



# **New Mexico Child Support CSIC Monthly Status Report**

Month of December 2012  
Year 2012 in Review

# Agenda

- December Performance
  - Weekly
  - Month
  - Issues/Resolutions
- Outbound Calls
  - Issues/Resolutions
- 2012 In Review
  - Annual Totals
  - Comparisons
- 2013 Looking Forward

# December – Weekly Breakdown

**December Weekly Breakdown**

	<b>3-7</b>	<b>10-14</b>	<b>17-21</b>	<b>24-28</b>	<b>31</b>
<b>ACD Calls</b>	6,612	5,599	5,429	3,833	928
<b>Adjusted Abandon Rate**</b>	2.40%	2.57%	1.37%	1.01%	.64%
<b>Average Hold Time</b>	:36	:33	:19	:15	:27
<b>Longest Wait Time</b>	6:03	7:16	3:39	4:03	4:40
<b>Referral Rate</b>	10.91%	11.40%	10.94%	9.25%	7.92
<b>Day Time Voice Mail</b>	39	61	7	8	9

\*\*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 2012

<b>ACD Calls</b>	22,389
<b>Adjusted Abandon Rate</b>	1.89%
<b>Average Hold Time</b>	:27
<b>Longest Wait Time</b>	7:16
<b>Referral Rate</b>	10.79%
<b>During Hours Voice Mail</b>	123
<b>After Hours Voice Mail</b>	136
<b>Kids Line Voice Mail</b>	9
<b>Automated Kids Line Calls</b>	15,929
<b>Staff</b>	26

# Statistics Discussion

- We remain consistent in our staffing
- The Kids Line continues to average 16,000 calls monthly
- Implemented Drop Call & Call Back initiative
  - 163 call backs
  - Positive constituent response
  - Not invoiced

# Annual Performance

2012	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>ACD Calls</b>	30,015	30,006	30,747	30,003	32,491	28,714	29,410	33,052	27,065	29,360	26,241	22,389
<b>Abandons</b>	4.71%	4.50%	4.30%	5.58%	4.61%	4.04%	4.46%	4.35%	4.43%	2.27%	2.96%	1.89%
<b>Average Hold Time</b>	:53	:46	:43	:56	:45	:42	:49	:49	:51	:29	:41	:27
<b>Longest Wait Time</b>	8:13	7:23	6:19	6:16	6:35	7:12	7:00	7:26	6:42	7:04	6:10	7:16
<b>Referral Rate</b>	11.44%	10.98%	11.12%	11.05%	10.73%	10.82%	10.93%	9.93%	9.67%	10.15%	9.87%	10.79%
<b>After Hour Voice Mails</b>	177	172	193	184	206	188	212	203	201	167	145	136
<b>Kids Line Voice Mail</b>	9	5	6	9	14	10	9	12	16	13	13	9
<b>During Hours Voice Mail</b>	507	284	288	377	340	240	346	419	350	178	279	123
<b>Automated Kids Line</b>	13,024	11,174	12,095	12,003	13,495	12,506	13,447	13,814	12,680	15,763	16,802	15,929
<b>Medical Matching Uploads</b>	274	100	23	0	0	0	0	0	0	0	0	0
<b>Staff</b>	29	29	27	27	25	25	24	26	26	26	26	26

# Out Bound Calls

2012	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Totals
<b>NMSN (calls)</b>	474	169	0	0	0	0	0	0	0	0	0	0	<b>643</b>
<b>Missed payment</b>	106	88	38	0	0	0	0	0	0	0	0	0	<b>232</b>
<b>Employer Verification</b>	78	65	66	109	85	76	94	109	88	107	74	49	<b>1,000</b>
<b>Court Hearing Reminder</b>	170	205	209	135	139	45	62	188	103	214	103	95	<b>1,668</b>
<b>Group Interviews</b>	28	26	22	24	22	7	5	15	15	12	27	6	<b>209</b>
<b>Genetic Testing</b>	0	0	1	0	0	0	1	0	1	3	1	1	<b>8</b>
<b>Bench Warrant Amnesty</b>	0	0	0	0	0	0	0	32	0	0	0	0	<b>32</b>
<b>NMSN Processed Enrollments</b>	0	0	0	0	0	0	0	0	0	2	20	0	<b>22</b>
<b>Total</b>	856	553	336	268	246	128	162	344	207	338	225	151	<b>3,814</b>

