World Trade Center Health Program

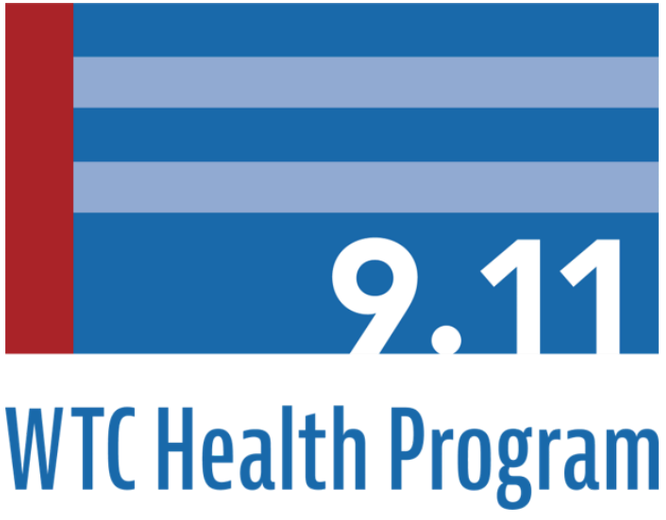
External Quarterly Program Summary

Publication Date:

November 1, 2026

Program Data Through:

September 30, 2026



DISCLAIMER: The findings and conclusions in this report do not necessarily represent the official position of the National Institute for Occupational Safety and Health (NIOSH), Centers for Disease Control and Prevention (CDC), or World Trade Center (WTC) Health Program. The WTC Health Program is providing this data for informational purposes only, and it should be viewed as preliminary and not definitive. Data may change or be further refined as more information becomes available. Do not cite or rely on this information for official or research purposes; this data should not be used to evaluate performance. Neither CDC, NIOSH, or the WTC Health Program assumes any legal liability for the accuracy, completeness, or usefulness of the information. Mention of any company or product does not constitute endorsement by CDC, NIOSH, or the WTC Health Program.

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Member Feedback/Interactions

37. Member Feedback Form
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The following note applies to several pages on this dashboard.

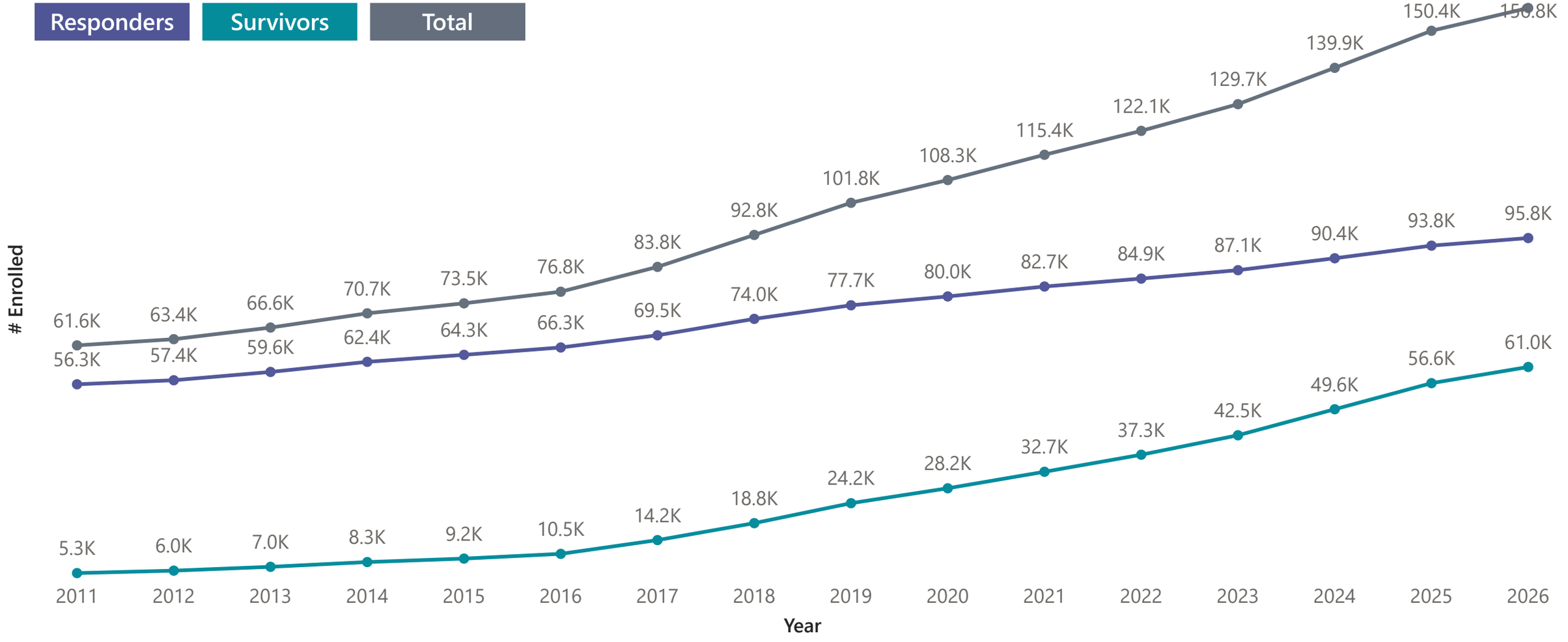
Enrollment over Lifetime of Program *consists of all unique individuals ever enrolled in the Program, including those individuals who have been subsequently disenrolled or died. The Program does not track cause of death for deceased members; thus, cause of death may or may not be WTC-related.*

Currently enrolled members *do not include deceased or disenrolled members.*

WTC Health Program Enrollment

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1. Change in Total Enrollment Over the Lifetime of the Program



Enrollment over Lifetime of Program *consists of all unique individuals ever enrolled in the Program, including those individuals who have been subsequently disenrolled or died. Deceased members include all causes of death; cause of death may or may not be WTC-related.*

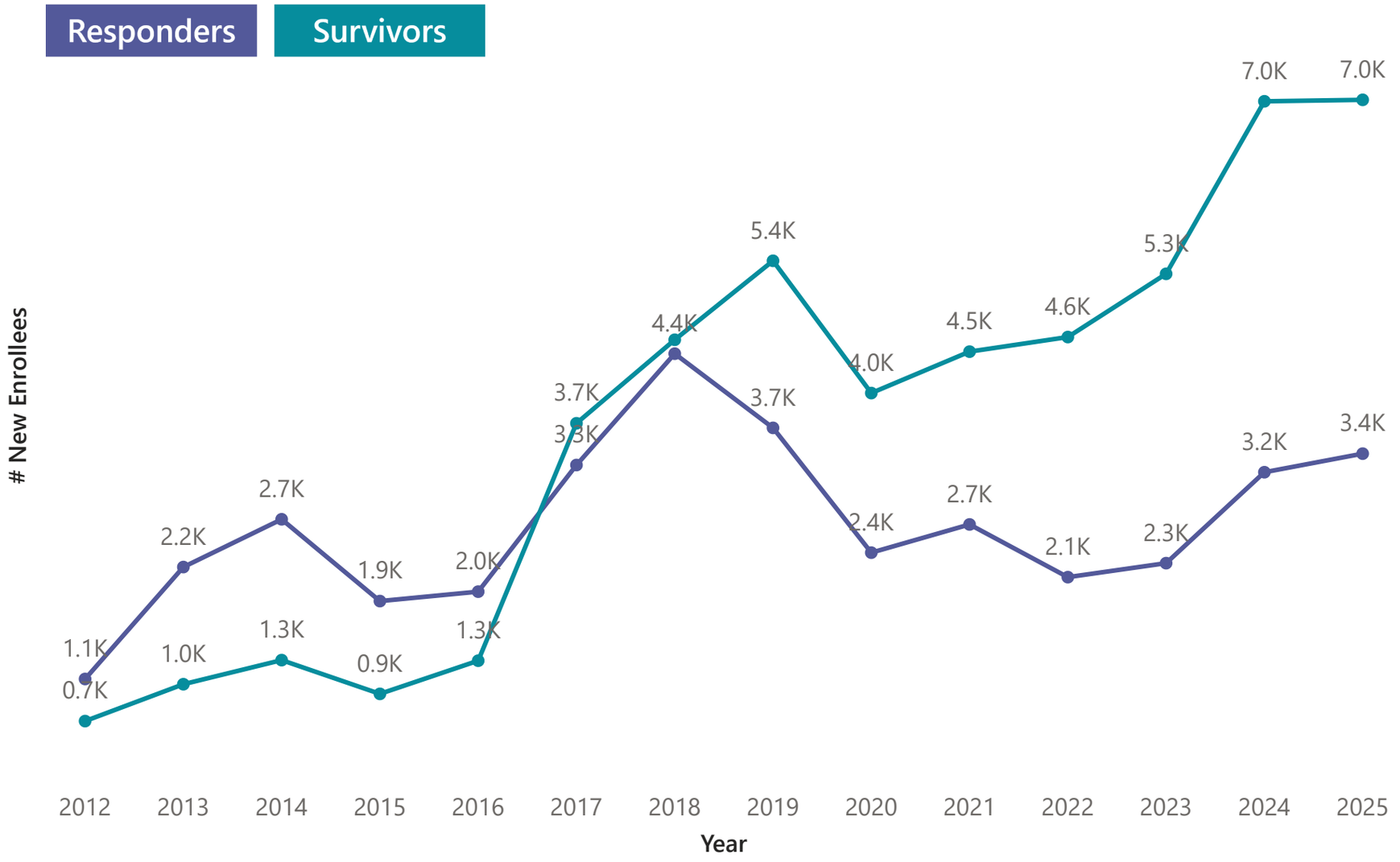
Currently enrolled members *(as seen on subsequent pages) do not include deceased or disenrolled members.*

Enrollment Data Thru:
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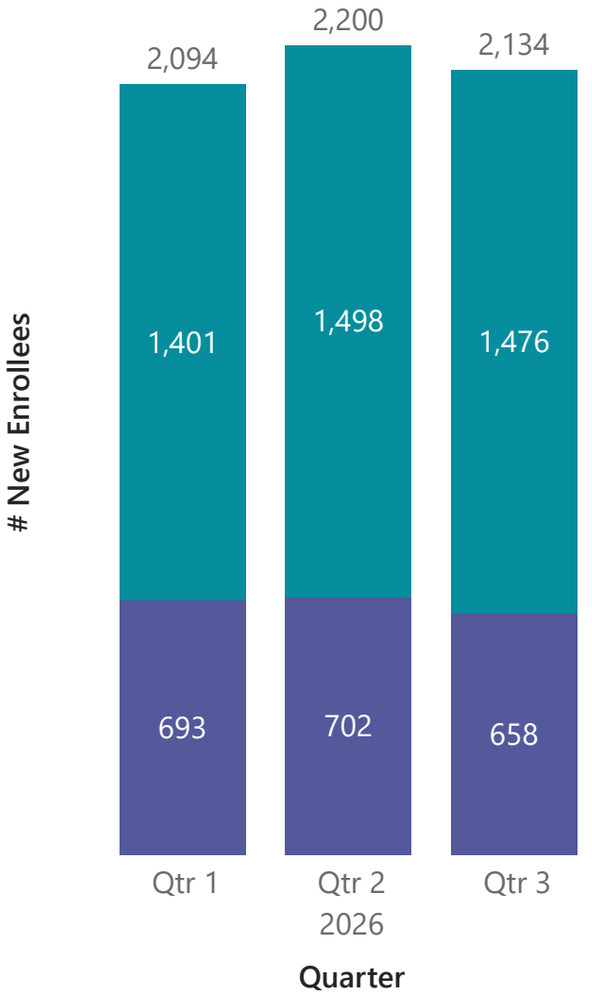
WTC Health Program Enrollment

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2. New Enrollments Per Year Over Time



3. New Enrollments Per Quarter this Calendar Year (CY)



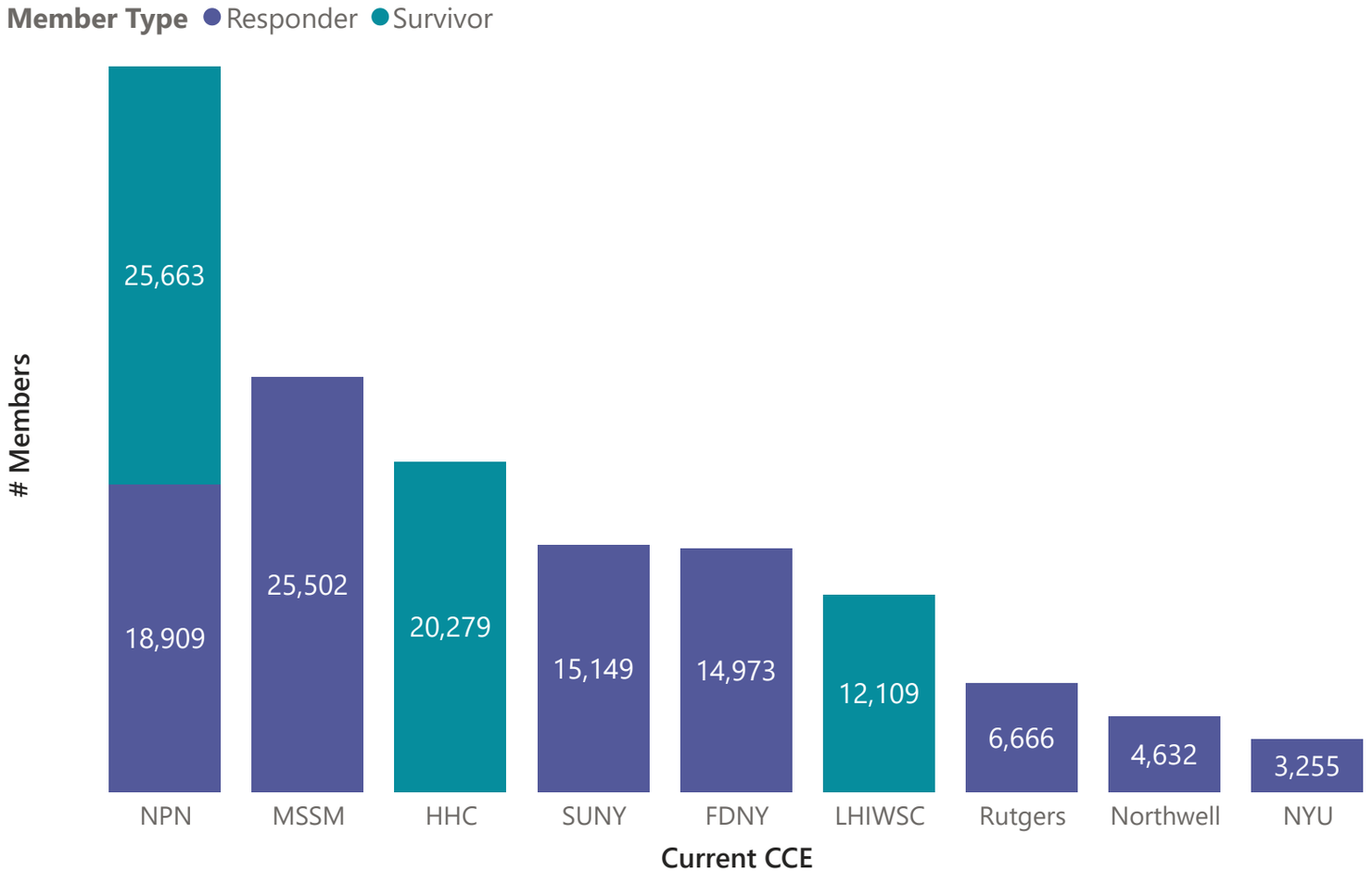
Note on Figure 2: *'New Enrollees' are those new members enrolled in the stated calendar year; numbers are not cumulative.*

Enrollment Data Thru:
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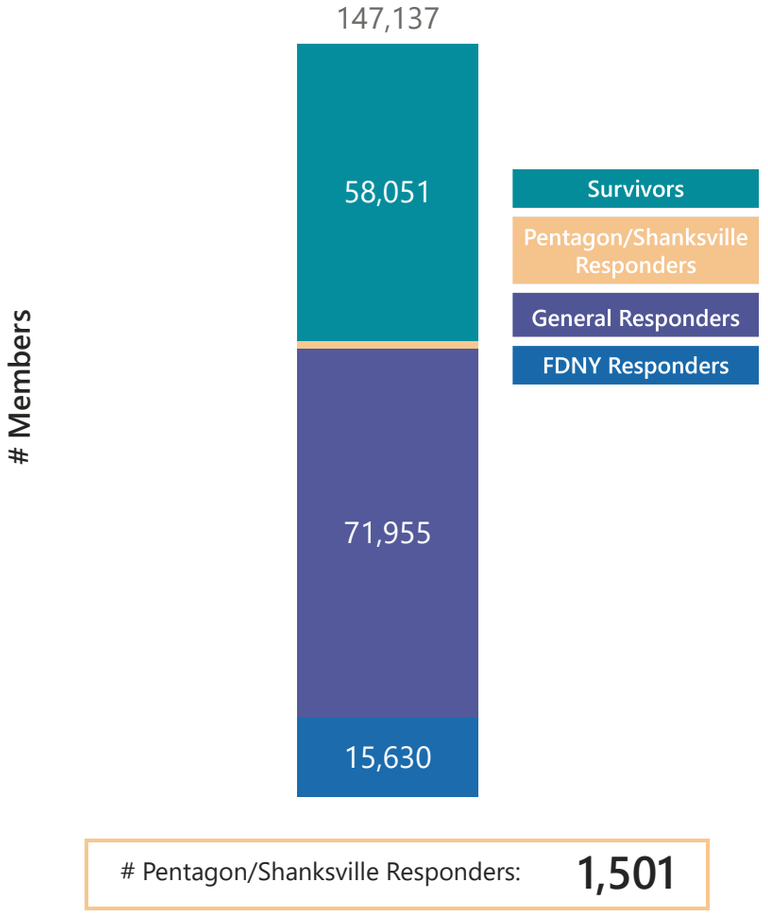
CCE Enrollment and Member Type

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4. Currently Enrolled Members by Clinical Center of Excellence (CCE)



5. Currently Enrolled Members by Type



Pentagon/Shanksville Responders: **1,501**

Note on CCEs and Nationwide Provider Network (NPN): *CCEs serve specific survivor or responder populations in the New York metropolitan area; the NPN serves both responder and survivor members residing outside of the New York metropolitan area. Members who are not actively assigned to a CCE are not included in Figure 4.*

