

*Calls Handled Per
Month by D.F.H.
2009 - 2010*

Month	Calls handled by CSU staff	Avg calls handled per day by CSU staff	Address Changes - Automated requests & CSU Completed	Replacement SWIPE Cards - Automated requests & CSU Completed	Applications Mailed - Automated requests & CSU assisted	Coverage Renewals - Completed - Automated requests & CSU assisted	Total App Suite - Automated requests & CSU assisted	110MNP's handled by CSU Support Staff	Moved out of State closures handled by CSU Support Staff	Requested closures handled by CSU Support Staff	SES refer handli by CS Support Staff
Dec-10											
Nov-10											
Oct-10											
Sep-10											
Aug-10											
Jul-10											
Jun-10	45,587	2,072	2,070	3,674	4,768	3,299	13,811	1,199	362	129	
May-10	42,277	2,114	2,071	3,306	4,367	2,839	12,583	964	275	129	
Apr-10	not available	not available	1,762	3,157	4,047	3,069	12,035	1,059	292	142	
Mar-10	not available	not available	2,100	3,941	4,904	3,189	14,134	1,512	336	176	
Feb-10	41,796	2,200	1,980	3,068	4,458	2,927	12,433				
Jan-10	42,590	2,242	2,352	3,535	6,324	2,685	14,896				

Month	Calls handled by CSU staff	Avg calls per day handled by CSU staff	Address Changes - Automated requests & CSU Completed	Replacement SWIPE Cards - Automated requests & CSU Completed	Applications Mailed - Automated requests & CSU assisted	Coverage Renewals Completed - Automated requests & CSU assisted	Total App Suite - Automated requests & CSU assisted
Dec-09	37,477	1,874	1,729	2,584	4,498	3,005	11,816
Nov-09	35,995	2,000	2,291	3,320	4,350	2,818	12,779
Oct-09	41,275	1,871	2,192	3,422	5,160	2,741	13,515
Sep-09	38,743	1,845	2,606	3,928	5,038	2,521	14,093
Aug-09	35,995	1,714	2,178	3,303	4,818	2,350	12,649
Jul-09	34,603	1,648	2,188	3,609	4,170	2,483	12,450
Jun-09	38,127	1,733	1,729	2,739	4,834	2,384	11,686
May-09	32,792	1,726	1,209	2,163	3,424	1,738	8,534
Apr-09	35,345	1,683	1,670	2,709	4,265	1,535	10,179
Mar-09	39,536	1,721	1,444	2,322	4,780	1,918	10,464
Feb-09	30,761	1,619	1,286	2,049	4,461	1,003	8,799
Jan-09	31,076	1,636	1,999	2,683	4,991	711	10,384
	431,725	2,100					
	35,977.08						

9

3,997.45 Average Calls per Month to Customer Service Unit
 1226 Average Calls per Month to MMIS Operations Unit
 5,223.45 Total calls handled by DHH per month

Explanation: The Total calls handled by DHH per month were derived by adding 9 months from CSU and dividing by 9 to get the monthly average & adding 12 months of the MMIS numbers and dividing by 12 to get that monthly average. Then both averages were added together.

Region 1	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10
Orleans & St. Bernard	182	179	191	262	243	214	279	239	258	225	257	
CSU staff	154	140	152	214	191	186	242	202	219	193	230	
Automated	28	39	39	48	52	28	37	37	39	32	27	
East Jeff	82	72	84	93	99	79	100	78	78	58	96	
CSU staff	68	52	76	74	84	69	86	65	62	48	81	
Automated	14	20	8	19	15	10	14	13	16	10	15	

