



HODAC
FY05 Helpline Statistical Analysis
For REGION 7: SOUTHEAST



September 21, 2005

by



ANOVA Business Analysts



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Executive Summary

An analysis was completed upon data collected for Helpline Georgia for the reporting period of July 1, 2004-June 30, 2005. 13,555 calls were analyzed based upon a series of demographic and behavioral categories.

Of those individuals utilizing Helpline Georgia's services, 57.49% were male, compared to a 42.51% utilization rate for females. The call rates for males and females have remained virtually unchanged during the two year reporting period. Only Region 4 realized a higher rate of female utilization with females calling into the Helpline 51.95% of the time as opposed to Region 4 Males utilizing the service 48.05%.

Categorical Supposition was created in an effort to link demographic information gathered with the corresponding needs of individual callers. Six Main Categories were created for standardization purposes representing 96.55% of 13,555 logged calls. The remaining 3.30% of calls were logged within the Category of 'Multiple Needs'. This category was then broken down to capture the remaining calls for analyzing.

A staggering 75.37% of all calls received at Helpline Georgia were Substance Abuse based. Of these calls, 25.51% were individuals inquiring about Crack, 20.87% were individuals concerned with Alcohol based concerns, and 12.17% of calls were concerning Methamphetamines.

Regionally, Alcohol-based calls were received at the Helpline rate of 35.28% in Region 2, with the smallest number of Alcohol-based calls being received from Region 4 at 6.89%. The highest rate of Crack-based calls was received from Region 2 at 37.42%, with Region 6 yielding the lowest percentage of calls at 7.14%. Methamphetamines callers were most often calling from Region 1, netting 36.30% of all Methamphetamines related calls. Region 6 yielded the lowest rate of Methamphetamines related calls at 2.42%

When broken further into county service utilization for each Substance Abuse focused upon, the results further verify Regional outcomes. Fulton County represented 20.40% of all Alcohol-related calls, with Cobb and Gwinnett rounding out the top three County utilizations at 7.42% and 5.73%. Cobb County is represented by Region 1 while the other two top producing counties are found within Region 2. Crack-related calls yielded slightly different results. First placed Fulton County scored 22.64% of all Crack calls, while Dekalb County represented the second highest utilization of services for crack related issues this year, netting 5.38%. Chatham County, in Region 7 fell to third place for this year at 5.23%. Cobb County at 7.88% fell to second place this year, trading places with Fulton County which logged 9.70% of calls concerning Methamphetamines. This year, Houston county, in Region 4 became the third highest user of the Helpline for Methamphetamines at 5.52%. Gwinnett County fell to fourth place, logging 5.45% of calls regarding Methamphetamines.

Analysis is broken down into top level, or State level results, secondary level, or Regional level results, and tertiary level, or specific focuses based upon regional breakdowns.

A complete and thorough analysis of findings is provided.





Company Profile and History

HODAC, Inc. began as The Houston Drug Action Council in 1970, shortly following the Atlanta International Rock Festival, also known as the Byron Rock Festival, which was held in neighboring Peach County. The Rock Festival brought to light the need for a drug intervention program in the county. Some concerned citizens started to look at the problem of rising drug use and teen pregnancies in Houston County. By 1973, The Houston Drug Action Council was incorporated and the staff size had tripled.

HODAC's priority has always been helping children who are having problems in their homes who are abused, delinquent, dealing with pregnancy or drug use. Since that time, HODAC's programs have increased as needs were identified in the community. Programs such as: Gateway Cottage, a transitional shelter for women with children who are coming out of drug and alcohol treatment facilities; Student and Family Prevention Services, working with high risk kids in dealing with an array of problems such as conflict resolution and anger management; Helpline Georgia, a statewide toll-free hotline providing information and referrals for crime victims, gambling addiction, drug and alcohol abuse and domestic violence; Teen Pregnancy Prevention Program and Teen Headquarters, designed to assist teens with prevention of pregnancy, risks involved in having children, and alternative activities to reduce the number of juvenile crimes and pregnancies; and HODAC's Victim Resource Center, offering comprehensive services to crime victims and violence prevention education to the community.

The Houston Drug Action Council, Inc. officially changed its name in 1999 to HODAC, Inc.





Methodology Overview

Helpline Georgia contractors, HODAC, Inc. completed statistical analysis of data collected for each client utilizing the Helpline service. Raw data, including demographic information and the nature of the call, was collected from Georgia Helpline client calls for the period of July 1, 2004-June 30, 2005. Data was divided between single ‘need’ and multiple ‘need’ call categories utilizing a hierarchical method of six ‘Main’ categories, with sub-categorical entries broken down further to delineate actual caller inquiries. Entries missing key fields of data, or information that was incorrectly entered, were deleted to avoid Type I statistical errors.

15,587 callers initially utilized Helpline Georgia during FY 2005. This represents a slight increase of 0.84% over FY 2004’s initial utilization. 2032 entries were deleted due to missing or incorrect data collection. This represents a 23.45% increase in ‘dirty’ or missing data that was required to be deleted. 13,555 calls were kept for analysis. This represents 86.96% of all logged calls for FY 2005. Although this represents a 2.67% increase in the percentage of call entries that were removed due to data error or missing data 86.96% is still a commendable percentage of useable data. It is important for HODAC to analyze the cause of the increased occurrence of irreparable or missing data entry in an effort to curb and reverse this downward trend. Of the 13,555 individual calls analyzed for the period July 1, 2004-June 30, 2005, there is a slight 1.85% decrease in kept calls over the reporting period of July 1, 2003-June 30, 2004. This decrease can be attributed to the number of call entries that had to be deleted due to improper obtainment of, or missing data. The actual call entries for FY 2005 are slightly greater at 15,587 calls over the 15,457 calls logged in FY 2004.