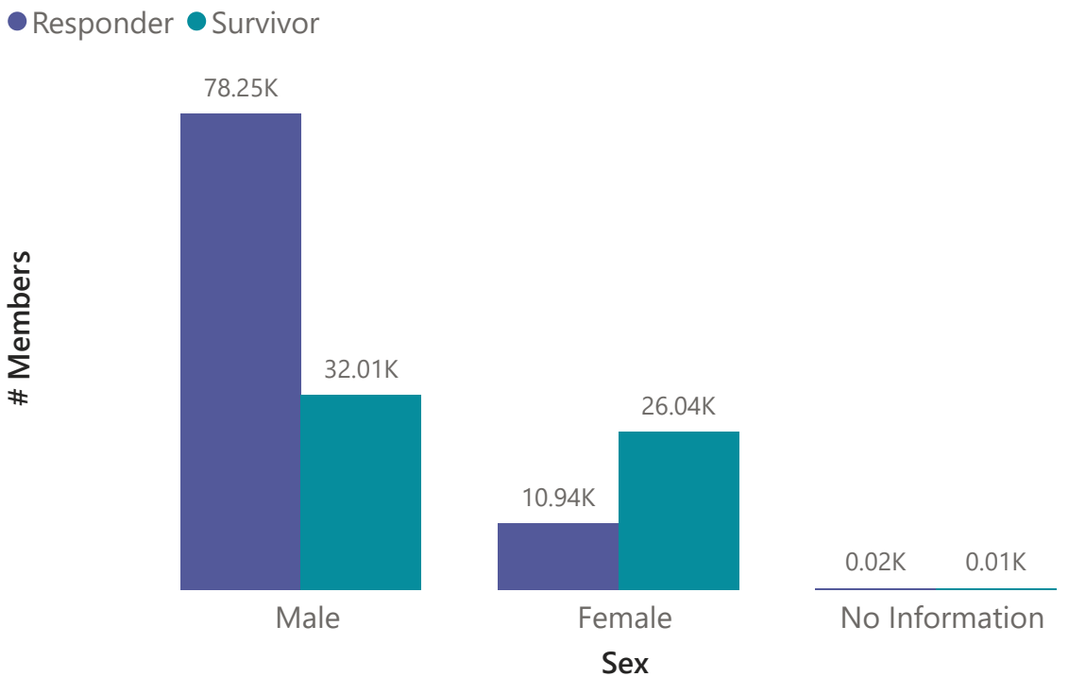
CCE Abbreviations: *Icahn School of Medicine at Mount Sinai (MSSM), NYC Health and Hospitals (HHC), Fire Department of the City of NY (FDNY), State University of NY, Stony Brook (SUNY), William Street Clinic (LHIWSC), New York University Grossman School of Medicine (NYU)*

Enrollment Data Thru:
September 30, 2026

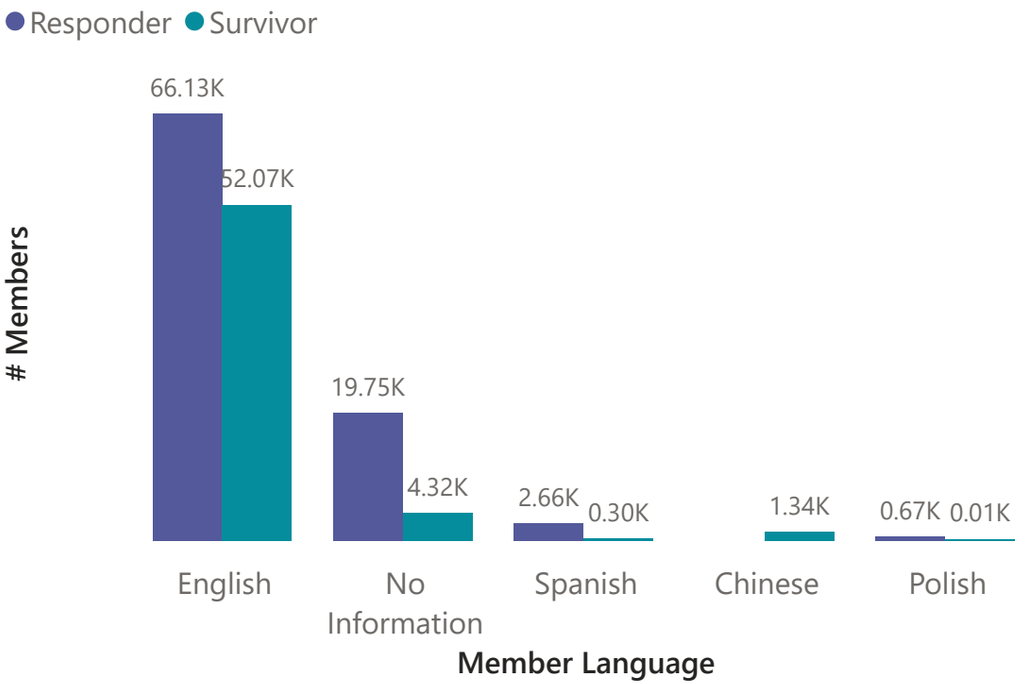
Demographics of Currently Enrolled Members

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6. Total Membership: Sex



7. Total Membership: Preferred Language



Percent of Total Membership: Sex



Percent of Total Membership: Preferred Language

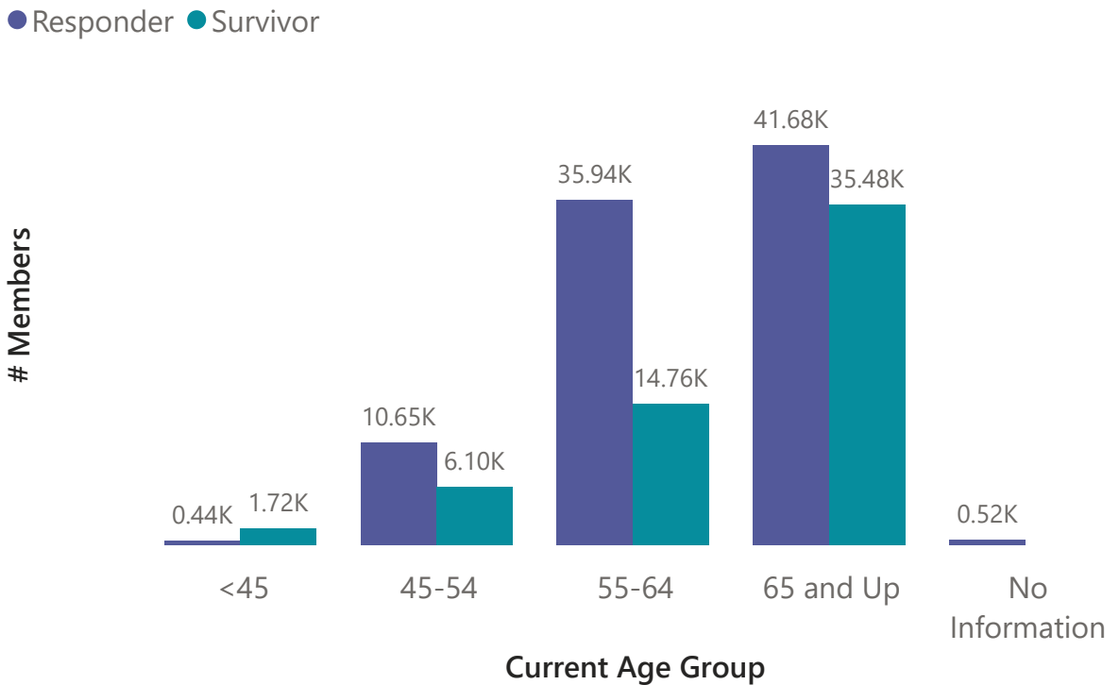


Enrollment Data Thru:
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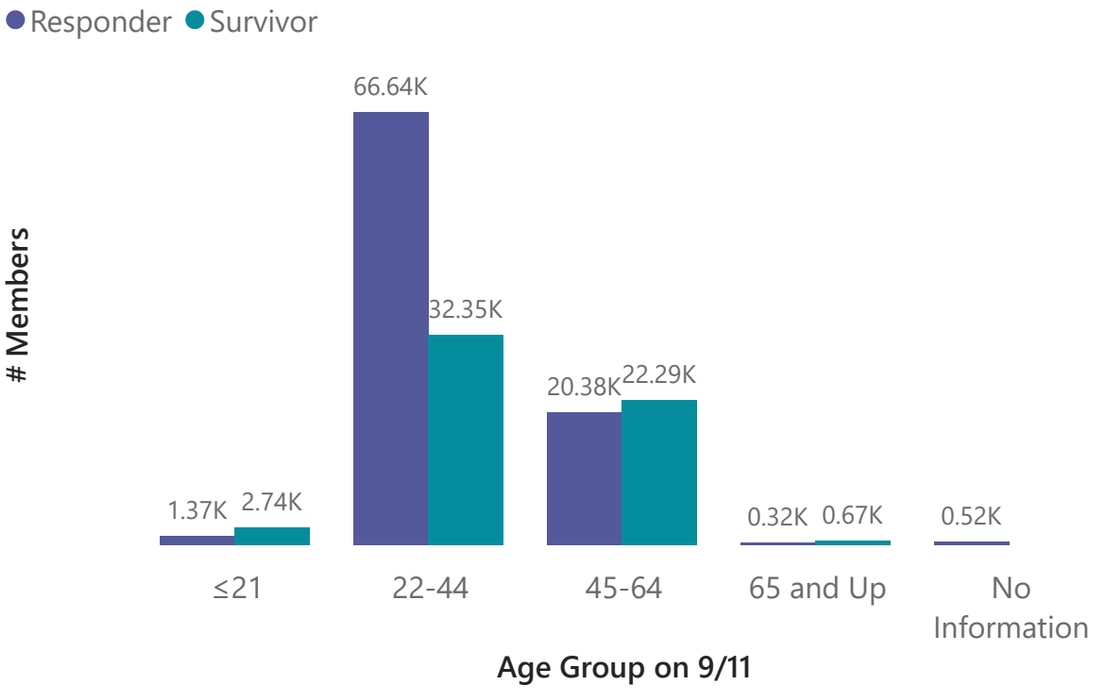
Age Distribution of Currently Enrolled Members

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8. Current Member Age



9. Member Age on 9/11



Percent of Total Membership: Current Age



Percent of Total Membership: Age on 9/11



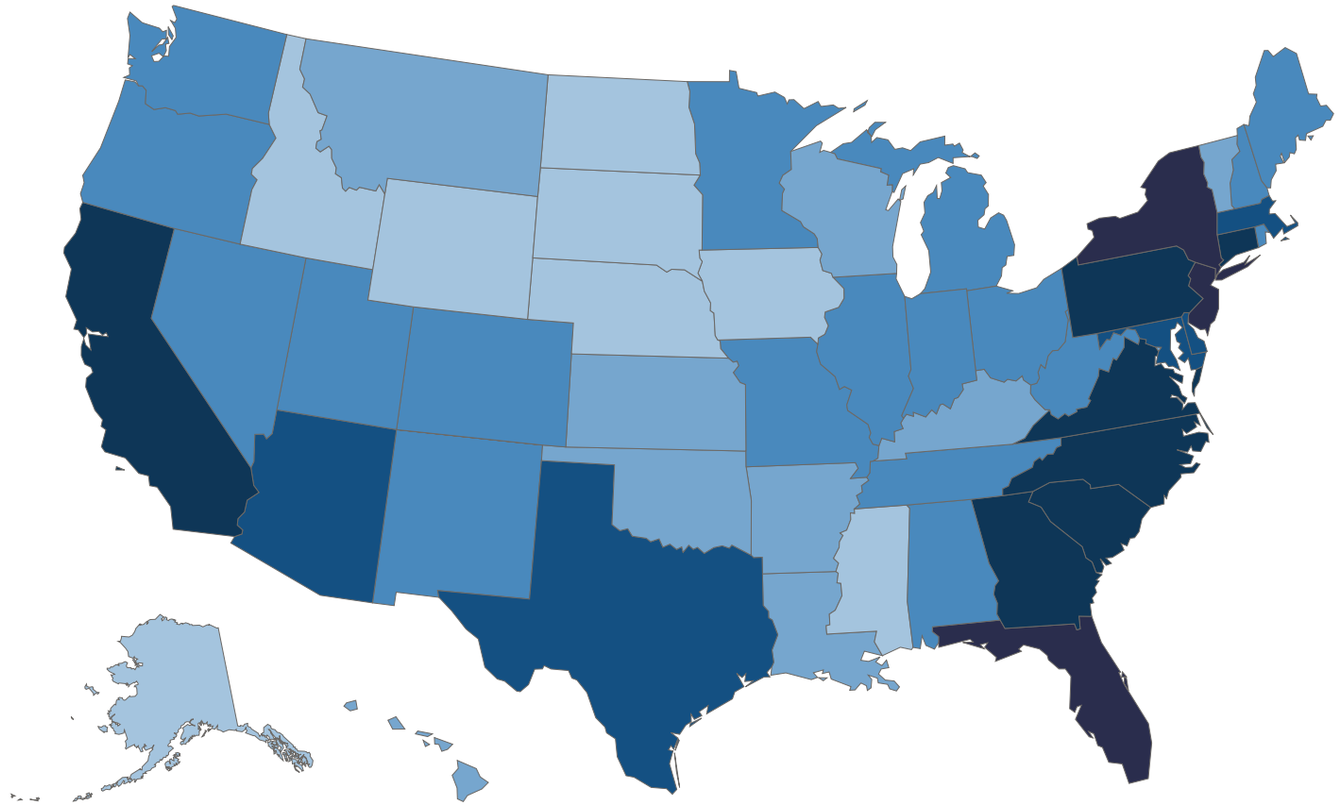
Enrollment Data Thru:
September 30, 2026

Geographic Distribution of Program Membership

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10. Distribution of Currently Enrolled Members in the United States

Member Bands 1-49 50-99 100-499 500-999 1,000-9,999 10,000+



11. Top 10 States by Current Enrollment

State	Responder	Survivor	**Total**
New York	56,322	39,821	**96,143**
New Jersey	9,048	8,513	**17,561**
Florida	7,757	3,265	**11,022**
Pennsylvania	2,107	919	**3,026**
North Carolina	1,677	692	**2,369**
South Carolina	1,488	439	**1,927**
Connecticut	864	908	**1,772**
Virginia	1,272	316	**1,588**
Georgia	698	461	**1,159**
California	667	486	**1,153**

146K
Members in the US (incl. territories)

138
Members in US Territories

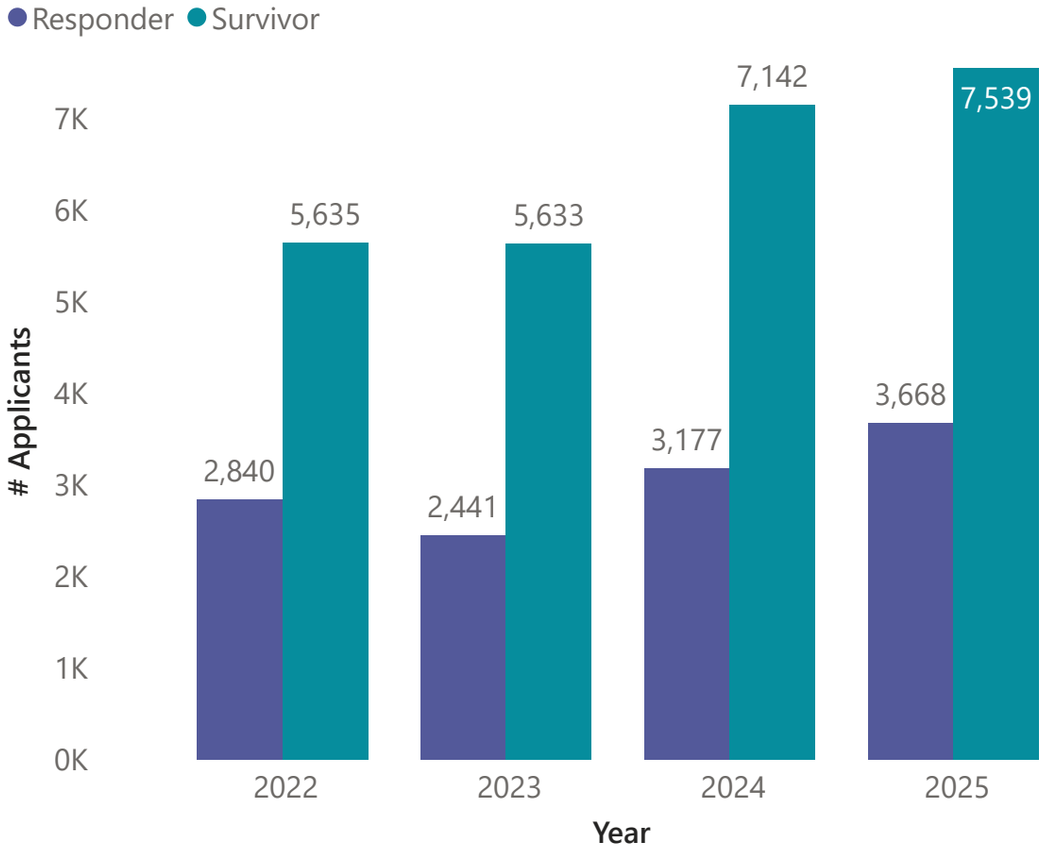
1349
Members Outside of the US

Enrollment Data Thru:
September 30, 2026

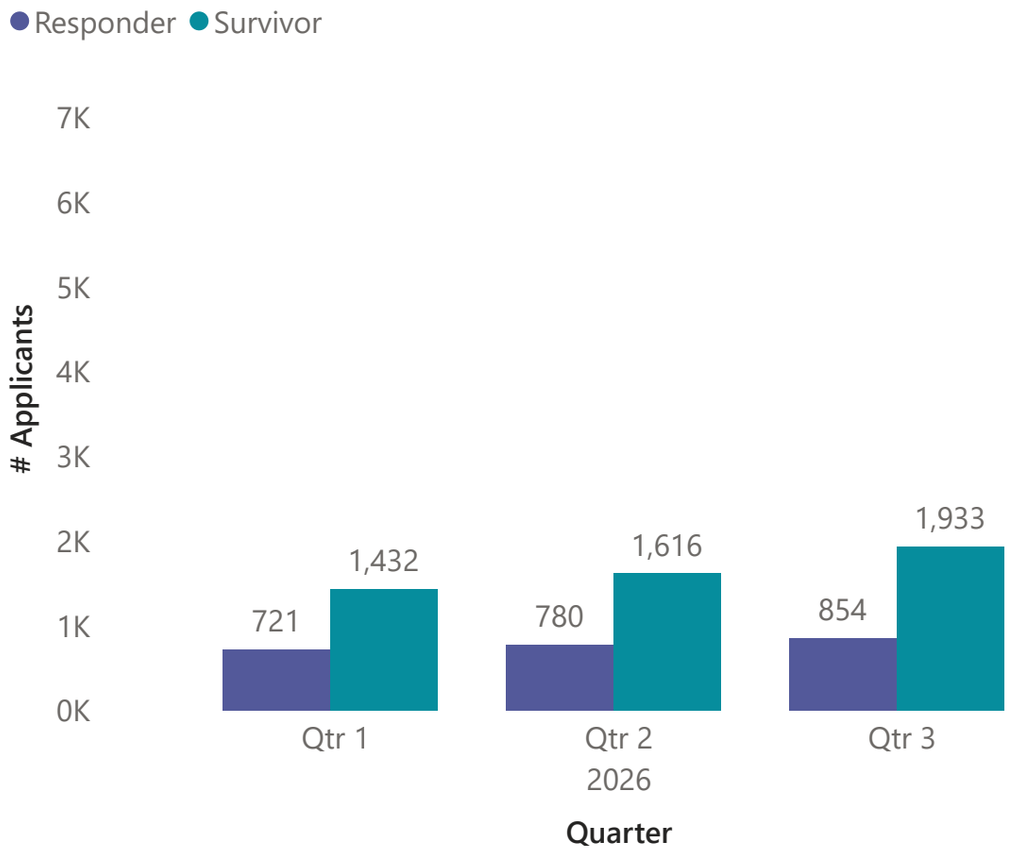
Applications in Process - Received

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12. Applications Received in Past Years