Region 2	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10
Ascension	36	22	35	27	27	17	37	38	37	23	45			
CSU staff	27	20	26	18	24	10	31	32	30	17	36			
Automated	9	2	9	9	3	7	6	6	7	6	9			
EBR	187	198	196	235	280	223	250	271	285	271	258			
CSU staff	150	161	158	188	241	183	201	216	225	208	212			
Automated	37	39	38	47	39	40	49	55	60	63	46			
Feliciana														
Parishes	36	30	62	45	71	47	42	83	47	55	64			
CSU staff	30	26	54	40	59	38	36	67	43	44	52			
Automated	6	4	8	5	12	9	6	16	4	11	12			
Iberville	39	27												
CSU staff														
Automated														
Livingston/ St. Helena	83	60	84	85	78	44	58	61	60	55	67			
CSU staff	75	47	73	71	66	37	44	50	51	38	48			
Automated	8	13	11	14	12	7	14	11	9	17	19			
Pointe Coupee	37	34	61	47	41	36	22	42	43	31	32			
CSU staff	27	28	56	41	33	32	16	29	36	23	25			
Automated	10	6	5	6	8	4	6	13	7	8	7			

Region 3	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10
West Jeff/ Plaquemines	124	140	148	113	145	122	115	163	150	110	168			
CSU staff	102	118	118	99	121	102	91	132	124	85	137			
Automated	22	22	30	14	16	20	24	31	26	25	31			
Lafourche/ Assumption	31	65	43	54	47	48	44	58	60	62	57			
CSU staff	27	47	33	40	41	34	36	48	48	48	48			
Automated	4	18	10	14	6	14	8	10	12	14	9			
Tri-Parish	59	79	60	76	75	80	85	89	87	74	85			
CSU staff	53	66	49	64	58	65	71	74	66	62	75			
Automated	6	13	11	12	17	15	14	15	21	12	10			
St. Mary	40	38	30	52	35	35	28	32	31	30	40			
CSU staff	26	33	23	42	33	24	22	23	23	21	30			
Automated	14	5	7	10	2	11	6	9	8	9	10			
Terrebonne	36	44	49	40	72	53	76	60	41	48	58			
CSU staff	31	37	41	29	62	42	68	42	33	34	53			
Automated	5	7	8	11	10	11	8	18	8	14	5			

Region 4	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10
Acadia	6	17	50	54	103	62	96	104	111	106	143			
CSU staff	5	15	42	47	86	60	83	87	102	89	122			
Automated	1	2	8	7	17	2	13	17	9	17	21			
Iberia	49	127	146	97	128	92	90	106	104	101	117			
CSU staff	37	110	129	75	113	78	79	83	88	79	101			
Automated	12	17	17	22	15	14	11	23	16	22	16			
Lafayette	88	117	134	151	136	124	159	208	219	147	204			
CSU staff	70	101	111	128	119	105	121	172	182	110	171			
Automated	18	16	23	23	17	19	38	36	37	37	33			
St. Landry	24	53	53	49	59	54	38	57	57	41	63			
CSU staff	18	40	45	42	52	42	30	45	43	29	53			
Automated	6	13	8	7	7	12	8	12	14	12	10			
St. Martin	13	61	67	70	55	51	51	49	68	62	86			
CSU staff	9	55	56	60	50	41	39	40	56	51	68			
Automated	4	6	11	10	5	10	12	9	12	11	18			
Vermilion	6	8	6	13	31	37	47	37	35	33	45			
CSU staff	4	6	6	11	30	33	38	27	32	28	34			
Automated	2	2	0	2	1	4	9	10	3	5	11			

Region 5	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10
Beauregard	73	39	59	55	54	52	58	47	66	81	59			
CSU staff	63	35	55	50	49	46	44	41	58	72	51			
Automated	10	4	4	5	5	6	14	6	8	9	8			
Lake Charles	70	73	66	70	78	51	89	90	59	88	79			
CSU staff	60	57	53	58	67	43	69	72	48	64	69			
Automated	10	16	13	12	10	8	20	18	11	24	10			
Jeff Davis	20	22	30	29	32	29	29	26	26	35	37			
CSU staff	17	18	22	21	29	22	21	24	22	28	25			
Automated	3	4	8	8	3	7	8	2	4	7	12			