Of 13,555 calls, 222 individual needs were reported that were categorized into six Main Categories. These categories included: Substance Abuse; General Information/Inquires; Criminal/Legal Reporting; Mental Health; Abuse/Neglect; Medical/Health Inquiries. This was completed in an effort to more effectively capture caller data and report upon analytical findings. Analysis was performed at a primary, secondary and tertiary level. Gender, Employment Status, Age, Caller’s Needs, Ethnicity, Chronological History, as well as Population Levels and Service Utilization was analyzed at the State level. The above was also broken down into the seven Mental Health, Developmental Disabilities and Addictive Diseases regions for the State of Georgia and compared further between Gender groups within each region.

Due to the preponderance of Substance Abuse inquiries throughout the reporting period, this Need was highlighted in the analysis. The top eight Substance Abuse inquiries were recorded and graphed for each region. Further, special focus was placed upon Crack, Methamphetamines and Alcohol calls received during the reporting period. A complete analysis follows. Needs were also assessed at the Regional level based upon Gender and Ethnicity.





Caller History

Region 7 – Caller History by County

County	Percentage	# of Calls
Appling	2.24%	26
Atkinson	0.52%	6
Bacon	0.60%	7
Brantley	0.43%	5
Bryan	1.38%	16
Bulloch	5.25%	61
Camden	1.81%	21
Candler	0.69%	8
Charlton	0.52%	6
Chatham	43.72%	508
Clinch	0.77%	9
Coffee	3.96%	46
Effingham	3.10%	36
Evans	1.03%	12
Glynn	10.84%	126
Jeff Davis	1.81%	21
Liberty	3.01%	35
Long	0.17%	2
McIntosh	1.64%	19
Pierce	0.95%	11
Tatnall	1.20%	14
Toombs	5.08%	59
Ware	6.11%	71
Wayne	3.18%	37
	100.00%	1162



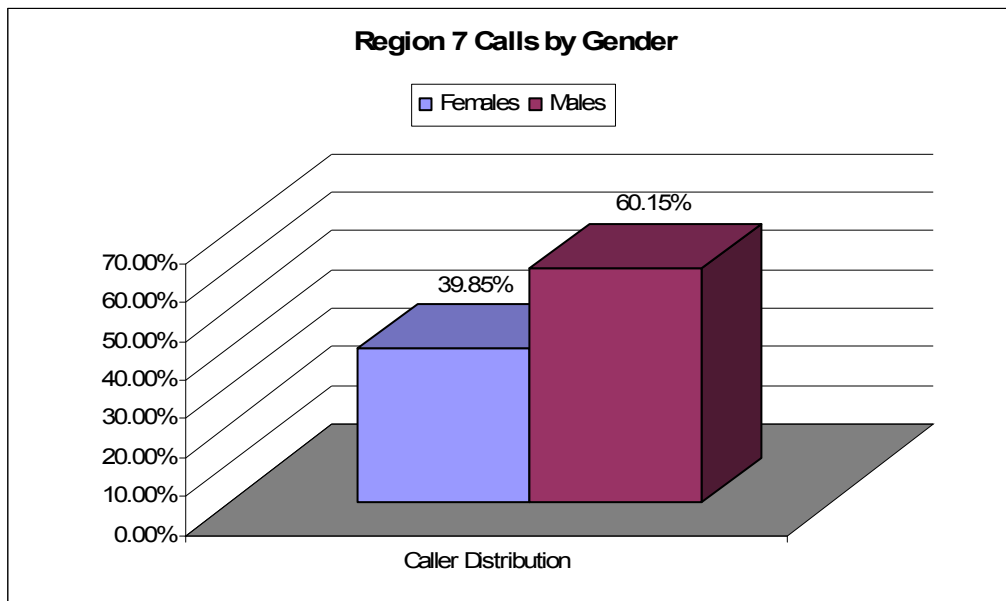
Demographics

HODAC gathered a series of demographic information on each of its 13555 clients calling to utilize the Helpline service during the reporting period in an effort to track and measure Helpline effectiveness and proper delivery of services. Gender, Age, Ethnicity, Employment Status, Location, Need for calling, Date and Time called is some of the demographics tracked for every call.

A thorough investigation and analysis follows for demographics at the State, Regional, and tertiary level (i.e. Gender versus Need; Region versus Gender Need).

