

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

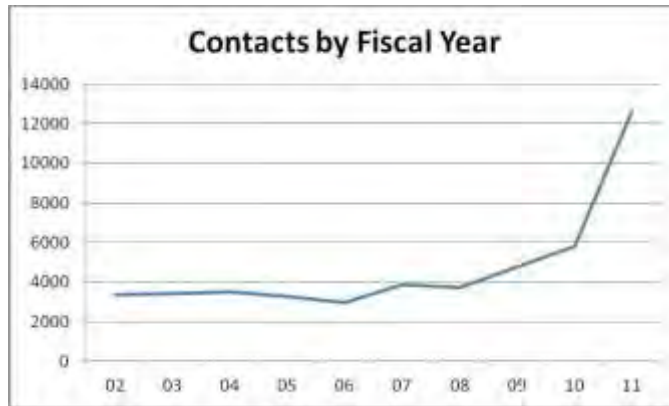
**Fiscal Year 2011
Annual Report**

DHHS Helpline
 Nebraska Department of Health and Human Services
 Report Period: 07-01-2010 through 06-30-2011

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 formerly 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.

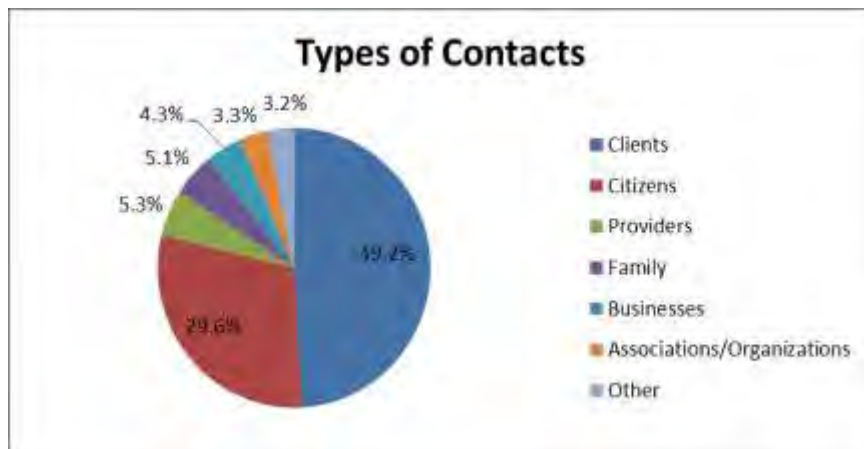
The Helpline also publishes an annual report. This report may be duplicated or additional copies of this and previous reports may be obtained from the DHHS website at http://dhhs.ne.gov/Pages/srd_srdindex.aspx or by contacting the DHHS Helpline, 1-800-254-4202 (in Lincoln, 471-6035), P.O. Box 95026, Lincoln, NE 68509-5026.

REPORT SUMMARY. A total of 12,626 contacts were received in FY 2011, with a cumulative total of 56,908 contacts since January 1, 1997. 5,819 contacts were received in FY 2010 and 4,789 in FY 2009. The average number of contacts received per month was 1052. The total number of contacts is an increase of 217% from the previous fiscal year.



The majority of contacts this fiscal year, 84%, 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 January 1, 1997 are provided in **Attachment A** for the following information:

Types of Contacts. Most contacts came from *clients* (49.2%) and *citizens* (29.6%). Other contacts included *providers* (5.3%), *family/relatives* (5.1%), *businesses* (4.3%), and *associations/organizations* (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*. The primary reasons for contacts this quarter were *requesting information* (88.3%) and non-DHHS related matters (8.9%). Additional reasons for contacts were to *express a complaint, report abuse/neglect and fraud, requesting help and to offer a suggestion*.



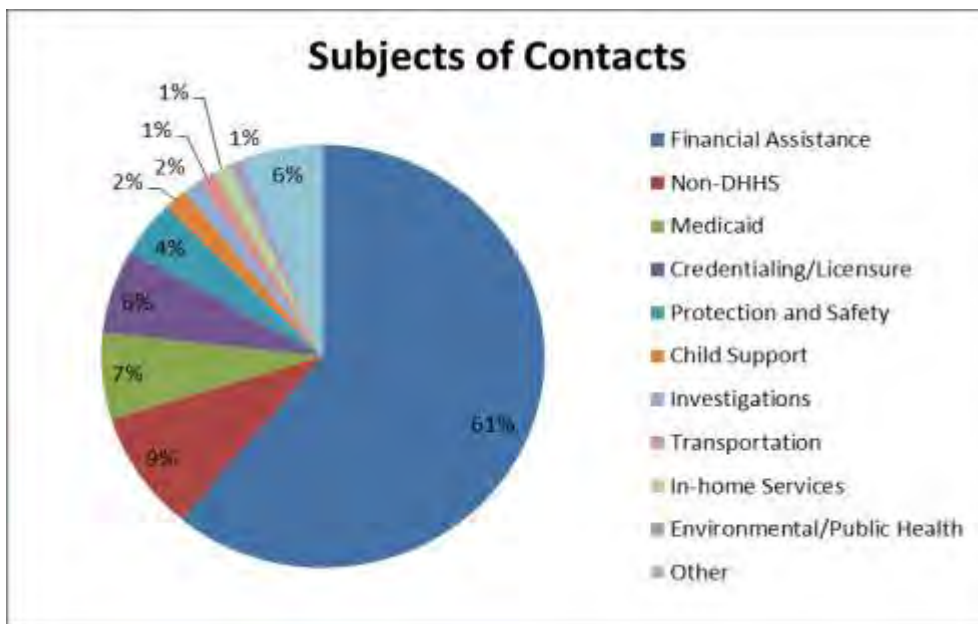
help and to offer a suggestion.

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Geographical Area of Contacts. 11,566 of the contacts originated from Nebraska, 928 were from other states and the remaining contacts were from outside of the country or unknown locations. Within Nebraska, 3,777 came from the Southeastern Service Area, 3,743 contacts came from the Eastern Service Area, 1,683 contacts from the Northern Service Area, 937 contacts from the Central Service Area, and 632 contacts from the Western Service Area.

Subjects of Contacts. The most frequent contacts concerned *financial assistance* (61%), *non-DHHS* (9.2%), *Medicaid* (6.6%), and *credentialing/licensure* (6.4%).

Other frequent subjects (those with 150 or more contacts) were *protection and safety* (4.3%), *child support* (1.7%), *investigations* (1.4%), *in-home services* (1.2%), *transportation* (1.2%), and *environmental/public health* (1.0%).



Referrals. The majority of the questions/concerns were referred to *Children & Family Services* (25.0%), 5.0% were referred to *Public Health*, 4.5% were referred to *Medicaid & Long Term Care* and 1.5% was referred to *Operations*. Less than 1% was referred to *Behavioral Health*, *Developmental Disabilities*, and *Veterans' Homes*. The Helpline addressed 54.2% of the contacts without further referral and 8.8% were referred to another state agency or community organization/agency.

Reasons for Significant Increase in Contacts

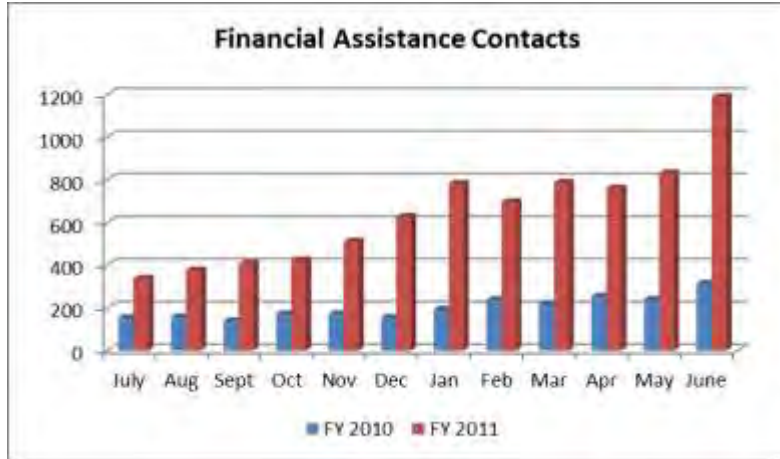
Helpline Promotion. In an effort to promote the newly named Helpline, information was distributed to local DHHS offices and other partner organizations, a news release was issued, and a link was added to the homepage of the DHHS website in May 2010.

The average number of contacts received per month from January to May 2010 was 508. In June 2010, the first full month after the promotion, the Helpline received 777 contacts. The number of contacts from July to December 2010 averaged 847 per month.

ACCESSNebraska. ACCESSNebraska is the delivery of Economic Assistance programs to Nebraskans by being accurate, accessible, and responsive to their needs. New services put

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in place included web services, document imaging, an automated voice response unit, and customer service centers.



The first customer service center in Lincoln went live in November 2010 and the number of clients contacting the Helpline began noticeably increasing that same month. In the previous six months before the first customer service center went live, the average number of contacts received was 754 per month in which financial assistance programs made up 46% of the contacts. For the next six

months from November to April, the average number of contacts received was 1,082 per month and financial assistance programs accounted for 64% of the contacts.

The second customer service center in Fremont went live in May 2011. In May, the Helpline received 1,295 contacts of which 64% were related to financial assistance programs. In June, 1,623 contacts were received in which 73% were related to financial assistance programs.

Many of the client contacts related to ACCESSNebraska dealt with the long wait times, how to navigate the phone system and the change to a universal caseload. There were also many contacts from family members, friends, providers and other organizations regarding the ACCESSNebraska changes.

