



New Mexico Child Support CSIC Monthly Status Report

Month of December 2013
2013 Annual Report

Agenda

- December Performance
 - Weekly
 - Month
 - Issues/Resolutions
- Outbound Calls
 - Issues/Resolutions
- Annual Report

December – Weekly Breakdown

December Weekly Breakdown

	2-6	9-13	16-20	23-27	30-31
ACD Calls	6,593	5,729	5,550	3,437	2,179
Adjusted Abandon Rate**	5.70%	3.92%	3.89%	1.49%	4.71%
Average Hold Time	1:08	:51	:53	:17	1:10
Longest Wait Time	5:43	6:01	6:26	4:08	8:29
Referral Rate	10.42%	10.44%	10.66%	8.45%	10.53%
Day Time Voice Mail	141	54	89	3	70

**The adjusted Abandon Rate is derived by subtracting the day time voice mails from the total ACD abandons and dividing that sum by the number of ACD calls received and then converting to percent.

December 2013

ACD Calls	23,488
Adjusted Abandon Rate	4.17%
Average Hold Time	:53
Longest Wait Time	8:29
Referral Rate	10.19%
During Hours Voice Mail	357
After Hours Voice Mail	192
Kids Line Voice Mail	10
Automated Kids Line Calls	15,977
Staff	20

Statistics Discussion

- New staff member started on December 10, 2013.

Annual Performance

2013	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
ACD Calls	28,206	27,827	26,516	28,864	28,592	24,970	27,681	26,931	24,908	26,718	21,212	23,488
Abandons	3.84%	4.10%	4.12%	3.91%	2.73%	4.22%	3.62%	3.49%	3.31%	3.31%	4.97%	4.17%
Average Hold Time	:49	:51	:49	:54	:35	:54	:50	:47	:44	:47	1:00	:53
Longest Wait Time	6:25	8:04	8:25	8:05	8:17	6:58	7:55	7:50	5:59	6:06	7:56	8:29
Referral Rate	10.39%	10.46%	10.97%	10.84%	10.60%	10.40%	11.07%	10.28%	9.56%	10.44%	10.76%	10.19%
After Hour Voice Mails	160	174	204	201	206	172	219	217	183	150	185	192
Kids Line Voice Mail	13	13	11	11	14	19	19	12	9	14	8	10
During Hours Voice Mail	376	351	330	458	189	358	367	342	284	340	379	357
Automated Kids Line	18,250	15,269	16,552	17,791	20,813	16,746	18,522	16,749	16,403	16,731	14,900	15,977
Staff	25	25	24	24	24	23	23	23	22	22	21	20

Out Bound Calls

2013	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Totals
Employer Verification	79	67	75	76	84	69	95	88	91	82	55	55	916
Court Hearing Reminder	264	148	80	199	126	137	137	141	45	34	59	70	1440
Group Interviews	6	0	24	10	8	10	4	13	6	14	1	19	115
Genetic Testing	1	0	0	0	0	0	0	0	0	0	0	0	1
EFT Non Activated Cards	16	35	11	0	15	7	0	0	0	0	0	3	87
Bench Warrant	0	0	0	0	0	0	0	17	0	0	0	0	17
Total	366	250	190	285	233	223	236	259	142	130	115	147	2,446