Gender – Regional Level

Region 7		
Female	463	39.85%
Male	699	60.15%
	1162	100.00%



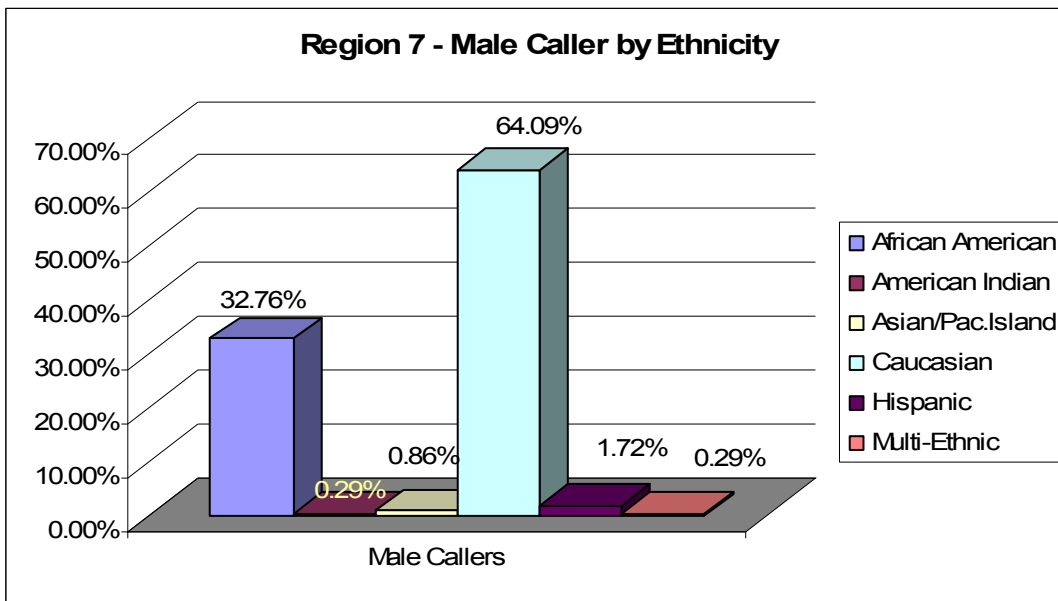


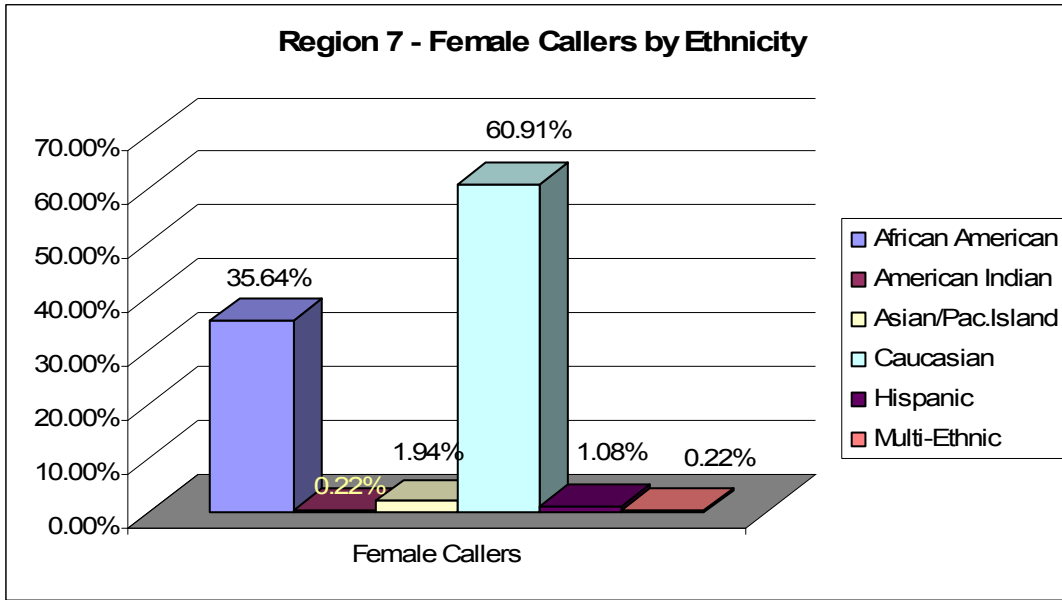
Ethnicity

Regional Level Ethnicity – Gender Specific

Region 7

Region 7				
Calls By Ethnicity and Gender				
	%	Males	%	Females
African American	32.76%	229	35.64%	165
American Indian	0.29%	2	0.22%	1
Asian/Pac.Island	0.86%	6	1.94%	9
Caucasian	64.09%	448	60.91%	282
Hispanic	1.72%	12	1.08%	5
Multi-Ethnic	0.29%	2	0.22%	1
	100.00%	699	100.00%	463