# Out Bound Calls

## December – Local Office Participation

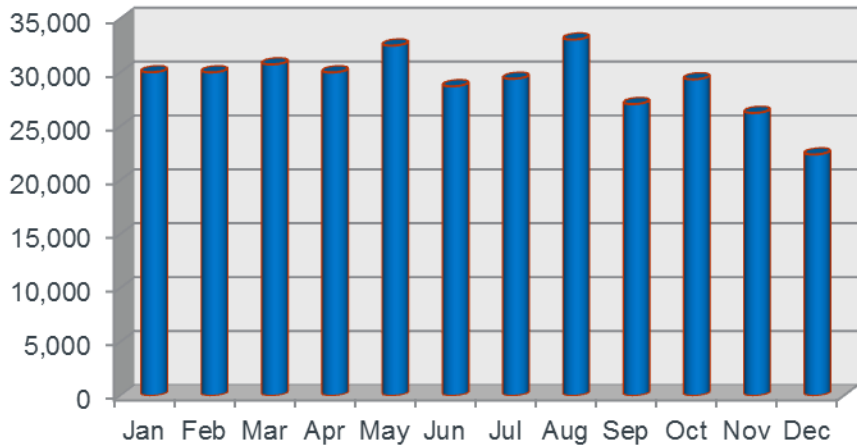
- Court Hearing Reminders: Las Vegas, Albuquerque
- Group Interview Reminders: Alamogordo, Santa Fe
- Genetic Testing: None



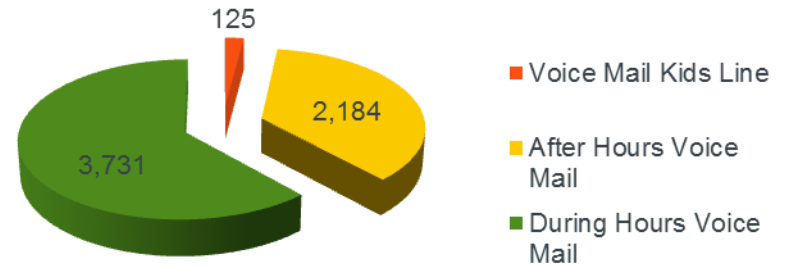
# 2012 Totals

<b>ACD Calls</b>	349,493
<b>Adjusted Abandon Rate</b>	4.01%
<b>Average Hold Time</b>	:44
<b>Longest Wait Time</b>	8:13
<b>Referral Rate</b>	10.58%
<b>During Hours Voice Mail</b>	3,731
<b>After Hours Voice Mail</b>	2,184
<b>Kids Line Voice Mail</b>	125
<b>Automated Kids Line Calls</b>	162,732
<b>Medical Matching</b>	397
<b>Staff Average</b>	26

