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| **NCI/Office of Communications and Public Liaison** |
| **APPENDIX 8** |
| **CC ANNUAL DATA REPORT (2023)** |

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| **NCI's Cancer Information Service 2023 Contacts Report** | |  |  |
| **CIS Contacts by Queue** |  |  |  |
|  | Number of Contacts | Contact Total | Contact types as a % of Total |
| **Contacts by Source** |  |  |  |
| LiveHelp | 19395 |  | 49.2% |
| Telephone | 15107 |  | 38.3% |
| Email | 4215 |  | 10.7% |
| Social Media | 731 |  | 1.9% |
|  |  | **39448** | 100.0% |
|  |  |  |  |
| **VA Smoking Cessation Service** |  |  |  |
| VA English Quit Smoking | 5861 |  | 78.1% |
| VA Spanish Quit Smoking | 25 |  | 0.3% |
| VA Callbacks | **1618** |  | 21.5% |
|  |  | 7504 | 100.00 |
|  |  |  |  |
| **NCI Clinical Trials Service** |  |  |  |
| English Clinical Trial Chat | 3279 |  | 46.1% |
| English Clinical Trial Phone Call | 2391 |  | 33.6% |
| Spanish Clinical Trial Chat | 323 |  | 4.5% |
| Spanish Clinical Trial Phone Call | 272 |  | 3.8% |
| Clinical Trial Callbacks | **847** |  | 11.9% |
|  |  | 7112 | 100.00 |
|  | **Total Interactions** | **41955** |  |