13. Applications Received in Current Calendar Year



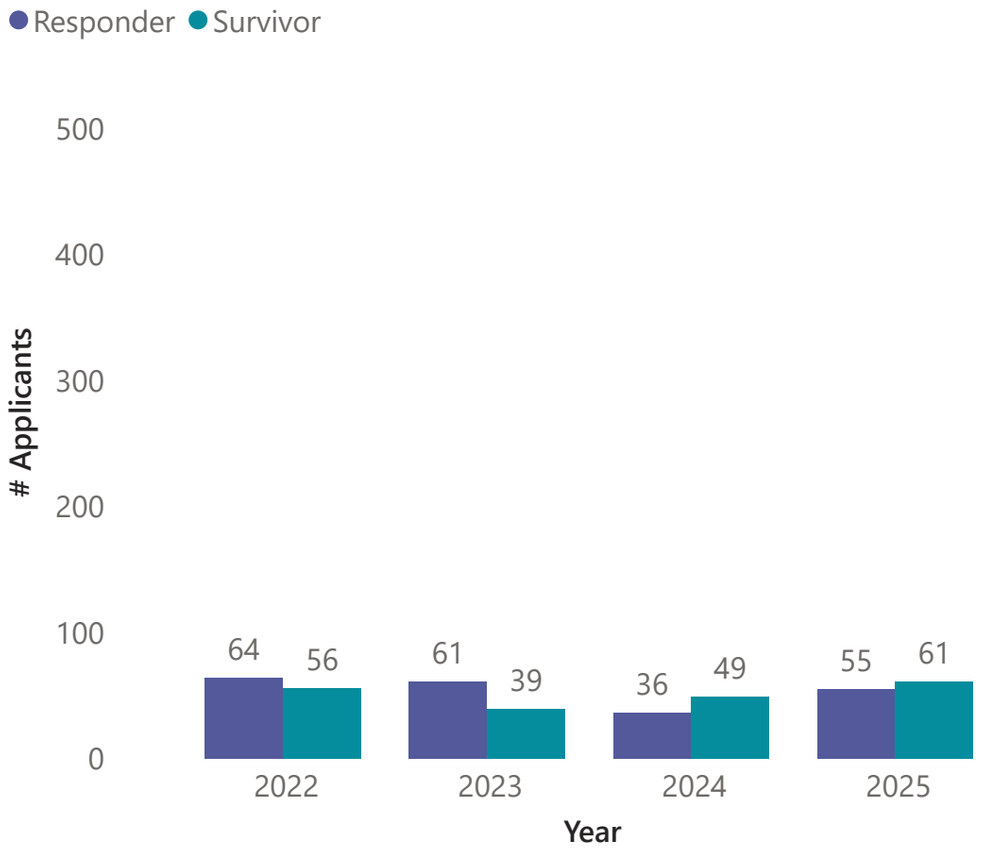
***Note on Date Range for Application Data**: In late 2021, the Program moved to using the online CARE system to process enrollment applications. For consistency in reporting, application data starts with 2022, the first full year of data from the new system.*

Application Data Thru:
September 30, 2026

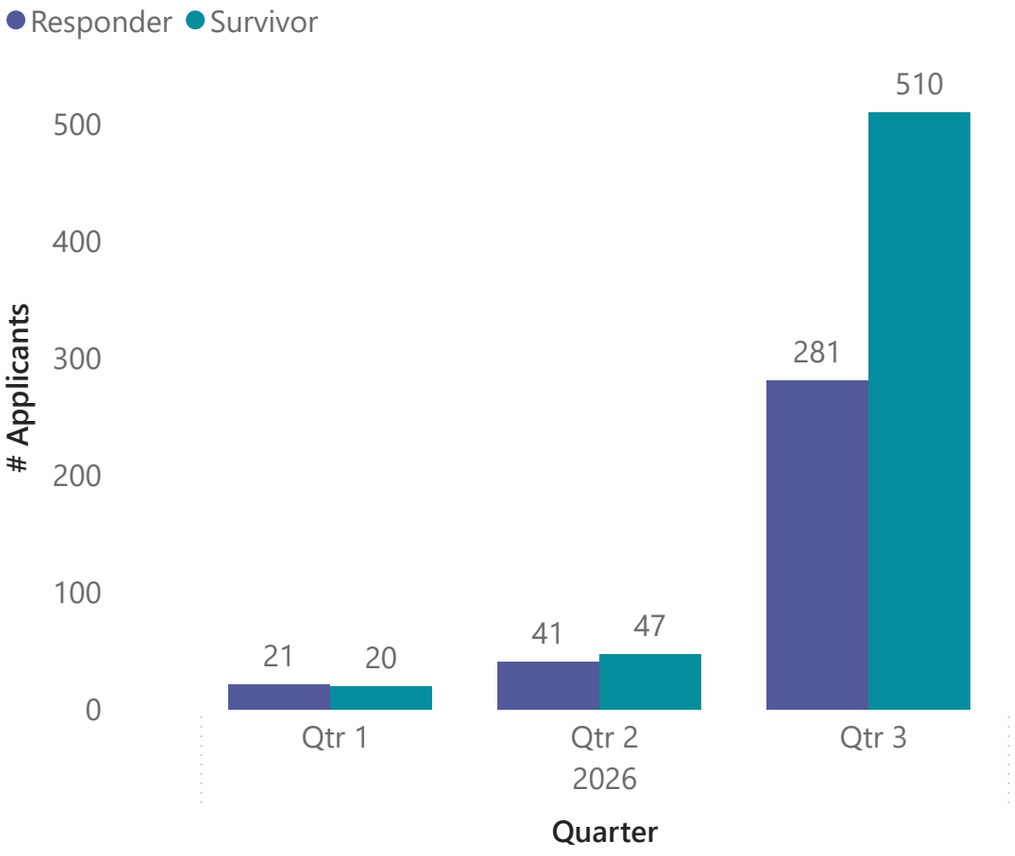
Applications in Process - Suspended

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14. Prior Year Applications Currently in Suspend Status



15. Current Year Applications in Suspend Status



***Note on Date Range for Application Data**: In late 2021, the Program moved to using the online CARE system to process enrollment applications. For consistency in reporting, application data starts with 2022, the first full year of data from the new system.*

***Note on Suspended Applications:** Incomplete applications are generally "suspended" but still considered "in process" until sufficient documentation is received to determine enrollment eligibility. An application may move in and out of suspend status throughout the application process. The number of prior year applications currently in suspend status is generally lower than the number of current year applications in suspend status due to sufficient information being received to move the application to active processing status.*

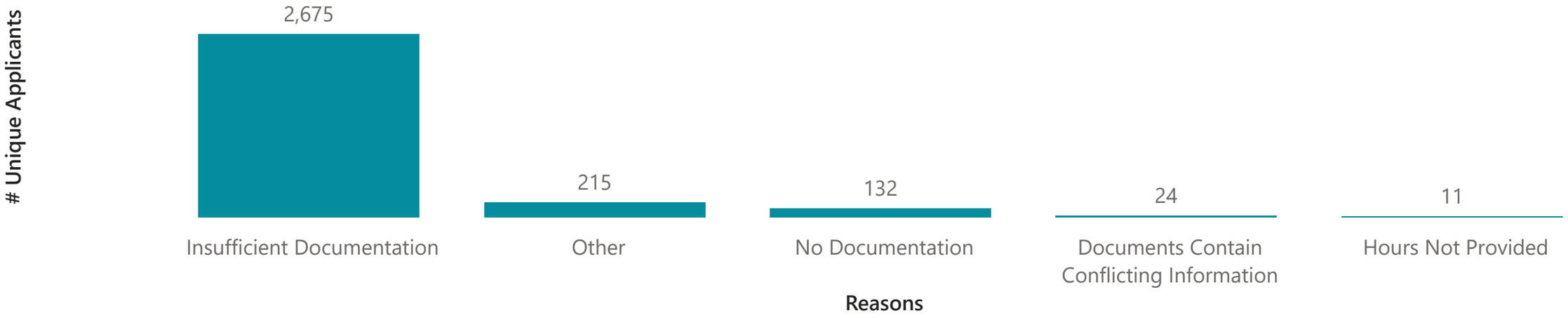
Application Data Thru:

September 30, 2026

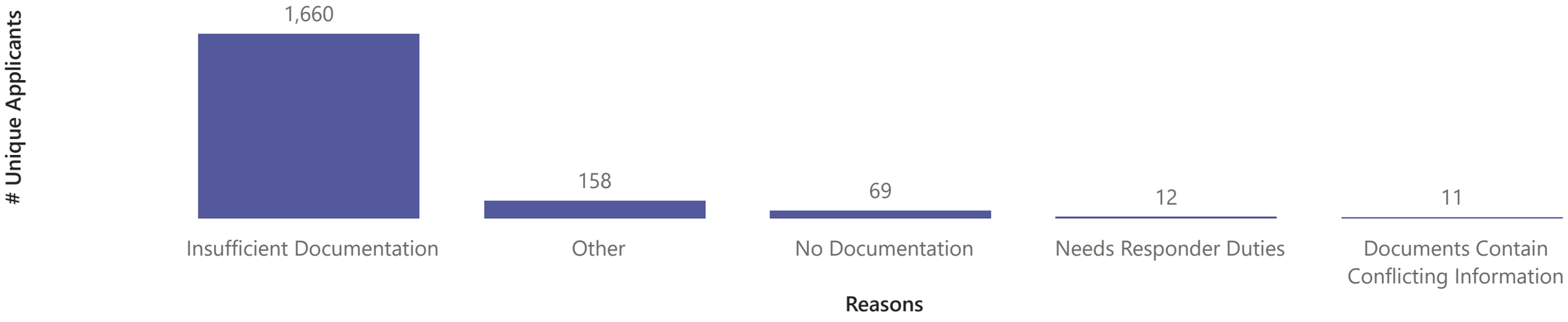
Primary Reasons for Applications being Suspended

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16. Top 5 Reasons for Suspended Survivor Applications in Past Year



17. Top 5 Reasons for Suspended Responder Applications in Past Year



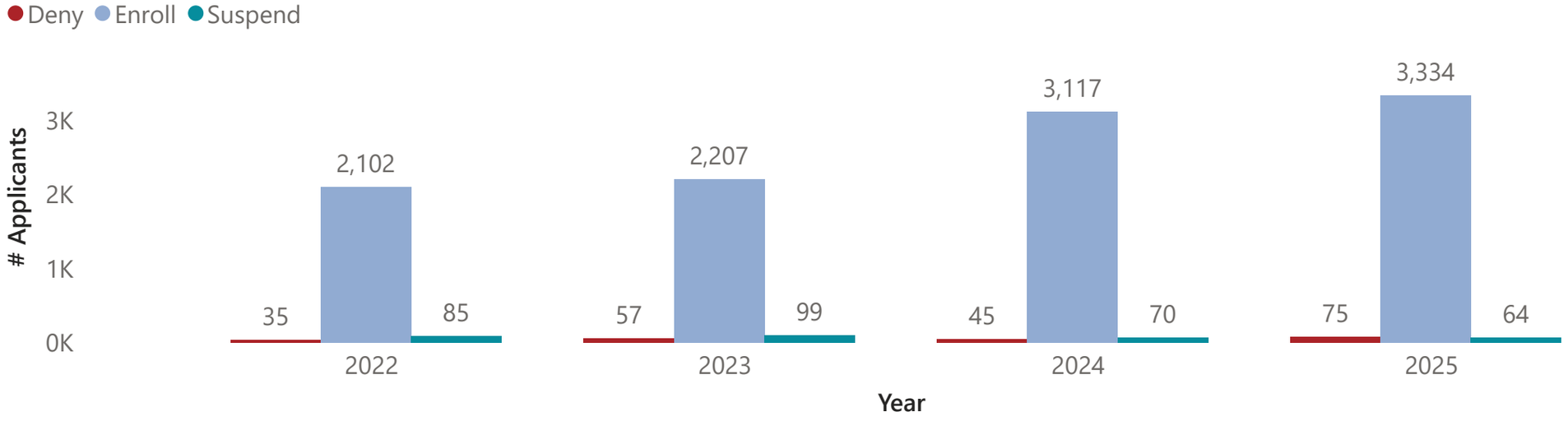
Note on Suspended Applications: *After an application is suspended, the applicant is notified of the reason(s) the application was incomplete and unable to be fully processed and support is offered via the Member Services team and/or call center.*

Application Data Thru:
September 30, 2026

Trends in Finalized Enrollment Applications - Responders

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18. Responder Application Decisions in Past Years



19. Responder Application Decisions in Current Calendar Year

Decision	Qtr 1	Qtr 2	Qtr 3
Deny	23	23	18
Enroll	685	687	644
Suspend	19	26	74

Top Denial Reason for Responder Apps in Past Year

Insufficient Time

***Note on Date Range for Application Data**: In late 2021, the Program moved to using the online CARE system to process enrollment applications. For consistency in reporting, application data starts with 2022, the first full year of data from the new system.*

***Note on Suspended Applications:** Typically, incomplete applications are suspended prior to the application being sent to NIOSH for decision-making. This is why the total number of suspended applications is greater than the number of applications with a NIOSH decision of "Suspend".*

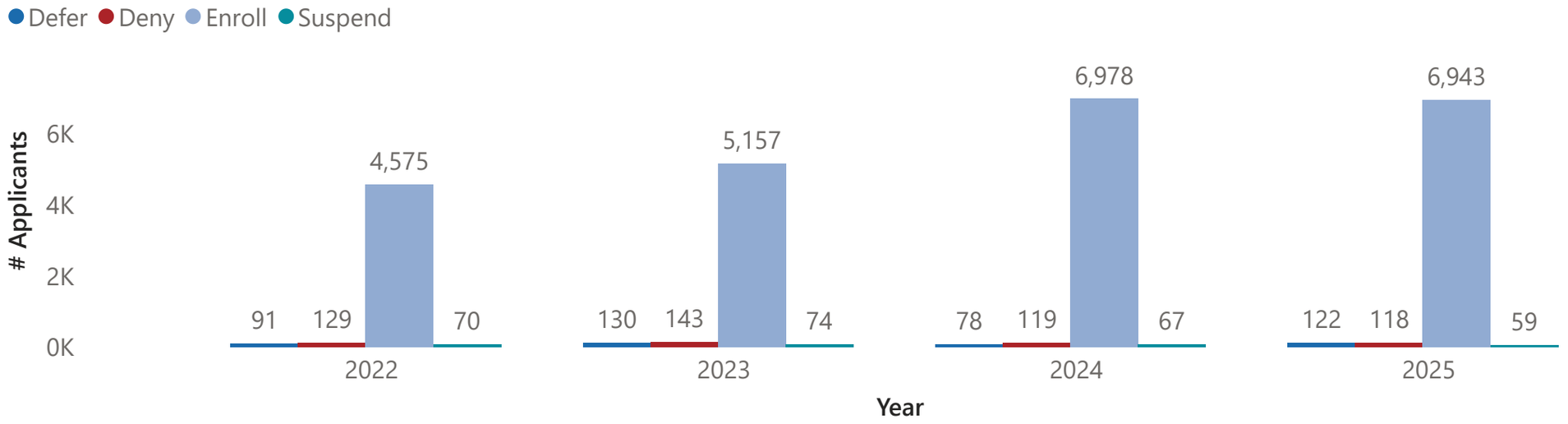
Application Data Thru:

September 30, 2026

Trends in Finalized Enrollment Applications - Survivors

Table of Contents

20. Survivor Application Decisions in Past Years



21. Survivor Application Decisions in Current Calendar Year

Decision	Qtr 1	Qtr 2	Qtr 3
Defer	32	17	33
Deny	31	35	48
Enroll	1,387	1,467	1,468
Suspend	17	22	66

Top Denial Reason for Survivor Apps in Past Year

Ineligible Activity

***Note on Date Range for Application Data**: In late 2021, the Program moved to using the online CARE system to process enrollment applications. For consistency in reporting, application data starts with 2022, the first full year of data from the new system.*

***Note on Suspended Applications:** Typically, incomplete applications are suspended prior to the application being sent to NIOSH for decision-making. This is why the total number of suspended applications is greater than the number of applications with a NIOSH decision of "Suspend".*

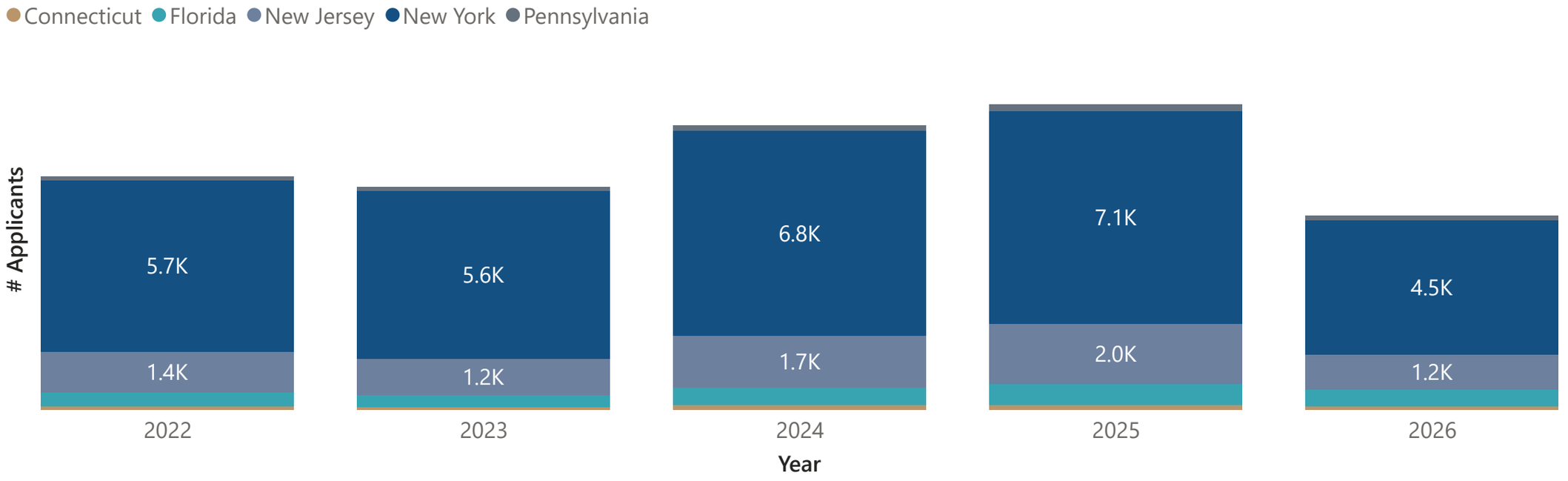
Application Data Thru:

September 30, 2026

Applications Demographics - States

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22. Top 5 States by Applications Received in Past Years



23. Top 5 States by Applications Received in Past Years - Detailed

State	2022	2023	2024	2025	2026
New York	5,684	5,580	6,830	7,060	4,462
New Jersey	1,371	1,221	1,715	2,001	1,166
Florida	447	377	582	696	555
Pennsylvania	130	138	164	219	142
Connecticut	126	111	164	173	124

