



New Mexico Child Support CSIC Monthly Status Report

Month of December and Year in Review 2014

Agenda

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

December – Weekly Breakdown

December Weekly Breakdown

	1-5	8-12	15-19	22-26	29-31
ACD Calls	6,823	5,524	4,919	2,731	3,033
Adjusted Abandon Rate**	5.17%	3.34%	3.7%	1.19%	6.70%
Average Hold Time	1:20	:42	:49	:16	:50
Longest Wait Time	8:14	5:05	5:35	3:27	6:14
Referral Rate	11.80%	12.49%	11.11%	12:66%	12.89%
Day Time Voice Mail	239	31	42	33	52

**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 2014

ACD Calls	23,030
Adjusted Abandon Rate	5.17%
Average Hold Time	:53
Longest Wait Time	8:14
Referral Rate	11.91%
During Hours Voice Mail	360
After Hours Voice Mail	146
Kids Line Voice Mail	5
Automated Kids Line Calls	15,931
Staff	20

Statistics Discussion

- One Staff member is within first 90 days

Annual Performance

2014	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
ACD Calls	25,932	23,296	27,023	27,149	25,332	24,685	25,177	24,381	24,698	25,037	19,095	23,030
Abandons	4.57%	5.42%	4.0%	3.72%	3.25%	3.21%	3.29%	3.16%	3.82%	3.54%	4.04%	5.17%
Average Hold Time	1:03	1:19	1:08	:53	:49	:47	:53	:49	:56	:55	1:06	:53
Longest Wait Time	8:29	8:29	7:30	7:45	8:00	7:28	8:29	7:42	6:46	7:03	7:56	8:14
Referral Rate	11.36%	11.01%	11.82%	11.04%	11.34%	11.26%	11.58%	12.21%	11.58%	11.97%	11.695	11.91%
After Hour Voice Mails	237	194	264	220	231	204	192	200	209	171	157	146
Kids Line Voice Mail	7	11	7	8	7	3	7	3	7	3	8	5
During Hours Voice Mail	493	735	761	430	297	299	392	365	395	360	418	360
Automated Kids Line	15,789	13,357	14,869	14,044	14,693	14,220	15,885	13,935	13,824	15,084	13,714	15,931
Staff	21	22	19	22	20	19	20	20	20	19	19	20

Out Bound Calls

2014	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Totals
Employer Verification	71	62	67	79	72	68	83	65	82	95	71	62	877
Court Hearing Reminder	67	62	52	42	54	45	63	56	57	64	40	45	653
Group Interviews	12	13	8	7	6	10	22	8	8	16	11	19	140
Genetic Testing	0	0	0	0	0	0	0	0	0	0	0	0	0
EFT Non Activated Cards	6	0	0	0	0	0	0	0	0	0	0	0	6
Bench Warrant	0	0	0	0	0	0	0	0	0	0	0	0	0
Case Creation Calls	0	347	330	274	297	201	204	163	128	114	76	74	2,208
Double Payments	0	8	6	0	0	0	0	0	0	0	0	0	14
Total	156	492	463	402	429	324	372	292	275	289	198	200	3,568

