Recovery Helpline

Report Date: February 8, 2018

**January 2018 Helpline Statistics**

Total Inbound Calls                                          74 (36 December)

Total Outbound Calls                                      70 (35 December)

Total Calls                                                            144 (71 December)

Inbound Minutes                                             297 Minutes (205 Minutes December)

Outbound Minutes                                         264 Minutes (181 Minutes December)

Total Minutes                                                    561 Minutes (386 Minutes December)

Average Call Inbound                                     4.01 minutes (5.71 minutes December)

Average Call Outbound                                 3.77 minutes (5.18 minutes December)

**Helpline Volunteer Staff Hours                  372 (not including Helpline Coordinator hours)**

Note: We have had several text conversations with Clients over the past month. These conversations have gone back and forth over several hours.

Submitted by: Teri Conte