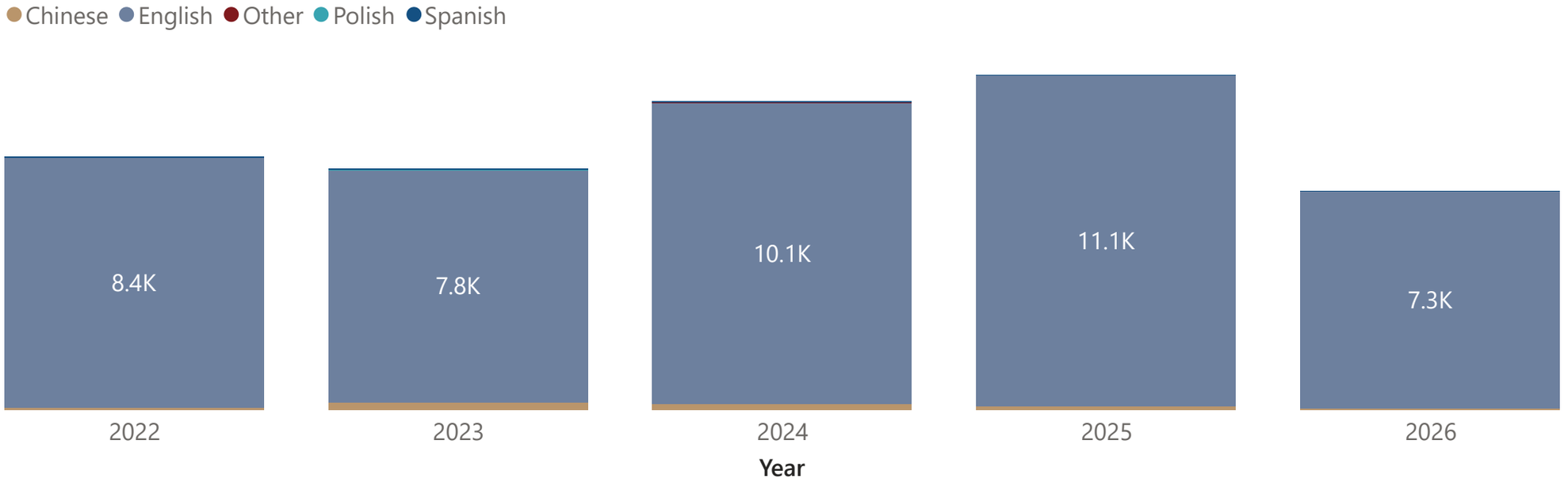
***Note on Date Range for Application Data**: In late 2021, the Program moved to using the online CARE system to process enrollment applications. For consistency in reporting, application data starts with 2022, the first full year of data from the new system.*

Application Data Thru:
September 30, 2026

Applications Demographics - Language

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24. Applications Received in Past Years by Language



25. Applications Received in Past Years by Language - Detailed

Language	2022	2023	2024	2025	2026
Chinese	81	265	208	129	52
English	8,356	7,758	10,061	11,050	7,258
Other	<10	<10	<10	<10	<10
Polish	<10	<10	<10	<10	<10
Spanish	31	48	47	22	20
Unknown	<10	<10	<10	<10	<10

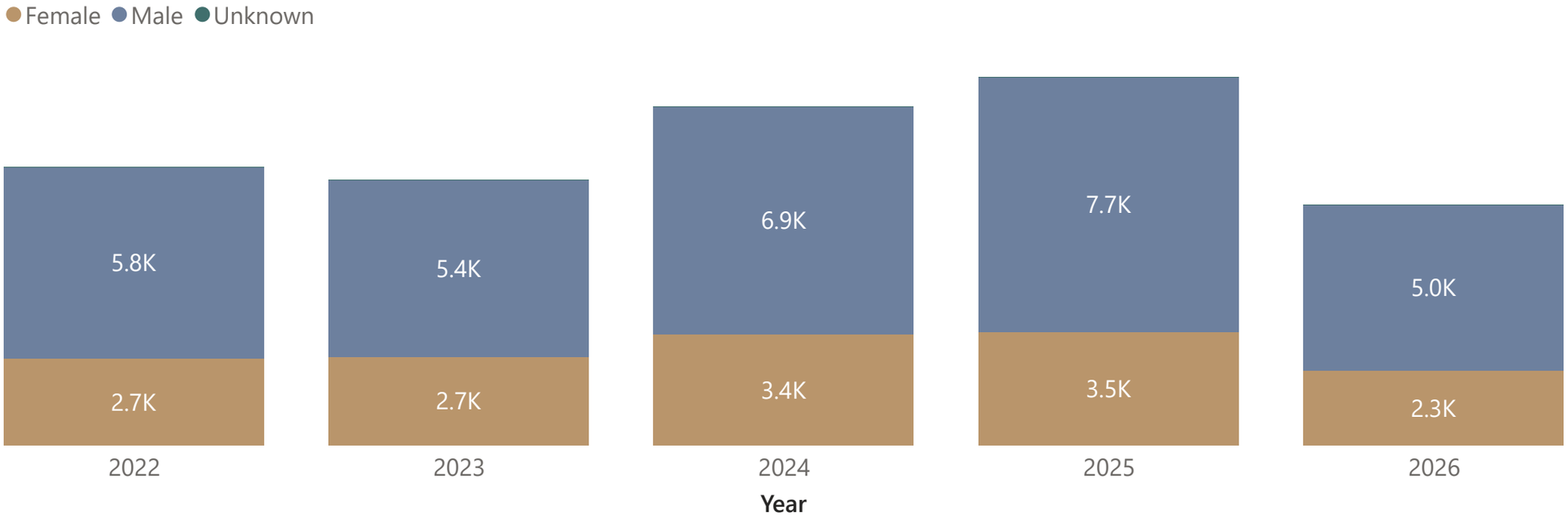
***Note on Date Range for Application Data**: In late 2021, the Program moved to using the online CARE system to process enrollment applications. For consistency in reporting, application data starts with 2022, the first full year of data from the new system.*

Application Data Thru:
September 30, 2026

Applications Demographics - Sex

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26. Applications Received in Past Years by Sex



27. Applications Received in Past Years by Sex - Detailed

Sex	2022	2023	2024	2025	2026
Male	5,817	5,371	6,927	7,746	5,047
Female	2,653	2,700	3,382	3,457	2,281
Unknown	<10	<10	<10	<10	<10

***Note on Date Range for Application Data**: In late 2021, the Program moved to using the online CARE system to process enrollment applications. For consistency in reporting, application data starts with 2022, the first full year of data from the new system.*

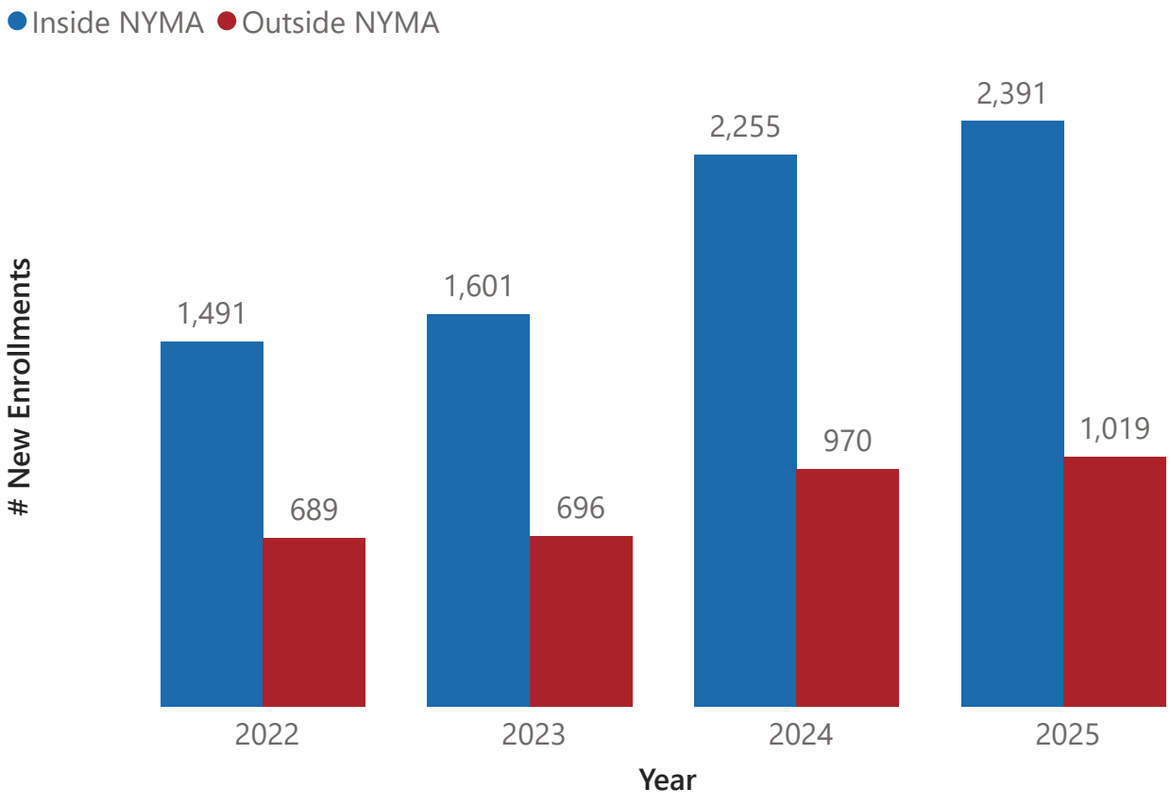
Application Data Thru:
September 30, 2026

New Enrollment Trends by Location

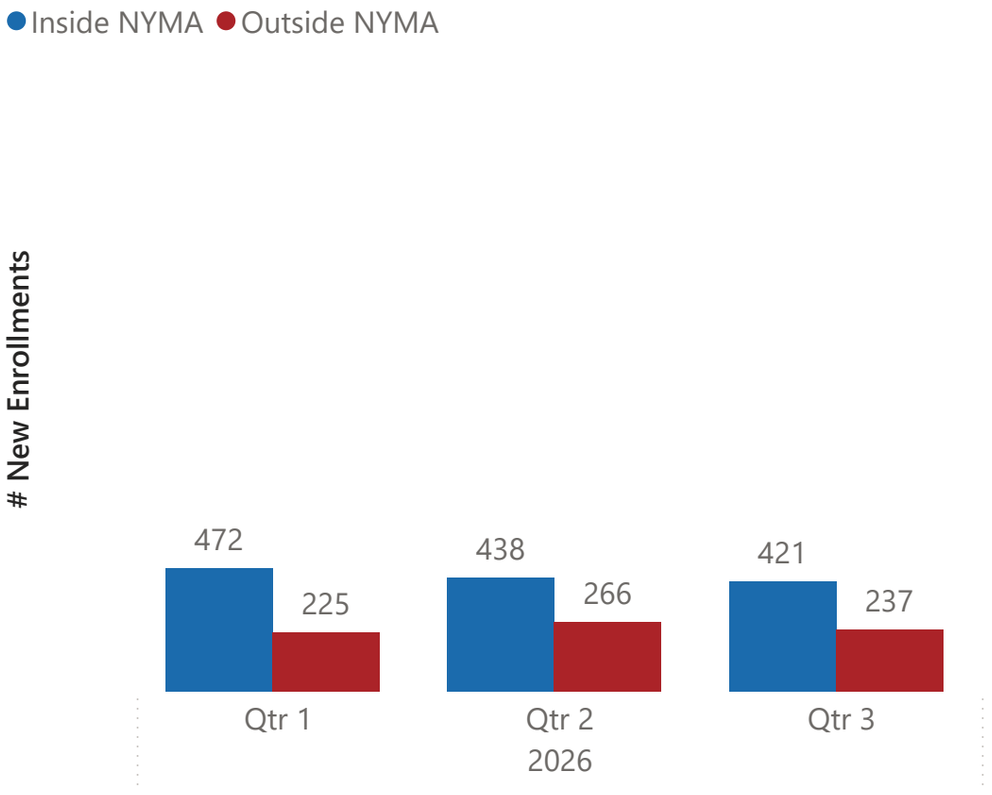
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Responders

28. New Responder Members by Location at Time of Enrollment



29. New Responder Members by Location in Current CY



***NYMA**: The combined statistical areas comprising the Bridgeport-Stamford-Norwalk, CT Metropolitan Statistical Area; Kingston, NY Metropolitan Statistical Area; New Haven-Milford, CT Metropolitan Statistical Area; New York-Northern New Jersey-Long Island, NY-NJ-PA Metropolitan Statistical Area; Poughkeepsie-Newburgh-Middletown, NY Metropolitan Statistical Area; Torrington, CT Micropolitan Statistical Area; Trenton-Ewing, NJ Metropolitan Statistical Area, as defined in OMB Bulletin 10-02, December 1, 2009.*

***Note on Date Range for Application Data**: In late 2021, the Program moved to using the online CARE system to process enrollment applications. For consistency in reporting, application data starts with 2022, the first full year of data from the new system.*

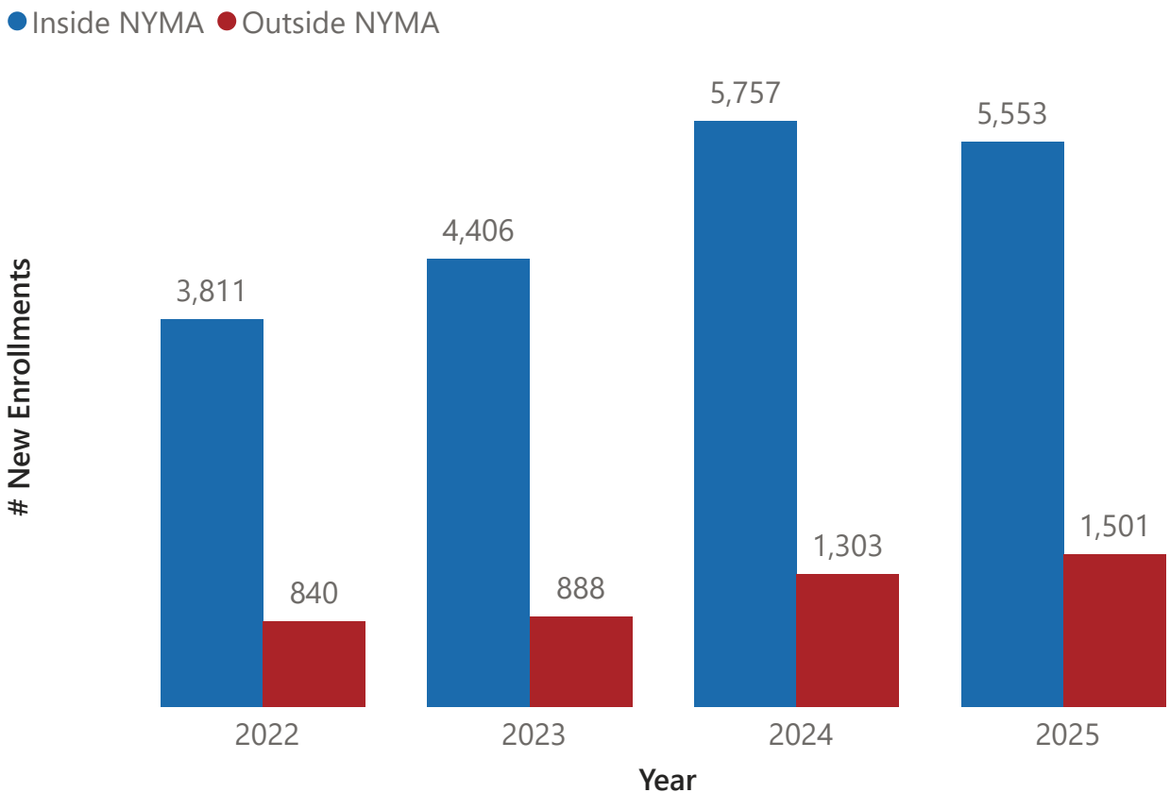
Enrollment Data Thru:
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New Enrollment Trends by Location

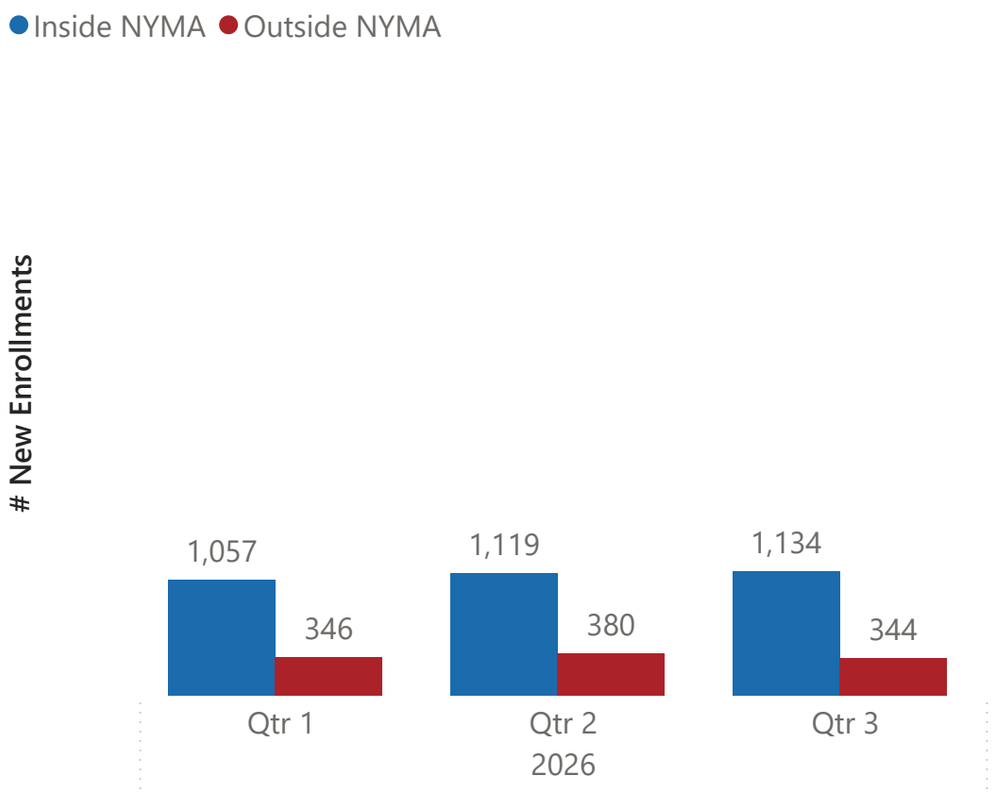
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Survivors

28. New Survivor Members by Location at Time of Enrollment



29. New Survivor Members by Location in Current CY



***NYMA**: The combined statistical areas comprising the Bridgeport-Stamford-Norwalk, CT Metropolitan Statistical Area; Kingston, NY Metropolitan Statistical Area; New Haven-Milford, CT Metropolitan Statistical Area; New York-Northern New Jersey-Long Island, NY-NJ-PA Metropolitan Statistical Area; Poughkeepsie-Newburgh-Middletown, NY Metropolitan Statistical Area; Torrington, CT Micropolitan Statistical Area; Trenton-Ewing, NJ Metropolitan Statistical Area, as defined in OMB Bulletin 10-02, December 1, 2009.*