Out Bound Calls

December - Local Office Participation

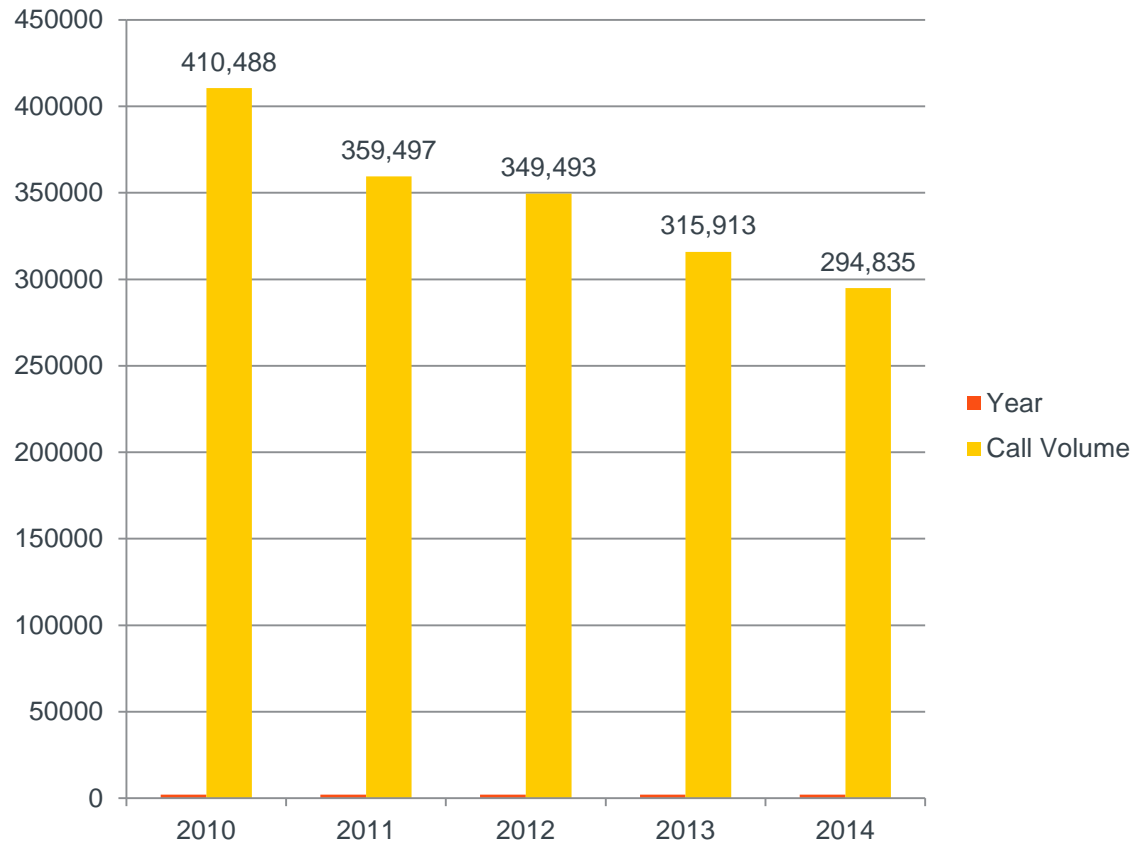
- Court Hearing Reminders: Las Vegas
- Group Interview Reminders: Santa Fe
- Genetic Testing: None

Additional Information

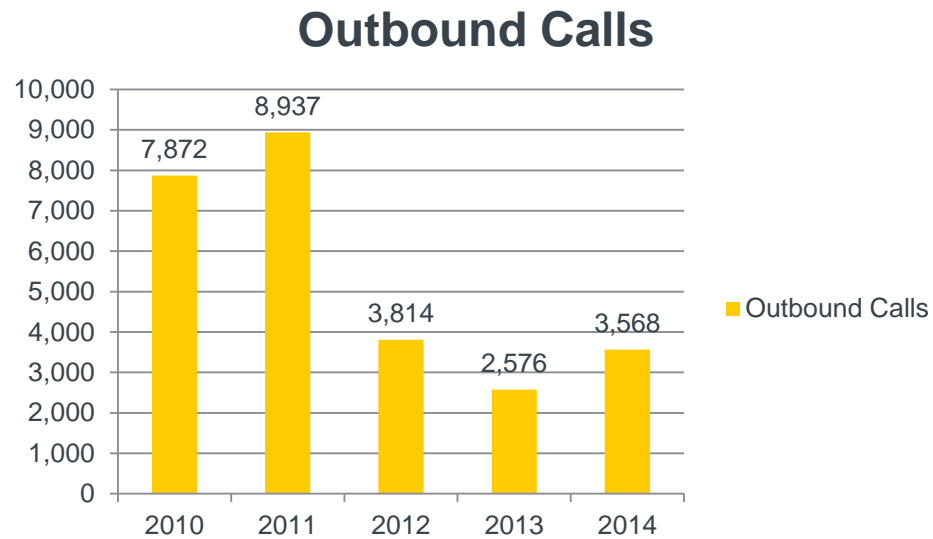
- Coverage Connect will need to be updated for log in changes when the IP address changes in mid January.
- Email from clients is in process of pricing for Antoine.

