

# Call Volume Summary

Incoming Calls

11/01/2015 To 11/30/2015

Caller Type	Number of Calls	CSED Referral	CSED Referral Rate	Non-Discretionary Referral	Non-Discretionary	FYI Referral	FYI Referral
Attorney	35	0		0		0	
CP	10354	1019		1712		624	
CP Employer	4	0		1		3	
NCP	5086	660		1465		590	
NCP Employer	329	47		35		82	
OSW	172	78		37		12	
Other	1595	14		4		63	
PP	2	1		0		1	
ROI	1	0		0		0	
<b>Total</b>	<b>17578</b>	<b>1819</b>	<b>10.35 %</b>	<b>3254</b>	<b>18.51 %</b>	<b>1375</b>	<b>7.822</b>

Reason for Call	Number of Calls	CSED Referral	CSED Referral Rate	Non-Discretionary Referral	Non-Discretionary	FYI Referral	FYI Referral
Address Change	41	2		0		0	
Appointment / walk-in	294	0		242		32	
Arrears Mgmt.Program	5	2		0		1	
Attorney	103	0		87		2	
Balance	228	33		0		4	

<b>Call was Forwarded</b>	111	1	0	0
<b>Caller Hung Up</b>	385	0	0	0
<b>Case Status</b>	784	180	1	86
<b>Credit Reporting</b>	3	3	0	0
<b>Direct Deposit</b>	80	3	0	0
<b>Discontinuance of</b>	2	1	0	0
<b>Dispute</b>	156	1	124	29
<b>Employment Termination</b>	11	0	1	7
<b>Establishment</b>	514	151	0	60
<b>FIDM</b>	5	5	0	0
<b>Federal Tax Question</b>	43	0	0	0
<b>Further Enforcement</b>	1106	0	1038	33
<b>IV-D Apps</b>	24	0	0	0
<b>Inquiry</b>	158	44	34	12
<b>Interstate</b>	169	44	0	16
<b>License Suspension</b>	1121	0	905	70
<b>MEPP</b>	89	0	80	4
<b>Medical Insurance</b>	60	39	1	5
<b>Modifications</b>	514	0	440	21
<b>NWI Question</b>	94	37	3	10
<b>Non-CSED Call</b>	22	1	0	0
<b>POP</b>	13	0	0	0

<b>Payment Processing</b>	4	3	0	1
<b>Payment Records</b>	99	6	0	1
<b>Payments</b>	2925	70	2	24
<b>Prepaid Debit Card</b>	34	0	1	1
<b>Provide New Information</b>	758	35	0	542
<b>Question</b>	309	6	149	10
<b>Refunds</b>	33	13	0	4
<b>Release of Information</b>	1	0	0	1
<b>Release of Liens</b>	1	0	0	0
<b>Request Closure</b>	182	5	138	12
<b>Request</b>	7031	1133	8	386
<b>Satisfaction</b>	4	0	0	1
<b>State Tax Question</b>	3	1	0	0
<b>Web Site</b>	59	0	0	0

<b>Total</b>	<b>17578</b>	<b>1819</b>	<b>10.35 %</b>	<b>3254</b>	<b>18.51 %</b>	<b>1375</b>	<b>7.822</b>
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