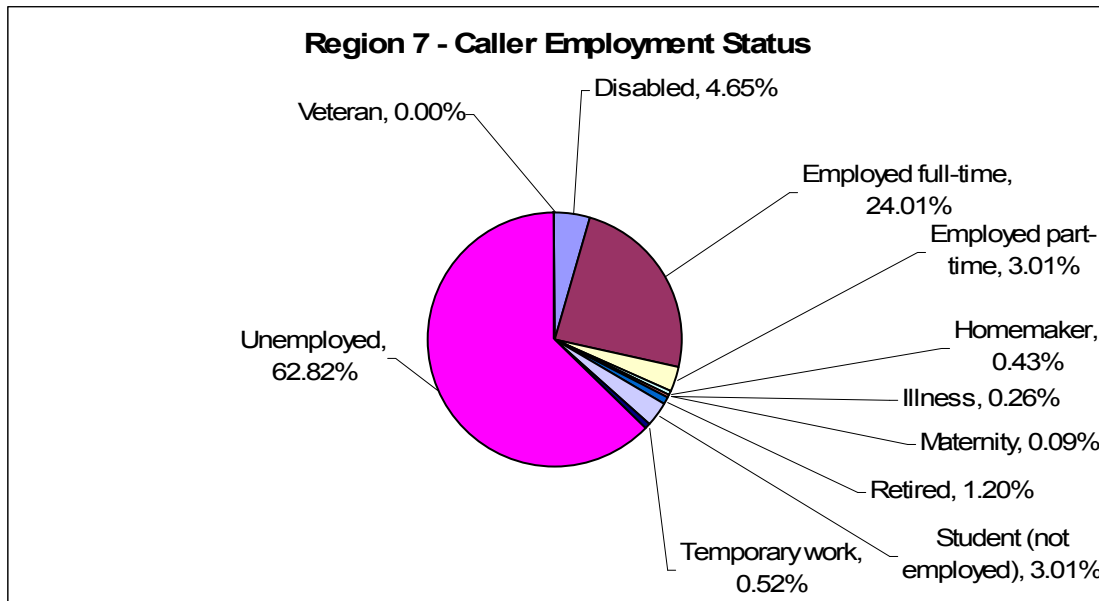




Regional Level Employment Status

Region 7

Region 7		
Calls by Employment Status		
	# Calls	% of Calls
Disabled	54	4.65%
Employed full-time	279	24.01%
Employed part-time	35	3.01%
Homemaker	5	0.43%
Illness	3	0.26%
Maternity	1	0.09%
Retired	14	1.20%
Student (not employed)	35	3.01%
Temporary work	6	0.52%
Unemployed	730	62.82%
Veteran	0	0.00%
Total	1162	100.00%





Regions

HODAC follows the MHDDAD (Mental Health, Developmental Disabilities and Addictive Diseases) Regional chart to report and analyze client’s calling behavior. It was discovered for the reporting period of July 1, 2004-June30, 2005 that Region 2, or Metro Atlanta reported the highest percentage of callers overall (33.09%) with the neighboring Region 1, or North Region (18.86%) and Region 3, or West Central Region (12.71%) trailing behind. Region 2 carries the highest population within the State of Georgia, although is smallest in land area. Region 1 and Region 3 encompass large areas of landmass, but also include county populations encompassing the Greater Metro Atlanta cosmopolitan area. This trend has continued from last year, with no change in the three highest regional calling behaviors. A clearer picture of a typical Helpline caller will be revealed through the following analysis of State and Regional breakdowns of Helpline data gathered.

MHDDAD Regional Breakdown





Needs

Needs Discussion

Caller Needs are represented in the HODAC Iris data collection system with 222 separate and individual needs. Needs were broken down into 7 separate main categories including a separate category to specifically deal with multiple need calls. 96.55% of all calls received at the Helpline can be categorized within one of the following six Main Categorical headings.

Remaining caller needs fit into the ‘Multiple Need’ call category. The following represents a near complete listing of the types of Multiple Need calls that were received at the Helpline during the reporting period.

99.85% of all Helpline caller needs are accounted for through this method of categorization in the following manner:

Multiple Needs

Data received in raw form yielded 27,068 individual pieces of data regarding needs. These pieces of data include several need entries per call for many callers. During the data cleaning and repair phase of the project, the following information regarding need inquiry behavior was gleaned. The following shows, for example that one person called into the Helpline service requiring information about nine different issues.

Caller Need Breakdown

1 Need	13555
2 Needs	10127
3 Needs	2665
4 Needs	557
5 Needs	117
6 Needs	30
7 Needs	10
8 Needs	7

27068

of Calls

13,555

of Needs

27,068

**Avg # of
Needs per
Caller**

2.00





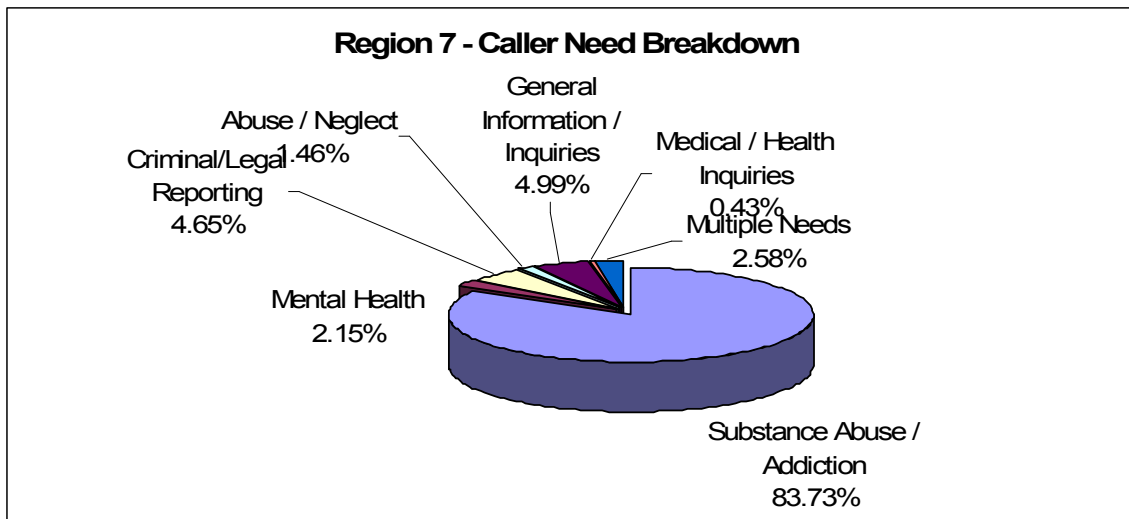
Top 7

Of the 244 individual needs inquired about, the top 7 needs reported were as follows:

Regional Needs Breakdown

Region 7

MAIN NEED CATEGORY - Single	Count	% Calls
Substance Abuse / Addiction	973	83.73%
Mental Health	25	2.15%
Criminal/Legal Reporting	54	4.65%
Abuse / Neglect	17	1.46%
General Information / Inquiries	58	4.99%
Medical / Health Inquiries	5	0.43%
Multiple Needs	30	2.58%
	<u>1162</u>	<u>100.00%</u>

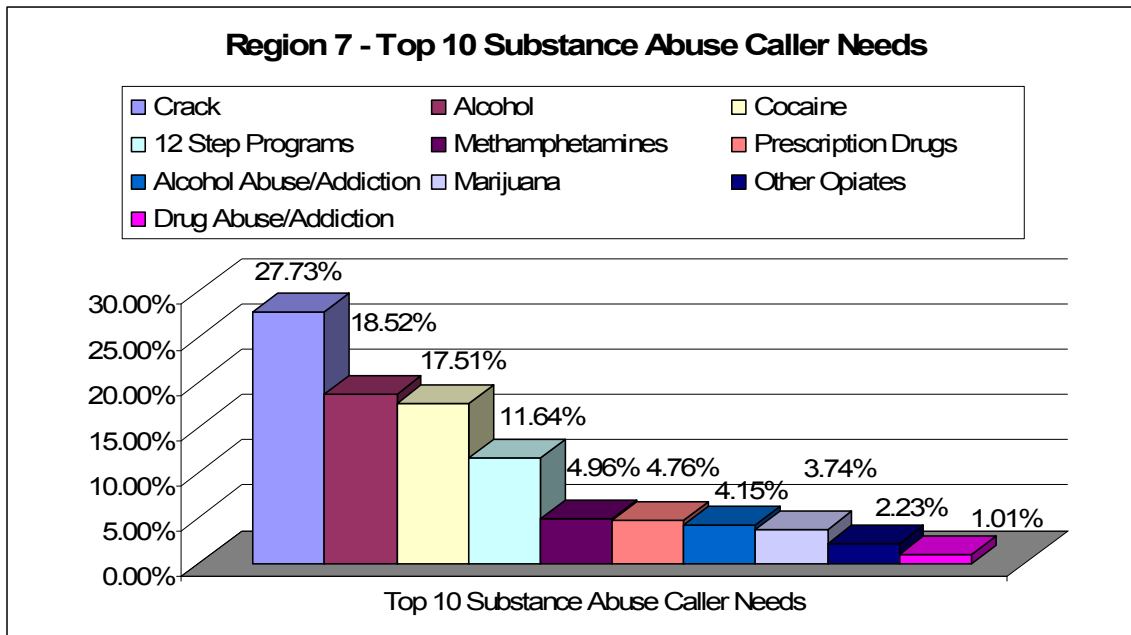




Substance Abuse Needs – By Region

Region 7

Region 7 Top 10 Substance Abuse Caller Needs			
85.03% of Region 7's call habits were Substance Abuse Related			
1	Crack	274	27.73%
2	Alcohol	183	18.52%
3	Cocaine	173	17.51%
4	12 Step Programs	115	11.64%
5	Methamphetamines	49	4.96%
6	Prescription Drugs	47	4.76%
7	Alcohol Abuse/Addiction	41	4.15%
8	Marijuana	37	3.74%
9	Other Opiates	22	2.23%
10	Drug Abuse/Addiction	10	1.01%
		951	96.26%





Specific Focus Areas

A focused observation was undertaken in the call need areas of Methamphetamines, Alcohol and Crack due to the preponderance of abuse and use with these drugs in the state of Georgia.

Methamphetamines, Alcohol and Crack inquiries represented a significant 58.55% of all calls logged at the Helpline during the reporting period of July 1, 2004-June 30, 2005. This is a significant 5.85% increase in the proportion of calls received for these three needs over last year's reporting period.

It is interesting to note the differences between caller demographics, county and regional behaviors, and needs. Regionally, Alcohol related inquiries were more evenly spread amongst the State as compared to Crack and Methamphetamines inquiries. Both Alcohol and Crack inquiries were most common in Region 2, or Metro Atlanta, whereas Methamphetamines inquiries were most commonly found in Region 1, or the North Region of Georgia.

This year, caller inquiries for help regarding Methamphetamines were greater than either crack or alcohol. This represents a shift from crack inquiries which represented 22.98% of all calls during last year's reporting period and now represent only 12.17% of all caller's inquiries. This is significant to note because this mirrors both drug's gaining and waning popularity amongst Georgia's population. Methamphetamines are becoming far more accessible since they are easy to produce domestically and are also easy to distribute.

Males called the Helpline overwhelmingly more than Females for each of the three focus areas again this year. Males called the Helpline twice as often as Females to inquire about Alcohol and Crack. The gap between Males and Females for Methamphetamines inquiries was smaller, yet still significant at 17%.

