

Call Volume Summary

Incoming Calls

10/01/2015 To 10/31/2015

| Caller Type | Number of Calls | CSED Referral | CSED Referral Rate | Non-Discretionary Referral | Non-Discretionary | FYI Referral | FYI Referral Rate |
|--------------|-----------------|---------------|--------------------|----------------------------|-------------------|--------------|-------------------|
| Attorney | 56 | 0 | | 0 | | 0 | |
| CP | 12490 | 1241 | | 2154 | | 724 | |
| CP Employer | 4 | 2 | | 1 | | 0 | |
| NCP | 5605 | 782 | | 1729 | | 612 | |
| NCP Employer | 527 | 60 | | 67 | | 125 | |
| OSW | 210 | 85 | | 45 | | 20 | |
| Other | 1759 | 28 | | 7 | | 70 | |
| Total | 20651 | 2198 | 10.6 % | 4003 | 19.38 % | 1551 | 7.51 % |

| Reason for Call | Number of Calls | CSED Referral | CSED Referral Rate | Non-Discretionary Referral | Non-Discretionary | FYI Referral | FYI Referral Rate |
|-----------------|-----------------|---------------|--------------------|----------------------------|-------------------|--------------|-------------------|
| Address Change | 51 | 1 | | 0 | | 0 | |
| Appointment / | 376 | 1 | | 335 | | 22 | |
| Arrears | 6 | 5 | | 0 | | 1 | |
| Attorney | 97 | 0 | | 79 | | 3 | |
| Balance | 207 | 29 | | 1 | | 3 | |
| Call was | 161 | 0 | | 0 | | 0 | |
| Caller Hung Up | 456 | 0 | | 0 | | 0 | |

| | | | | |
|--------------------------|------|-----|------|----|
| Case Status | 919 | 188 | 0 | 93 |
| Credit Reporting | 4 | 4 | 0 | 0 |
| Direct Deposit | 65 | 4 | 0 | 0 |
| Discontinuance of | 1 | 0 | 0 | 0 |
| Dispute | 225 | 3 | 195 | 17 |
| Employment | 25 | 1 | 0 | 17 |
| Establishment | 632 | 176 | 0 | 88 |
| FIDM | 5 | 5 | 0 | 0 |
| Federal Tax | 8 | 2 | 0 | 0 |
| Further | 1316 | 1 | 1244 | 20 |
| IV-D Apps | 27 | 0 | 1 | 0 |
| Inquiry | 195 | 33 | 40 | 28 |
| Interstate | 200 | 50 | 0 | 17 |
| License | 1139 | 1 | 973 | 40 |
| MEPP | 104 | 0 | 86 | 10 |
| Medical Insurance | 64 | 39 | 1 | 4 |
| Modifications | 730 | 1 | 648 | 26 |
| NWI Question | 150 | 42 | 2 | 17 |
| Non-CSED Call | 26 | 1 | 0 | 0 |
| POP | 17 | 0 | 0 | 0 |
| Payment | 1 | 0 | 0 | 0 |
| Payment Records | 115 | 7 | 0 | 1 |

| | | | | | | |
|-------------------------|------|------|--|-----|--|-----|
| Payments | 3668 | 84 | | 3 | | 31 |
| Prepaid Debit | 43 | 2 | | 0 | | 0 |
| Provide New | 863 | 40 | | 5 | | 595 |
| Question | 267 | 4 | | 219 | | 7 |
| Refunds | 24 | 20 | | 1 | | 3 |
| Release of | 1 | 0 | | 0 | | 0 |
| Release of Liens | 1 | 1 | | 0 | | 0 |
| Request Closure | 236 | 3 | | 161 | | 6 |
| Request | 8113 | 1448 | | 9 | | 501 |
| Satisfaction | 5 | 1 | | 0 | | 0 |
| State Tax | 1 | 0 | | 0 | | 1 |
| Web Site | 81 | 1 | | 0 | | 0 |

| | | | | | | | |
|--------------|--------------|-------------|---------------|-------------|----------------|-------------|---------------|
| Total | 20625 | 2198 | 10.7 % | 4003 | 19.41 % | 1551 | 7.52 % |
|--------------|--------------|-------------|---------------|-------------|----------------|-------------|---------------|

Jan 20, 2016 2:05 PM

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