Region 6	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10
Avoyelles	14	12	38	40	89	57	70	107	69	73	89			
CSU staff	13	11	36	38	85	54	66	106	63	69	85			
Automated	1	1	2	2	4	3	4	1	6	4	4			
Catahoula/Conc	14	12	20	15	27	10	14	9	13	14	13			
CSU staff	13	9	18	13	24	9	12	8	11	10	9			
Automated	1	3	2	2	3	1	2	1	2	4	4			
Evangeline	9	19	29	47	44	29	32	38	37	34	28			
CSU staff	7	16	27	43	42	23	29	31	36	31	27			
Automated	2	3	2	4	2	6	3	7	1	3	1			
LaSalle	4	5	3	7	4	4	7	7	3	5	3			
CSU staff	4	3	3	6	4	4	7	6	3	5	2			
Automated	0	2	0	1	0	0	0	1	0	0	1			
Rapides	36	40	29	42	37	29	32	49	40	50	47			
CSU staff	28	35	24	33	30	27	26	41	32	36	39			
Automated	8	5	5	9	7	2	6	8	8	14	8			
Vernon	26	22	27	16	18	13	27	27	21	29	30			
CSU staff	24	15	22	12	15	12	24	21	15	27	24			
Automated	2	7	5	4	3	1	3	6	6	2	6			
Winn	13	13	53	23	33	38	25	46	36	20	40			
CSU staff	11	12	53	23	30	35	24	43	33	18	35			
Automated	2	1	0	0	3	3	1	3	3	2	5			
Alexandria Regio	0	2	2	8	0	3	0	1	0	0	0			
CSU staff	0	2	2	7	0	2	0	0	0	0	0			
Automated	0	0	0	1	0	1	0	1	0	0	0			

Region 7	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10
Bienville	2	3	2	6	0	2	0	1	0	0	0			
CSU staff	1	2	1	4	0	2	0	1	0	0	0			
Automated	1	1	1	2	0	0	0	0	0	0	0			
Shreveport	136	157	179	190	186	156	178	200	180	150	216			
CSU staff	94	131	144	142	146	126	140	160	140	124	165			
Automated	42	26	35	48	40	30	38	40	40	26	51			
Natchitoches	60	59	82	46	27	50	49	41	52	47	40			
CSU staff	45	41	62	35	22	42	38	34	42	38	34			
Automated	15	18	20	11	5	8	11	7	10	9	6			

Region 8	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10
EW Carroll	59	52	39	67	53	67	76	79	61	56	68			
CSU staff	47	44	35	59	44	52	63	67	51	51	61			
Automated	12	8	4	8	9	15	13	12	10	5	7			
Franklin/Caldwell	25	19	42	36	41	29	38	35	27	30	39			
CSU staff	20	17	36	31	35	27	29	26	19	21	32			
Automated	5	2	6	5	6	2	9	9	8	9	7			
Lincoln/Jackson	15	23	29	25	27	18	23	25	24	20	22			
CSU staff	13	20	22	21	23	15	18	22	20	17	18			
Automated	2	3	7	4	4	3	5	3	4	3	4			
Morehouse	21	26	22	45	35	23	27	38	15	19	25			
CSU staff	19	23	18	35	29	19	18	31	13	16	21			
Automated	2	3	4	10	6	4	9	7	2	3	4			
Ouachita/Union	40	36	47	34	43	39	32	48	61	49	63			
CSU staff	29	28	41	28	38	30	25	39	50	39	48			
Automated	11	8	6	6	5	9	7	9	11	10	15			
Richland/Madison	29	22	20	32	28	35	28	39	39	21	35			
CSU staff	28	18	16	28	25	32	23	30	33	16	28			
Automated	1	4	4	4	3	3	5	9	6	5	7			

Region 9	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10
St. Tammany	93	100	95	103	103	135	152	130	130	138	126			
CSU staff	77	77	84	86	85	109	131	112	104	92	101			
Automated	16	23	11	17	18	26	21	18	26	46	25			
Tangipahoa	75	102	95	112	118	93	101	101	97	116	116			
CSU staff	60	71	79	96	105	75	78	79	71	93	91			
Automated	15	31	16	16	13	18	23	22	26	23	25			
Washington	21	17	31	18	33	12	32	37	26	28	27			
CSU staff	17	15	25	12	31	11	30	30	20	23	23			
Automated	4	2	6	6	2	1	2	7	6	5	4			
NSPU	25	8	10	3	0	0	0	0	0	0	0			
CSU staff	23	7	7	3	0	0	0	0	0	0	0			
Automated	2	1	3	0	0	0	0	0	0	0	0			