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CONTACT TOTAL

	<u>Current Period</u>		<u>Previous Period</u>		<u>Cumulative Since January 1, 1997</u>	
	12,626		5,819		56,908	

METHOD OF CONTACT

	<u>Current Period</u>		<u>Previous Period</u>		<u>Cumulative Since January 1, 1997</u>	
E-MAIL	1,908	15.1%	864	14.8%	7,485	13.2%
IN PERSON	28	0.2%	42	0.7%	532	0.9%
LETTER	35	0.3%	23	0.4%	368	0.6%
TELEPHONE	10,655	84.4%	4,890	84.0%	48,523	85.3%

TYPE OF CONTACT

	<u>Current Period</u>		<u>Previous Period</u>		<u>Cumulative Since January 1, 1997</u>	
ANOTHER STATE AGENCY	102	0.8%	104	1.8%	1,277	2.2%
ASSOCIATION / ORGANIZATION	416	3.3%	165	2.8%	1,995	3.5%
BUSINESS	545	4.3%	395	6.8%	2,876	5.1%
CITIZEN	3,740	29.6%	2,411	41.4%	19,678	34.6%
CLIENT	6,207	49.2%	1,915	32.9%	20,503	36.0%
FAMILY / RELATIVE	638	5.1%	262	4.5%	2,896	5.1%
GOVERNOR	12	0.1%	3	0.1%	100	0.2%
DHHS EMPLOYEE	115	0.9%	91	1.6%	1,642	2.9%
HOSPITAL	59	0.5%	39	1.7%	325	0.6%
LOCAL OFFICIAL	30	0.2%	14	0.2%	187	0.3%
NE STATE AGENCY	45	0.4%	32	0.5%	1,123	2.0%
OMBUDSMAN	0	0.0%	0	0.0%	40	0.1%
OTHER	0	0.0%	0	0.0%	197	0.3%
PROVIDER	668	5.3%	343	5.9%	3,312	5.8%
SCHOOL	40	0.3%	30	0.5%	349	0.6%
STATE SENATOR	9	0.1%	13	0.2%	370	0.7%
US CONGRESSMAN	0	0.0%	2	0.0%	38	0.1%

REASON FOR CONTACT (SUMMARY)

	<u>Current Period</u>		<u>Previous Period</u>		<u>Cumulative Since January 1, 1997</u>	
COMPLAINT ON DHHS INFORMATION	82	0.6%	152	2.6%	6,727	11.4%
OTHER	11,204	88.3%	4,566	77.3%	42,042	71.3%
REPORT ABUSE/NEGLECT	1,135	8.9%	926	15.7%	3,464	5.9%
REPORT FRAUD	64	0.5%	53	0.9%	475	0.8%
REQUEST FOR SERVICES/HELP	80	0.6%	72	1.2%	362	0.6%
SUGGESTION	119	0.9%	134	2.3%	5,772	9.8%
	2	0.0%	7	0.1%	131	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

	<u>Current Period</u>		<u>Previous Period</u>		<u>Cumulative Since January 1, 1997</u>	
COMPLAINT ON DHHS	82	0.65%	152	2.57%	6,727	11.41%
MISCELLANEOUS	3	0.02%	6	0.10%	3,126	5.30%
ACCESS	0	0.00%	1	0.02%	58	0.10%
DHHS EMPLOYEE	78	0.61%	142	2.40%	2,743	4.65%
ELIGIBILITY	0	0.00%	0	0.00%	390	0.66%

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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	82	0.65%	152	2.57%	6,727	11.41%
MANAGED CARE	0	0.02%	1	0.02%	4	0.01%
NFOCUS/CWIS	0	0.00%	0	0.00%	1	0.00%
OFFICE PROCEDURE	1	0.01%	0	0.00%	22	0.04%
PAYMENT	0	0.00%	1	0.02%	70	0.12%
POLICY	0	0.03%	2	0.03%	313	0.53%
INFORMATION	11,204	88.32%	4,566	77.26%	42,042	71.29%
MISCELLANEOUS	5	0.04%	9	0.15%	14,428	24.47%
POLICY	0	0.00%	0	0.00%	915	1.55%
POTENTIAL PROVIDER	41	0.32%	15	0.25%	152	0.26%
PROGRAM/DIVISION SPECIFIC INFO.	10,395	81.94%	4,234	71.64%	23,561	39.95%
PUBLICATION	57	0.45%	42	0.71%	231	0.39%
TELEPHONE NO. / ADDRESS	706	5.57%	266	4.50%	2,754	4.67%
TEST RECORD	0	0.00%	0	0.00%	1	0.00%
OTHER	1135	8.95%	926	15.67%	3,464	5.87%
(no sub-categories)						
REPORT ABUSE/NEGLECT	64	0.50%	53	0.90%	475	0.81%
(no sub-categories)						
REPORT FRAUD	80	0.63%	72	1.22%	362	0.61%
(no sub-categories)						
REQUEST FOR SERVICES/HELP	119	0.94%	134	2.27%	5,772	9.79%
(no sub-categories)						
SUGGESTION	2	0.02%	7	0.12%	131	0.22%
(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	102	0.8%	74	1.3%	2,406	4.1%
ADULT DAY CARE	3	0.0%	0	0.0%	11	0.0%
ADULT FAMILY HOMES	5	0.0%	1	0.0%	16	0.0%
ADULT PROTECTIVE SERVICES	26	0.2%	22	0.4%	222	0.4%
ADVOCATE'S OFFICE	15	0.1%	18	0.3%	200	0.3%
AGING SERVICES	17	0.1%	13	0.2%	185	0.3%
CHILD CARE	82	0.6%	56	0.9%	689	1.2%
CHILD SUPPORT	220	1.7%	175	3.0%	1,812	3.1%
CHRONIC DISEASES	0	0.0%	0	0.0%	67	0.1%
COMMUNITY DEVELOPMENT	1	0.0%	0	0.0%	40	0.1%
CREDENTIALING/LICENSURE	807	6.4%	423	7.2%	3,704	6.3%
DEVELOPMENTAL DISABILITIES	40	0.3%	33	0.6%	318	0.5%
DOMESTIC VIOLENCE	1	0.0%	1	0.0%	15	0.0%
ENVIRONMENTAL / PUBLIC HEALTH	133	1.0%	118	2.0%	1046	1.8%
FAMILY HEALTH	49	0.4%	32	0.5%	275	0.5%
FINANCIAL ASSISTANCE	7,741	61.0%	2,414	40.8%	23,905	40.5%
GAMBLING	0	0.0%	1	0.0%	5	0.0%
HEALTH & HUMAN SERVICES	1	0.0%	0	0.0%	113	0.2%
HEALTH EDUCATION/PROMOTION	4	0.0%	17	0.3%	127	0.2%

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SUBJECT OF CONTACT (SUMMARY)

	<u>Current Period</u>		<u>Previous Period</u>		<u>Cumulative Since January 1, 1997</u>	
HEALTH PLANNING	0	0.0%	3	0.1%	34	0.1%
HOUSING	19	0.1%	0	0.0%	69	0.1%
IN-HOME SERVICES	154	1.2%	41	0.7%	513	0.9%
INVESTIGATIONS	183	1.4%	172	2.9%	1316	2.2%
LEGAL ISSUES	13	0.1%	6	0.1%	173	0.3%
LONG TERM CARE	1	0.0%	9	0.2%	60	0.1%
MEDICAID	839	6.6%	451	7.6%	4,810	8.2%
MENTAL HEALTH	30	0.2%	34	0.6%	336	0.6%
MINORITY HEALTH	1	0.0%	1	0.0%	16	0.0%
NON-DHHS	1161	9.2%	949	16.1%	7,825	13.3%
PAYMENTS/CLAIMS	117	0.9%	47	0.8%	1,210	2.1%
PERSONNEL (HUMAN RESOURCES)	32	0.3%	21	0.4%	297	0.5%
PROTECTION & SAFETY	545	4.3%	589	10.0%	4,726	8.0%
PUBLIC INFORMATION	0	0.0%	0	0.0%	186	0.3%
REGIONAL CENTER	16	0.1%	13	0.2%	155	0.3%
RESEARCH / STATISTICS	15	0.1%	21	0.4%	254	0.4%
RESPIRE	7	0.1%	3	0.1%	32	0.1%
RURAL HEALTH	8	0.1%	4	0.1%	73	0.1%
SCHOOL HEALTH	9	0.1%	1	0.0%	23	0.0%
SPECIAL SERVICES	24	0.2%	25	0.4%	317	0.5%
STAFF DEVELOPMENT	0	0.0%	0	0.0%	9	0.0%
SUBSTANCE ABUSE	2	0.0%	5	0.1%	63	0.1%
TRANSPORTATION	157	1.2%	37	0.6%	520	0.9%
VETERANS HOME	4	0.0%	1	0.0%	24	0.0%
VISUALLY IMPAIRED	0	0.0%	0	0.0%	6	0.0%
VITAL STATISTICS	101	0.8%	79	1.3%	748	1.3%
VOCATIONAL REHABILITATION	0	0.0%	0	0.0%	3	0.0%
VOLUNTEER SERVICES	0	0.0%	0	0.0%	18	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

	<u>Current Period</u>		<u>Previous Period</u>		<u>Cumulative Since January 1, 1997</u>	
ADMINISTRATIVE	102	0.80%	74	1.25%	2,406	4.08%
MISCELLANEOUS	63	0.50%	53	0.90%	1,616	2.74%
CONTACT INFO	12	0.09%	4	0.07%	561	0.95%
FINANCE	10	0.08%	2	0.03%	83	0.14%
INFO SYSTEMS	17	0.13%	14	0.24%	83	0.14%
OFFICE OPERATIONS/POLICIES	0	0.02%	1	0.02%	63	0.11%
ADULT DAY CARE	3	0.02%	0	0.00%	11	0.02%
(no sub-categories)						
ADULT FAMILY HOMES	5	0.04%	1	0.02%	16	0.03%
(no sub-categories)						
ADULT PROTECTIVE SERVICES	26	0.20%	22	0.37%	222	0.38%
(no sub-categories)						
ADVOCATE'S OFFICE	15	0.12%	18	0.30%	200	0.34%
(no sub-categories)						
AGING SERVICES	17	0.13%	13	0.22%	185	0.31%

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SUBJECT OF CONTACT: DETAILED

