

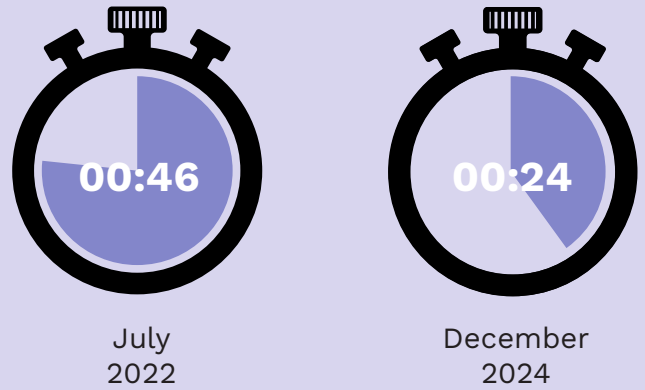
988: Progress Report Cumulative July 2022 - December 2024

Call Center Locations: AltaPointe (Mobile) • Carastar Health (Montgomery) • JBS (Birmingham)
SpectraCare (Dothan) • WellStone (Huntsville)

IN-STATE ANSWER RATE



AVERAGE SPEED TO ANSWER



80,318
Total # of Calls

12,621
Total # of Chats



22,400
Total # of Texts