



New Mexico Child Support CSIC Monthly Status Report

Month of December 2015
Year End 2015

Agenda

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

December – Weekly Breakdown

November Weekly Breakdown

	1-4	7-11	14-18	21-25	28-31
ACD Calls	4,590	5,191	4,876	2,567	3,379
Adjusted Abandon Rate**	3.53%	2.41%	2.30%	1.2%	.09%
Average Hold Time	:59	:43	:32	:16	:16
Longest Wait Time	6:54	5:40	6:15	4:07	4:46
Referral Rate	9.73%	9.87%	10.42%	9.35%	9.17%
Day Time Voice Mail	65	51	26	6	5

**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 2015

ACD Calls	20,603
Adjusted Abandon Rate	2.3%
Average Hold Time	:36
Longest Wait Time	6:54
Referral Rate	9.68%
During Hours Voice Mail	153
After Hours Voice Mail	110
Kids Line Voice Mail	6
Automated Kids Line Calls	15,469
Staff	21

Statistics Discussion

- Five Staff are within their first 90 days
- Hiring one more to start January 6, 2016

Out Bound Calls

2015	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Totals
Employer Verification	70	48	75	81	56	57	61	54	50	60	51	42	705
Court Hearing Reminder	53	41	60	30	54	47	65	46	52	47	35	42	572
Group Interviews	18	11	11	13	9	6	4	9	0	6	12	7	106
Genetic Testing	0	0	0	0	0	0	0	0	0	0	0	0	0
EFT Non Activated Cards	0	0	0	0	0	0	0	0	0	0	0	0	0
Bench Warrant	0	0	0	0	0	0	0	0	0	0	0	0	0
Case Creation Calls	51	54	17	8	2	4	4	0	6	1	0	0	147
Double Payments	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	192	154	163	132	121	114	134	109	108	114	98	91	1,530

Annual Performance

2015	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
ACD Calls	23,488	21,984	25,534	23,795	22,211	23,552	23,581	22,730	22,312	22,273	19,476	20,603
Abandons	2.92%	3.14%	3.19%	2.86%	2.46%	2.96%	3.18%	4.62%	3.74%	2.97%	4.09%	2.3%
Average Hold Time	:52	:51	50	:49	:37	:47	:55	1:10	1:05	:49	1:09	:36
Longest Wait Time	7:50	7:10	7:44	8:28	6:35	7:51	7:14	8:28	6:55	8:04	7:39	6:54
Referral Rate	11.32%	11.98%	10.77%	11.52%	11.66%	12.09%	10.93%	11.05%	10.38%	10.90%	10.63%	9.68%
After Hour Voice Mails	164	159	183	165	176	160	162	168	148	131	144	110
Kids Line Voice Mail	13	5	4	7	7	6	16	6	17	5	7	6
During Hours Voice Mail	269	264	387	302	141	274	342	484	406	237	422	153
Automated Kids Line	15,101	12,438	14,559	14,930	14,431	14,382	15,323	14,352	14,464	15,344	14,281	15,469
Staff	18	20	19	20	20	18	21	18	19	20	20	21