	<u>Current Period</u>		<u>Previous Period</u>		<u>Cumulative Since January 1, 1997</u>	
AGING SERVICES	17	0.13%	13	0.22%	185	0.31%
(no sub-categories)						
CHILD CARE	82	0.65%	56	0.95%	689	1.17%
MISCELLANEOUS	12	0.09%	1	0.02%	304	0.52%
CHILD CARE INVESTIGATIONS	13	0.10%	4	0.07%	69	0.12%
CHILD CARE LICENSING	57	0.45%	51	0.86%	316	0.54%
CHILD SUPPORT	220	1.73%	175	2.96%	1,812	3.07%
(no sub-categories)						
CHRONIC DISEASES	0	0.00%	0	0.00%	67	0.11%
(no sub-categories)						
COMMUNITY DEVELOPMENT	1	0.01%	0	0.00%	40	0.07%
MISCELLANEOUS	1	0.01%	0	0.00%	39	0.07%
TECHNICAL ASSISTANCE	0	0.00%	0	0.00%	1	0.00%
CREDENTIALING/LICENSURE	807	6.36%	423	7.16%	3,704	6.28%
MISCELLANEOUS	44	0.35%	34	0.58%	283	0.48%
FACILITY	130	1.02%	80	1.35%	742	1.26%
LABORATORY	1	0.01%	0	0.00%	9	0.02%
PROFESSIONAL / OCCUPATIONS	631	4.97%	309	5.23%	2,668	4.52%
X-RAY	1	0.01%	0	0.00%	2	0.00%
DEVELOPMENTAL DISABILITIES	40	0.32%	33	0.56%	318	0.54%
(no sub-categories)						
DOMESTIC VIOLENCE	1	0.01%	1	0.02%	15	0.03%
(no sub-categories)						
ENVIRONMENTAL / PUBLIC HEALTH	133	1.05%	118	2.00%	1046	1.77%
MISCELLANEOUS	44	0.35%	29	0.49%	361	0.61%
AIR	12	0.09%	3	0.05%	84	14.00%
ASBESTOS	3	0.02%	4	0.07%	30	0.05%
COMMUNICABLE DISEASE	28	0.22%	44	0.74%	154	0.26%
CONSUMER SAFETY	2	0.02%	3	0.05%	42	0.07%
EMERGENCY MEDICAL SERVICES	13	0.10%	6	0.10%	67	0.11%
FOOD POISONING	0	0.00%	3	0.05%	12	0.02%
HOUSING / RV'S	5	0.04%	4	0.07%	22	0.04%
POOL OPERATORS	6	0.05%	3	0.05%	27	0.05%
RADIOACTIVE WASTE	0	0.00%	0	0.00%	4	0.01%
RADIOLOGICAL MATERIAL/RADON	6	0.05%	5	0.08%	44	0.07%
RENAL	0	0.00%	0	0.00%	1	0.00%
SAFE DRINKING WATER	4	0.03%	4	0.07%	23	0.04%
SANITATION	2	0.02%	1	0.02%	17	0.03%
TOXICOLOGY	1	0.01%	0	0.00%	15	0.03%
VECTOR (INSECTS, RODENTS, ETC)	0	0.00%	0	0.00%	42	0.07%
WATER FLUORIDATION	1	0.01%	0	0.00%	6	0.01%
WATER STANDARDS	6	0.05%	9	0.15%	95	0.16%
FAMILY HEALTH	49	0.39%	32	0.54%	275	0.47%
MISCELLANEOUS	18	0.14%	11	0.19%	125	0.21%
DENTAL	3	0.02%	0	0.00%	8	0.01%
IMMUNIZATION	18	0.14%	9	0.54%	89	0.15%
NUTRITION	7	0.02%	9	0.15%	40	0.07%

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SUBJECT OF CONTACT: DETAILED

SUBJECT OF CONTACT	Current Period		Previous Period		Cumulative Since January 1, 1997	
	Count	Percentage	Count	Percentage	Count	Percentage
FAMILY HEALTH	49	0.39%	32	0.54%	275	0.47%
PREGNANCY	1	0.01%	3	0.05%	10	0.02%
REPRODUCTION	2	0.02%	0	0.00%	3	0.01%
FINANCIAL ASSISTANCE	7,741	61.02%	2,414	40.85%	23,905	40.54%
MISCELLANEOUS	4040	31.85%	1091	18.46%	9,048	15.34%
AABD	81	0.64%	48	0.81%	570	0.97%
ADC (TANF)	132	1.04%	57	0.96%	1058	1.79%
CHILD CARE	273	2.15%	94	1.59%	797	1.35%
EMPLOYMENT FIRST	62	0.49%	44	0.74%	762	1.29%
MEDICAL	1813	14.29%	609	10.30%	6,493	11.01%
RENT	81	0.64%	31	0.52%	459	0.78%
SNAP (formerly Food Stamp Program)	905	7.13%	337	5.70%	3,534	5.99%
SSI-SSA	0	0.00%	0	0.00%	19	0.03%
STUDENT LOAN PROGRAMS	0	0.00%	0	0.00%	5	0.01%
UTILITIES	354	2.79%	103	1.74%	1160	1.97%
GAMBLING	0	0.00%	1	0.02%	5	0.01%
(no sub-categories)						
HEALTH & HUMAN SERVICES	1	0.01%	0	0.00%	113	0.19%
(no sub-categories)						
HEALTH EDUCATION/PROMOTION	4	0.03%	17	0.29%	127	0.22%
(no sub-categories)						
HEALTH PLANNING	0	0.00%	3	0.05%	34	0.06%
(no sub-categories)						
HOUSING	19	0.15%	0	0.00%	69	0.12%
MISCELLANEOUS	11	0.09%	0	0.00%	41	0.07%
HOME REPAIR	0	0.00%	0	0.00%	6	0.01%
HOMELESS	8	0.06%	0	0.00%	22	0.04%
IN-HOME SERVICES	154	1.21%	41	0.69%	513	0.87%
MISCELLANEOUS	90	0.71%	24	0.41%	289	0.49%
HOMEMAKER / CHORE	36	0.28%	7	0.12%	141	0.24%
PERSONAL CARE	28	0.22%	10	0.17%	83	0.14%
INVESTIGATIONS	183	1.44%	172	2.91%	1316	2.23%
MISCELLANEOUS	1	0.01%	2	0.03%	42	0.07%
FACILITIES	56	0.44%	47	0.80%	390	0.66%
PROFESSIONS / OCCUPATIONS	45	0.35%	50	0.85%	518	0.88%
PUBLIC ASSISTANCE FRAUD	81	0.64%	73	1.24%	366	0.62%
LEGAL ISSUES	13	0.10%	6	0.10%	173	0.29%
(no sub-categories)						
LONG TERM CARE	1	0.01%	9	0.15%	60	0.10%
(no sub-categories)						
MEDICAID	839	6.61%	451	7.63%	4,810	8.16%
MISCELLANEOUS	4	0.03%	5	0.08%	791	1.34%
ADMINISTRATIVE	133	1.05%	104	1.76%	550	0.93%
COVERAGE	146	1.15%	82	1.39%	1219	2.07%
KID'S CONNECTION	0	0.00%	0	0.00%	36	0.06%
MEDICAID MANAGED CARE	96	0.76%	23	0.39%	324	0.55%
PAYMENT/CLAIM -DENIED	95	0.75%	50	0.85%	324	0.55%

DHHS Helpline
Nebraska Department of Health and Human Services
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SUBJECT OF CONTACT: DETAILED

	<u>Current Period</u>		<u>Previous Period</u>		<u>Cumulative Since January 1, 1997</u>	
MEDICAID	839	6.61%	451	7.63%	4,810	8.16%
PAYMENT/CLAIM -DHHS ERROR	0	0.00%	1	0.02%	23	0.04%
PAYMENT/CLAIM -INSTREAM	1	0.01%	1	0.02%	23	0.04%
PAYMENT/CLAIM -NONCOVERED	0	0.00%	0	0.00%	11	0.02%
PAYMENT/CLAIM -NOT SUBMITTED	10	0.08%	13	0.22%	122	0.21%
PAYMENT/CLAIM -PROVIDER ERROR	1	0.01%	1	0.02%	98	0.17%
PAYMENT/CLAIMS	281	2.22%	137	2.32%	961	1.63%
PROVIDER INFO	72	0.57%	34	0.58%	328	0.56%
MENTAL HEALTH	30	0.24%	34	0.58%	336	0.57%
(no sub-categories)						
MINORITY HEALTH	1	0.01%	1	0.02%	16	0.03%
(no sub-categories)						
NON-DHHS	1161	9.15%	949	16.06%	7,825	13.27%
(no sub-categories)						
PAYMENTS/CLAIMS	117	0.92%	47	0.80%	1,210	2.05%
MISCELLANEOUS	79	0.62%	32	0.54%	1018	1.73%
CHILD CARE	28	0.22%	11	0.19%	119	0.20%
HOMEMAKER/CHORE	10	0.08%	4	0.07%	73	0.12%
PERSONNEL (HUMAN RESOURCES)	32	0.25%	21	0.36%	297	0.50%
(no sub-categories)						
PROTECTION & SAFETY	545	4.30%	589	9.97%	4,726	8.01%
MISCELLANEOUS	208	1.64%	140	2.37%	1,970	3.34%
ADOPTION	30	0.24%	13	0.22%	215	0.36%
COURT/ONGOING CASE	161	1.27%	251	4.25%	1301	2.21%
FOSTER CARE -GEN INFO	13	0.10%	9	0.15%	222	0.38%
FOSTER CARE/GROUP HOME INV	0	0.00%	1	0.02%	43	0.07%
FOSTER CARE/GROUP HOME LIC.	6	0.05%	12	0.20%	86	0.15%
IM/FC	45	0.35%	85	1.44%	184	0.31%
INVESTIGATION	70	0.55%	63	1.07%	588	1.00%
JUVENILE SERVICES MISC.	3	0.02%	7	0.12%	65	0.11%
PAROLE	0	0.00%	0	0.00%	11	0.02%
STATE WARD MEDICAL	4	0.03%	4	0.07%	14	0.02%
YOUTH TREATMENT / REHAB CENTER	5	0.04%	4	0.07%	27	0.05%
PUBLIC INFORMATION	0	0.00%	0	0.00%	186	0.32%
MISCELLANEOUS	0	0.00%	0	0.00%	1	0.00%
FINANCE AND SUPPORT	0	0.00%	0	0.00%	123	0.21%
REGULATION AND LICENSURE	0	0.00%	0	0.00%	28	0.05%
SERVICES	0	0.00%	0	0.00%	34	0.06%
REGIONAL CENTER	16	0.13%	13	0.22%	155	0.26%
(no sub-categories)						
RESEARCH / STATISTICS	15	0.12%	21	0.36%	254	0.43%
MISCELLANEOUS	10	0.08%	14	0.24%	180	0.31%
HEALTH DATA	5	0.04%	7	0.12%	74	0.13%
RESPITE	7	0.06%	3	0.05%	32	0.05%
(no sub-categories)						
RURAL HEALTH	8	0.06%	4	0.07%	73	0.12%
MISCELLANEOUS	8	0.06%	4	0.07%	70	0.12%