Ethnicity played an important part in caller behavior as well. For both Alcohol and Methamphetamines inquiries, Caucasians represented a major portion of calls, while African Americans had inquiries about Crack issues more often. These calling behaviors have not changed for either FY 2004 and FY 2005.

Analysis of Methamphetamines, Alcohol, and Crack inquiries follows:





Alcohol

Overview

Data collected during the Georgia State Helpline's reporting period of July 1, 2004-June 30, 2005 yielded the following results:

- 20.87% of 13,555 calls logged during the reporting period were Alcohol related inquiries. This trend is maintained as last year's Alcohol inquiries represented 20.09%.
- Region 2 yielded the highest volume of calls regarding Alcohol inquiries at 35.28% of Alcohol-related calls. This is in comparison to FY 2004 where 36.78% of all calls relating to Alcohol came from Region 2.
- Fulton County yielded the highest percentage of calls regarding Alcohol again this year 20.40% of all calls. This represents a 1.5% decrease in Alcohol related call received over the FY 2004 reporting period.
- Cobb County (Region 1), and Gwinnett County (Region 2), produced the second and third highest volume of Alcohol related calls again this year at 7.42% and 5.73% respectively.
- Males called into the Helpline with Alcohol related needs more than twice the percentage of Female callers.
- Caucasians logged nearly 700 calls or 25.00% more calls relating to Alcohol than second most frequent ethnic group, African Americans.
- Over 65% of Alcohol related callers were Unemployed. This is nearly three times the amount of the second most frequent employment status – Fulltime Employed.





**Demographic Breakdown – Alcohol-Related Calls
Region 7**

Gender	Percentage	# of calls
Male	67.66%	182
Female	32.34%	87
		269

Ethnicity	Percentage	# of calls
African American	30.48%	82
American Indian	0.37%	1
Asian/Pac.Island	0.37%	1
Caucasian	66.17%	178
Hispanic	2.23%	6
Multi-Ethnic	0.37%	1
		269

Employment	Percentage	# of calls
Disabled	6.69%	18
Employed full-time	22.30%	60
Employed part-time	2.60%	7
Homemaker	0.00%	0
Illness	0.00%	0
Maternity	0.00%	0
Retired	1.12%	3
Student (not employed)	2.23%	6
Temporary work	0.74%	2
Unemployed	64.31%	173
Veteran	0.00%	0
		269



**Alcohol Service Utilization – County Breakdown
Region 7**

Counties	Percentage	# of calls
Appling	5	1.86%
Atkinson	1	0.37%
Brantley	2	0.74%
Bryan	4	1.49%
Bulloch	9	3.35%
Camden	5	1.86%
Candler	3	1.12%
Chatham	139	51.67%
Clinch	2	0.74%
Coffee	8	2.97%
Effingham	12	4.46%
Evans	1	0.37%
Glynn	21	7.81%
Jeff Davis	5	1.86%
Liberty	6	2.23%
McIntosh	4	1.49%
Pierce	4	1.49%
Tattnall	1	0.37%
Toombs	8	2.97%
Ware	18	6.69%
Wayne	11	4.09%
	269	100.00%



Crack

Overview

Data collected during the July 1, 2004-June 30, 2005 reporting period yielded the following results for Crack related inquiries:

- 22.51% of calls logged at the Georgia Helpline were inquiries concerning Crack. This is an increase of nearly 3.5% over last year's reporting period.
- Region 2 yielded the highest overall percentage of calls regarding Crack again this year at 37.42%. The number of calls from Region 2; 1,294 is nearly triple the amount of the second highest regional call volume from Region 1; 460 calls.
- Fulton County, Region 2, reported the highest percentage of calls regarding crack-based inquiries at 22.64%.
- Dekalb County, Region 2, and Chatham County, Region 7, completed the top three volumes of crack-based inquiries at 5.38% and 5.23% respectively.
- 31% more males (65.50%) than females (34.50%) called regarding crack related issues.
- African Americans called in most frequently at 52.17% for Crack related issues as compared to other ethnicities.
- 77.70% of all Crack related callers were Unemployed, representing a 2.2% increase over last year's callers, while the next frequently occurring Employment Status was Full time Employed at 15.79%.





**Demographics Breakdown – Crack Related Calls
Region 7**

Gender	Percentage	# of Calls
Male	62.08%	239
Female	37.92%	146

Ethnicity	Percentage	# of Calls
African American	43.64%	168
American Indian	0.26%	1
Asian/Pac.Island	0.78%	3
Caucasian	54.03%	208
Hispanic	1.04%	4
Multi-Ethnic	0.26%	1
		385

Employment	Percentage	# of Calls
Disabled	1.30%	5
Employed full-time	15.58%	60
Employed part-time	0.52%	2
Homemaker	0.00%	0
Illness	0.26%	1
Maternity	0.00%	0
Retired	0.52%	2
Student (not employed)	1.82%	7
Temporary work	0.78%	3
Unemployed	79.22%	305
Veteran	0.00%	0
		385

Age Range	Percentage	# of Calls
15	0.26%	1
16	1.04%	4
17	1.30%	5
18	0.26%	1
19	1.56%	6
20	1.82%	7
21	1.04%	4
22	2.08%	8
23	2.60%	10
24	1.56%	6
25	4.16%	16
26	3.38%	13
27	2.34%	9
28	1.30%	5
29	1.30%	5



