

Call Volume Summary

Incoming Calls

12/01/2015 To 12/31/2015

Caller Type	Number of Calls	CSED Referral	CSED Referral Rate	Non-Discretionary Referral	Non-Discretionary	FYI Referral	FYI Referral Rate
Attorney	67	0		0		2	
CP	11865	1055		2022		644	
CP Employer	9	2		0		3	
NCP	5598	737		1738		633	
NCP Employer	462	51		50		93	
OSW	183	81		44		8	
Other	1971	27		3		50	
ROI	1	0		0		0	
Total	20156	1953	9.69 %	3857	19.14 %	1433	7.11 %

Reason for Call	Number of Calls	CSED Referral	CSED Referral Rate	Non-Discretionary Referral	Non-Discretionary	FYI Referral	FYI Referral Rate
Address Change	38	1		0		4	
Appointment / walk-in	412	0		348		30	
Arrears	8	5		0		3	
Attorney	77	0		68		3	
Balance	239	18		0		2	
Bankruptcy	1	0		0		0	

CSES Down	167	0	0	0
Call was Forwarded	138	0	0	0
Caller Hung Up	506	0	0	0
Case Status	888	181	0	91
Credit Reporting	4	1	0	0
Direct Deposit	83	1	0	1
Discontinuance of	2	0	0	0
Dispute	167	2	153	8
Employment	20	0	0	13
Establishment	516	143	0	77
FIDM	5	5	0	0
Federal Tax Question	23	3	0	0
Further Enforcement	1331	2	1247	33
IV-D Apps	49	1	0	1
Inquiry	167	22	40	18
Interstate	163	33	0	19
License Suspension	1233	1	1060	36
MEPP	74	0	71	2
Medical Insurance	71	36	0	6
Modifications	602	1	537	13
NWI Question	154	41	3	12
Non-CSED Call	48	0	0	0

POP	15	0	0	0
Payment Processing	3	1	0	0
Payment Records	128	10	0	0
Payments	3726	100	1	29
Prepaid Debit Card	49	1	0	0
Provide New	840	33	2	598
Question	353	4	172	2
Refunds	26	9	0	0
Release of	2	0	0	0
Request Closure	216	4	152	4
Request	7535	1293	3	428
Satisfaction	3	0	0	0
State Tax Question	3	0	0	0
Web Site	70	1	0	0

Total	20155	1953	9.69 %	3857	19.14 %	1433	7.11 %
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