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SUBJECT OF CONTACT: DETAILED

	<u>Current Period</u>		<u>Previous Period</u>		<u>Cumulative Since January 1, 1997</u>	
RURAL HEALTH	8	0.06%	4	0.07%	73	0.12%
COMHT	0	0.00%	0	0.00%	3	0.01%
SCHOOL HEALTH	9	0.07%	1	0.02%	23	0.04%
(no sub-categories)						
SPECIAL SERVICES	24	0.19%	25	0.42%	317	0.54%
MHCP	8	0.06%	4	0.07%	60	0.10%
MISCELLANEOUS	2	0.02%	5	0.08%	112	0.19%
WAIVER	14	0.11%	16	0.27%	145	0.25%
STAFF DEVELOPMENT	0	0.00%	0	0.00%	9	0.02%
(no sub-categories)						
SUBSTANCE ABUSE	2	0.02%	5	0.08%	63	0.11%
MISCELLANEOUS	0	0.00%	2	0.03%	42	0.07%
ALCOHOLISM	0	0.00%	1	0.02%	8	0.01%
CONTROLLED SUBSTANCE REGISTRAT	0	0.00%	0	0.00%	1	0.00%
DRUGS	2	0.02%	2	0.03%	12	0.02%
TRANSPORTATION	157	1.24%	37	0.63%	520	0.88%
(no sub-categories)						
VETERANS HOME	4	0.03%	1	0.02%	24	0.04%
MEDICAID						
VISUALLY IMPAIRED	0	0.00%	0	0.00%	6	0.01%
(no sub-categories)						
VITAL STATISTICS	101	0.80%	79	1.34%	748	1.27%
MISCELLANEOUS	12	0.09%	5	0.08%	141	0.24%
BIRTH	71	0.56%	53	0.90%	482	0.82%
DEATH	13	0.10%	16	0.27%	82	0.14%
DIVORCE	2	0.02%	1	0.02%	14	0.02%
MARRIAGE	3	0.02%	4	0.07%	29	0.05%
VOCATIONAL REHABILITATION	0	0.00%	0	0.00%	3	0.01%
(no sub-categories)						
VOLUNTEER SERVICES	0	0.00%	0	0.00%	18	0.03%
(no sub-categories)						

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

DHHS Helpline
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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	937	8.10%	417	8.39%	5,175	10.76%
EASTERN AREA	3,743	32.36%	1,688	33.97%	12,795	26.60%
NORTHERN AREA	1683	14.55%	449	9.04%	5,449	11.33%
SOUTHEAST AREA	3,777	32.65%	1,517	30.53%	17,843	37.09%
SOUTHWEST AREA (merged w/ Western Area in 2002)	0	0.00%	0	0.00%	1,417	3.88%
WESTERN AREA	632	5.46%	387	7.79%	3,369	7.00%
UNKNOWN	794	6.86%	508	10.22%	2031	4.22%
Total	11,566		4,969		48,079	

CONTACTS WITHIN NEBRASKA: DETAILED

	<u>Current Period</u>		<u>Previous Period</u>		<u>Cumulative Since January 1, 1997</u>	
CENTRAL AREA	937	8.10%	417	8.39%	5,175	10.76%
ALDA	2	0.02%	3	0.06%	17	0.04%
ALMA	8	0.07%	1	0.02%	14	0.03%
ALMERIA	0	0.00%	0	0.00%	1	0.00%
AMHERST	3	0.03%	0	0.00%	6	0.01%
ANSELMO	0	0.00%	2	0.04%	11	0.02%
ANSLEY	5	0.04%	4	0.08%	20	0.04%
ARCADIA	2	0.02%	3	0.06%	17	0.04%
ARCHER	1	0.01%	0	0.00%	2	0.00%
ARNOLD	3	0.03%	0	0.00%	11	0.02%
ASHTON	0	0.00%	2	0.04%	23	0.05%
ATLANTA	0	0.00%	0	0.00%	2	0.00%
AURORA	0	0.00%	0	0.00%	19	0.04%
AXTELL	3	0.03%	0	0.08%	9	0.02%
AYR	0	0.00%	0	0.00%	5	0.01%
BARTLETT	2	0.02%	0	0.00%	7	0.01%
BERTRAND	1	0.01%	1	0.02%	4	0.01%
BERWYN	0	0.00%	0	0.00%	7	0.01%
BLADEN	0	0.00%	0	0.00%	1	0.00%
BLOOMINGTON	0	0.00%	1	0.02%	4	0.01%
BLUE HILL	2	0.02%	3	0.06%	18	0.04%
BOELUS	4	0.03%	0	0.00%	9	0.02%
BREWSTER	0	0.00%	0	0.00%	2	0.00%
BROKEN BOW	20	0.17%	7	0.14%	140	0.26%
BURWELL	6	0.05%	3	0.06%	42	0.09%
CAIRO	0	0.00%	0	0.00%	8	0.02%
CALLAWAY	1	0.01%	1	0.02%	14	0.03%
CAMPBELL	0	0.00%	1	0.02%	7	0.01%
CENTRAL CITY	12	0.10%	12	0.24%	48	0.10%
CHAPMAN	0	0.00%	1	0.02%	3	0.01%
CLARKS	8	0.07%	1	0.02%	13	0.03%
CLAY CENTER	6	0.05%	2	0.04%	48	0.10%
COMSTOCK	1	0.01%	0	0.00%	4	0.01%
DANNEBROG	0	0.00%	0	0.00%	1	0.00%
DEWEESE	0	0.00%	4	0.08%	18	0.04%
DONIPHAN	2	0.02%	4	0.08%	19	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>	
	937	8.10%	417	8.39%	5,175	10.76%
CENTRAL AREA						
DUNNING	0	0.00%	0	0.00%	4	0.01%
EDGAR	2	0.02%	1	0.02%	12	0.03%
ELM CREEK	2	0.02%	0	0.00%	16	0.03%
ELYRIA	0	0.00%	0	0.00%	3	0.01%
ERICSON	1	0.01%	0	0.00%	12	0.02%
FAIRFIELD	0	0.00%	1	0.02%	20	0.04%
FARWELL	1	0.01%	1	0.02%	4	0.01%
FRANKLIN	11	0.10%	5	0.10%	38	0.08%
FUNK	3	0.03%	0	0.00%	6	0.01%
GIBBON	14	0.12%	4	0.08%	36	0.07%
GILTNER	0	0.00%	0	0.00%	5	0.01%
GLENVIL	2	0.02%	1	0.02%	17	0.04%
GRAND ISLAND	177	1.53%	113	2.27%	1,575	3.27%
GREELEY	2	0.02%	4	0.08%	18	0.04%
GUIDE ROCK	4	0.03%	0	0.00%	26	0.05%
HAMPTON	1	0.01%	0	0.00%	9	0.02%
HARDY	3	0.03%	0	0.00%	9	0.02%
HARVARD	1	0.01%	0	0.00%	30	0.06%
HASTINGS	97	0.84%	69	1.39%	782	1.63%
HEARTWELL	1	0.01%	0	0.00%	3	0.01%
HILDRETH	1	0.01%	0	0.00%	4	0.01%
HOLDREGE	18	0.16%	9	0.18%	126	0.26%
HOLSTEIN	2	0.02%	1	0.02%	6	0.01%
HORDVILLE	0	0.00%	0	0.00%	1	0.00%
INAVALE	2	0.02%	0	0.00%	4	0.01%
INLAND	1	0.01%	0	0.00%	1	0.00%
JUNIATA	1	0.01%	1	0.02%	13	0.03%
KEARNEY	374	3.23%	89	1.79%	1033	2.15%
KENESAW	3	0.03%	0	0.00%	17	0.04%
LAWRENCE	0	0.00%	1	0.02%	4	0.01%
LITCHFIELD	2	0.02%	1	0.02%	10	0.02%
LOOMIS	0	0.00%	0	0.00%	2	0.00%
LOUP CITY	7	0.06%	0	0.00%	35	0.07%
MARQUETTE	3	0.03%	0	0.00%	6	0.01%
MASON CITY	1	0.01%	1	0.02%	3	0.01%
MERNA	1	0.01%	1	0.02%	9	0.02%
MILBURN	0	0.00%	0	0.00%	2	0.00%
MILLER	1	0.01%	3	0.06%	5	0.01%
MINDEN	11	0.10%	4	0.08%	58	0.12%
NAPONEE	0	0.00%	0	0.00%	3	0.01%
NELSON	2	0.02%	0	0.00%	26	0.05%
NORA	1	0.01%	0	0.00%	2	0.00%
NORTH LOUP	1	0.01%	0	0.00%	19	0.04%
OAK	0	0.00%	1	0.02%	3	0.01%
OCONTO	0	0.00%	0	0.00%	4	0.01%
ODESSA	0	0.00%	0	0.00%	2	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>	
	937	8.10%	417	8.39%	5,175	10.76%
CENTRAL AREA						
ONG	3	0.03%	3	0.06%	11	0.02%
ORD	7	0.06%	5	0.10%	114	0.24%
ORLEANS	1	0.01%	2	0.04%	9	0.02%
PALMER	4	0.03%	3	0.06%	13	0.03%
PHILLIPS	2	0.02%	1	0.02%	13	0.03%
PLEASANTON	2	0.02%	2	0.04%	9	0.02%
PURDUM	0	0.00%	0	0.00%	2	0.00%
RAGAN	0	0.00%	0	0.00%	1	0.00%
RAVENNA	11	0.10%	2	0.04%	42	0.09%
RED CLOUD	5	0.04%	0	0.00%	27	0.06%
REPUBLICAN CITY	0	0.00%	0	0.00%	4	0.01%
RIVERDALE	0	0.00%	0	0.00%	3	0.01%
RIVERTON	0	0.00%	0	0.00%	5	0.01%
ROCKVILLE	3	0.03%	0	0.00%	3	0.01%
RUSKIN	0	0.04%	2	0.04%	4	0.01%
SARGENT	2	0.02%	1	0.02%	23	0.05%
SARONVILLE	0	0.00%	0	0.00%	2	0.00%
SCOTIA	3	0.03%	2	0.04%	10	0.02%
SHELTON	4	0.03%	2	0.04%	19	0.04%
SILVER CREEK	0	0.00%	0	0.00%	7	0.01%
SPALDING	2	0.02%	5	0.10%	15	0.03%
ST. LIBORY	1	0.01%	0	0.00%	6	0.01%
ST. PAUL	10	0.09%	2	0.04%	53	0.11%
STAMFORD	2	0.02%	0	0.00%	6	0.01%
SUPERIOR	6	0.05%	7	0.14%	76	0.16%
SUTTON	11	0.10%	4	0.08%	54	0.11%
TAYLOR	2	0.02%	2	0.04%	8	0.02%
TRUMBULL	1	0.01%	0	0.00%	4	0.01%
UPLAND	1	0.01%	0	0.00%	5	0.01%
WILCOX	3	0.03%	0	0.00%	4	0.01%
WOLBACH	0	0.00%	0	0.00%	5	0.01%
WOOD RIVER	2	0.02%	3	0.06%	25	0.05%
EASTERN AREA	3,743	32.36%	1,688	33.97%	12,798	26.60%
BELLEVUE	230	1.99%	113	2.27%	592	1.23%
BENNINGTON	15	0.13%	4	0.08%	26	0.05%
BOYS TOWN	0	0.00%	0	0.00%	4	0.01%
ELKHORN	17	0.15%	15	0.30%	75	0.16%
GRETNA	16	0.14%	11	0.22%	66	0.14%
LAVISTA	40	0.35%	15	0.30%	83	0.17%
MILLARD	0	0.00%	2	0.04%	11	0.02%
OFFUTT AFB	1	0.01%	0	0.00%	4	0.01%
OMAHA	3,299	28.52%	1,463	29.44%	11,591	24.09%
PAPILLION	62	0.54%	40	0.80%	208	0.43%
RALSTON	21	0.18%	14	0.28%	43	0.09%
SPRINGFIELD	17	0.15%	5	0.10%	33	0.07%
VALLEY	25	0.22%	6	0.12%	58	12.00%