Out Bound Calls

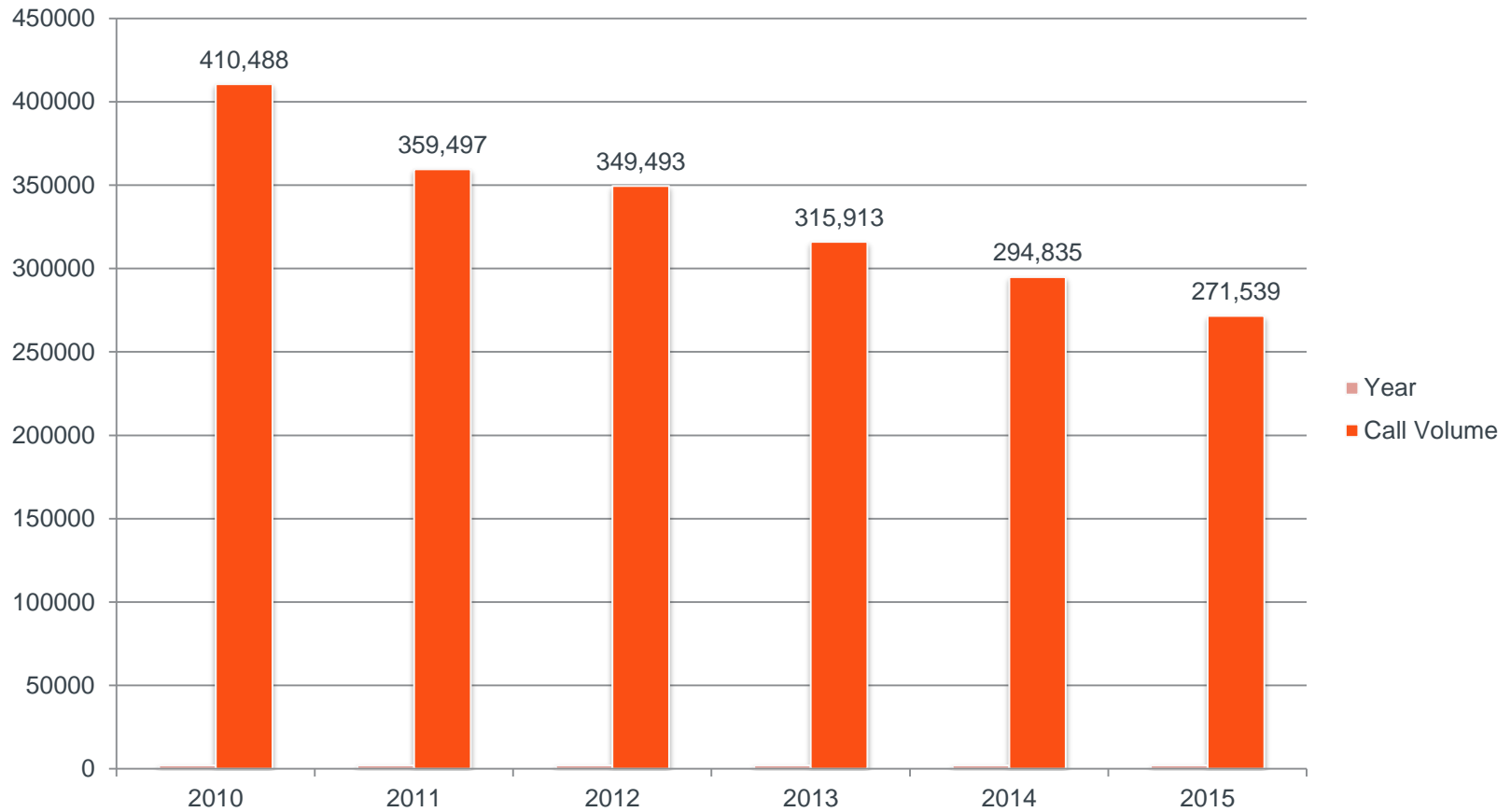
December - Local Office Participation

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