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30	4.42%	17
31	2.86%	11
32	3.38%	13
33	5.45%	21
34	4.94%	19
35	6.23%	24
36	3.64%	14
37	2.34%	9
38	2.86%	11
39	4.16%	16
40	7.01%	27
41	3.12%	12
42	4.16%	16
43	1.82%	7
44	1.30%	5
45	7.01%	27
46	2.60%	10
47	1.30%	5
48	0.78%	3
49	0.52%	2
50	0.78%	3
51	0.52%	2
52	0.52%	2
53	0.78%	3
54	0.26%	1
55	0.26%	1
56	0.52%	2
57	0.26%	1
62	0.26%	1
		385



**Crack-Related Service Utilization – County Breakdown
Region 7**

Counties	Percentage	# of Calls
Appling	2.34%	9
Atkinson	0.26%	1
Bacon	1.04%	4
Brantley	0.78%	3
Bryan	0.52%	2
Bulloch	5.71%	22
Camden	2.34%	9
Candler	0.52%	2
Charlton	0.52%	2
Chatham	47.01%	181
Clinch	1.30%	5
Coffee	4.42%	17
Colquitt	0.00%	0
Effingham	1.56%	6
Evans	0.78%	3
Glynn	8.57%	33
Jeff Davis	1.82%	7
Liberty	2.60%	10
McIntosh	2.34%	9
Pierce	0.78%	3
Tattnall	0.52%	2
Toombs	6.49%	25
Ware	6.23%	24
Wayne	1.56%	6
	100.00%	385



Methamphetamines

Overview

Data collected during July 1, 2004-June 30, 2005 reporting period, yielded the following results for Methamphetamines inquiries:

- 12.17% of all calls logged were inquiries concerning Methamphetamines (1,650 Methamphetamines inquiries out of a total 13,555 calls logged at Helpline.) This represents a 2.5% (9.64%) increase in calls concerning Methamphetamines over last year's calling habits.
- Region 1 yielded the highest overall percentage of calls concerning Methamphetamines at 36.30%.
- Fulton County surpassed Cobb County's first place position this year with 9.70% of all Methamphetamines calls. Cobb County, fell to second place with 7.88% of the calls.
- Houston County edged out Gwinnett County this year to round out the top three counties at 5.52%.
- 58.61% of calls inquiring about Methamphetamines were from Males, while 41.39% were from Female callers.
- An overwhelming 90.97% of all Methamphetamines-related inquiries were reported from Caucasians, although this represents a 3% decrease from last year's reporting period. This could signal that Methamphetamines usage are spreading amongst ethnicities. This trend will be monitored for identification over several reporting periods.
- 77.03% of callers were Unemployed, representing a 3.5% increase in Unemployed individuals calling in, while 14.42% were Employed on a fulltime basis, also representing a 3% change over last year's reporting period, although this figure declined over FY 2004.
- The preponderance of calls for Methamphetamines come from a younger subset of the population when compared with Alcohol and Crack related inquiries.





**Demographic Breakdown – Methamphetamines-Related Calls
Region 7**

Gender	Percentage	# of Calls
Male	69.74%	53
Female	30.26%	23
		76

Ethnicity	Percentage	# of Calls
African American	9.21%	7
American Indian	1.32%	1
Asian/Pac.Island	1.32%	1
Caucasian	88.16%	67
Hispanic	0.00%	0
Multi-Ethnic	0.00%	0
		76

Employment	Percentage	# of Calls
Disabled	0.00%	0
Employed full-time	13.16%	10
Employed part-time	0.00%	0
Homemaker	0.00%	0
Illness	1.32%	1
Maternity	1.32%	1
Retired	0.00%	0
Student (not employed)	1.32%	1
Temporary work	0.00%	0
Unemployed	82.89%	63
Veteran	0.00%	0
		76

Age Range	Percentage	# of Calls
16	1.32%	1
17	3.95%	3
18	1.32%	1
19	1.32%	1
20	9.21%	7
21	1.32%	1
22	5.26%	4
23	9.21%	7
24	3.95%	3
25	3.95%	3
26	2.63%	2
27	6.58%	5
28	3.95%	3
29	2.63%	2



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30	3.95%	3
31	5.26%	4
32	2.63%	2
33	2.63%	2
34	5.26%	4
35	2.63%	2
36	1.32%	1
37	1.32%	1
38	2.63%	2
39	3.95%	3
40	2.63%	2
41	2.63%	2
42	1.32%	1
44	1.32%	1
45	1.32%	1
52	1.32%	1
58	1.32%	1
		76



**Methamphetamines Service Utilization - County Breakdown
Region 7**

Counties	Percentage	# of Calls
Appling	1.32%	1
Bryan	3.95%	3
Bulloch	5.26%	4
Camden	1.32%	1
Chatham	36.84%	28
Coffee	5.26%	4
Effingham	7.89%	6
Glynn	6.58%	5
Jeff Davis	1.32%	1
Liberty	3.95%	3
Tattnall	1.32%	1
Toombs	7.89%	6
Ware	11.84%	9
Wayne	5.26%	4
	100.00%	76