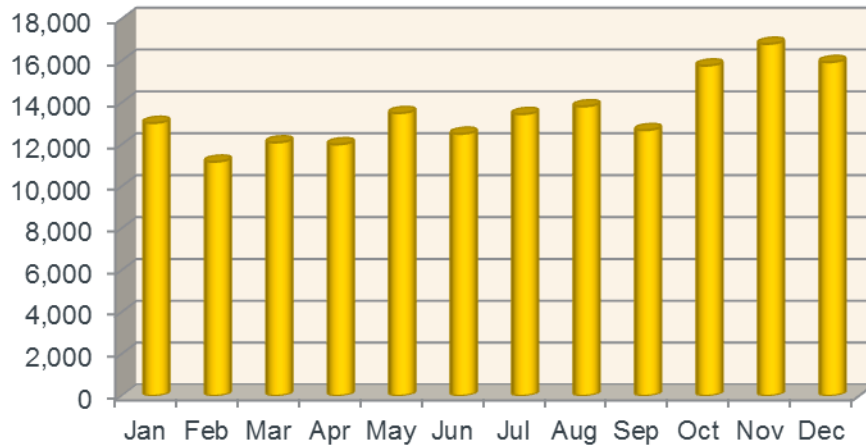
## 2012 Inbound Calls



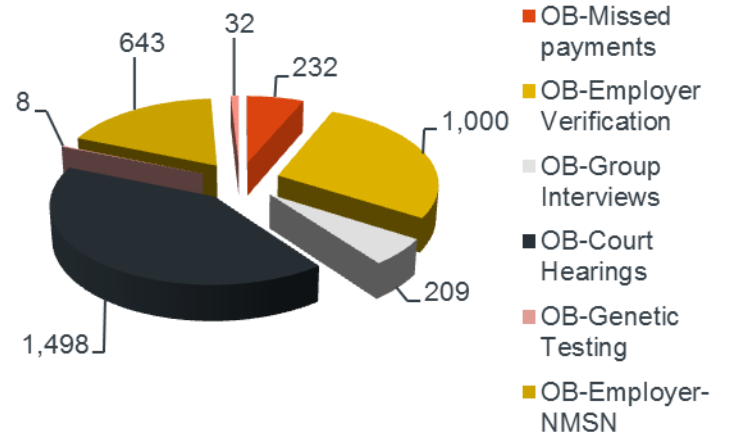
## 2012 Voice Mail



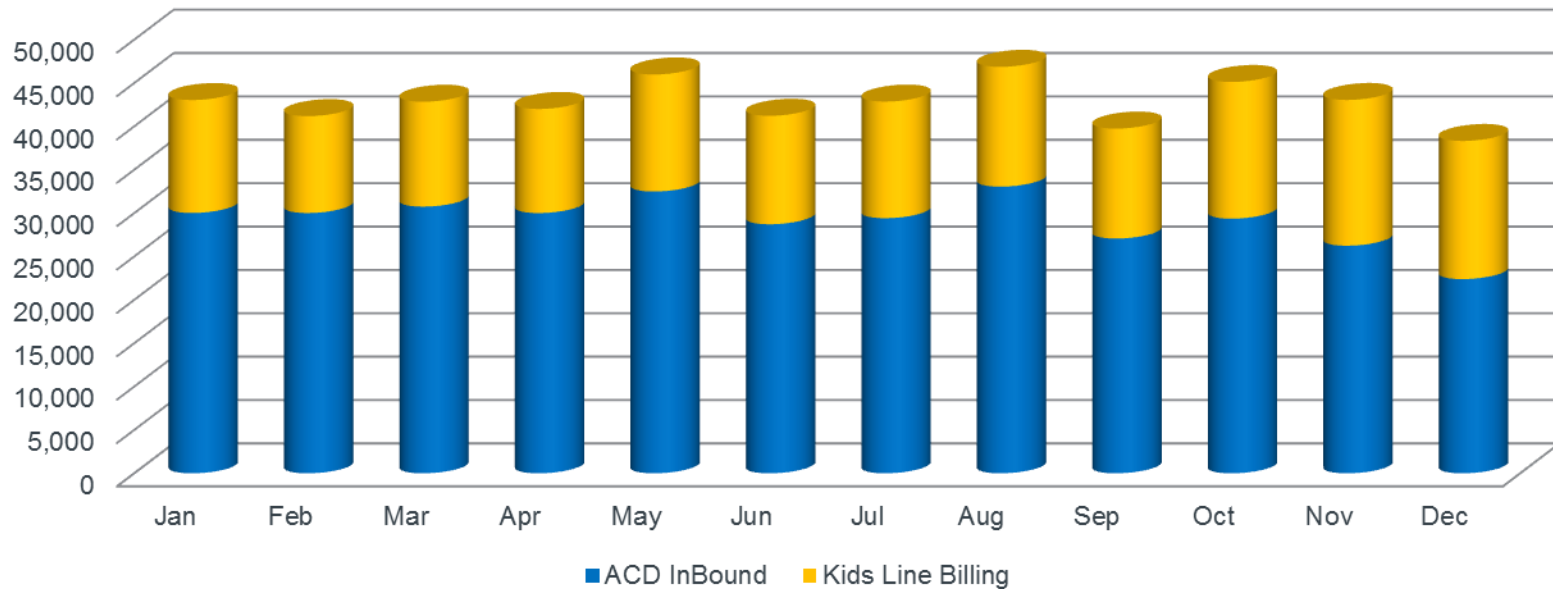