Out Bound Calls

December – Local Office Participation

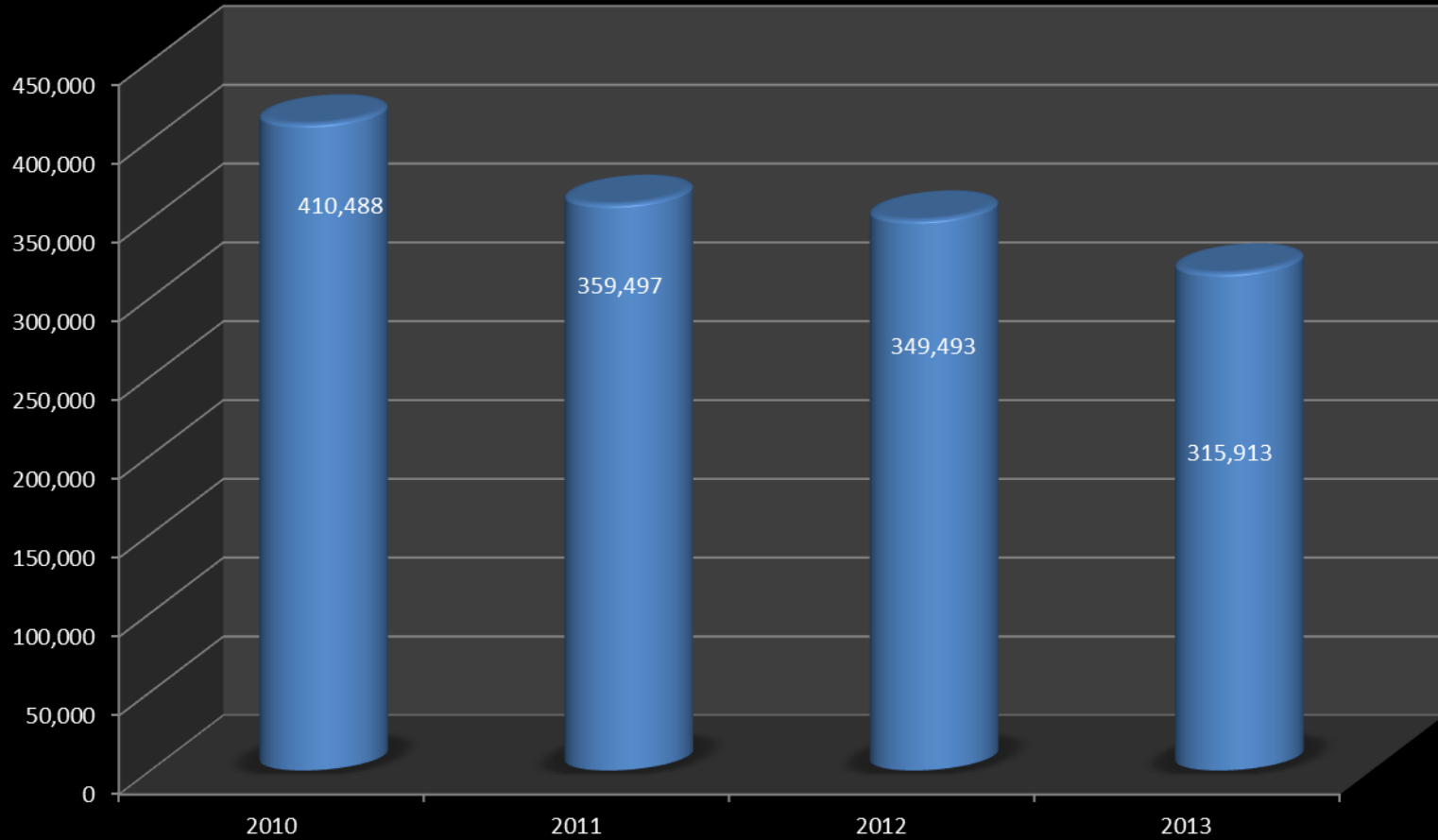
- Court Hearing Reminders: Las Vegas, Albuquerque
- Group Interview Reminders: Santa Fe
- Genetic Testing: None