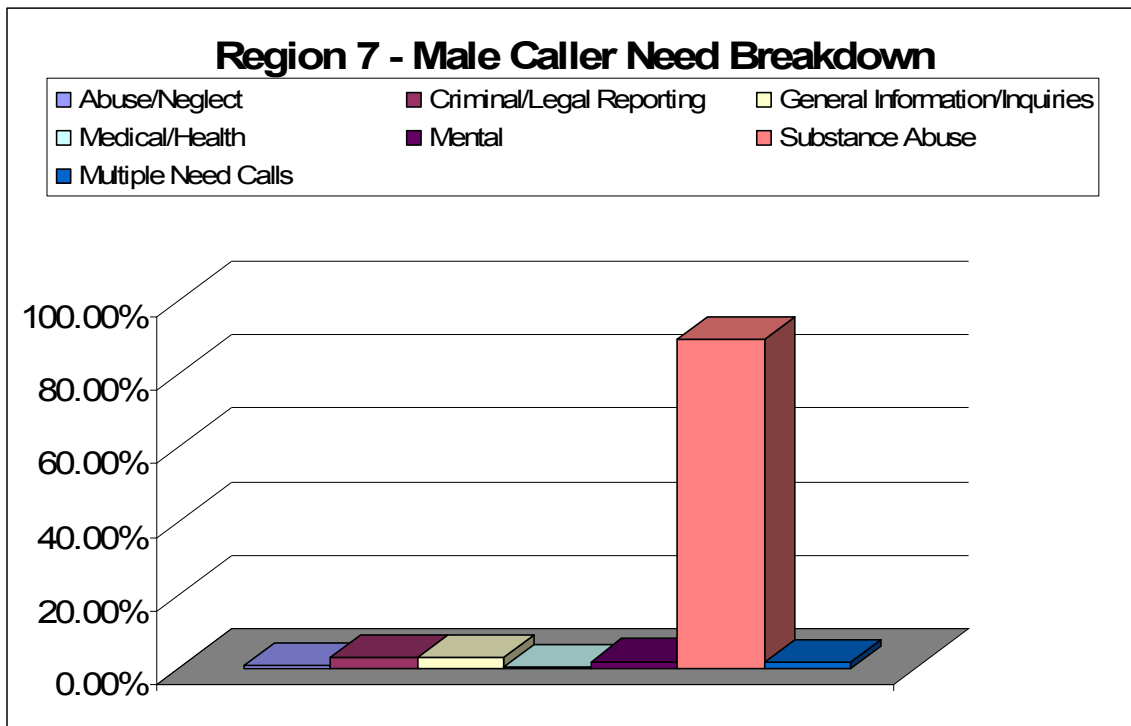


Categorical Supposition

Regional Gender Need Breakdown

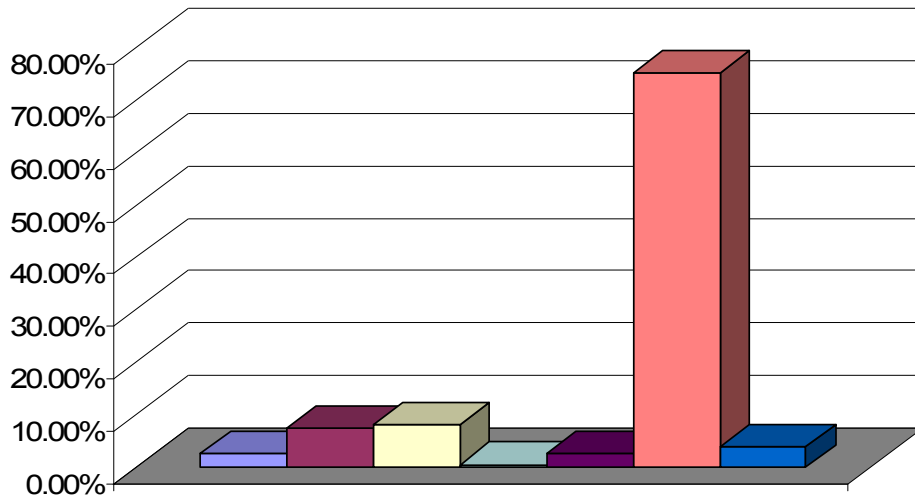
Region 7

Region 7 Needs Breakdown					
	Female			Male	
Abuse/Neglect	2.59%	12	Abuse/Neglect	0.72%	5
Criminal/Legal Reporting	7.34%	34	Criminal/Legal Reporting	2.86%	20
General Information/Inquiries	7.99%	37	General Information/Inquiries	3.00%	21
Medical/Health	0.43%	2	Medical/Health	0.43%	3
Mental	2.59%	12	Mental	1.86%	13
Substance Abuse	75.16%	348	Substance Abuse	89.41%	625
Multiple Need Calls	3.89%	18	Multiple Need Calls	1.72%	12
	100.00%	463		100.00%	699





Region 7 - Female Caller Need Breakdown





ANOVA Business Analysts, LLC.

Summary

ANOVA Business Analysts, LLC. received Helpline Georgia data collected by HODAC, Inc. Data was received in good faith and assumed to be correct. Principals at ANOVA Business Analysts, LLC, made no attempt to alter data. Missing, incomplete, or incorrect data was deleted from the final complete database to adhere to statistical analytical principles and avoid Type I and Type II errors at all possible costs.

A Master Database Document was maintained and can be referenced.

Please contact ANOVA Business Analysts at www.anovabusiness.com for any questions.





HODAC FY05 Helpline Statistical Analysis For REGION 7: SOUTHEAST



September 21, 2005

By



ANOVA Business Analysts