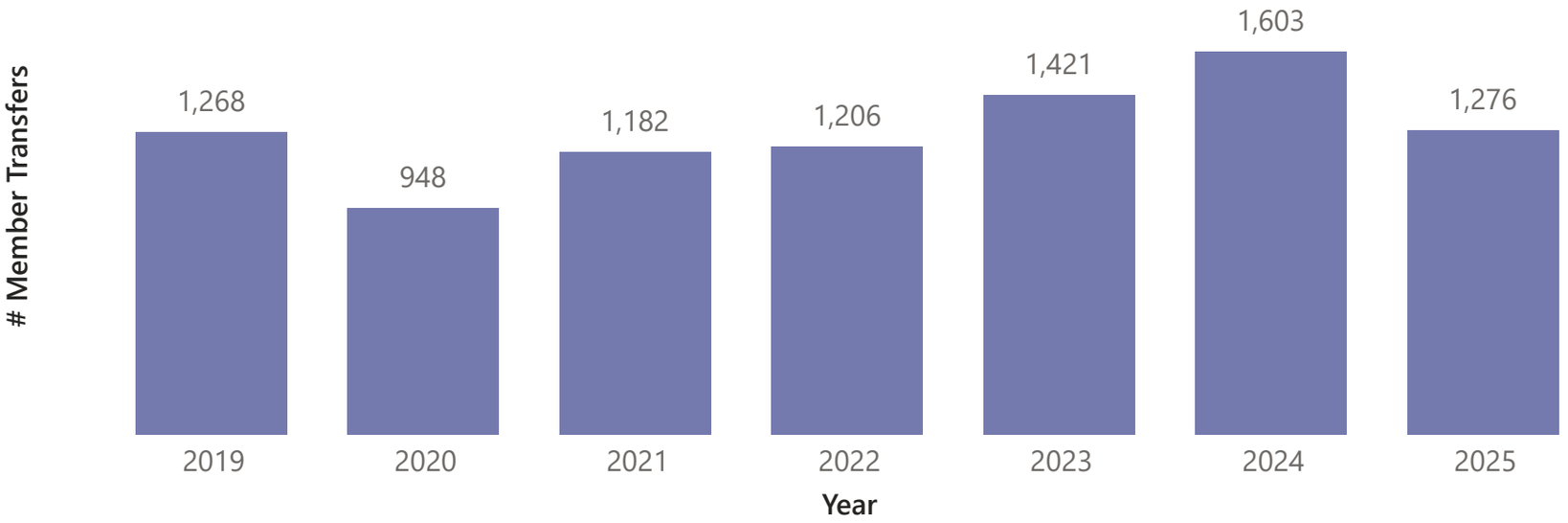
***Note on Date Range for Application Data**: In late 2021, the Program moved to using the online CARE system to process enrollment applications. For consistency in reporting, application data starts with 2022, the first full year of data from the new system.*

Enrollment Data Thru:
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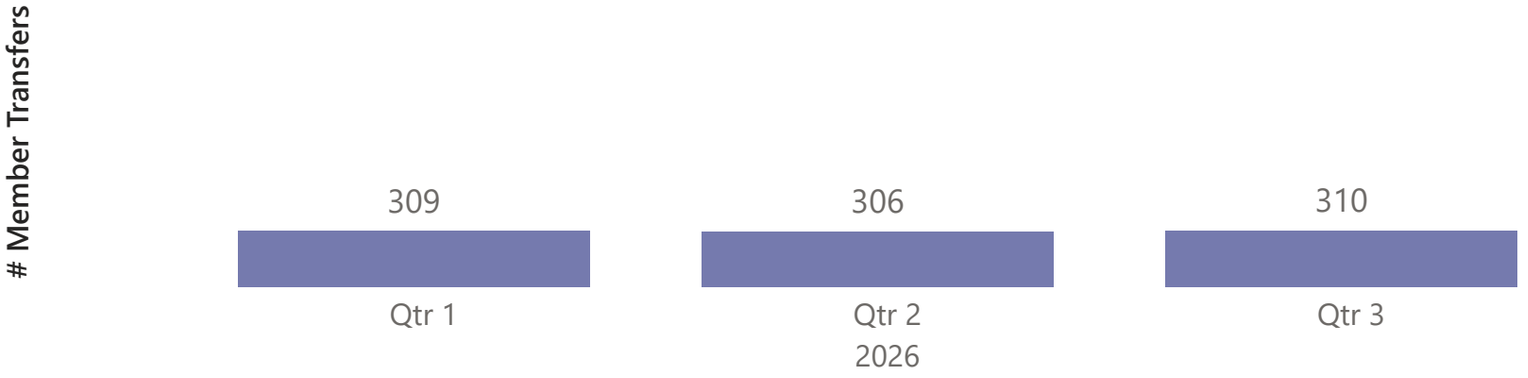
Trends in CCE Transfers

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32. Member Transfers in Past Years



33. Member Transfers in Current CY



Note on transfers: *Members may transfer from a CCE to the NPN, from the NPN to a CCE, or from one CCE to another CCE.*

Transfer Data Thru:
September 30, 2026

Member Population Certification Status

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67.9%

Of Currently Enrolled Members are Certified for at Least 1 WTC-Related Health Condition

34. Certification Status of Currently Enrolled Members by Member Type

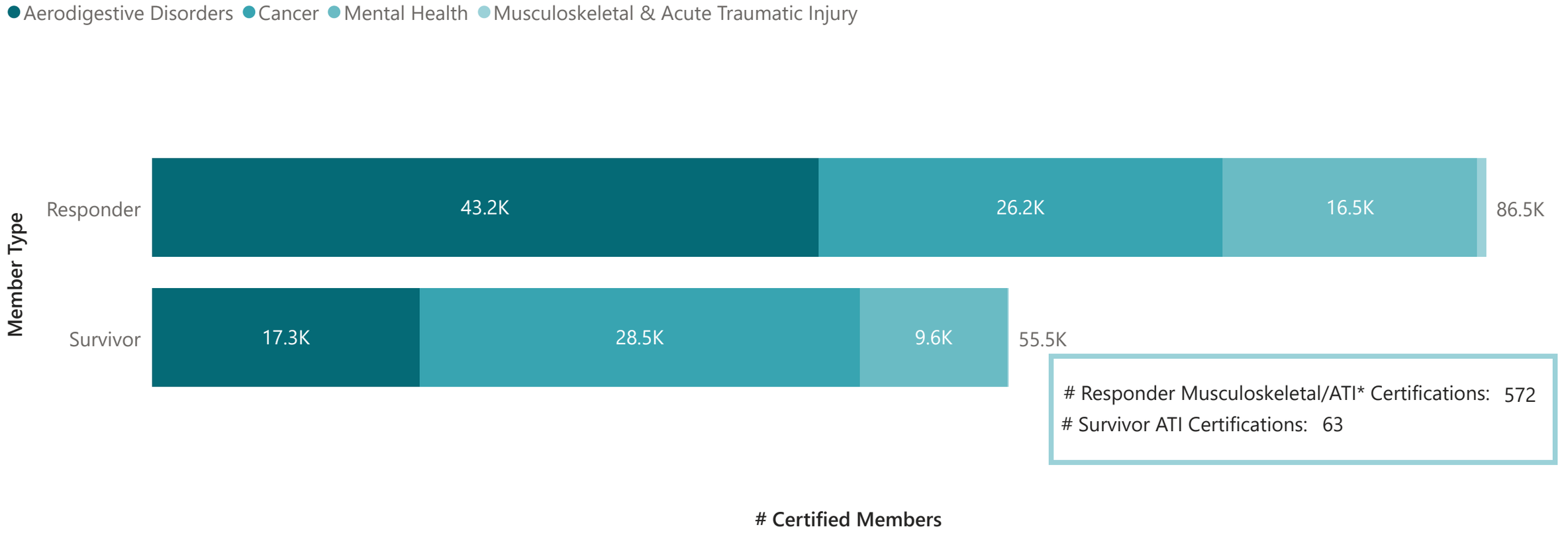


Enrollment Data Thru:
September 30, 2026

Certifications by Health Condition Categories

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35. Overall Categories for All Certified Conditions of Currently Enrolled Members



***ATI:** Acute Traumatic Injury*

***Note on Health Condition Categories:** Health condition categories are established by Title I of the James Zadroga 9/11 Health and Compensation Act of 2010 (Pub. L. 111-347, as amended by Pub. L. 114-113, Pub. L. 116-59, Pub. L. 117-328, and Pub. L. 118-31) and 42 C.F.R. § 88.15.*

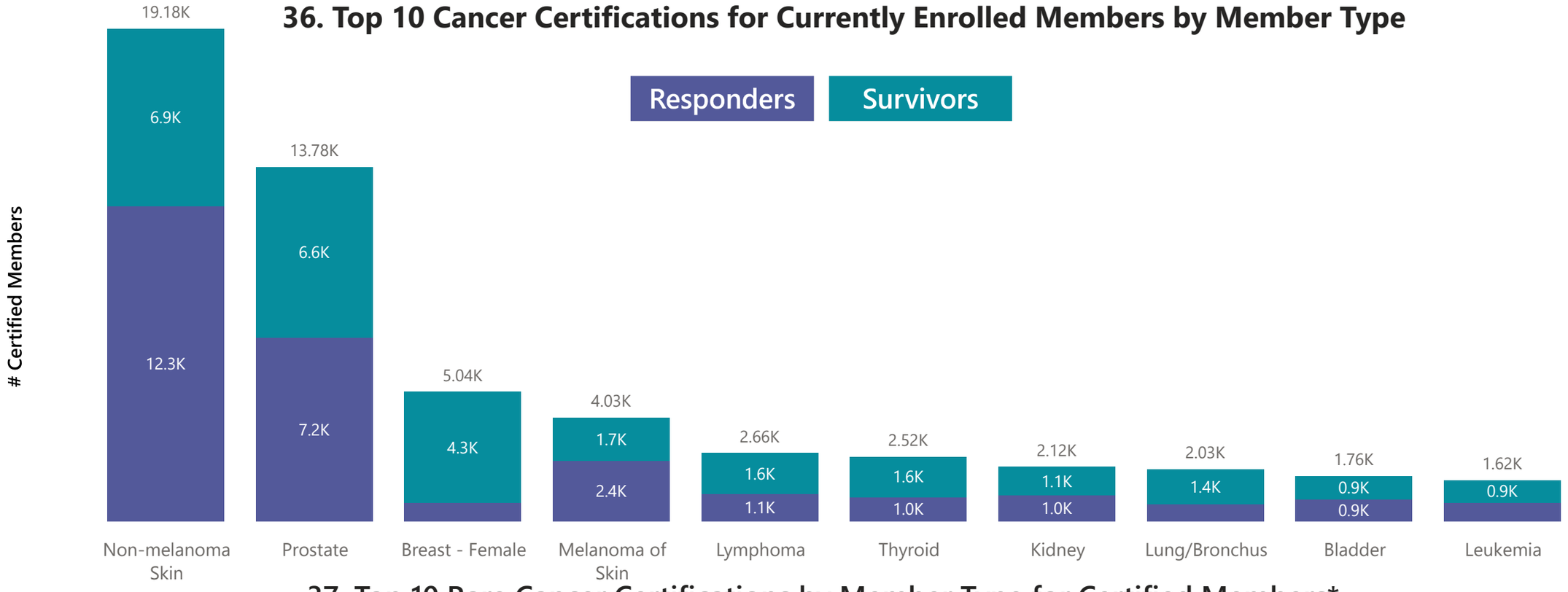
***Note on Certification Counts:** The number of certified members per condition type may not match the total number of certified members because members may be certified for multiple conditions. Members may also be certified for multiple health conditions within a given category. The number of certifications in a given category do not correlate to prevalence of a specific health condition.*

Certification Data Thru:
September 30, 2026

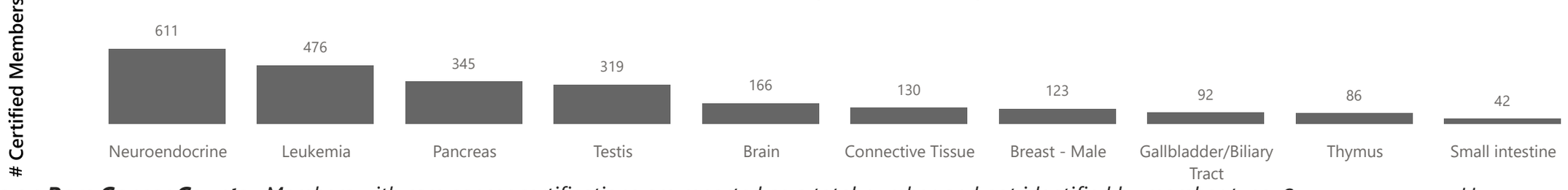
Top Cancer Certifications

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36. Top 10 Cancer Certifications for Currently Enrolled Members by Member Type



37. Top 10 Rare Cancer Certifications by Member Type for Certified Members*



***Note on Rare Cancer Counts:** Members with rare cancer certifications are reported as a total number and not identified by member type. Cancers are grouped by a simple name based on the organ, tissue, or cell type, so both rare and common types can have the same name. For example, there are many types of leukemia, some of which are rare.*

Certification Data Thru:
September 30, 2026

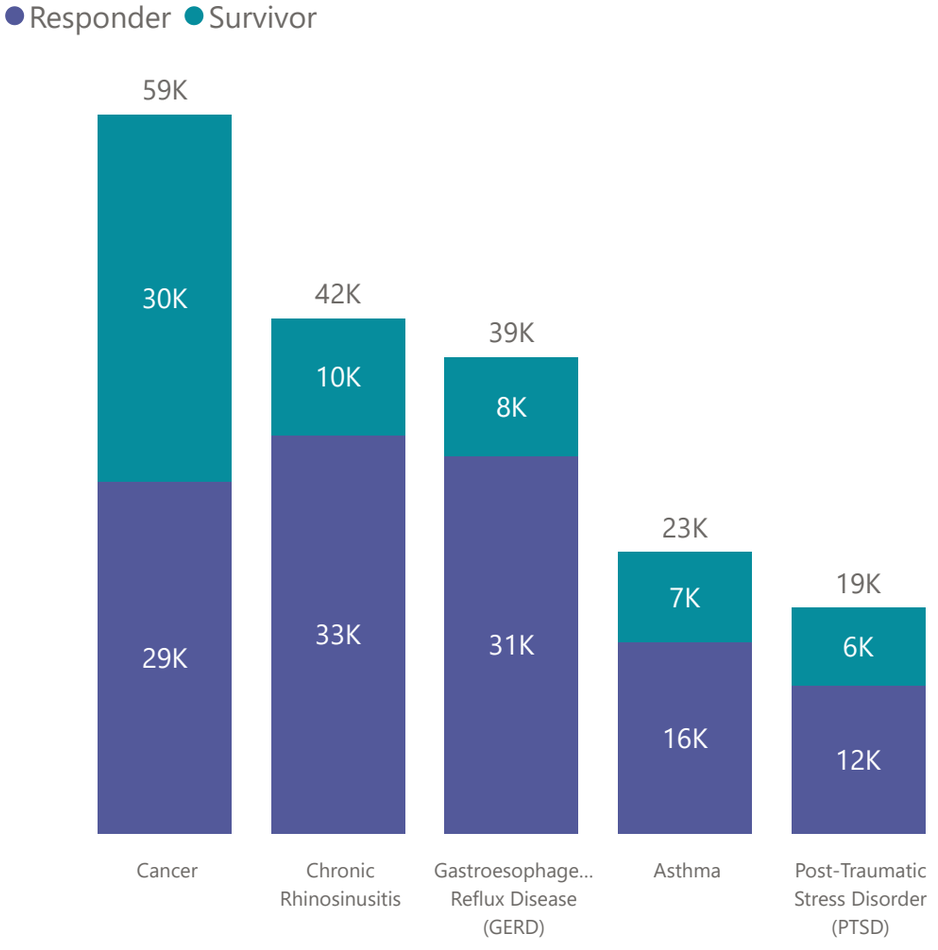
Members Ever Certified for WTC-Related Health Conditions

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38. Overall Count of Certified Members, Over Program Lifetime

Condition	Responder	Survivor	**Total**
Cancer	29,020	30,259	**59,279**
Chronic Rhinosinusitis	32,840	9,611	**42,451**
Gastroesophageal Reflux Disease (GERD)	31,152	8,137	**39,289**
Asthma	15,774	7,435	**23,209**
Post-Traumatic Stress Disorder (PTSD)	12,195	6,421	**18,616**
Chronic Respiratory Disorder - Fumes / Vapors	8,613	1,451	**10,064**
Chronic Obstructive Pulmonary Disease (COPD)	4,211	2,205	**6,416**
Major Depressive Disorder	3,189	1,537	**4,726**
Anxiety Disorder (not otherwise specified)	2,899	1,547	**4,446**
Depression (not otherwise specified)	2,632	613	**3,245**
Interstitial Lung Diseases	1,814	1,121	**2,935**
Adjustment Disorder	1,400	1,038	**2,438**
Generalized Anxiety Disorder	1,588	695	**2,283**
Substance Abuse	1,445	329	**1,774**
Chronic Laryngitis	1,686	77	**1,763**
Chronic Nasopharyngitis	783	112	**895**
Panic Disorder	607	189	**796**
Dysthymic Disorder	326	365	**691**
Other Musculoskeletal Disorder	582	64	**646**
Sleep Apnea	181	360	**541**
Upper Airway Hyperreactivity	423	104	**527**

39. Top 5 Certified Conditions by # Members, Over Program Lifetime



Note on Certification Counts Presented: *Health condition certifications by member type with a count of < 10 are excluded.*

Note on Sleep Apnea: *The count of sleep apnea certifications is an underestimate due to a system change that recorded sleep apnea as only a medically associated condition prior to 2023.*

Certification Data Thru:
September 30, 2026

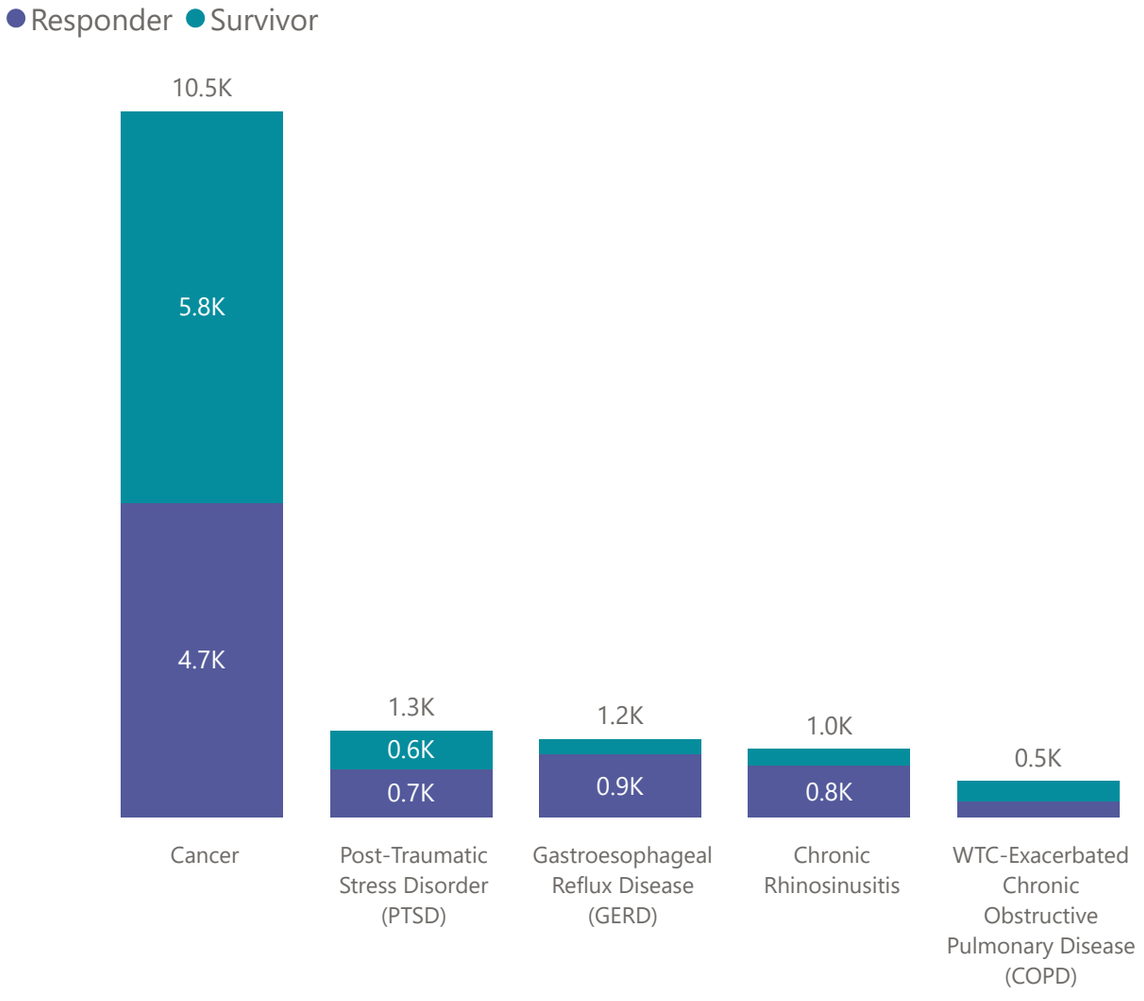
Members Certified for Health Conditions in Past 12 Months