2014 year in review

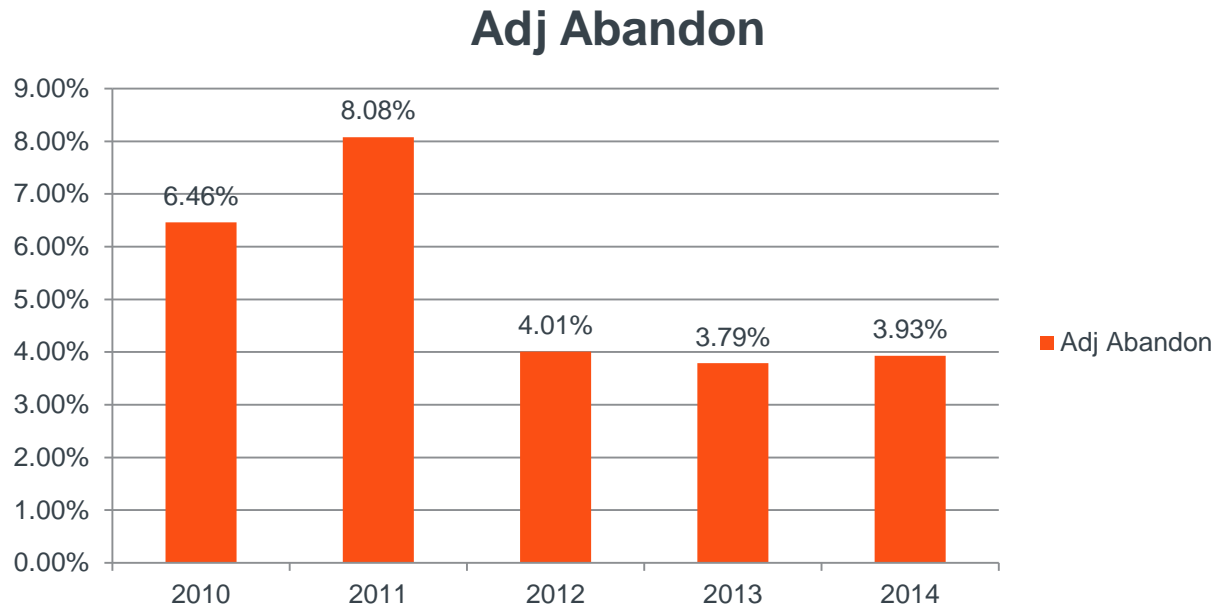
Inbound Call Volume



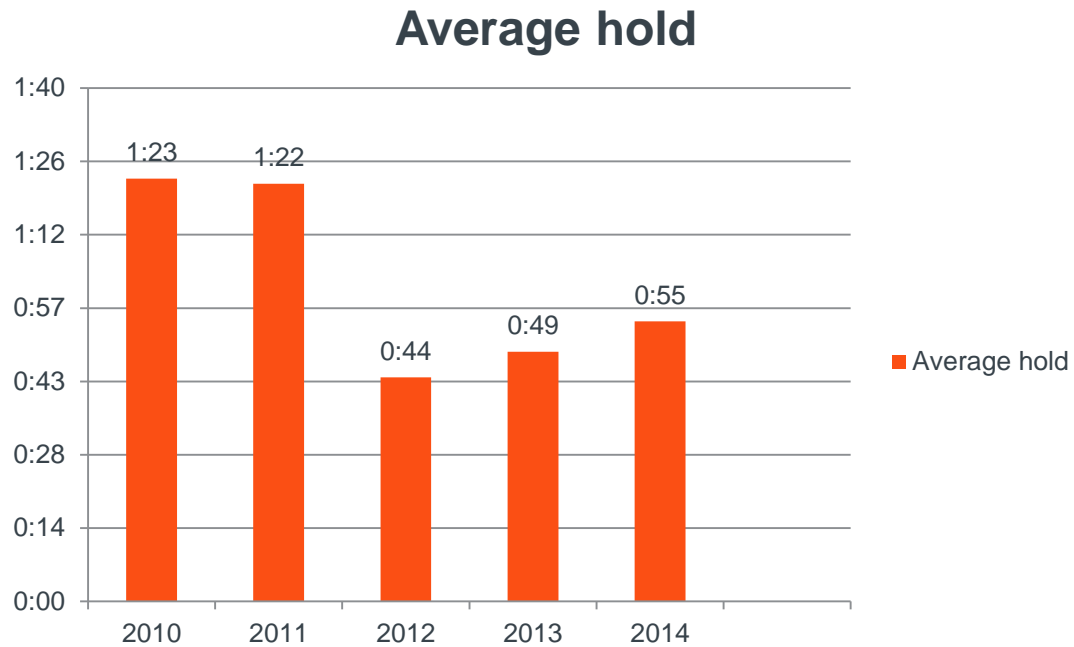
