
ARKANSAS	4	0.7%	18	0.5%
CALIFORNIA	33	5.7%	219	5.7%
COLORADO	38	6.6%	283	7.4%
CONNECTICUT	1	0.2%	14	0.4%
DELAWARE	1	0.2%	4	0.1%
DISTRICT OF COLUMBIA	7	1.2%	55	1.4%
FLORIDA	16	2.8%	105	2.7%
GEORGIA	6	1.0%	46	1.2%
HAWAII	1	0.2%	6	0.2%
IDAHO	5	0.9%	27	0.7%
ILLINOIS	13	2.3%	98	2.6%
INDIANA	6	1.0%	42	1.1%
IOWA	90	15.7%	441	11.5%
KANSAS	34	5.9%	323	8.4%
KENTUCKY	1	0.2%	21	0.5%
LOUISIANA	1	0.2%	16	0.4%
MAINE	1	0.2%	8	0.2%
MARYLAND	6	1.0%	48	1.3%
MASSACHUSETTS	6	1.0%	33	0.9%
MICHIGAN	7	1.2%	66	1.7%
MINNESOTA	18	3.1%	138	3.6%
MISSISSIPPI	3	0.5%	27	0.7%
MISSOURI	31	5.4%	203	5.3%
MONTANA	2	0.3%	23	0.6%
NEVADA	9	1.6%	42	1.1%
NEW HAMPSHIRE	3	0.5%	8	0.2%
NEW JERSEY	7	1.2%	42	1.1%
NEW MEXICO	4	0.7%	28	0.7%
NEW YORK	14	2.4%	77	2.0%
NORTH CAROLINA	13	2.3%	64	1.7%
NORTH DAKOTA	0	0.0%	19	0.5%
OHIO	6	1.0%	60	1.6%
OKLAHOMA	36	6.3%	150	3.9%
OREGON	4	0.7%	37	1.0%
PENNSYLVANIA	12	2.1%	80	2.1%
RHODE ISLAND	1	0.2%	14	0.4%
SOUTH CAROLINA	2	0.3%	14	0.4%
SOUTH DAKOTA	27	4.7%	150	3.9%
TENNESSEE	8	1.4%	50	1.3%
TEXAS	27	4.7%	227	5.9%
UTAH	6	1.0%	32	0.8%
VERMONT	1	0.2%	6	0.2%
VIRGINIA	9	1.6%	53	1.4%

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CONTACTS FROM OUT-STATE	Current Period		Cumulative Since January 1, 1997	
WASHINGTON	20	3.5%	130	3.4%
WEST VIRGINIA	0	0.0%	8	0.2%
WISCONSIN	8	1.4%	50	1.3%
WYOMING	8	1.4%	67	1.8%
TOTAL	574		3,926	

NON-USA CONTACTS	Current Period		Cumulative Since January 1, 1997	
ALBANIA	0	0.0%	7	0.3%
AUSTRALIA	0	0.0%	1	0.0%
CANADA	2	2.1%	20	0.8%
CHINA	0	0.0%	2	0.1%
GERMANY	1	1.0%	2	0.1%
INDIA	2	2.1%	5	0.2%
IRELAND	1	1.0%	1	0.0%
JAPAN	0	0.0%	1	0.0%
PHILIPPINES	0	0.0%	3	0.1%
PUERTO RICO	0	0.0%	1	0.0%
SAUDI ARABIA	0	0.0%	1	0.0%
SPAIN	1	1.0%	1	0.0%
UNITED KINGDOM	2	2.1%	2	0.1%
UNKNOWN	88	90.7%	2,453	98.1%
TOTAL	97		2,500	

REFERRED TO	Current Period		Cumulative Since January 1, 1997	
	0	0.0%	4	0.0%
BEHAVIORAL HEALTH (BH)	11	0.3%	11	0.0%
CHILDREN & FAMILY SERVICES	742	19.1%	742	2.1%
DEVELOPMENTAL DISABILITIES	3	0.1%	3	0.0%
FINANCE AND SUPPORT	0	0.0%	3,517	9.8%
MEDICAID & LONG TERM CARE	163	4.2%	163	0.5%
NONE	1,890	48.6%	9,349	26.1%
OPERATIONS (OPER)	61	1.6%	61	0.2%
OTHER	708	18.2%	5,608	15.6%
PUBLIC HEALTH (PH)	308	7.9%	308	0.9%
REGULATION AND LICENSURE	0	0.0%	3,366	9.4%
SERVICES	0	0.0%	12,752	35.5%
VETERANS' HOMES (VH)	2	0.1%	2	0.0%