Table of Contents

40. Count of Members Certified in Past 12 Months by Condition

Condition	Responder	Survivor	**Total**
Cancer	4,678	5,807	**10,485**
Post-Traumatic Stress Disorder (PTSD)	727	562	**1,289**
Gastroesophageal Reflux Disease (GERD)	946	219	**1,165**
Chronic Rhinosinusitis	772	244	**1,016**
Chronic Obstructive Pulmonary Disease (COPD)	239	295	**534**
Asthma	337	191	**528**
Interstitial Lung Diseases	164	171	**335**
Major Depressive Disorder	183	120	**303**
Generalized Anxiety Disorder	157	80	**237**
Sleep Apnea	53	134	**187**
Chronic Respiratory Disorder - Fumes / Vapors	123	15	**138**
Anxiety Disorder (not otherwise specified)	49	50	**99**
Substance Abuse	41	12	**53**
Total	**7,261**	**7,086**	**14,347**

41. Top 5 Health Conditions by # Members Certified in Past 12 Months



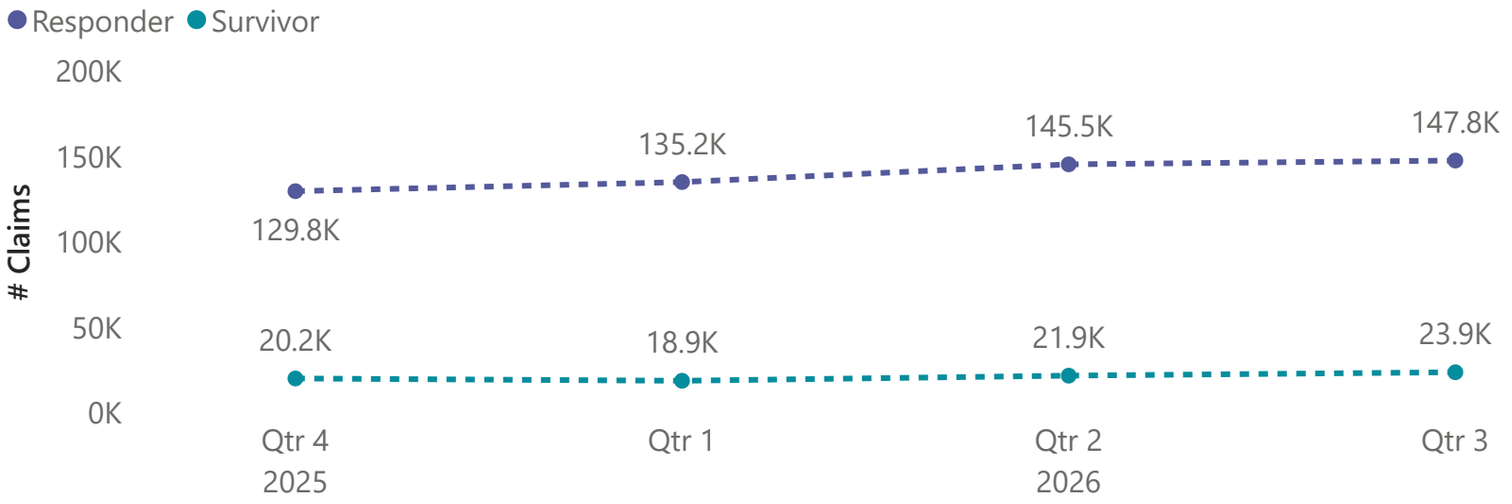
Note on Certification Counts Presented: *Health condition certifications by member type with a count of < 10 are excluded.*

Certification Data Thru:
September 30, 2026

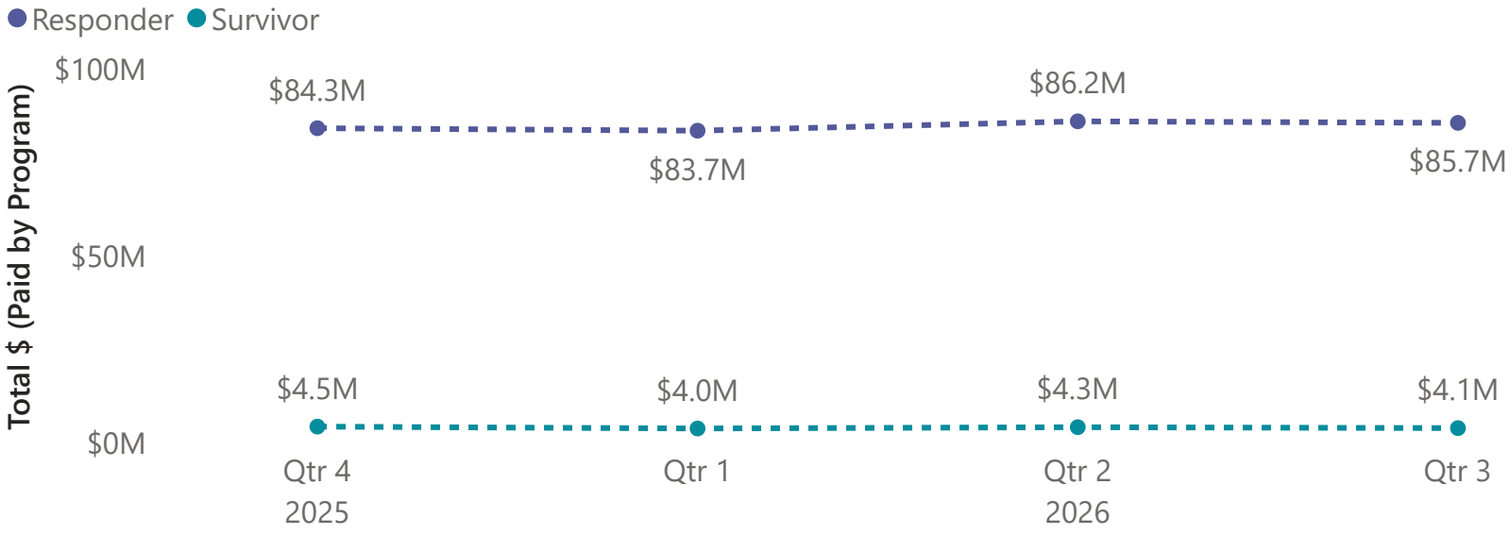
Total Number & Cost of Medical Claims

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42. Count of Approved Medical Claims for Past Year



43. Cost of Approved Medical Claims for Past Year



***Claims Data Timeline**: Medical claims and cost data are presented based on the paid date of the claim.*

61.36K

Certified Members with Approved Medical Treatment Paid in Past Year

636.58K

Approved Medical Claims in Past Year

$356.82M

Total Cost of Approved Medical Claims in Past Year

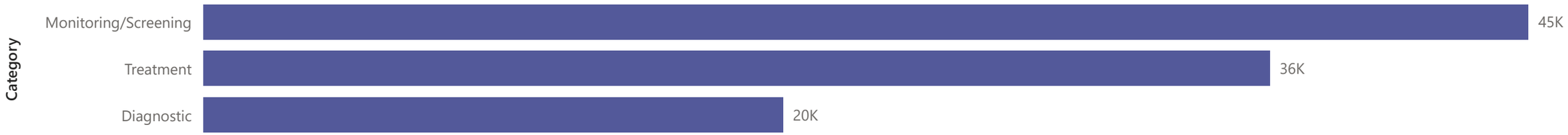
Claims Data Thru:
September 25, 2026

Responder Medical Utilization Patterns in Past 12 Months

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52,730	553,909
Responders with Approved Claims	Approved Claims for Responders

44. Responders with Approved Claims by Category (Member Count)



45. Approved Responder Claims by Category (Claim Count)



46. Responder Claims by Adjudication Status (Claim Count)



Claims Data Timeline: *Medical claims and cost data are presented based on the paid date of the claim.*
Notes on Claims Counts: *Approved Claim Lines tables do not contain inpatient professional, emergency, or claims for FDNY family members. Counts of members with claims by category may exceed total counts of members with claims because categories are not mutually exclusive/members may have claims approved under multiple categories. Because data are shown by date paid, there are no pended claims. Adjudication status refers to the process related to rendering a final decision about a claim.*

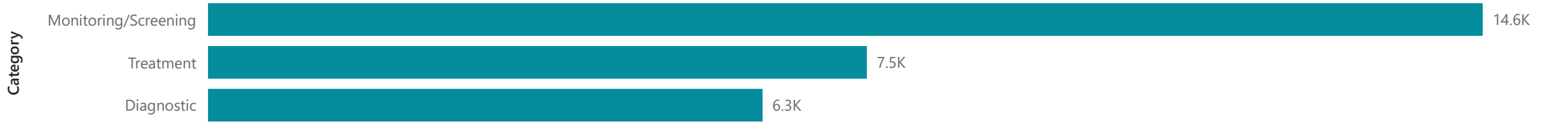
Claims Data Thru:
September 25, 2026

Survivor Medical Utilization Patterns in Past 12 Months

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19,515	82,668
Survivors with Approved Claims	Approved Claims for Survivors

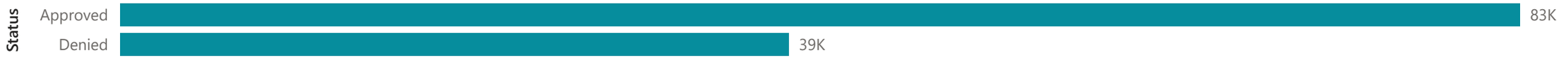
47. Survivors with Approved Claims by Category (Member Count)



48. Approved Survivor Claims by Category (Claim Count)



49. Survivor Claims by Adjudication Status (Claim Count)



***Claims Data Timeline**: Medical claims and cost data are presented based on the paid date of the claim.*
***Notes on Claims Counts**: Approved Claim Lines tables do not contain inpatient professional, emergency, or FDNY families. Counts of members with claims by category may exceed total counts of members with claims because categories are not mutually exclusive/members may have claims approved under multiple categories. Because data are shown by date paid, there are no pended claims. Adjudication status refers to the process related to rendering a final decision about a claim.*

Claims Data Thru:
September 25, 2026

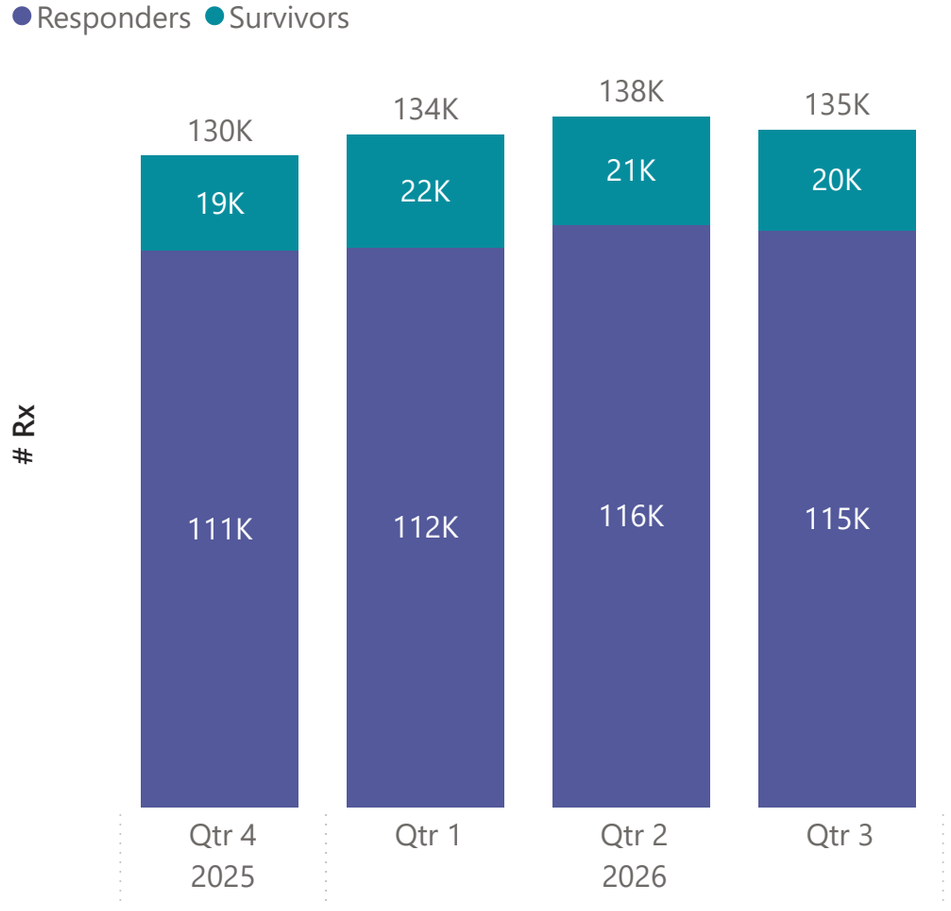
Pharmacy Claims Summary for Past 12 Months

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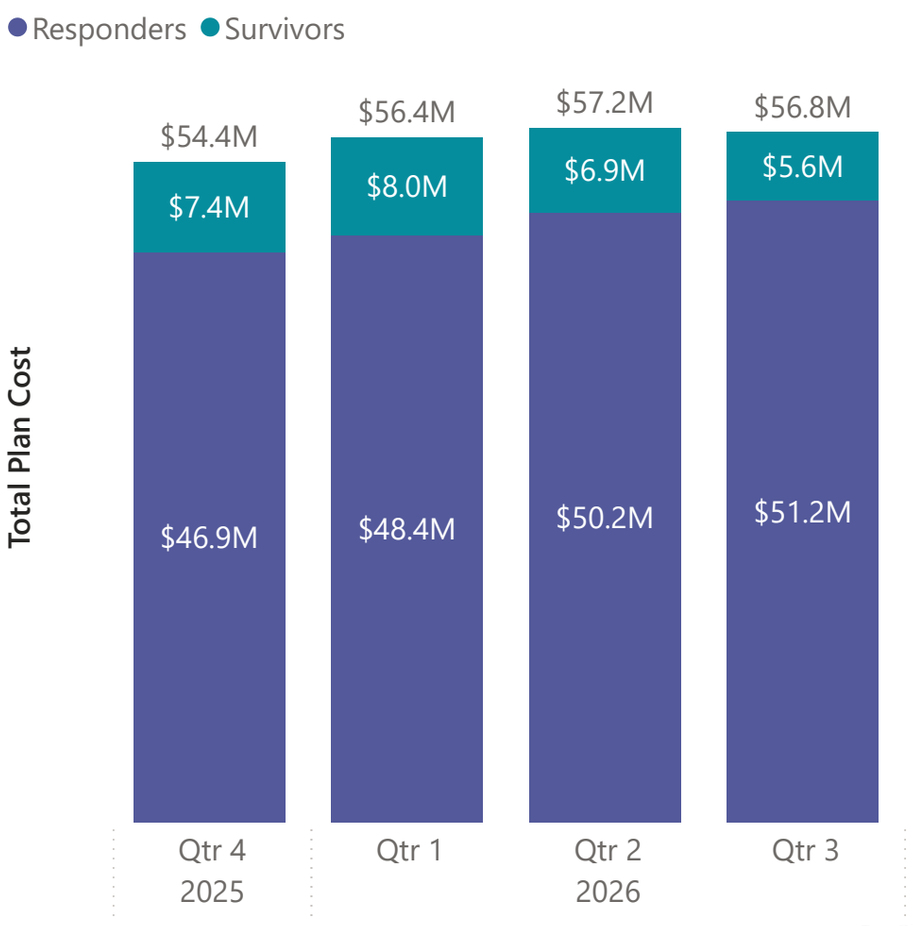
31,915
Responders with Approved Pharmacy Claim in Past Year

9,613
Survivors with Approved Pharmacy Claim in Past Year

50. Approved Pharmacy Claims Over Past 12 Months



51. Pharmacy Plan Cost Over Past 12 Months



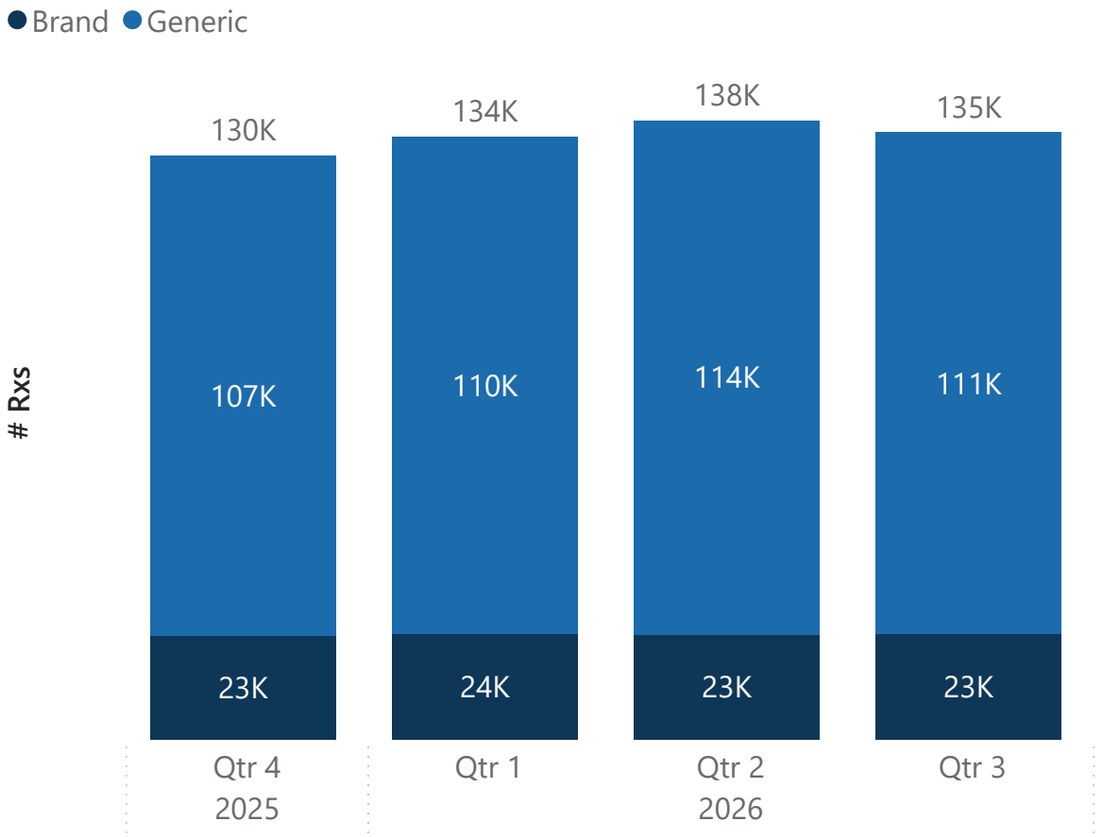
***Pharmacy Data Timeline**: Pharmacy claims and cost data are presented based on the date of service/date filled.*

