

APPENDIX P

**ENROLLMENT SERVICES CENTER ACTIVITY
FROM JANUARY 1, 2006 THROUGH DECEMBER 31, 2006**

EFFECTIVE PERIOD	TOTAL PHONE CALLS	AVERAGE TALK TIME	MANAGED CARE ELIGIBLES (consumers)	TOTAL SELECTIONS (consumers)	ASSIGNMENTS (consumers)
January	28,050	4 mins., 40 secs	1,192,053	50,359	21,465
February	27,564	4 mins., 32 secs	1,199,245	40,842	9,918
March	43,182	5 mins., 20 secs	1,197,661	72,383	38,173
April	31,817	3 mins., 55 secs	1,204,004	45,117	11,912
May	21,121	3 mins., 42 secs	1,208,816	32,491	6,874
June	26,687	4 mins., 08 secs	1,208,931	51,896	10,998
July	24,341	4 mins., 21 secs	1,212,610	116,944	9,254
August	25,248	4 mins., 47 secs	1,214,056	201,968	8,423
September	61,764	5 mins., 01 secs	1,212,174	87,178	35,501
October	74,414	4 mins., 58 secs	1,212,125	104,764	58,337
November	66,609	5 mins., 32 secs	1,208,064	127,888	23,023
December	60,599	4 mins., 39 secs	1,195,028	107,113	49,910
TOTALS	491,394	NA	14,464,767	1,038,943	283,788
AVERAGE	40,950	4 mins., 38 secs	1,205,397	86,579	23,649

Note: The totals represented here display increases in CFC consumer enrollments, while January 2007 through June 2007 will experience increases in ABD consumer enrollment. Monthly enrollment increases are due to statewide expansion efforts and are expected to stabilize by the beginning of the contract period.