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EASTERN AREA	3,743	32.36%	449	9.04%	12,798	26.60%
WATERLOO	0	0.00%	0	0.00%	1	0.00%
NORTHERN AREA	1683	14.55%	449	9.04%	5,449	11.33%
AINSWORTH	40	0.35%	4	0.08%	84	0.17%
ALBION	22	0.19%	3	0.06%	77	0.16%
ALLEN	1	0.01%	1	0.02%	11	0.02%
AMES	0	0.00%	0	0.00%	4	0.01%
ARLINGTON	10	0.09%	1	0.02%	32	0.07%
ATKINSON	20	0.17%	3	0.06%	47	0.10%
BANCROFT	2	0.02%	0	0.00%	18	0.04%
BASSETT	13	0.11%	2	0.04%	28	0.06%
BATTLE CREEK	0	0.00%	3	0.06%	8	0.02%
BEEMER	3	0.03%	1	0.02%	17	0.04%
BELDEN	2	0.02%	0	0.00%	4	0.01%
BELGRADE	1	0.01%	0	0.00%	2	0.00%
BLAIR	40	0.35%	15	0.30%	151	0.31%
BLOOMFIELD	8	0.07%	4	0.08%	25	0.05%
BRUNSWICK	1	0.01%	1	0.02%	4	0.01%
BUTTE	3	0.03%	1	0.02%	10	0.02%
CARROLL	1	0.01%	1	0.02%	10	0.02%
CEDAR RAPIDS	7	0.06%	0	0.00%	12	0.02%
CENTER	1	0.01%	0	0.00%	33	0.07%
CHAMBERS	1	0.01%	4	0.08%	9	0.02%
CLARKSON	8	0.07%	1	0.02%	13	0.03%
CLEARWATER	4	0.03%	0	0.00%	15	0.03%
CODY	0	0.00%	0	0.00%	1	0.00%
COLERIDGE	8	0.07%	1	0.02%	19	0.04%
COLUMBUS	300	2.59%	54	1.09%	772	1.60%
CONCORD	0	0.00%	0	0.00%	4	0.01%
CRAIG	0	0.00%	0	0.00%	10	0.02%
CREIGHTON	7	0.06%	6	0.12%	45	0.09%
CRESTON	0	0.00%	0	0.00%	1	0.00%
CROFTON	3	0.03%	4	0.08%	19	0.04%
CROOKSTON	0	0.00%	3	0.06%	3	0.01%
DAKOTA CITY	13	0.11%	11	0.22%	66	0.14%
DECATUR	4	0.03%	1	0.02%	17	0.04%
DIXON	0	0.00%	0	0.00%	2	0.00%
DODGE	1	0.01%	1	0.02%	12	0.02%
DUNCAN	0	0.00%	1	0.02%	4	0.01%
ELGIN	7	0.06%	3	0.06%	25	0.05%
EMERSON	4	0.03%	1	0.02%	13	0.03%
EMMET	1	0.01%	0	0.00%	5	0.01%
EWING	3	0.03%	3	0.06%	13	0.03%
FORDYCE	1	0.01%	0	0.00%	5	0.01%
FORT CALHOUN	6	0.05%	3	0.06%	20	0.04%
FREMONT	175	1.51%	74	1.49%	693	1.44%
FULLERTON	50	0.43%	3	0.06%	87	0.18%

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CONTACTS WITHIN NEBRASKA: DETAILED

	<u>Current Period</u>		<u>Previous Period</u>		<u>Cumulative Since January 1, 1997</u>	
	1683	14.55%	449	9.04%	5,449	11.33%
NORTHERN AREA						
GENOA	11	0.10%	2	0.04%	32	0.07%
HADAR	2	0.02%	0	0.00%	2	0.00%
HARTINGTON	3	0.03%	4	0.08%	37	0.08%
HERMAN	2	0.02%	1	0.02%	9	0.02%
HOMER	2	0.02%	1	0.02%	6	0.01%
HOOPER	3	0.03%	3	0.06%	14	0.03%
HOSKINS	0	0.00%	0	0.00%	7	0.01%
HOWELLS	7	0.06%	4	0.08%	13	0.03%
HUBBARD	1	0.01%	0	0.00%	4	0.01%
HUMPHREY	5	0.04%	0	0.00%	16	0.03%
INMAN	2	0.02%	2	0.04%	22	0.05%
JACKSON	2	0.02%	2	0.04%	5	0.01%
JOHNSTOWN	0	0.00%	0	0.00%	1	0.00%
KENNARD	5	0.04%	0	0.00%	9	0.02%
KILGORE	0	0.00%	0	0.00%	3	0.01%
LAUREL	12	0.10%	1	0.02%	25	0.05%
LEIGH	10	0.09%	1	0.02%	18	0.04%
LINDSAY	1	0.01%	1	0.02%	4	0.01%
LONG PINE	6	0.02%	1	0.02%	15	0.03%
LYNCH	5	0.04%	0	0.00%	7	0.01%
LYONS	5	0.04%	1	0.02%	25	0.05%
MACY	36	0.31%	5	0.10%	56	0.12%
MADISON	7	0.06%	2	0.04%	25	0.05%
MAGNET	0	0.00%	0	0.00%	1	0.00%
MASKELL	1	0.01%	0	0.00%	1	0.00%
MCLEAN	0	0.00%	0	0.00%	1	0.00%
MEADOW GROVE	1	0.01%	0	0.00%	6	0.01%
MERRIMAN	2	0.02%	0	0.00%	3	0.01%
MONROE	5	0.04%	0	0.03%	13	0.03%
NAPER	3	0.03%	0	0.00%	7	0.01%
NELIGH	13	0.11%	8	0.16%	69	0.14%
NENZEL	0	0.00%	1	0.02%	1	0.00%
NEWCASTLE	1	0.01%	1	0.02%	7	0.01%
NEWMAN GROVE	5	0.04%	3	0.06%	18	0.04%
NEWPORT	1	0.01%	0	0.00%	8	0.02%
NICKERSON	2	0.02%	0	0.00%	6	0.01%
NIOBRARA	12	0.10%	0	0.00%	29	0.06%
NORFOLK	181	1.56%	63	1.27%	729	1.52%
NORTH BEND	12	0.10%	5	0.10%	37	0.08%
OAKDALE	5	0.04%	1	0.02%	27	0.06%
OAKLAND	4	0.03%	2	0.04%	47	0.10%
O'NEILL	118	1.02%	9	0.18%	223	0.46%
ORCHARD	1	0.01%	1	0.02%	11	0.02%
OSMOND	5	0.04%	0	0.03%	12	0.02%
PAGE	5	0.04%	0	0.05%	10	0.02%
PENDER	18	0.16%	3	0.06%	52	0.11%