Additional Information

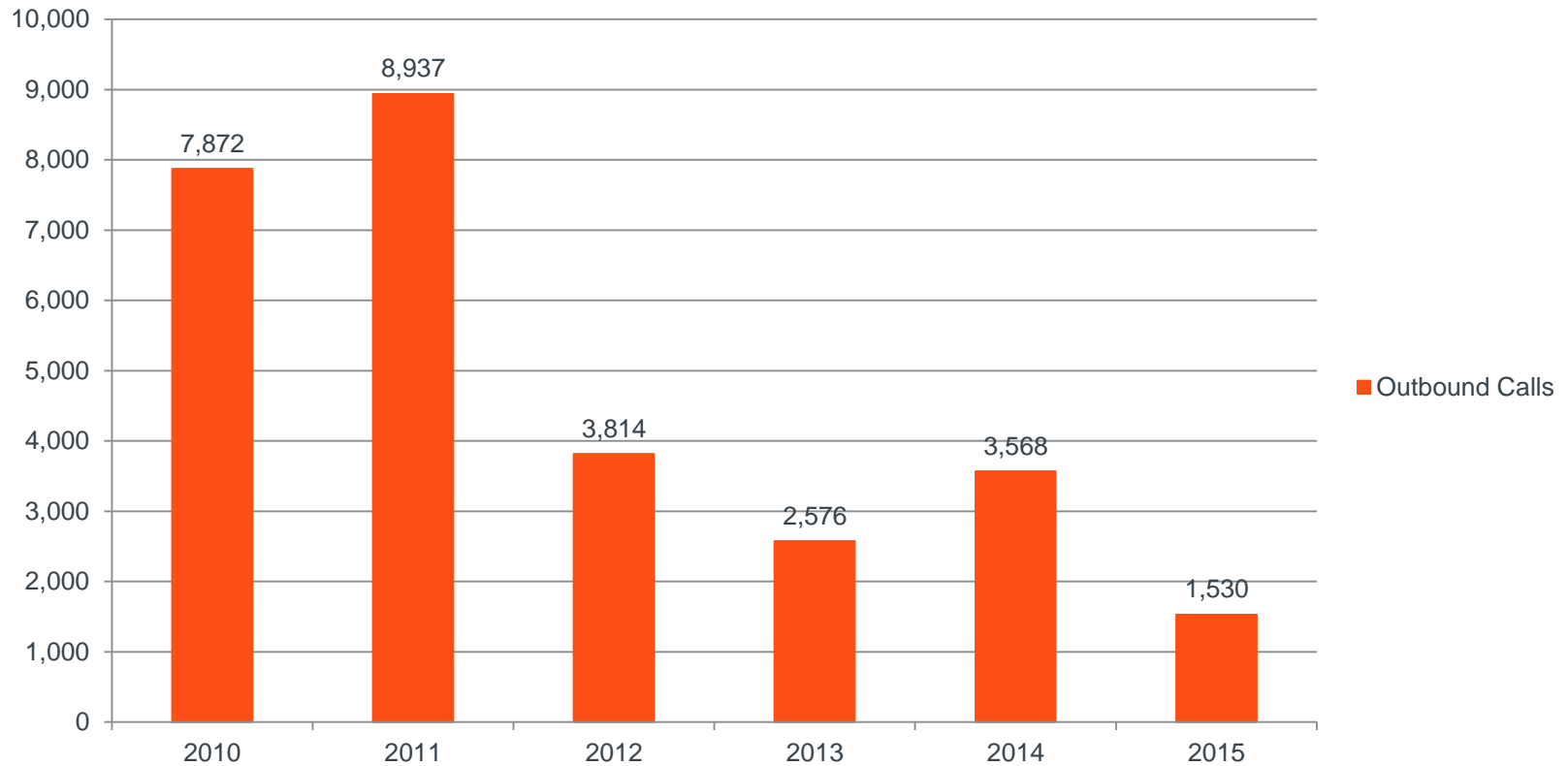
2015 Year in Review

Inbound Call Volume