## 2012 Kids Line Calls



## 2012 Outbound Calls

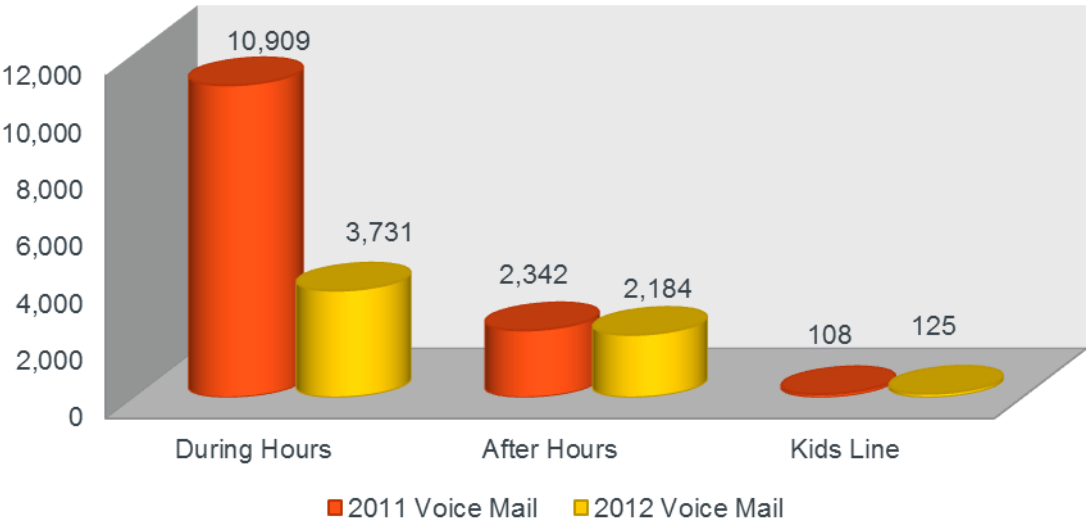
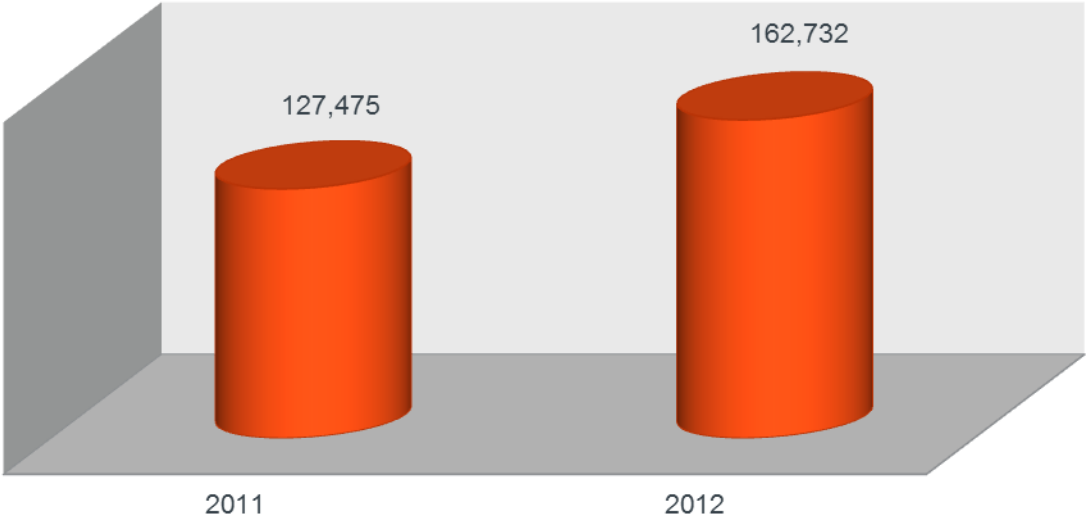