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	<u>Current Period</u>		<u>Previous Period</u>		<u>Cumulative Since January 1, 1997</u>	
	1683	14.55%	449	9.04%	5,449	11.33%
NORTHERN AREA						
PETERSBURG	2	0.02%	0	0.00%	11	0.02%
PIERCE	6	0.05%	0	0.00%	32	0.07%
PILGER	2	0.02%	4	0.08%	11	0.02%
PLAINVIEW	7	0.06%	2	0.04%	42	0.09%
PLATTE CENTER	3	0.03%	1	0.02%	10	0.02%
PONCA	8	0.07%	2	0.04%	14	0.03%
RANDOLPH	5	0.04%	3	0.06%	27	0.06%
RICHLAND	1	0.01%	0	0.00%	3	0.01%
ROGERS	0	0.00%	0	0.00%	3	0.01%
ROSALIE	6	0.05%	1	0.02%	11	0.02%
ROSE	0	0.00%	0	0.00%	1	0.00%
ROYAL	1	0.01%	0	0.00%	8	0.02%
SANTEE	2	0.02%	0	0.00%	12	0.02%
SCHUYLER	36	0.31%	7	0.14%	96	0.20%
SCRIBNER	6	0.05%	1	0.02%	25	0.05%
SNYDER	0	0.00%	0	0.00%	2	0.00%
SOUTH SIOUX CITY	41	0.35%	15	0.30%	155	0.32%
SOUTH YANKTON	0	0.00%	0	0.00%	1	0.00%
SPARKS	1	0.01%	0	0.00%	1	0.00%
SPENCER	4	0.03%	3	0.06%	15	0.03%
SPRINGVIEW	4	0.03%	1	0.02%	16	0.03%
ST. EDWARD	10	0.06%	2	0.04%	22	0.05%
STANTON	7	0.06%	3	0.06%	34	0.07%
STUART	8	0.04%	3	0.06%	25	0.05%
TEKAMAH	20	0.17%	2	0.04%	79	0.16%
THURSTON	4	0.03%	0	0.00%	5	0.01%
TILDEN	10	0.09%	1	0.02%	25	0.05%
UEHLING	1	0.01%	0	0.00%	4	0.01%
VALENTINE	39	0.34%	12	0.24%	135	0.28%
VERDEL	0	0.00%	0	0.00%	2	0.00%
VERDIGRE	7	0.06%	0	0.00%	17	0.04%
WAKEFIELD	7	0.06%	2	0.04%	24	0.05%
WALTHILL	21	0.18%	4	0.08%	43	0.09%
WATERBURY	2	0.02%	1	0.02%	8	0.02%
WAUSA	2	0.02%	1	0.02%	23	0.05%
WAYNE	42	0.36%	16	0.32%	133	0.28%
WEST POINT	35	0.30%	9	0.18%	119	0.25%
WINNEBAGO	20	0.17%	6	0.12%	54	0.11%
WINNETOON	2	0.02%	0	0.00%	6	0.01%
WINSIDE	2	0.02%	1	0.02%	11	0.02%
WINSLOW	0	0.00%	0	0.00%	2	0.00%
WISNER	10	0.09%	4	0.08%	51	0.11%
WOOD LAKE	3	0.03%	0	0.00%	4	0.01%
WYNOT	3	0.03%	0	0.00%	4	0.01%
SOUTHEAST AREA	3,777	32.65%	1,517	30.53%	17,843	37.09%
ABIE	1	0.01%	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>	
	3,777	32.65%	1,517	30.53%	17,843	37.09%
SOUTHEAST AREA						
ADAMS	4	0.03%	0	0.00%	16	0.03%
ALEXANDRIA	3	0.03%	5	0.10%	22	0.05%
ALVO	0	0.00%	0	0.00%	4	0.01%
ARCHER	0	0.00%	0	0.00%	1	0.00%
ASHLAND	8	0.07%	4	0.08%	71	0.15%
AUBURN	35	0.30%	12	0.24%	162	0.34%
AVOCA	3	0.03%	0	0.00%	11	0.02%
BARNESTON	0	0.00%	0	0.00%	3	0.01%
BEATRICE	112	0.97%	40	0.80%	491	1.02%
BEAVER CROSSING	4	0.03%	2	0.04%	19	0.04%
BEE	1	1.00%	0	0.00%	1	0.00%
BELLWOOD	3	0.03%	3	0.06%	7	0.01%
BELVIDERE	0	0.00%	0	0.00%	4	0.01%
BENEDICT	2	0.02%	0	0.00%	10	0.02%
BENNET	15	0.13%	1	0.02%	26	0.05%
BLUE SPRINGS	1	0.01%	0	0.00%	8	0.02%
BRADSHAW	0	0.00%	1	0.02%	13	0.03%
BRAINARD	1	0.01%	1	0.02%	3	0.01%
BROCK	6	0.05%	0	0.00%	10	0.02%
BROWNVILLE	2	0.02%	1	0.02%	11	0.02%
BRUNING	0	0.00%	0	0.00%	4	0.01%
BRUNO	3	0.03%	0	0.00%	3	0.01%
BURCHARD	2	0.02%	0	0.00%	4	0.01%
BURR	0	0.00%	1	0.02%	7	0.01%
BYRON	3	0.03%	0	0.00%	4	0.01%
CARLETON	0	0.00%	1	0.02%	5	0.01%
CEDAR BLUFFS	8	0.07%	0	0.00%	16	0.03%
CEDAR CREEK	1	0.01%	0	0.00%	5	0.01%
CENTRAL CITY	0	0.00%	0	0.00%	65	0.14%
CERESCO	2	0.02%	2	0.04%	13	0.03%
CHAPMAN	0	0.00%	0	0.00%	6	0.01%
CHESTER	4	0.03%	6	0.12%	21	0.04%
CLARKS	0	0.00%	0	0.00%	6	0.01%
CLATONIA	1	0.01%	1	0.02%	5	0.01%
COLON	0	0.01%	1	0.02%	2	0.00%
COOK	0	0.00%	0	0.00%	7	0.01%
CORTLAND	1	0.01%	1	0.02%	10	0.02%
CRAB ORCHARD	2	0.02%	1	0.02%	8	0.02%
CRETE	41	0.35%	13	0.26%	179	0.37%
DAVENPORT	3	0.03%	0	0.00%	8	0.02%
DAVEY	1	0.01%	0	0.00%	5	0.01%
DAVID CITY	23	0.20%	7	0.14%	87	0.18%
DAWSON	0	0.00%	1	0.02%	14	0.03%
DAYKIN	0	0.00%	0	0.00%	3	0.01%
DE WITT	2	0.02%	0	0.00%	13	0.03%
DENTON	1	0.01%	0	0.00%	8	0.02%

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	3,777	32.65%	1,517	30.53%	17,843	37.09%
SOUTHEAST AREA						
DESHLER	1	0.01%	1	0.02%	20	0.04%
DEWITT	0	0.00%	0	0.00%	3	0.01%
DILLER	3	0.03%	0	0.00%	6	0.01%
DORCHESTER	3	0.03%	0	0.00%	16	0.03%
DOUGLAS	0	0.00%	0	0.00%	3	0.01%
DU BOIS	1	0.01%	0	0.00%	5	0.01%
DUNBAR	2	0.02%	0	0.00%	9	0.02%
DWIGHT	3	0.03%	0	0.00%	9	0.02%
EAGLE	5	0.04%	2	0.04%	29	0.06%
ELK CREEK	0	0.00%	0	0.00%	5	0.01%
ELMWOOD	2	0.02%	3	0.06%	18	0.04%
ENDICOTT	0	0.00%	0	0.00%	2	0.00%
EXETER	5	0.04%	1	0.02%	17	0.04%
FAIRBURY	36	0.31%	13	0.26%	206	0.43%
FAIRMONT	2	0.02%	0	0.00%	10	0.02%
FALLS CITY	33	0.29%	9	0.18%	159	0.33%
FILLEY	1	0.01%	0	0.00%	1	0.00%
FIRTH	3	0.03%	0	0.00%	19	0.04%
FRIEND	10	0.09%	0	0.00%	27	0.06%
GARLAND	2	0.02%	1	0.02%	9	0.02%
GARRISON	0	0.00%	0	0.00%	1	0.00%
GENEVA	17	0.15%	10	0.20%	82	0.17%
GOEHNER	0	0.00%	0	0.00%	2	0.00%
GRAFTON	0	0.00%	1	0.02%	1	0.00%
GREENWOOD	4	0.03%	0	0.00%	15	0.03%
GRESHAM	1	0.01%	0	0.00%	11	0.02%
HALLAM	1	0.01%	0	0.00%	3	0.01%
HEBRON	11	0.10%	6	0.12%	88	0.18%
HENDERSON	2	0.02%	1	0.02%	21	0.04%
HICKMAN	12	0.10%	3	0.06%	39	0.08%
HOLLAND	0	0.00%	0	0.00%	1	0.00%
HOLMESVILLE	1	0.01%	0	0.00%	2	0.00%
HUBBELL	1	0.01%	0	0.00%	3	0.01%
HUMBOLDT	5	0.04%	2	0.04%	47	0.10%
ITHACA	1	0.01%	0	0.00%	4	0.01%
JANSEN	1	0.01%	0	0.00%	5	0.01%
JOHNSON	3	0.03%	5	0.10%	20	0.04%
JULIAN	1	0.01%	0	0.00%	1	0.00%
LESHARA	1	0.01%	0	0.00%	1	0.00%
LEWISTON	2	0.02%	0	0.00%	8	0.02%
LIBERTY	1	0.01%	0	0.00%	9	0.02%
LINCOLN	2,788	24.10%	1,171	23.57%	13,324	27.70%
LINWOOD	0	0.00%	0	0.00%	1	0.00%
LORTON	0	0.00%	0	0.00%	1	0.00%
LOUISVILLE	1	0.01%	3	0.06%	14	0.03%
MALCOLM	3	0.03%	0	0.00%	10	0.02%