Additional Information

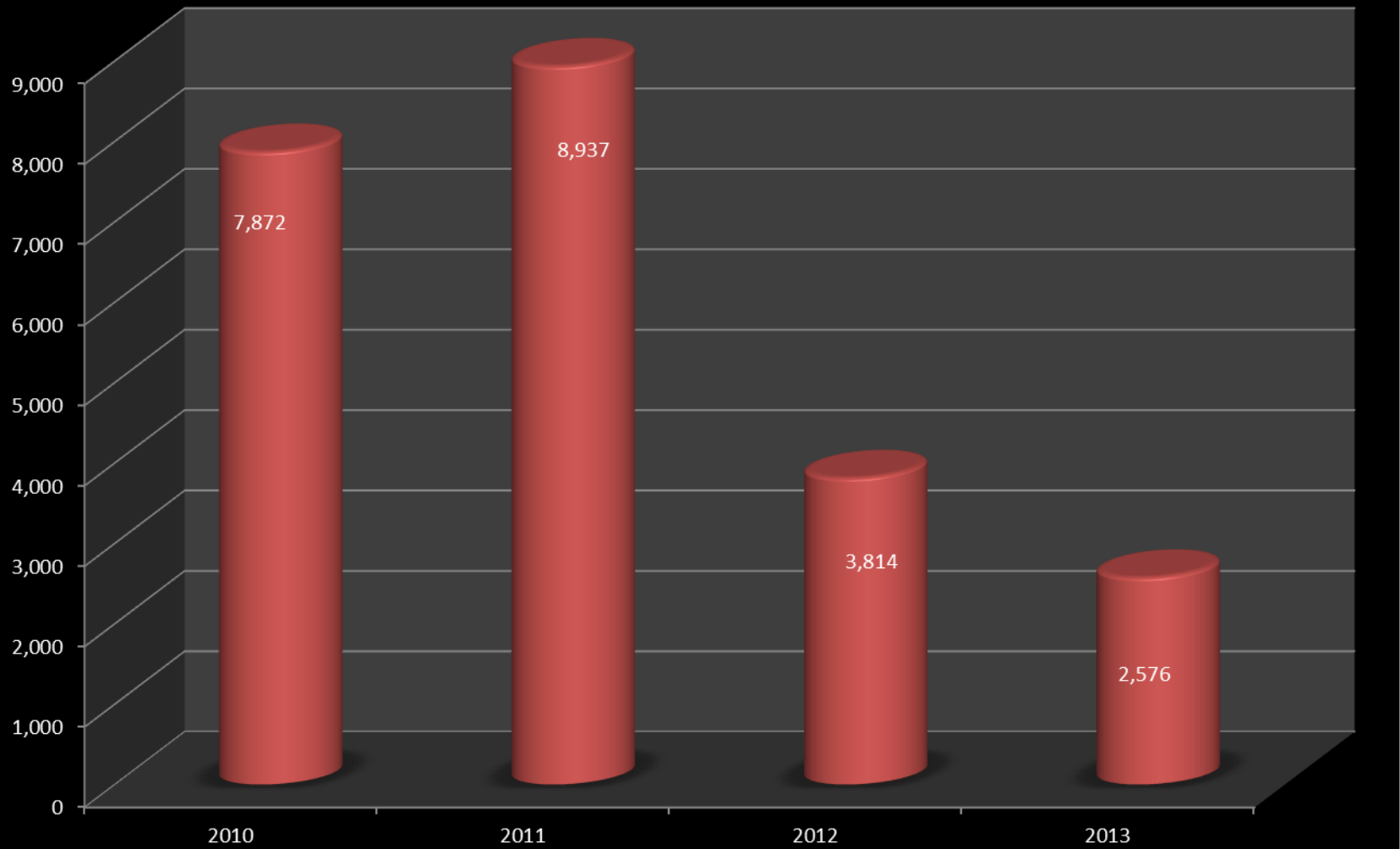
- Antoine and Nancy began the Help Manual revision Meetings.