Rx Claims Data Thru:
September 30, 2026

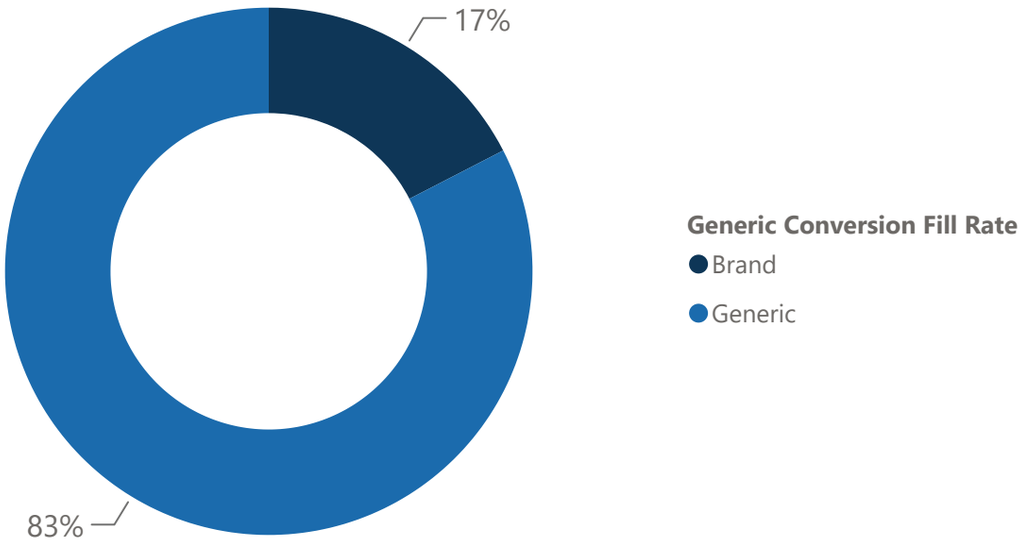
Brand vs Generic Trends for Past 12 Months

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52. Frequency of Brand vs Generic Pharmacy Claims in Past 12 Months



53. Overall % of Brand vs Generic Pharmacy Claims in Past 12 Months



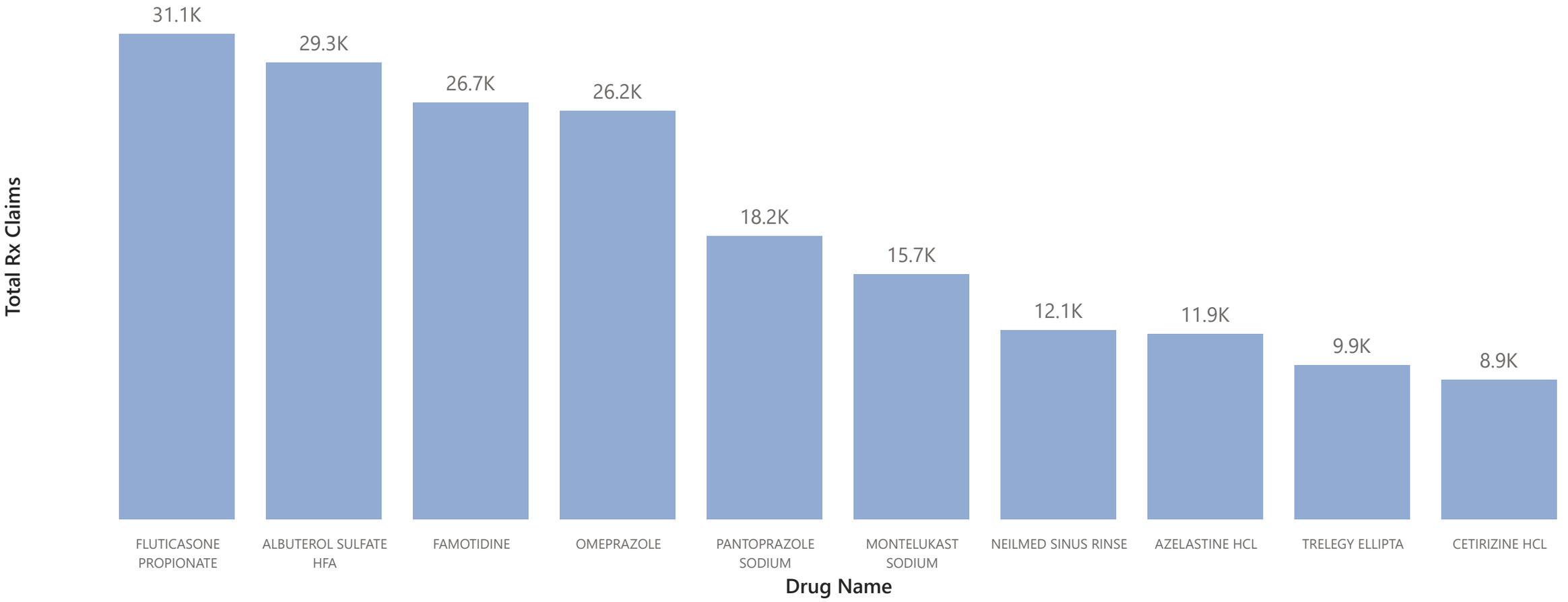
Pharmacy Data Timeline: *Pharmacy claims and cost data are presented based on the date of service/date filled.*

Rx Claims Data Thru:
September 30, 2026

Pharmacy Utilization in Last 12 Months

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54. Top 10 Drugs by Claim Count in Past 12 Months



***Pharmacy Data Timeline**: Pharmacy claims and cost data are presented based on the date of service/date filled.*

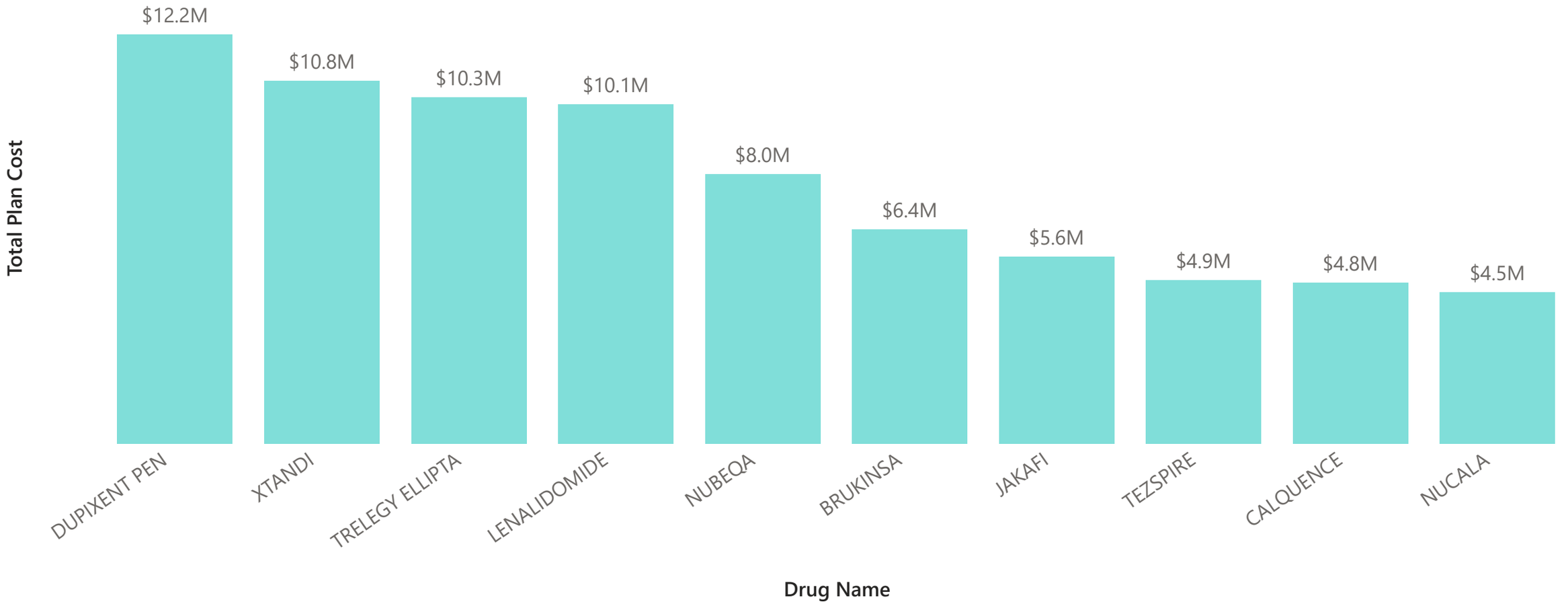
***Disclaimer of Endorsement:** Mention of any company or product does not constitute endorsement by CDC, NIOSH, or the WTC Health Program.*

Rx Claims Data Thru:
September 30, 2026

Pharmacy Utilization in Last 12 Months

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55. Top 10 Drugs by Cost in Past 12 Months



***Pharmacy Data Timeline**: Pharmacy claims and cost data are presented based on the date of service/date filled.*

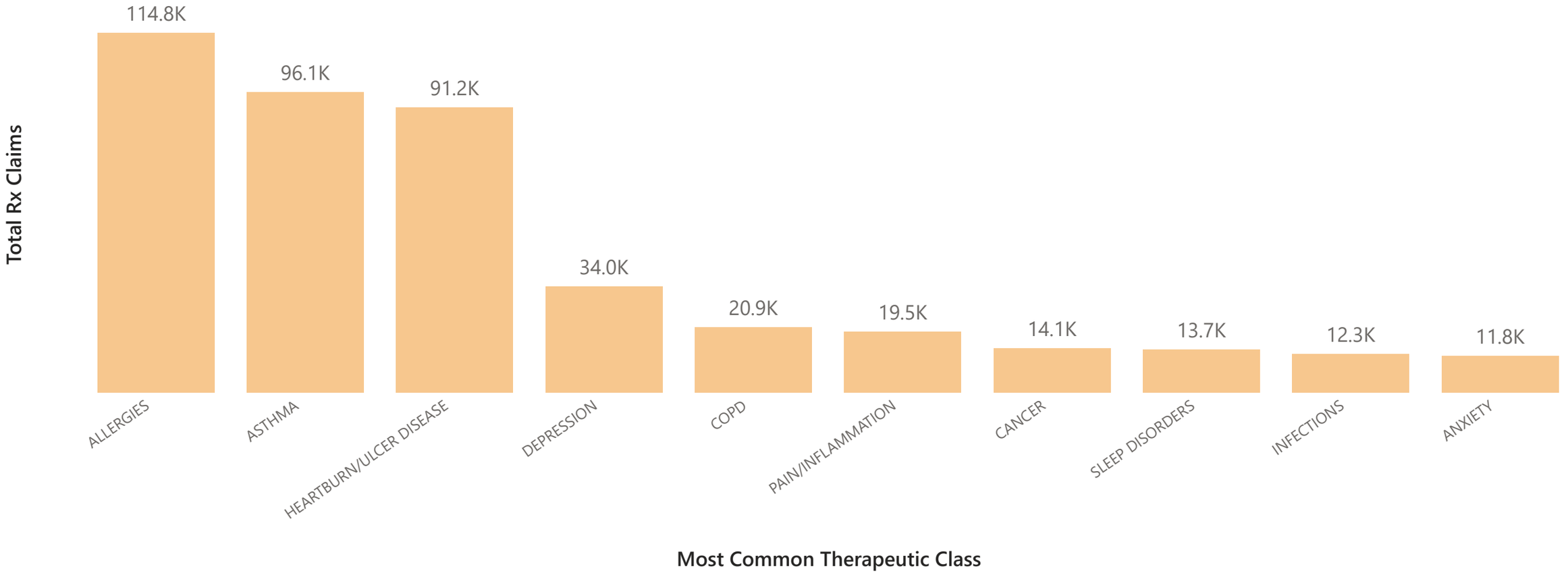
***Disclaimer of Endorsement:** Mention of any company or product does not constitute endorsement by CDC, NIOSH, or the WTC Health Program.*

Rx Claims Data Thru:
September 30, 2026

Pharmacy Utilization in Last 12 Months

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56. Top 10 Therapeutic Classes of Drug by Claim Count in Past 12 Months



Pharmacy Data Timeline: *Pharmacy claims and cost data are presented based on the date of service/date filled.*

Note on therapeutic classes: *Certain medications approved for covered conditions are listed under therapeutic classes that are not necessarily a covered condition for the Program. For example, although allergies are not a covered condition, medications under this therapeutic class may be used to treat covered conditions.*

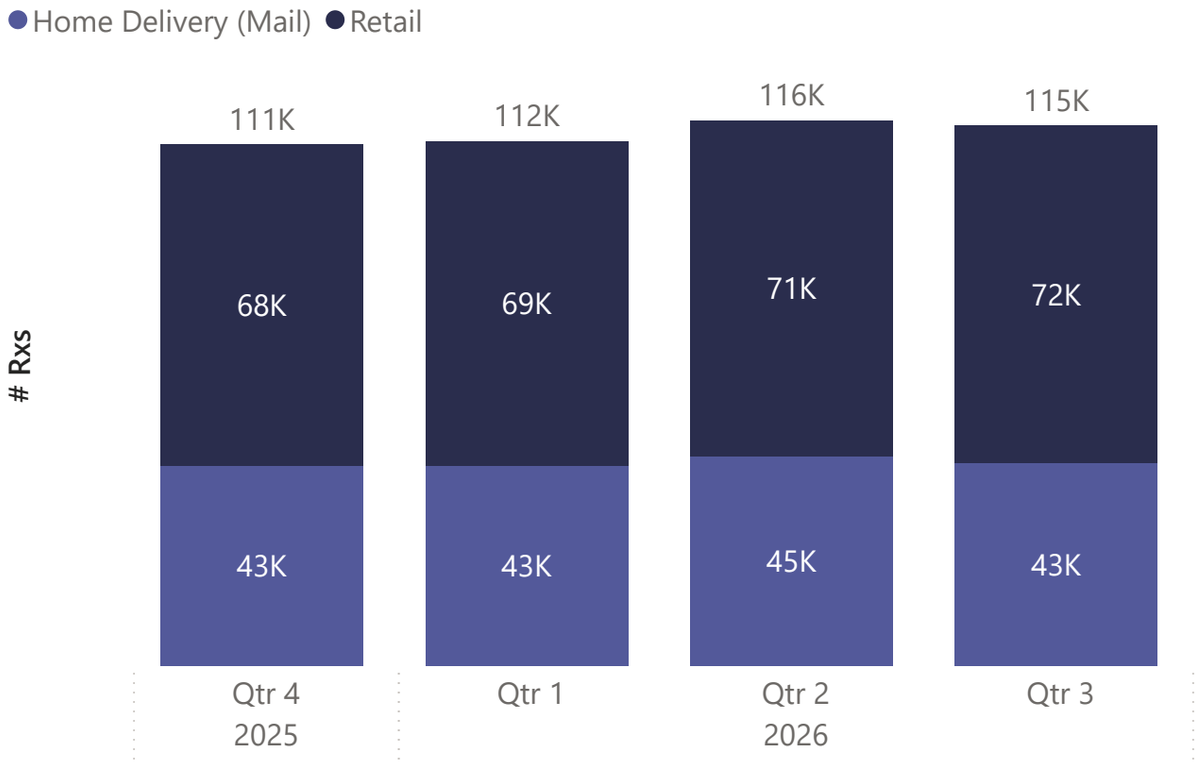
Disclaimer of Endorsement: *Mention of any company or product does not constitute endorsement by CDC, NIOSH, or the WTC Health Program.*

Rx Claims Data Thru:
September 30, 2026

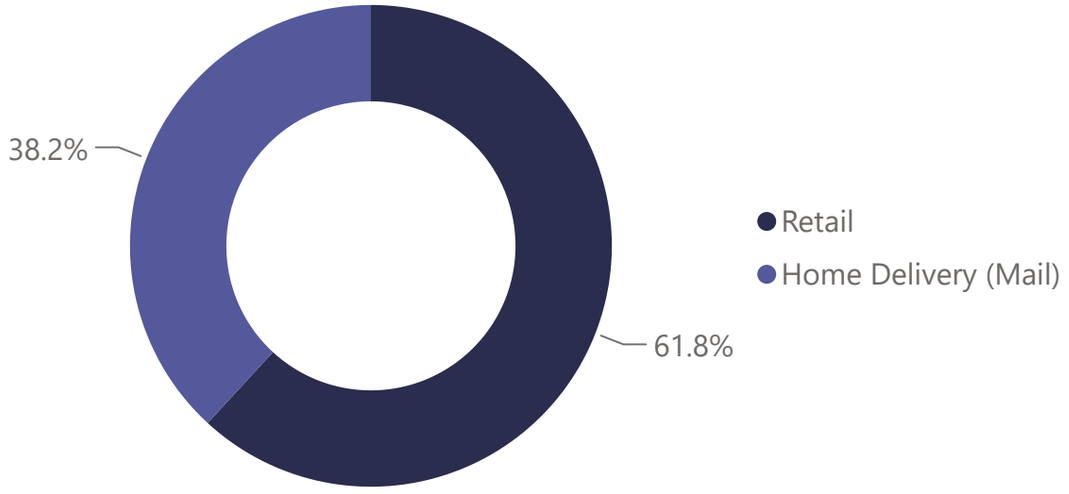
Responder Pharmacy Claims for Past 12 Months

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57. Frequency of Retail & Home Delivery Prescription Fill Utilization in Past 12 Months



58. Percentage of Pharmacy Retail/Home Delivery Utilization



Pharmacy Data Timeline: *Pharmacy claims and cost data are presented based on the date of service/date filled.*

Note on Pharmacy Network for Survivors: Pharmacy claims for survivors must be coordinated with their primary insurance. Due to this requirement, the Program allows Survivors to use a larger pharmacy network than Responders for a 90-day supply to allow easier processing with Survivor members' primary insurance. The Program does not track 90-day pharmacy network utilization for Survivors.