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	3,777	32.65%	1,517	30.53%	17,843	37.09%
SOUTHEAST AREA						
MALMO	0	0.00%	0	0.00%	3	0.01%
MANLEY	0	0.00%	1	0.02%	2	0.00%
MARTELL	0	0.00%	0	0.00%	3	0.01%
MCCOOL JUNCTION	2	0.02%	0	0.00%	8	0.02%
MEAD	7	0.06%	0	0.00%	20	0.04%
MEMPHIS	0	0.00%	0	0.00%	2	0.00%
MILFORD	5	0.04%	2	0.04%	33	0.07%
MILLIGAN	0	0.00%	0	0.00%	5	0.01%
MORSE BLUFF	2	0.02%	1	0.02%	10	0.02%
MURDOCK	1	0.01%	0	0.00%	4	0.01%
MURRAY	3	0.03%	1	0.02%	19	0.04%
NEBRASKA CITY	41	0.35%	18	0.36%	239	0.50%
NEHAWKA	1	0.01%	1	0.02%	8	0.02%
NEMAHA	3	0.03%	2	0.05%	10	0.02%
OCTAVIA	0	0.00%	0	0.00%	1	0.00%
ODELL	0	0.00%	4	0.08%	7	0.01%
OHIOWA	2	0.02%	1	0.08%	6	0.01%
OSCEOLA	13	0.11%	4	0.08%	28	0.06%
OTOE	1	0.01%	0	0.00%	7	0.01%
PALMER	0	0.00%	0	0.00%	10	0.02%
PALMYRA	4	0.03%	3	0.06%	21	0.04%
PANAMA	2	0.02%	0	0.00%	4	0.01%
PAWNEE CITY	10	0.09%	3	0.06%	32	0.07%
PERU	7	0.06%	1	0.02%	22	0.05%
PICKRELL	0	0.00%	0	0.00%	5	0.01%
PLATTSMOUTH	55	0.48%	21	0.42%	314	0.65%
PLEASANT DALE	1	0.01%	1	0.02%	12	0.02%
PLYMOUTH	1	0.01%	0	0.00%	7	0.01%
POLK	5	0.04%	1	0.02%	13	0.03%
POWELL	0	0.00%	0	0.00%	1	0.00%
PRAGUE	1	0.01%	0	0.00%	6	0.01%
RAYMOND	5	0.04%	5	0.10%	21	0.04%
REYNOLDS	0	0.00%	0	0.00%	5	0.01%
RISING CITY	2	0.02%	1	0.02%	13	0.03%
ROCA	2	0.02%	1	0.02%	6	0.01%
RULO	0	0.00%	0	0.00%	3	0.01%
SALEM	2	0.02%	1	0.02%	5	0.01%
SEWARD	40	0.35%	18	0.36%	175	0.36%
SHELBY	4	0.03%	0	0.00%	22	0.05%
SHICKLEY	0	0.00%	1	0.02%	6	0.01%
SHUBERT	1	0.01%	0	0.00%	5	0.01%
SOUTH BEND	0	0.00%	0	0.00%	4	0.01%
SPRAGUE	0	0.00%	0	0.00%	3	0.01%
STAPLEHURST	2	0.02%	0	0.00%	5	0.01%
STEELE CITY	0	0.00%	0	0.00%	2	0.00%
STEINAUER	0	0.00%	0	0.00%	6	0.01%

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	3,777	32.65%	1,517	30.53%	17,843	37.09%
SOUTHEAST AREA						
STELLA	3	0.03%	2	0.04%	9	0.02%
STERLING	4	0.03%	1	0.02%	19	0.04%
STROMSBURG	5	0.04%	0	0.00%	23	0.05%
SWANTON	4	0.03%	0	0.00%	4	0.01%
SYRACUSE	16	0.14%	4	0.08%	50	0.10%
TABLE ROCK	2	0.02%	2	0.04%	14	0.03%
TALMAGE	3	0.03%	0	0.00%	12	0.02%
TAMORA	0	0.00%	0	0.00%	4	0.01%
TECUMSEH	19	0.16%	3	0.06%	67	0.14%
THAYER	0	0.00%	0	0.00%	1	0.00%
TOBIAS	3	0.03%	2	0.04%	10	0.02%
ULYSSES	3	0.03%	0	0.00%	10	0.02%
UNADILLA	2	0.02%	1	0.02%	14	0.03%
UNION	0	0.00%	2	0.04%	7	0.01%
UTICA	10	0.09%	1	0.02%	34	0.07%
VALPARAISO	5	0.04%	2	0.04%	21	0.04%
VERDON	2	0.02%	0	0.00%	3	0.01%
VIRGINA	0	0.00%	1	0.02%	3	0.01%
WACO	1	0.01%	1	0.02%	14	0.03%
WAHOO	51	0.44%	10	0.20%	140	0.29%
WALTON	3	0.03%	0	0.00%	7	0.01%
WAVERLY	16	0.14%	6	0.12%	58	0.12%
WEEPING WATER	2	0.02%	2	0.04%	23	0.05%
WESTERN	3	0.03%	0	0.00%	6	0.01%
WESTON	3	0.03%	3	0.06%	15	0.03%
WILBER	12	0.10%	5	0.10%	62	0.13%
WYMORE	15	0.13%	7	0.14%	57	0.12%
YORK	93	0.80%	31	0.62%	296	0.62%
YUTAN	4	0.03%	3	0.06%	20	0.04%
SOUTHWEST AREA (merged with the Western Area in 2002)	0	0.00%	0	0.00%	1,417	2.95%
ARAPAHOE	0	0.00%	0	0.00%	11	0.02%
ARTHUR	0	0.00%	0	0.00%	3	0.01%
BARTLEY	0	0.00%	0	0.00%	7	0.01%
BEAVER CITY	0	0.00%	0	0.00%	23	0.05%
BENKELMAN	0	0.00%	0	0.00%	10	0.02%
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	0.05%
CHAMPION	0	0.00%	0	0.00%	1	0.00%
COZAD	0	0.00%	0	0.00%	76	0.16%
CULBERTSON	0	0.00%	0	0.00%	9	0.02%
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	0.01%
ELSIE	0	0.00%	0	0.00%	4	0.01%

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	0	0.00%	0	0.00%	1,417	2.95%
SOUTHWEST AREA (merged with the Western Area in 2002)						
ELWOOD	0	0.00%	0	0.00%	9	0.02%
FARNAM	0	0.00%	0	0.00%	2	0.00%
GOTHENBURG	0	0.00%	0	0.00%	60	0.12%
GRANT	0	0.00%	0	0.00%	13	0.03%
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	0.07%
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	0.01%
LEXINGTON	0	0.00%	0	0.00%	232	0.48%
MADRID	0	0.00%	0	0.00%	5	0.01%
MAXWELL	0	0.00%	0	0.00%	9	0.02%
MAYWOOD	0	0.00%	0	0.00%	3	0.01%
MCCOOK	0	0.00%	0	0.00%	167	0.35%
MULLEN	0	0.00%	0	0.00%	2	0.00%
NORTH PLATTE	0	0.00%	0	0.00%	468	0.97%
OGALLALA	0	0.00%	0	0.00%	92	0.19%
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	0.03%
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	0.01%
WALLACE	0	0.00%	0	0.00%	4	0.01%
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	632	5.46%	387	7.79%	3,369	7.00%
ALLIANCE	28	0.24%	18	0.36%	197	0.41%
ANGORA	0	0.00%	0	0.00%	1	0.00%

DHHS Helpline
Nebraska Department of Health and Human Services
Report Period: 07-01-2010 through 06-30-2011

CONTACTS WITHIN NEBRASKA: DETAILED

	<u>Current Period</u>		<u>Previous Period</u>		<u>Cumulative Since January 1, 1997</u>	
	632	5.46%	387	7.79%	3,369	7.00%
WESTERN AREA						
ARAPAHOE	2	0.02%	1	0.02%	8	0.02%
ASHBY	0	0.00%	1	0.02%	1	0.00%
BARTLEY	3	0.03%	1	0.02%	5	0.01%
BAYARD	4	0.03%	7	0.14%	56	0.11%
BEAVER CITY	0	0.00%	2	0.04%	11	0.02%
BENKELMAN	4	0.03%	2	0.04%	11	0.02%
BIG SPRINGS	3	0.03%	0	0.00%	5	0.01%
BOX BUTTE	0	0.00%	0	0.00%	1	0.00%
BRADY	1	0.01%	4	0.08%	6	0.01%
BRIDGEPORT	11	0.10%	6	0.12%	89	0.19%
BROADWATER	0	0.00%	1	0.02%	7	0.01%
BRULE	2	0.02%	3	0.06%	6	0.01%
BUSHNELL	1	0.01%	0	0.00%	2	0.00%
CAMBRIDGE	4	0.03%	2	0.04%	9	0.02%
CHADRON	24	0.21%	13	0.26%	224	0.47%
CHAMPION	0	0.00%	0	0.00%	3	0.01%
CHAPPELL	10	0.09%	3	0.06%	46	0.10%
CLINTON	0	0.00%	0	0.00%	1	0.00%
COZAD	16	0.14%	11	0.22%	50	0.10%
CRAWFORD	5	0.04%	2	0.04%	33	0.07%
CULBERTSON	0	0.00%	1	0.02%	3	0.01%
CURTIS	1	0.01%	2	0.04%	8	0.02%
DALTON	2	0.02%	0	0.00%	8	0.02%
DANBURY	0	0.00%	0	0.00%	3	0.01%
DIX	2	0.02%	0	0.00%	9	0.02%
EDDYVILLE	0	0.00%	3	0.06%	7	0.01%
EDISON	0	0.00%	0	0.00%	1	0.00%
ELSIE	1	0.01%	0	0.00%	4	0.01%
ELWOOD	1	0.01%	0	0.00%	6	0.01%
EUSTIS	0	0.00%	1	0.02%	2	0.00%
FARNAM	3	0.03%	6	0.12%	43	0.09%
GERING	36	0.31%	8	0.16%	202	0.42%
GORDON	9	0.08%	3	0.06%	51	0.11%
GOTHENBURG	18	0.16%	2	0.04%	49	0.10%
GRAINTON	0	0.00%	0	0.00%	1	0.00%
GRANT	5	0.04%	2	0.04%	15	0.03%
GURLEY	1	0.01%	0	0.00%	3	0.01%
HAIGLER	0	0.00%	0	0.00%	1	0.00%
HALSEY	0	0.00%	0	0.00%	1	0.00%
HAMLET	0	0.00%	0	0.00%	1	0.00%
HARRISBURG	0	0.04%	2	0.04%	5	0.01%
HARRISON	0	0.00%	0	0.00%	6	0.01%
HAY SPRINGS	2	0.02%	1	0.02%	13	0.03%
HAYES CENTER	2	0.02%	0	0.00%	5	0.01%
HAZARD	0	0.00%	0	0.00%	1	0.00%
HEMINGFORD	1	0.01%	2	0.04%	21	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>	
	632	5.46%	387	7.79%	3,369	7.00%
WESTERN AREA						
HENRY	0	0.00%	0	0.00%	2	0.00%
HERSHEY	2	0.02%	1	0.02%	4	0.01%
HOLBROOK	0	0.00%	0	0.00%	2	0.00%
HYANNIS	0	0.00%	1	0.02%	6	0.01%
IMPERIAL	6	0.05%	3	0.06%	20	0.04%
INDIANOLA	6	0.05%	1	0.02%	11	0.02%
KIMBALL	13	0.11%	10	0.20%	61	0.13%
LAKESIDE	0	0.00%	0	0.00%	1	0.00%
LEBANON	0	0.00%	0	0.00%	1	0.00%
LEMOYNE	2	0.02%	0	0.00%	2	0.00%
LEWELLEN	5	0.04%	3	0.06%	23	0.05%
LEXINGTON	33	0.29%	39	0.78%	151	0.31%
LISCO	0	0.00%	1	0.02%	12	0.02%
LODGEPOLE	0	0.00%	0	0.00%	7	0.01%
LYMAN	0	0.00%	2	0.04%	12	0.02%
MADRID	1	0.01%	2	0.04%	4	0.01%
MAX	0	0.00%	0	0.00%	2	0.00%
MAXWELL	0	0.00%	0	0.03%	1	0.00%
MAYWOOD	1	0.01%	1	0.02%	4	0.01%
MCCOOK	46	0.40%	19	0.38%	141	0.29%
MCGREW	1	0.01%	1	0.02%	6	0.01%
MINATARE	0	0.00%	2	0.04%	37	0.08%
MITCHELL	7	0.06%	7	0.14%	41	0.09%
MOOREFIELD	0	0.00%	0	0.00%	1	0.00%
MORRILL	2	0.02%	4	0.08%	31	0.06%
MULLEN	2	0.02%	0	0.00%	5	0.01%
NORTH PLATTE	119	1.03%	52	1.05%	377	0.78%
OGALLALA	23	0.20%	15	0.30%	81	0.17%
OSHKOSH	5	0.04%	8	0.16%	56	0.12%
OVERTON	2	0.02%	0	0.00%	2	0.00%
OXFORD	3	0.03%	6	0.12%	11	0.02%
PALISADE	1	0.01%	1	0.02%	6	0.01%
PARKS	0	0.00%	1	0.02%	1	0.00%
PAXTON	2	0.02%	1	0.02%	6	0.01%
POTTER	1	0.01%	0	0.00%	13	0.03%
RUSHVILLE	1	0.01%	3	0.06%	24	0.05%
SCOTTSSBLUFF	109	0.94%	65	1.31%	698	1.45%
SIDNEY	32	0.28%	17	0.34%	221	0.46%
SMITHFIELD	0	0.00%	1	0.02%	4	0.01%
STAPLETON	0	0.00%	0	0.00%	1	0.00%
STRATTON	1	0.01%	1	0.02%	2	0.00%
SUTHERLAND	2	0.02%	1	0.02%	21	0.04%
THEDFORD	0	0.00%	2	0.04%	2	0.00%
TRENTON	1	0.01%	4	0.08%	8	0.02%
WALLACE	0	0.00%	0	0.00%	0	0.00%
WAUNETA	0	0.00%	1	0.02%	4	0.01%