## 2012 Kids Line Impact

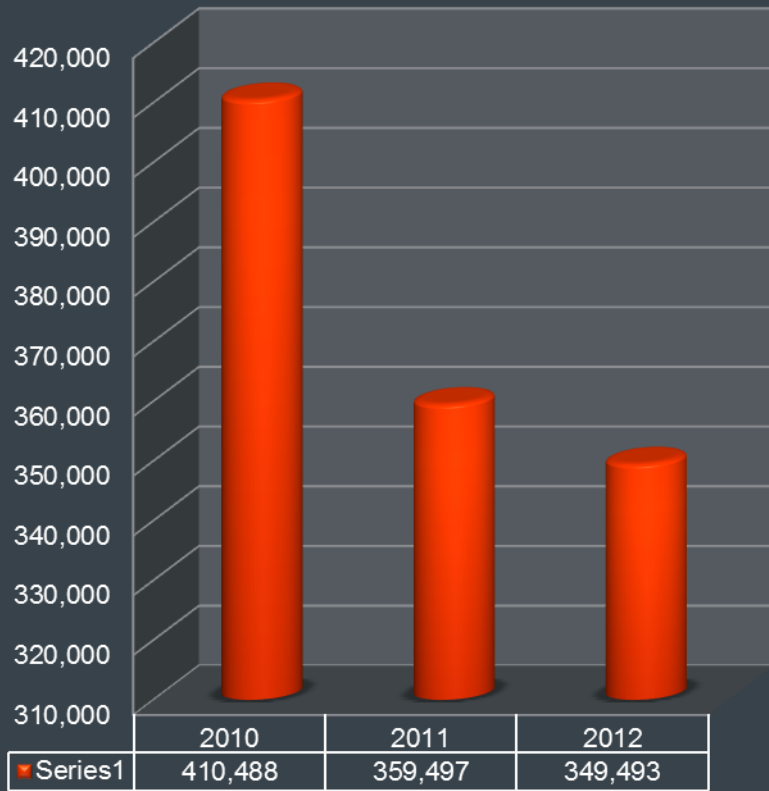


- 9/24 changed VRU greeting to inform callers of Kids Line and CSED Website address.
  - Encouraged callers to access payment information directly. Increased Kids Line contacts a result of this
  - Request CSED to examine Websites hits to asses impact there