Outbound Calls



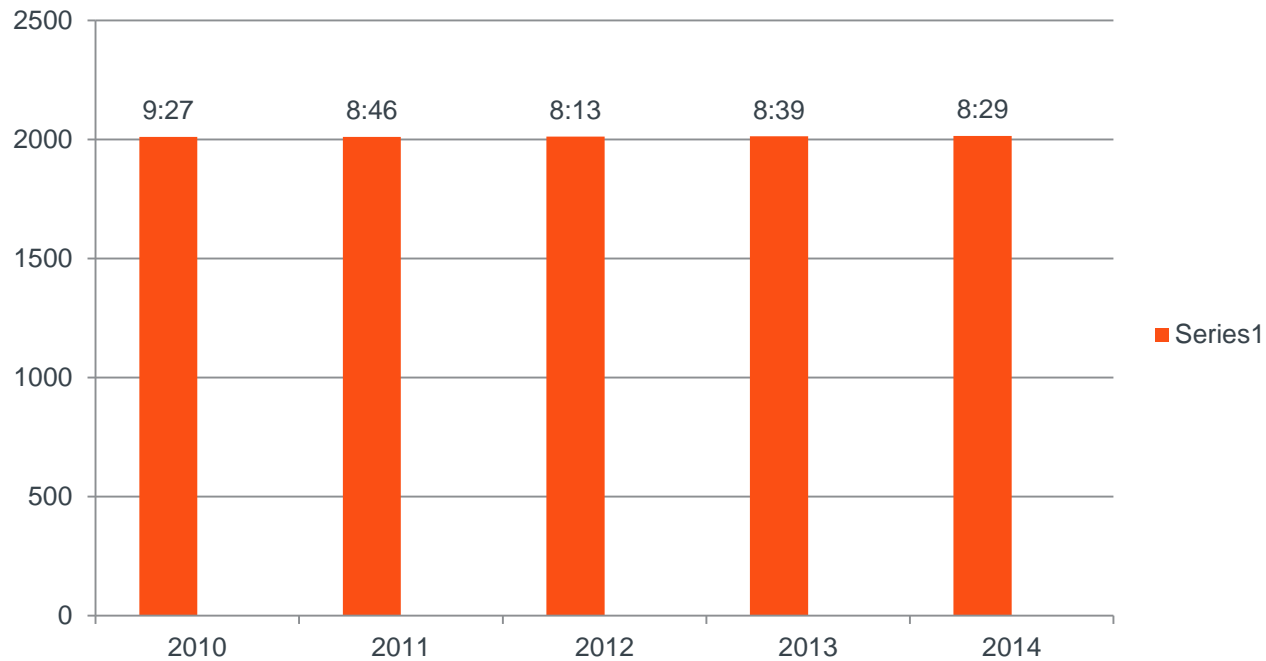
Adjusted Abandon Rate



Average Hold



Longest Wait Time



Voice Mail