2013 year in review

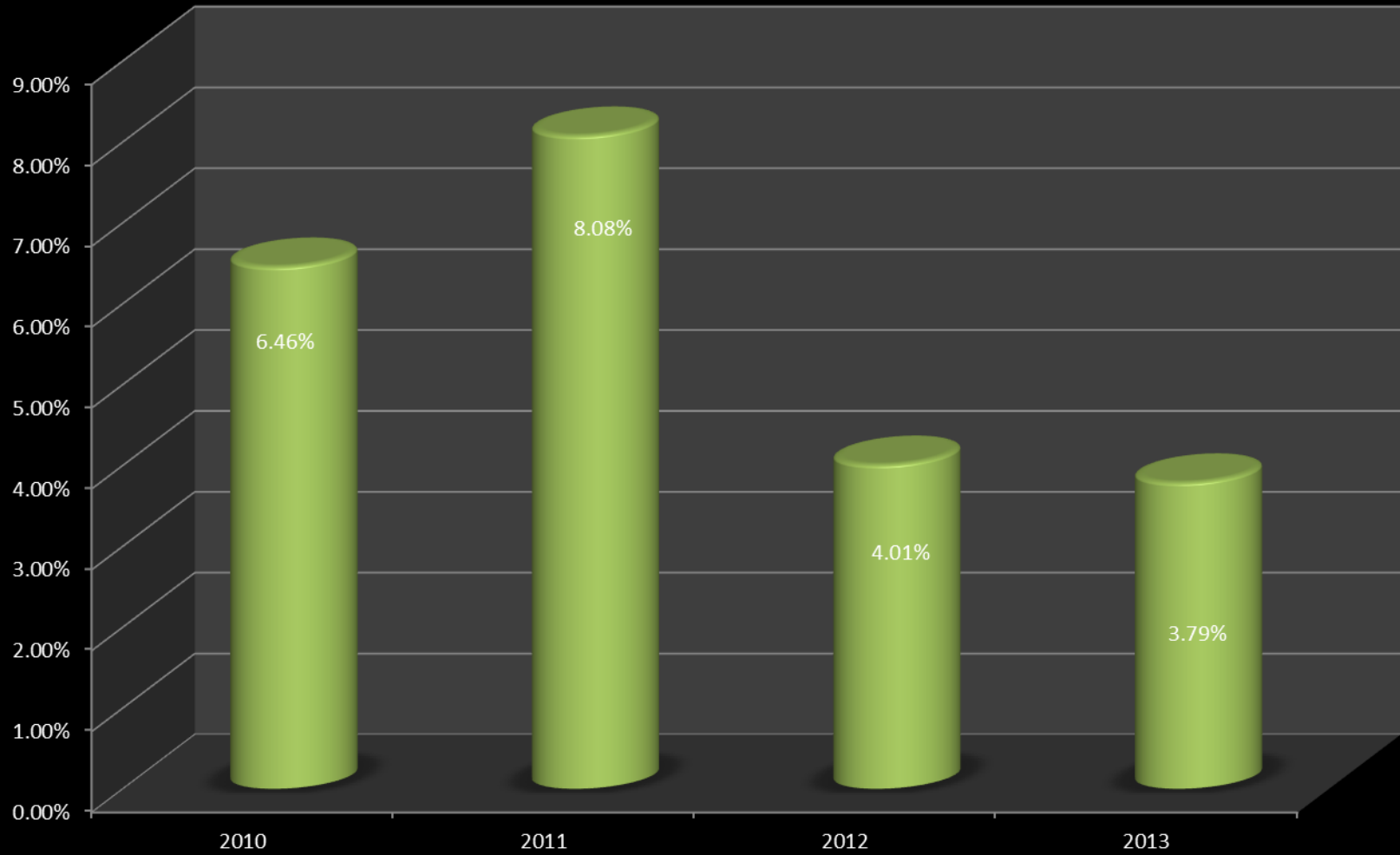
Inbound Calls



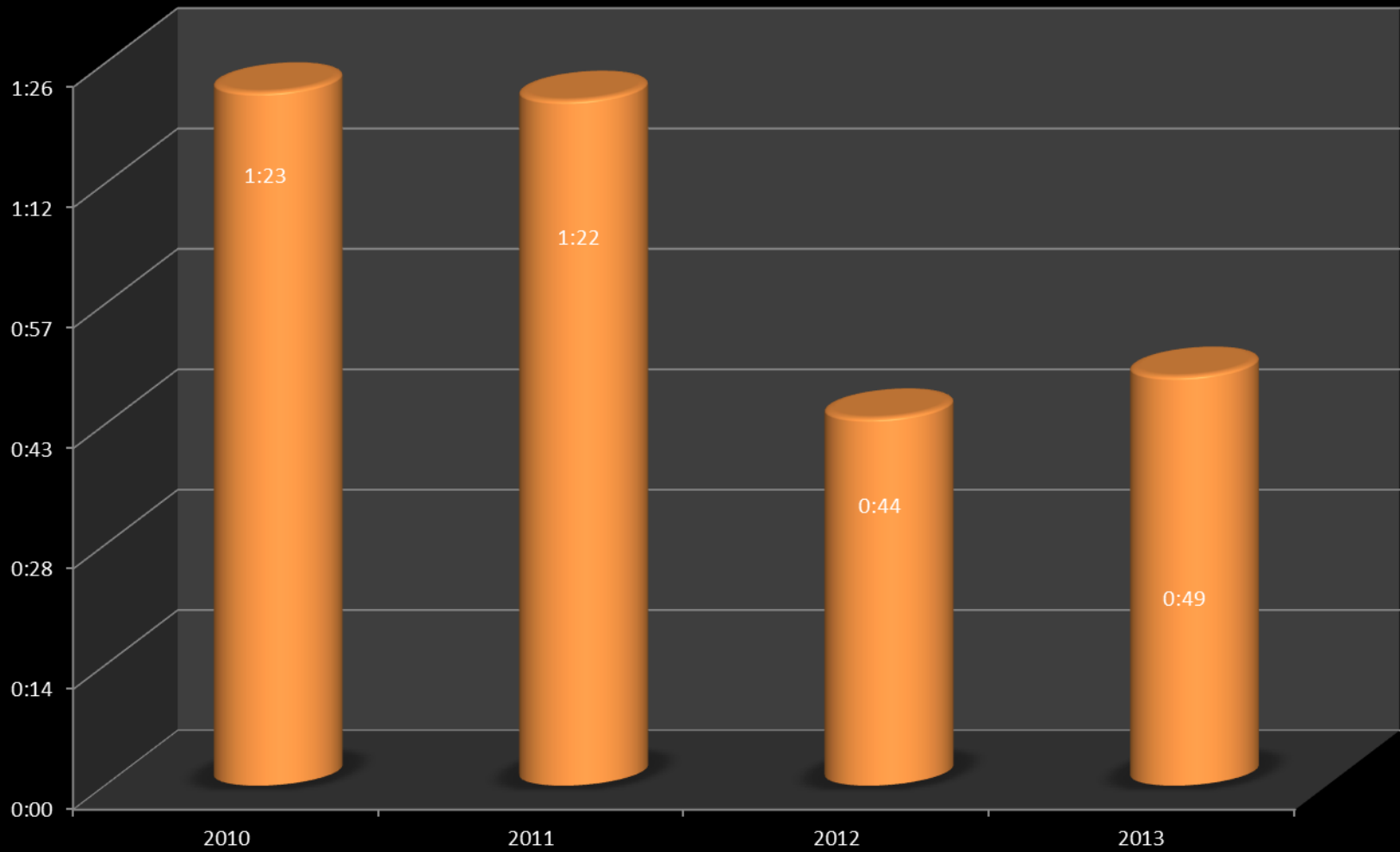
Outbound Calls



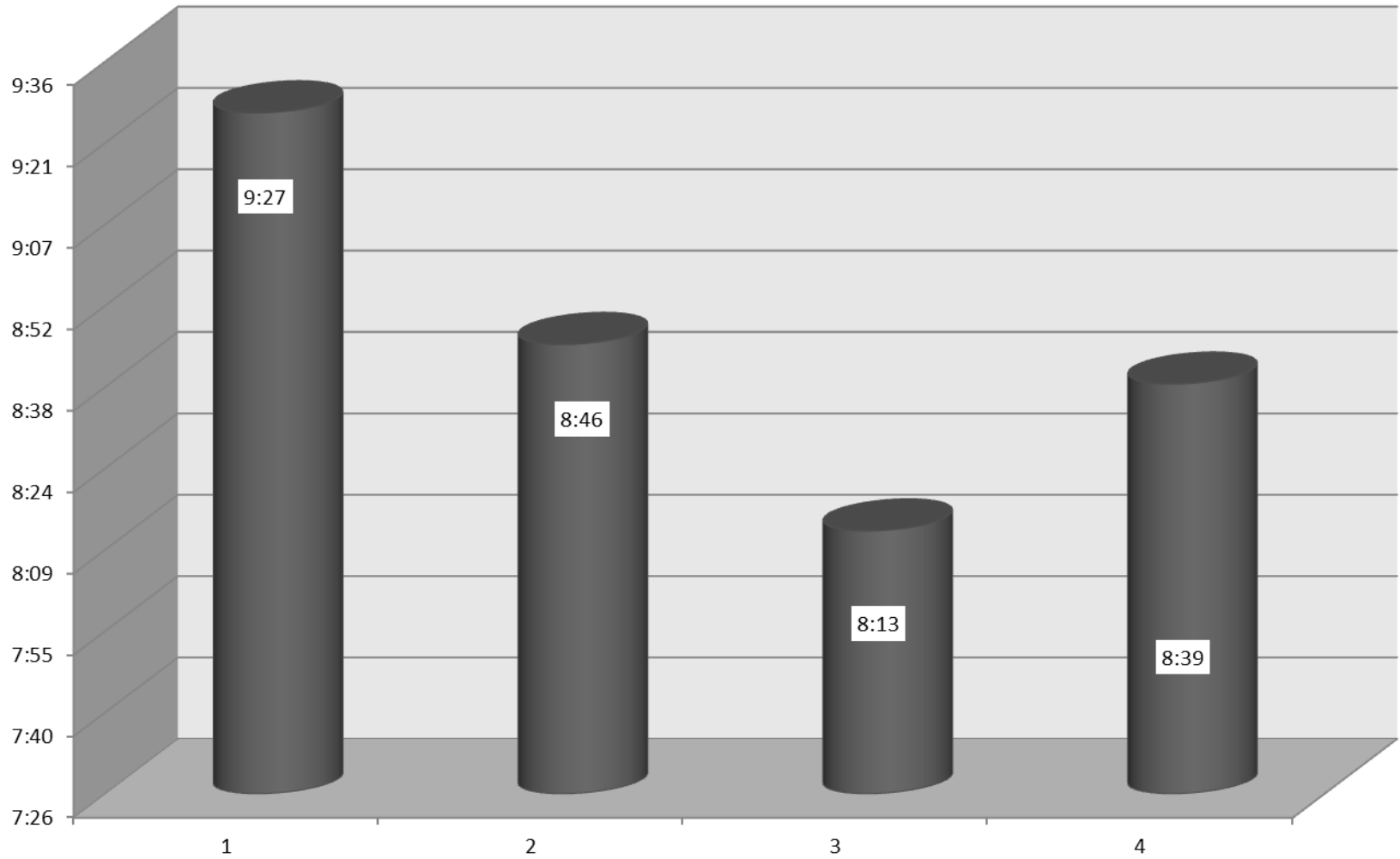
Adjusted Abandon Rate