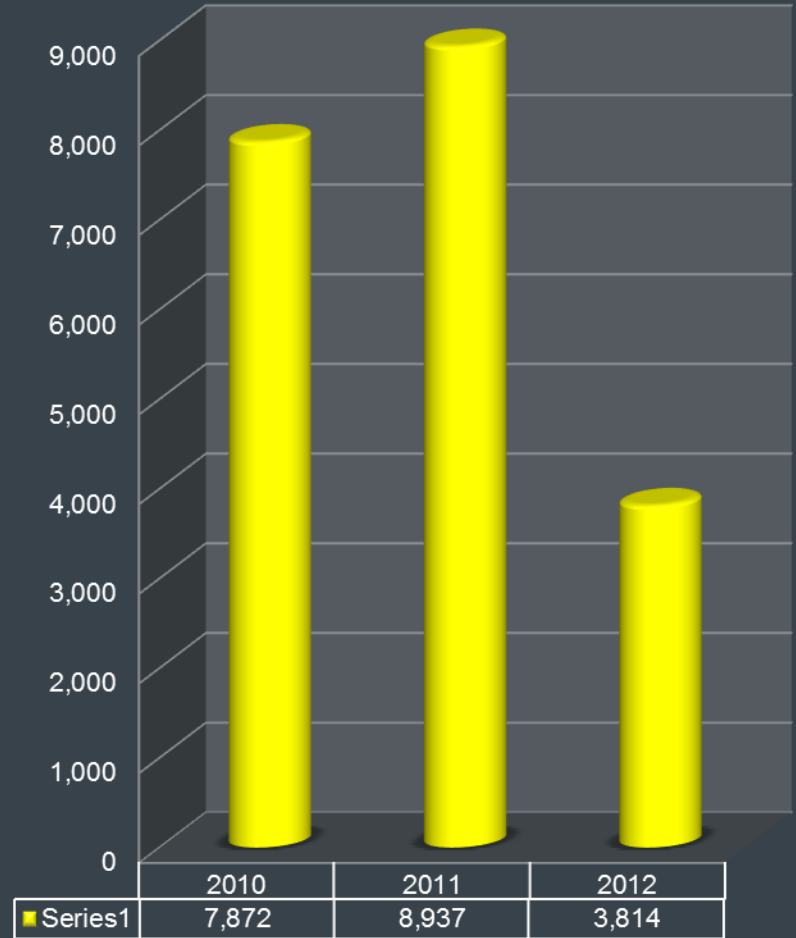
# 2 Yr Kids Line



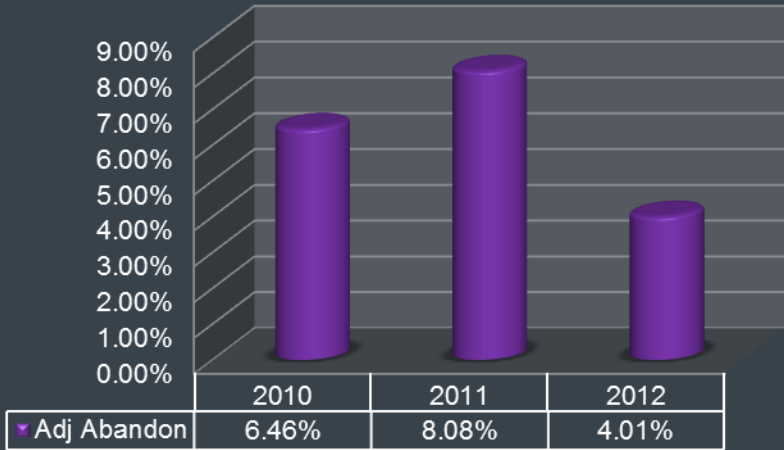
### 3 Year Comparison - Inbound Calls



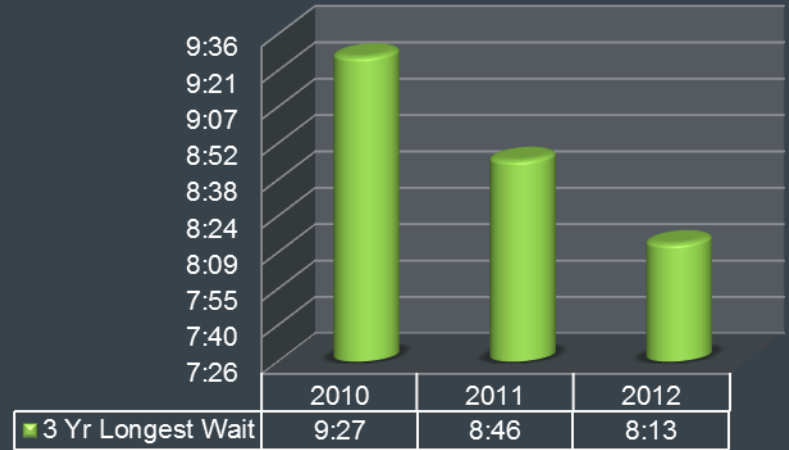
### 3 Year Comparison - Outbound Calls



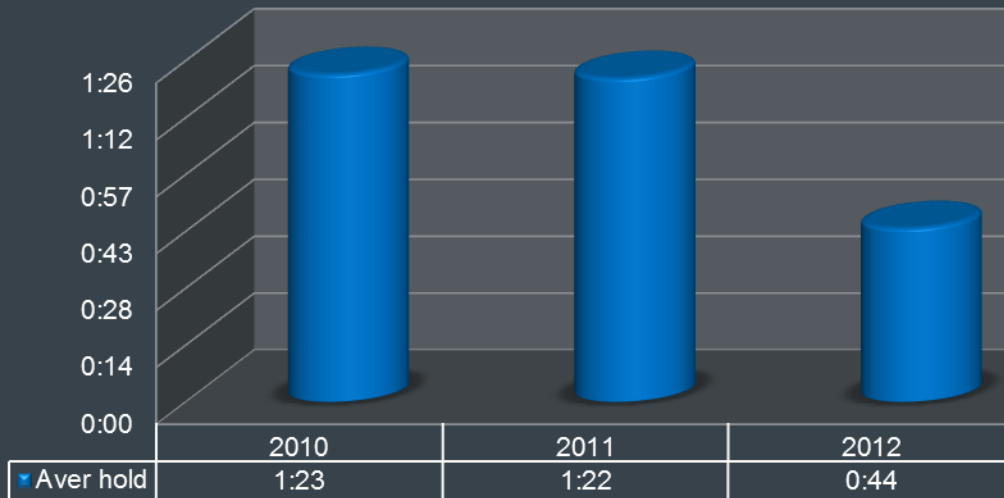
### 3 Yr Adjusted Abandon Rate



### 3 Yr Longest Wait



### 3 Yr Average Hold Time



# 2012 Year in Review

- March
  - CSED discontinued Out Bound Calls for Missed Payments
- April
  - CSED discontinued Carrier Matches
- May
  - IRS Audit
    - Sign In Sheet
  - NMSN file transfer testing
- June
  - Down sized office space
  - New Desktops & Software
  - Updated Telephony Software

# 2012 In Review-Cont.

- July
  - New Contract period begins
  - NMSN; MeSA coding changes begun
  - Oaysis VPN & password issues for CSED corrected
- August
  - Statewide bench warrant project; 480 NCP to contact
  - Provided Onsite Oaysis training to CSED
  - NMSN state backlog completed
  - Oversight Committee meeting held
- September
  - 9/11 began NMSN Generation & Follow up
  - Changed VRU greeting to encourage callers to access Kids Line directly



# 2012 In Review – Cont.

- October
  - Completed disposal of old equipment
  - Contract deliverable guide completed
  - NMSN discontinued, returned to CSED In-House
- November
  - EIP Meeting with CSED & Maximus
  - NMSN final close out
- December
  - Overall 2012 performance improvement
    - Staffing level steady state; lower turnover
    - Increased refresher training to senior staff
  - Dropped Call & Call Back initiative

# 2013 Looking Forward

- New On Line Training Curriculum
- Band Width Upgrade
- Revising customer service training
  - Handling difficult calls
  - Oaysis recordings
- Supervisor Call Back Initiative
- Coverage Connect efficiency study
- EIP implementation