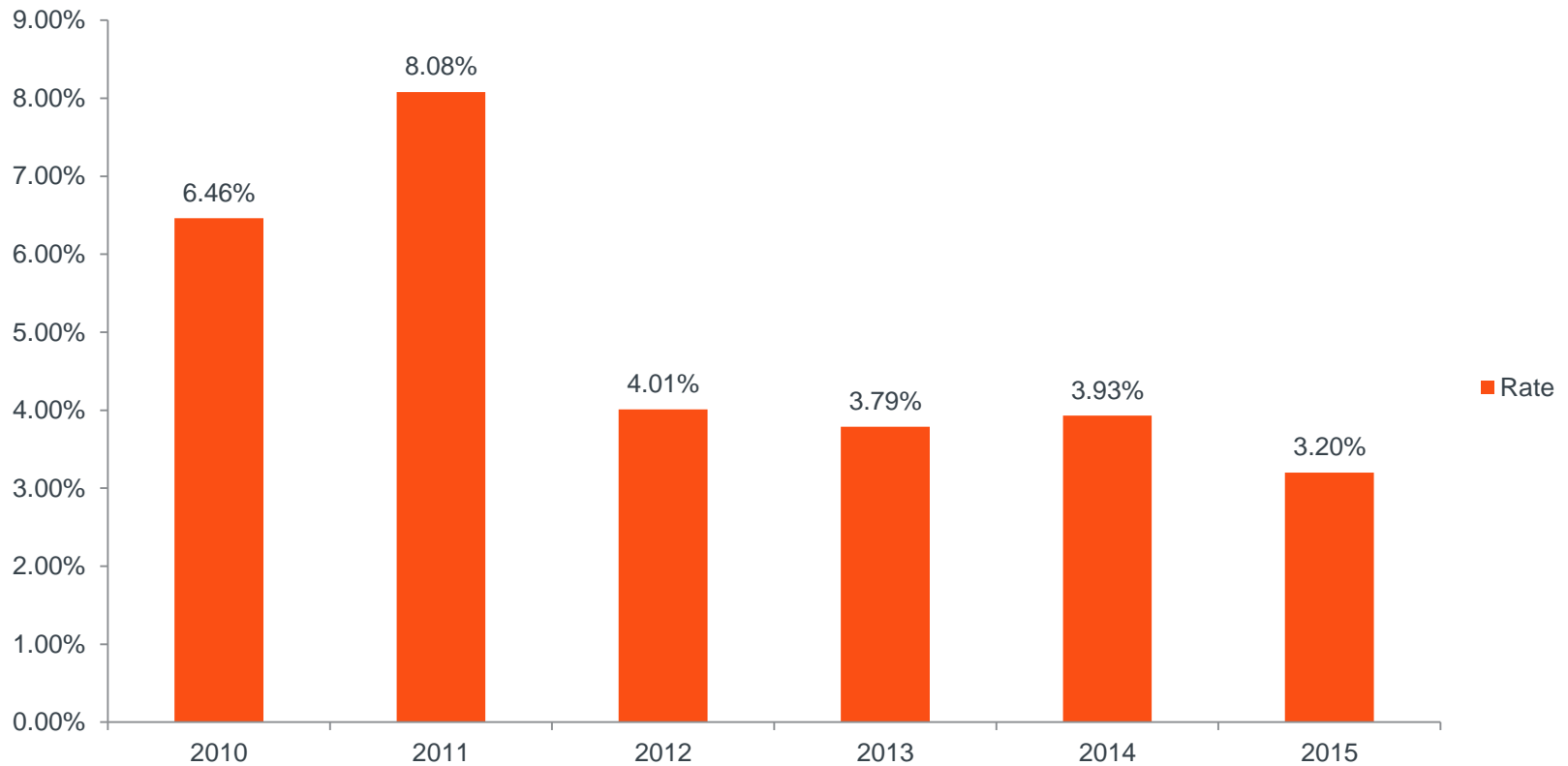
Outbound Calls

Outbound Calls



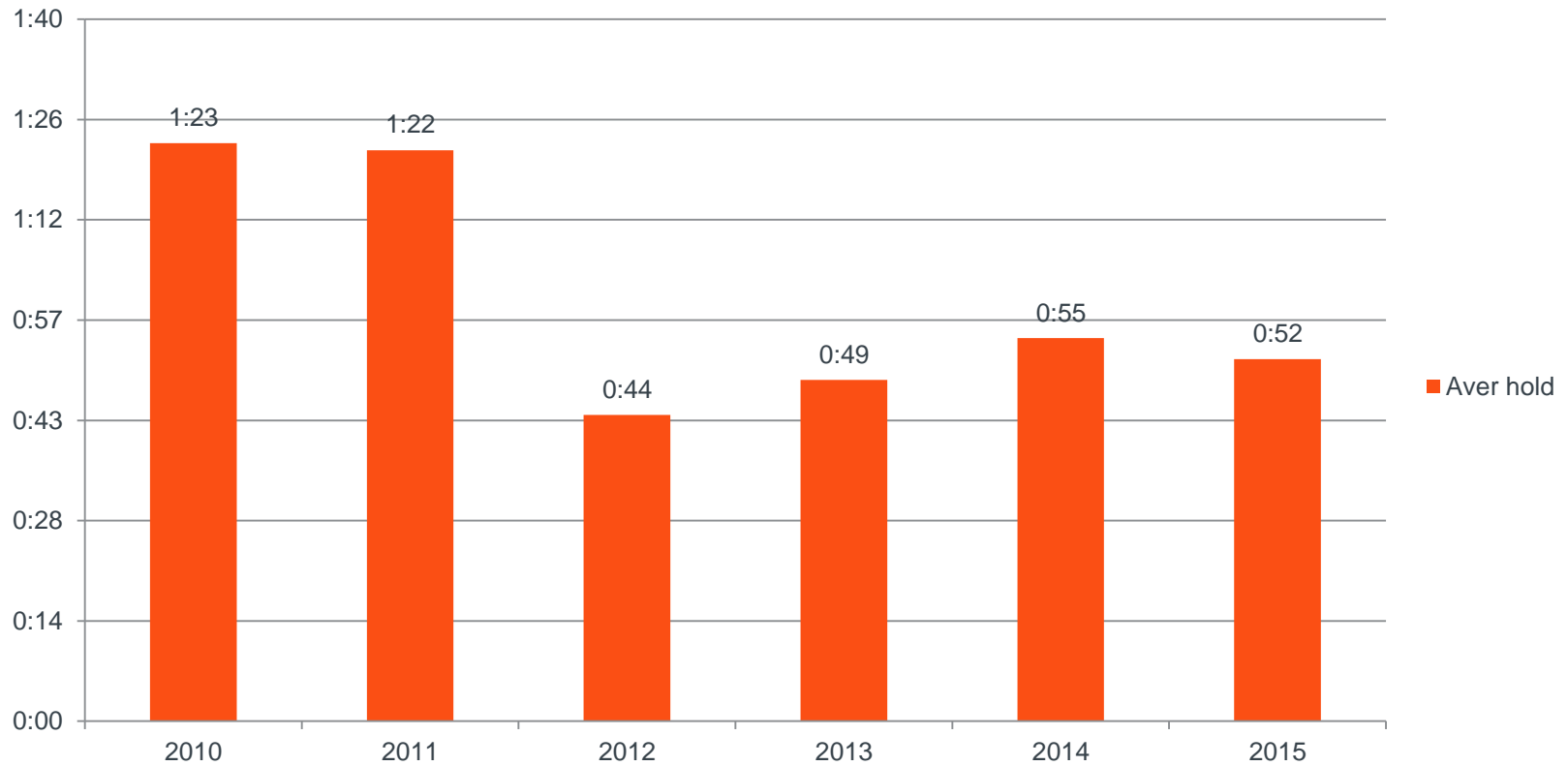
Adjusted Abandon Rate