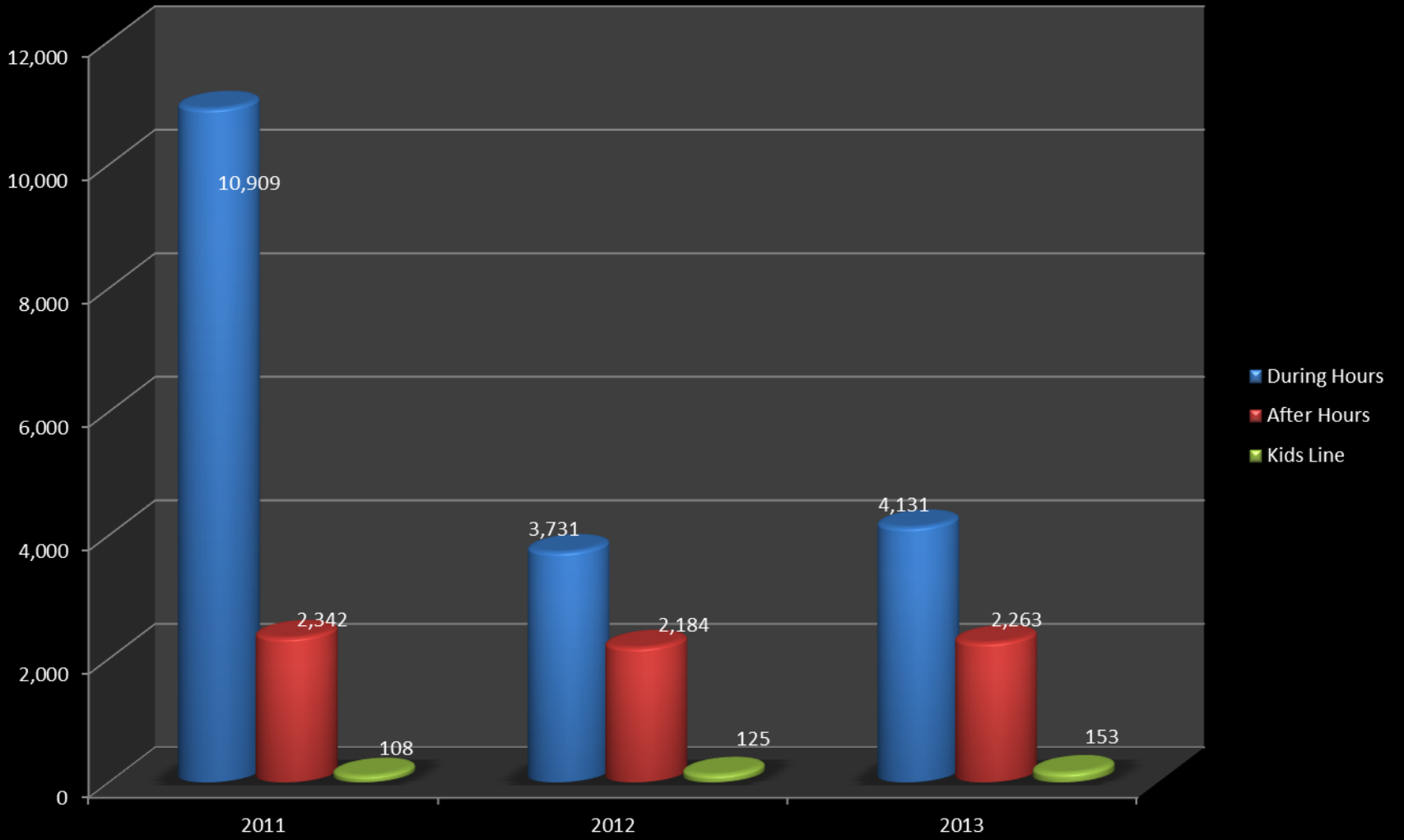
Average Hold Time



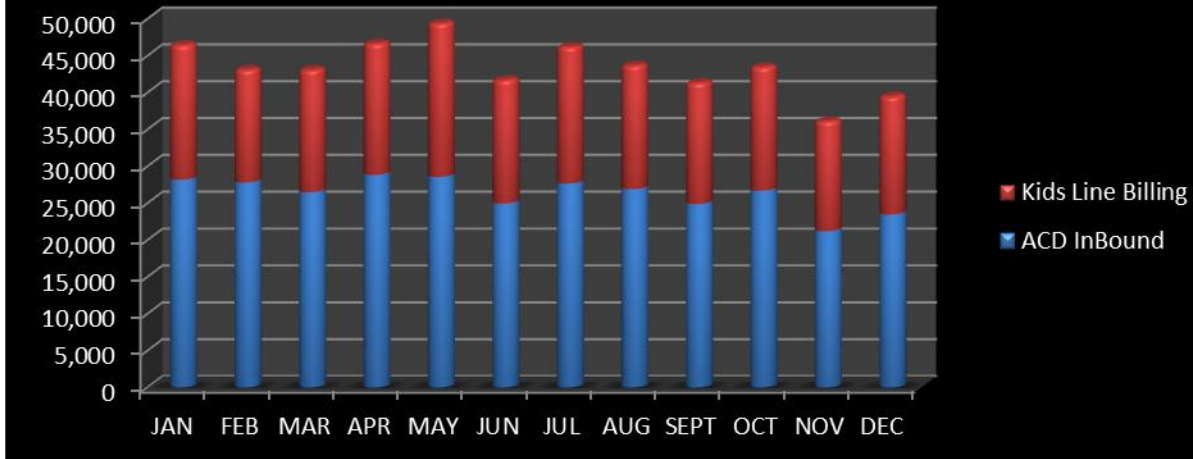
Longest Wait



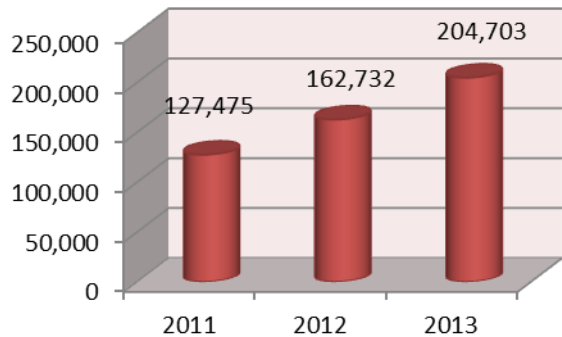
Voicemail



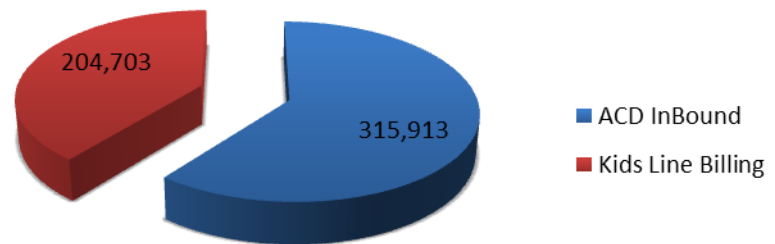
Impact of Kidsline to Inbound Calls



Kidsline



Inbound + Kidsline Breakout



2014 Goals

- Increase outbound calls to assist the local offices
- Work with subcontractor Maximus and CSED to implement EIP
- Continue to build CSED and HMS relationship with new administration
- Assist CSED in new initiatives where possible
- Provide training to new CSED administrators as available