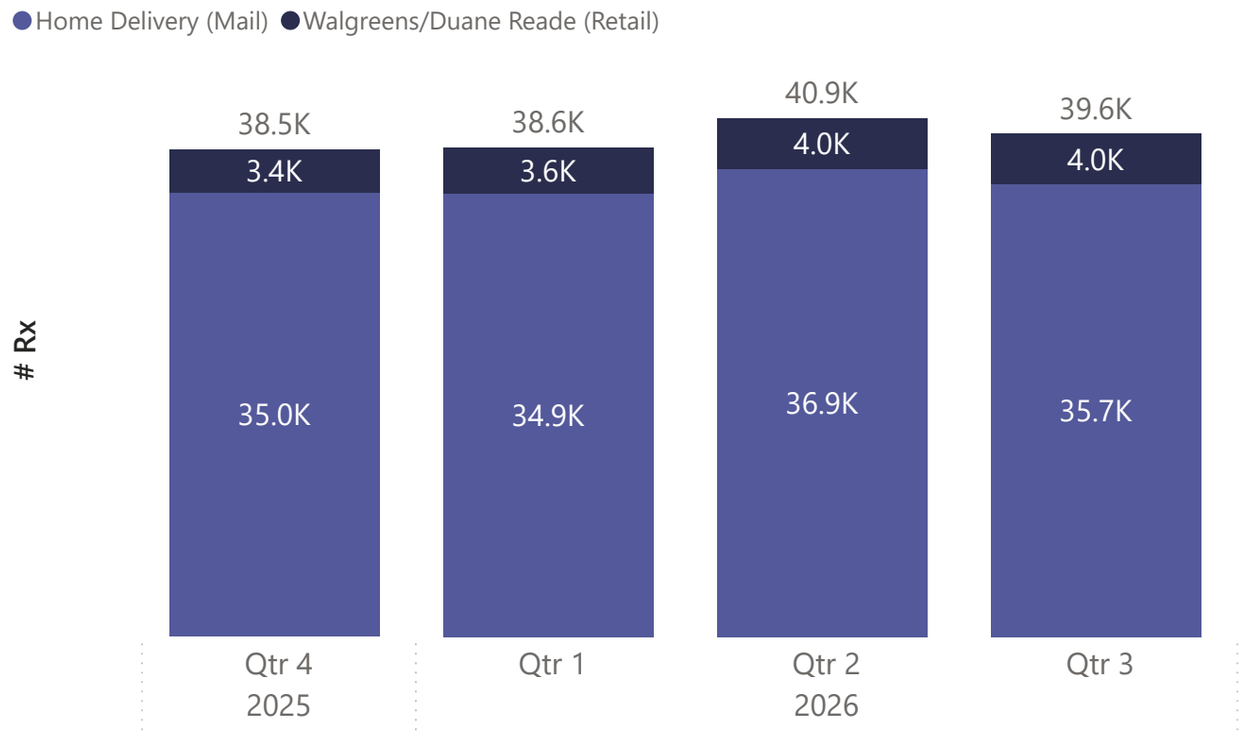
Rx Claims Data Thru:
September 30, 2026

Responder 90-Day Fill Utilization for Past 12 Months

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63. Frequency of 90-Day Fill Utilization by Responders in Past 12 Months

Of all 90-day fill prescriptions, most were home delivery.



34.7%

of all WTC Health Program responder prescriptions dispensed in past 12 months were 90-day fills.

Pharmacy Data Timeline*: Pharmacy claims and cost data are presented based on the date of service/date filled.*

Note on Pharmacy Network for Survivors: Pharmacy claims for survivors must be coordinated with their primary insurance. Due to this requirement, the Program allows Survivors to use a larger pharmacy network than Responders for a 90-day supply to allow easier processing with Survivor members' primary insurance. The Program does not track 90-day pharmacy network utilization for Survivors.

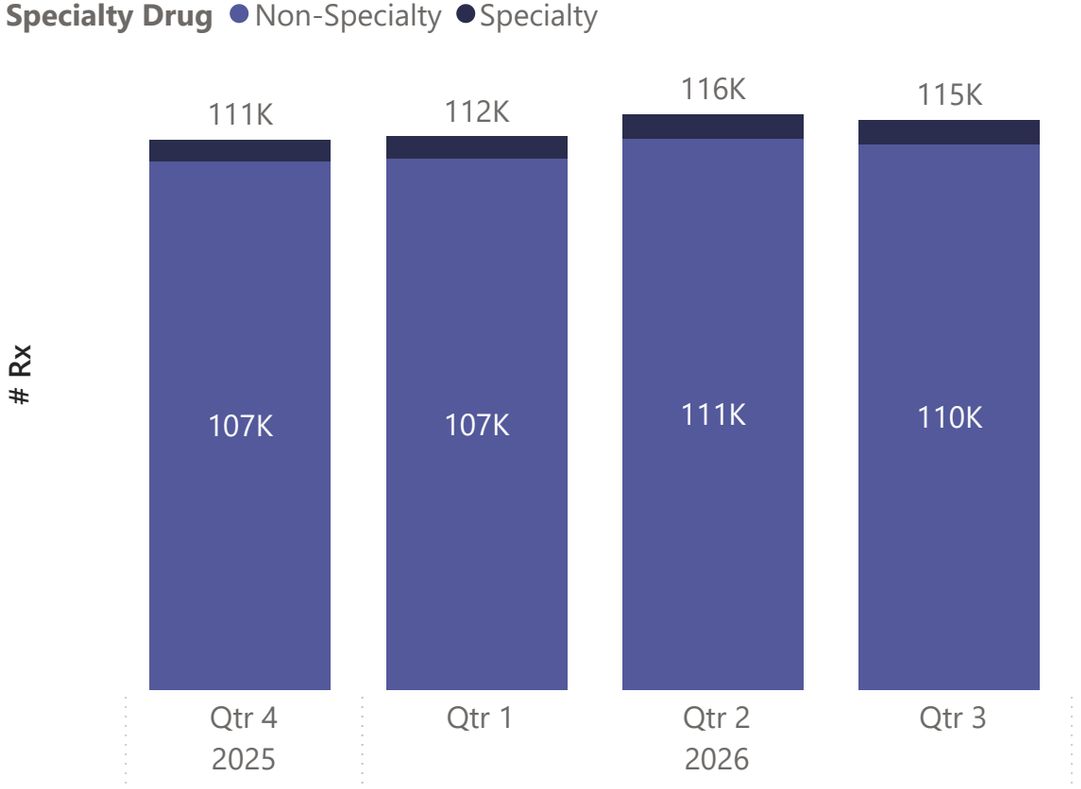
Disclaimer of Endorsement: *Mention of any company or product does not constitute endorsement by CDC, NIOSH, or the WTC Health Program.*

Rx Claims Data Thru:
September 30, 2026

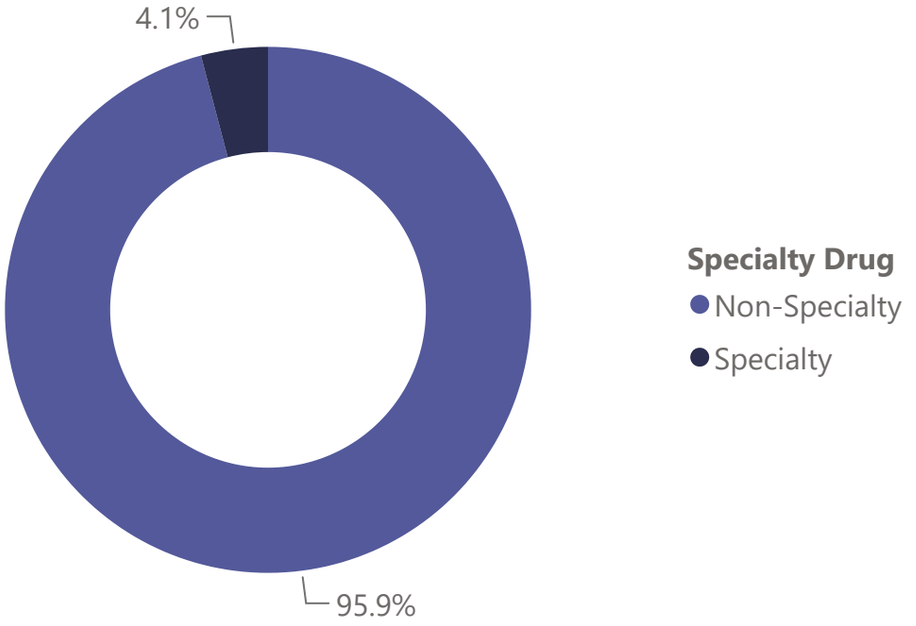
Responder Specialty Pharmacy Claims for Past 12 Months

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59. Responder Specialty Fill Frequency in Past 12 Months



60. Overall Specialty Drug Status for Responder Rx Claims



Pharmacy Data Timeline: *Pharmacy claims and cost data are presented based on the date of service/date filled.*

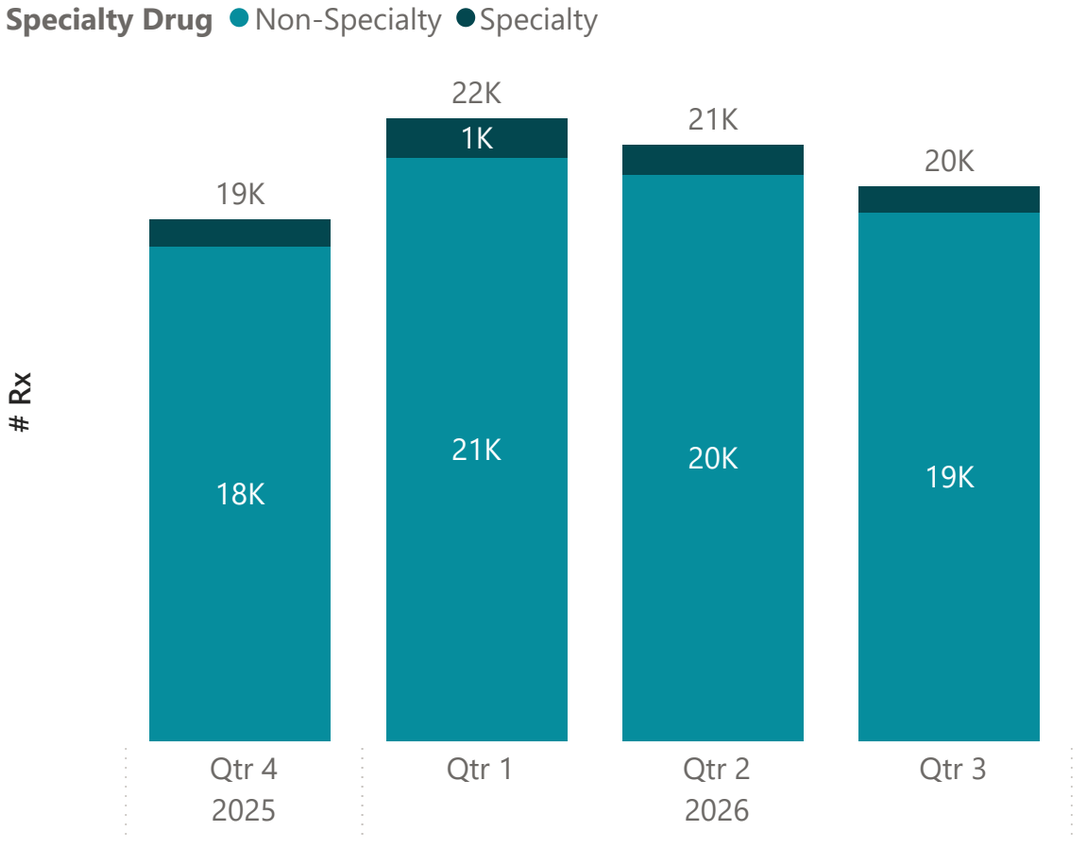
Specialty Medications: *Defined as high-cost prescription medications used to treat complex, chronic conditions like cancer and often require special handling (such as refrigeration during shipping) and administration (such as infusions).*

Rx Claims Data Thru:
September 30, 2026

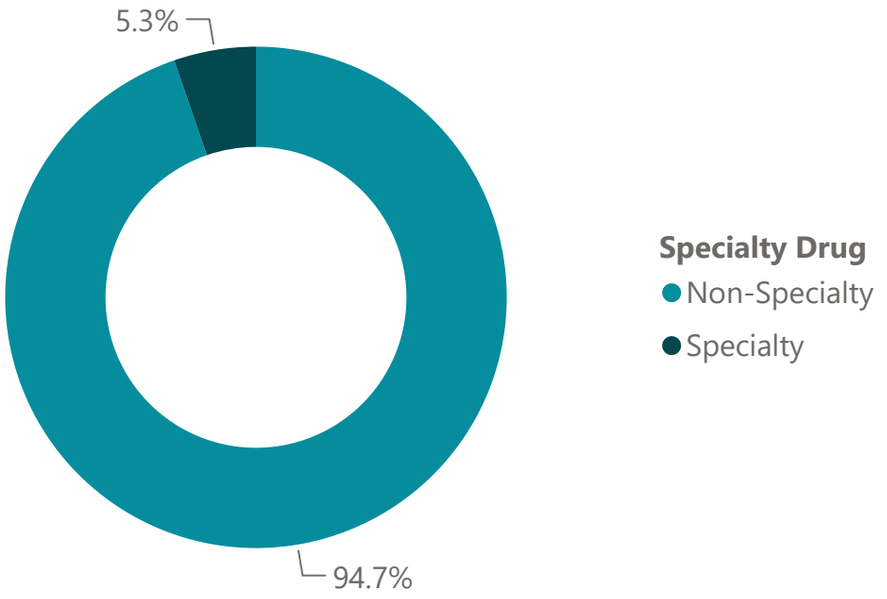
Survivor Specialty Pharmacy Claims for Past 12 Months

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61. Survivor Specialty Fill Frequency in Past 12 Months



62. Overall Specialty Drug Status for Survivor Rx Claims



***Pharmacy Data Timeline**: Pharmacy claims and cost data are presented based on the date of service/date filled.*

***Specialty Medications:** Defined as high-cost prescription medications used to treat complex, chronic conditions like cancer and often require special handling (such as refrigeration during shipping) and administration (such as infusions).*

Rx Claims Data Thru:
September 30, 2026

Member Feedback

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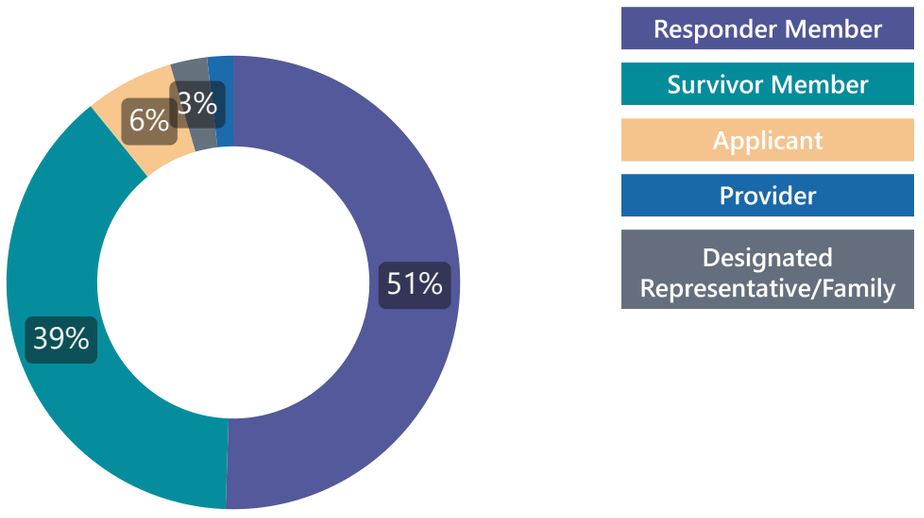
64. Top 10 Topics of Feedback by Calendar Year

Data since feedback form opened in July 2023

Main Topic	2023	2024	2025	2026	**Total**
Treatment	31.30%	26.55%	14.65%	17.17%	**23.00%**
CCE/NPN	15.27%	11.50%	14.65%	28.28%	**15.82%**
Certification/WTC3	6.11%	16.81%	25.48%	8.08%	**15.33%**
Billing	13.74%	13.27%	10.83%	10.10%	**12.23%**
Policy/Process	12.21%	9.29%	5.73%	14.14%	**9.79%**
Enrollment	13.74%	5.75%	10.19%	10.10%	**9.30%**
Other	3.05%	5.75%	8.28%	2.02%	**5.22%**
Pharmacy/Medication	0.76%	5.31%	7.01%	7.07%	**5.06%**
Case Management	0.76%	3.10%	2.55%	2.02%	**2.28%**
Records Request	3.05%	2.65%	0.64%	1.01%	**1.96%**

65. Type of Submitter for Feedback on Top 5 Categories, Cumulative

Data since feedback form opened in July 2023



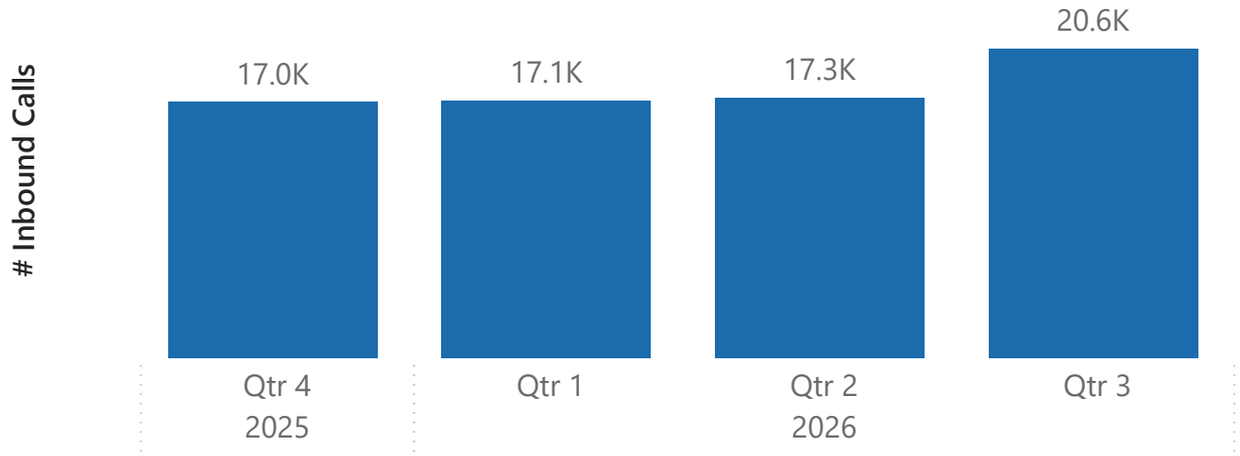
Feedback Data Source: *The data shown are submissions to the online feedback form at https://oasis.cdc.gov/feedback.*

Feedback Data Thru:
September 30, 2026

Member Communications - Call Center

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66. Inbound Calls To Call Center in Last Year



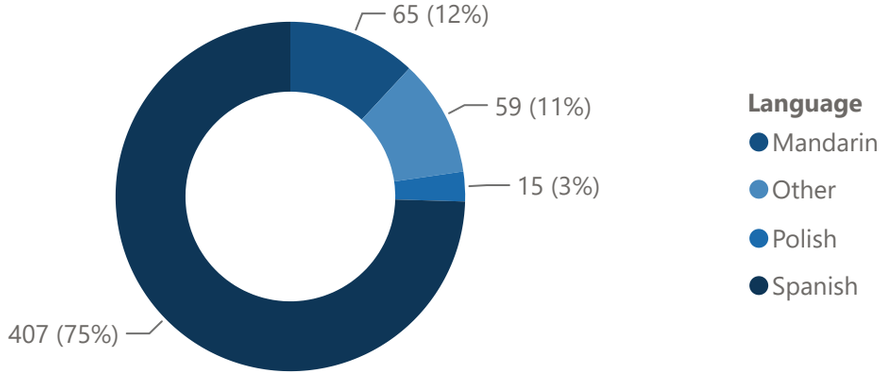
67. Call Center Language Line Usage in Last Year

Translation services provided through language line

Year	Mandarin	Other	Polish	Spanish
2025				
Qtr 4	29	27	<10	105
2026				
Qtr 1	26	17	<10	107
Qtr 2	19	16	<10	106
Qtr 3	21	21	<10	133

68. % Language Line Usage by Language in Last Year

Translation services provided through language line



Note on Call Center: *The data shown are calls to the WTC Health Program call center at 1-888-982-4748.*

Call Center Data Thru:
September 30, 2026