

	Member Calls Received	DHS Contact Center Calls Received	Hawki Calls Received	Total Received	Avg Talk Time	*Total CSRs on Phones
<i>July-23</i>	21769	18094	1203	41066	0:07:08	34
<i>August-23</i>	19315	16982	1245	37542	0:07:36	30
<i>September-23</i>	13453	12744	926	27123	0:09:04	30
<i>October-23</i>	12774	13397	925	27096	0:08:50	33
<i>November-23</i>	11457	12126	1704	25287	0:08:18	75
<i>December-23</i>	11124	12504	3114	26742	0:07:05	64
<i>January-24</i>	13611	15574	2598	31783	0:06:52	62
<i>February-24</i>	12876	14605	2643	30124	0:06:33	61
<i>March-24</i>	11795	13891	1970	27656	0:06:19	58
<i>April-24</i>	12599	15188	1940	29727	0:06:34	58
<i>May-24</i>	11645	13088	1754	26487	0:07:01	54
<i>June-24</i>	10357	11672	1390	23419	0:06:04	54