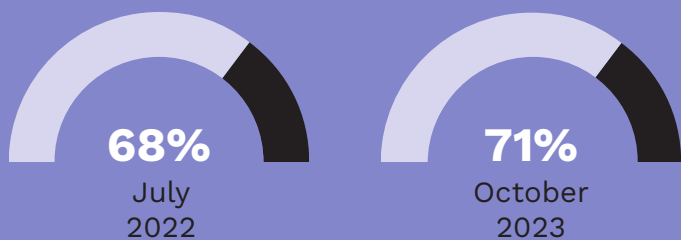


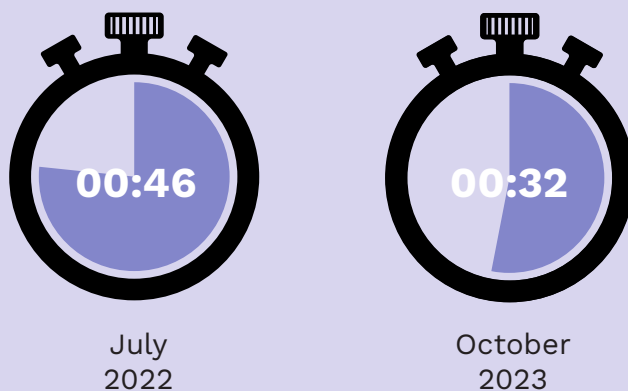
988: Progress Report July 2022 - October 2023

Call Center Locations: AltaPointe (Mobile) • JBS (Crisis Center Birmingham) • WellStone (Huntsville)

IN-STATE ANSWER RATE



AVERAGE SPEED TO ANSWER



40,691
Total # of Calls

8,287
Total # of Chats



12,054
Total # of Texts