Adj Abandon



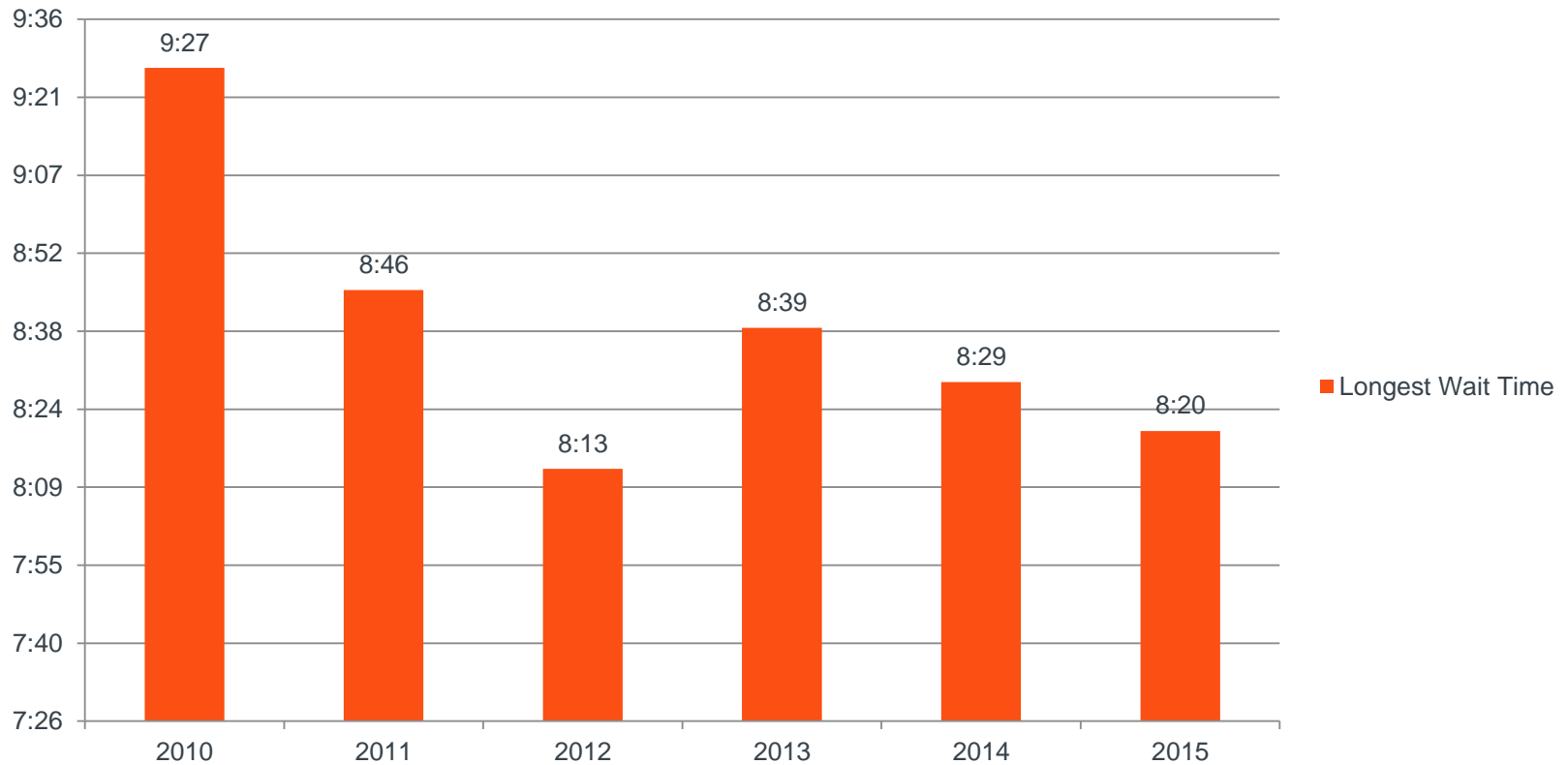
Average Hold

Aver hold



Longest Wait Time

Longest Wait Time



Voice Mail

