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| **NCI/Office of Communications and Public Liaison** |
| **APPENDIX 8** |
| **CC ANNUAL DATA REPORT (2020)** |

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| **NCI's Cancer Infomration Service 2020 Contacts Report** | |  |  |
| **CIS Contacts by Queue** |  |  |  |
|  | Number of Contacts | Contact Total | Contact types as a % of Total |
| **Contacts by Source** |  |  |  |
| LiveHelp | 32345 |  | 52.8% |
| Telephone | 22943 |  | 37.5% |
| Email | 4936 |  | 8.1% |
| Social Media | 990 |  | 1.6% |
|  |  | **61214** | 100.0% |
|  |  |  |  |
| **VA Smoking Cessation Service** |  |  |  |
| VA English Quit Smoking | 3576 |  | 34.14 |
| VA Spanish Quit Smoking | 231 |  | 2.21 |
| VA Callbacks | **6669** |  | 63.66 |
|  |  | 10476 | 100.00 |
|  |  |  |  |
| **NCI Clinical Trials Service** |  |  |  |
| English Clinical Trial Chat | 4271 |  | 48.55 |
| English Clinical Trial Phone Call | 2737 |  | 31.11 |
| Spanish Clinical Trial Chat | 870 |  | 9.89 |
| Spanish Clinical Trial Phone Call | 236 |  | 2.68 |
| Clinical Trial Callbacks | **684** |  | 7.77 |
|  |  | 8798 | 100.00 |
|  | **Total Interactions** | **68567** |  |