DHHS Helpline
Nebraska Department of Health and Human Services
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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	632	5.46%	0	0.00%	3,369	7.00%
WELLFLEET	1	0.01%	0	0.00%	2	0.00%
WHITECLAY	0	0.00%	0	0.00%	2	0.00%
WHITMAN	0	0.00%	0	0.00%	0	0.00%
WHITNEY	0	0.00%	1	0.02%	1	0.00%
WILSONVILLE	0	0.00%	0	0.00%	6	0.01%
UNKNOWN	794	6.86%	508	10.22%	2031	4.22%
Total	11,568		4,969		48,107	

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	0.7%	40	0.6%
ALASKA	4	0.4%	4	0.5%	22	0.4%
ARIZONA	26	2.8%	30	4.1%	192	3.1%
ARKANSAS	7	0.8%	9	1.2%	39	0.6%
CALIFORNIA	77	8.3%	52	7.0%	390	6.2%
COLORADO	85	9.2%	72	9.7%	482	7.7%
CONNECTICUT	2	0.2%	3	0.4%	22	0.4%
DELAWARE	2	0.2%	0	0.0%	6	0.1%
DISTRICT OF COLUMBIA	9	1.0%	5	0.7%	76	1.2%
FLORIDA	26	2.8%	30	4.1%	192	3.1%
GEORGIA	15	1.6%	13	1.8%	84	1.3%
HAWAII	0	0.0%	1	0.1%	9	0.1%
IDAHO	5	0.5%	4	0.5%	38	0.6%
ILLINOIS	38	4.1%	23	3.1%	177	2.8%
INDIANA	13	1.4%	9	1.2%	71	1.1%
IOWA	103	11.1%	79	10.7%	694	11.1%
KANSAS	51	5.5%	24	3.2%	441	7.1%
KENTUCKY	7	0.8%	6	0.8%	38	0.6%
LOUISIANA	4	0.4%	5	0.7%	29	0.5%
MAINE	2	0.2%	1	0.1%	11	0.2%
MARYLAND	8	0.9%	6	0.8%	69	1.1%
MASSACHUSETTS	14	1.5%	2	0.3%	53	0.8%
MICHIGAN	13	1.4%	10	1.4%	106	1.7%
MINNESOTA	29	3.1%	33	4.5%	218	3.5%
MISSISSIPPI	2	0.2%	2	0.3%	36	0.6%
MISSOURI	31	3.3%	32	4.3%	301	4.8%
MONTANA	4	0.4%	3	0.4%	35	0.6%
NEVADA	14	1.5%	10	1.4%	138	2.2%
NEW HAMPSHIRE	1	0.1%	2	0.3%	14	0.2%
NEW JERSEY	9	1.0%	6	0.8%	68	1.1%
NEW MEXICO	6	0.6%	6	0.8%	42	0.7%
NEW YORK	18	1.9%	17	2.3%	126	2.0%
NORTH CAROLINA	9	1.0%	11	1.5%	91	1.5%
NORTH DAKOTA	6	0.6%	6	0.8%	38	0.6%
OHIO	19	2.0%	16	2.2%	114	1.8%
OKLAHOMA	26	2.8%	25	3.4%	223	3.6%

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CONTACTS FROM OUT-OF-STATE

	<u>Current Period</u>		<u>Previous Period</u>		<u>Cumulative Since January 1, 1997</u>	
OREGON	6	0.6%	7	0.9%	62	1.0%
PENNSYLVANIA	13	1.4%	9	1.2%	123	2.0%
RHODE ISLAND	1	0.1%	2	0.3%	18	0.3%
SOUTH CAROLINA	4	0.4%	3	0.4%	26	0.4%
SOUTH DAKOTA	63	6.8%	26	3.5%	262	4.2%
TENNESSEE	14	1.5%	15	2.0%	91	1.5%
TEXAS	57	6.1%	56	6.2%	372	6.0%
UTAH	13	1.4%	5	0.7%	58	0.9%
VERMONT	0	0.0%	1	0.1%	7	0.1%
VIRGINIA	23	2.5%	24	3.2%	111	1.8%
WASHINGTON	29	3.1%	15	2.0%	202	3.2%
WEST VIRGINIA	0	0.0%	3	0.4%	13	0.2%
WISCONSIN	10	1.1%	13	1.8%	87	1.4%
WYOMING	7	0.8%	8	1.1%	91	1.5%
Total	928		739		6,248	

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%
AUSTRALIA	1	4.8%	0	0.0%	2	0.1%
AZERBAIJAN	1	4.8%	0	0.0%	1	0.0%
BRAZIL	0	0.0%	0	0.0%	2	0.1%
CANADA	7	33.3%	1	4.5%	30	1.2%
CHINA	0	0.0%	0	0.0%	2	0.1%
COSTA RICA	0	0.0%	0	0.0%	1	0.0%
EGYPT	1	4.8%	1	4.5%	3	0.1%
FRANCE	0	0.0%	1	4.5%	2	0.1%
GERMANY	1	4.8%	3	13.6%	7	0.3%
INDIA	2	9.5%	0	0.0%	8	0.3%
IRAN (ISLAMIC REPUBLIC OF)	0	0.0%	0	0.0%	1	0.0%
IRAQ	0	0.0%	1	4.5%	1	0.0%
IRELAND	0	0.0%	0	0.0%	2	0.1%
JAPAN	3	14.3%	0	0.0%	4	20.0%
KOREA, REPUBLIC OF	0	0.0%	2	9.1%	3	0.1%
MEXICO	0	0.0%	1	4.5%	1	0.0%
NETHERLANDS	0	0.0%	2	9.1%	2	0.1%
NEW ZEALAND	0	0.0%	0	0.0%	1	0.0%
PHILIPPINES	1	4.8%	2	9.1%	6	0.2%
PUERTO RICO	0	0.0%	1	4.5%	2	0.1%
SAUDI ARABIA	1	4.8%	0	0.0%	2	0.1%
SPAIN	0	0.0%	0	0.0%	1	0.0%
TURKEY	0	0.0%	0	0.0%	1	0.0%
UNITED KINGDOM	1	4.8%	1	4.5%	5	0.2%
UNKNOWN	2	9.5%	6	27.3%	2,467	96.2%
Total	21		22		2,564	

DHHS Helpline
 Nebraska Department of Health and Human Services
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REFERRED TO

	<u>Current Period</u>		<u>Previous Period</u>		<u>Cumulative Since January 1, 1997</u>	
BEHAVIORAL HEALTH (BH)	110	0.9%	19	0.3%	158	0.3%
CHILDREN & FAMILY SERVICES	3179	25.0%	1064	17.9%	5,793	9.7%
DEVELOPMENTAL DISABILITIES	14	0.1%	15	0.3%	48	0.1%
FINANCE AND SUPPORT	0	0.0%	0	0.0%	3,518	5.9%
MEDICAID & LONG TERM CARE	568	4.5%	250	4.2%	1221	2.1%
NONE	6,881	54.2%	3,048	51.3%	21,858	36.7%
OPERATIONS (OPER)	194	1.5%	69	1.2%	408	0.7%
OTHER	1114	8.8%	959	16.2%	8,516	14.3%
PUBLIC HEALTH (PH)	635	5.0%	512	8.6%	1867	3.1%
REGULATION AND LICENSURE	0	0.0%	0	0.0%	3,367	5.7%
SERVICES	0	0.0%	0	0.0%	12,759	21.4%
VETERANS' HOMES (VH)	0	0.0%	1	0.0%	3	0.0%