

**OFFICE OF DISABILITY AND TEMPORARY ASSISTANCE  
CENTRALIZED SUPPORT COLLECTION AND ENFORCEMENT  
RFP FIRM FOLLOW UP QUESTIONS AND ANSWERS**

**176. Question:** 5.2.1.7 Can the state provide 6 months of call center reports that show the following statistics?

1. Total Calls by Month
2. Total IVR Calls by Month
3. Total Calls Answered by a Customer Service Representative by Month
4. Average Validation time for an Agent Call
5. Average talk time for an Agent Call
6. Average Call Wrap Up time
7. Average time for an IVR call
8. Number of Calls Abandoned
9. Number of Calls resolved while on-line on the initial call and percentage completion rate
10. Average caller wait time
11. Total emails by month
12. Total Correspondence by month
13. Report by Problem Category
14. Aging Report
15. Call status by problem type
16. Distribution of calls by day of the week and hour of the day for IVR calls
17. Distribution of calls by day of week and hour of the day for Agent calls

**Answer:** 1, 3, 5, 6

<b>Call Data</b>				
<b>Month</b>	<b>1.Total Gross Calls Offered</b>	<b>3. Calls Answered by CSR</b>	<b>5. Average Talk Time for each month</b>	<b>6. Average Wrap Time for each month</b>
<b>March</b>	455,000	92,782	7.07	2.13
<b>April</b>	314,071	96,271	6.48	2.00
<b>May</b>	262,469	104,268	6.31	2.25
<b>June</b>	233,294	100,486	6.05	2.27
<b>July</b>	236,906	108,391	6.05	2.37

<b>August</b>	231,024	125,645	5.65	1.58
<b>September</b>	285,854	113,968	5.71	1.98

**Answer: 8, 10, 4, 9**

<b>Month</b>	<b>8. Total Calls Abandoned</b>	<b>10. Average Caller Wait Time</b>	<b>4 &amp; 9. General info</b>
<b>March</b>	298,563	13.70	<i>Currently the average validation time is 1 1/2 minutes. Six months tracking of the average validation is not available</i>
<b>April</b>	140,439	12.33	
<b>May</b>	109,735	10.73	<i>Currently, 85.5% of all calls are resolved while in the initial call. Six months tracking of this information is not available.</i>
<b>June</b>	88,075	8.45	
<b>July</b>	193,894	5.13	
<b>August</b>	15,779	0.83	
<b>September</b>	117,162	6.97	

**Answer: 11 & 12 – See answer 153**

**Answer: 13 & 15 – See answer 202**

**Answer:** 14. Redefined by submitter to be: request types and volume of after call activity.

Category	Escalations	CP PINS Requests	NCP Pin Requests	Application Requests	Direct Deposit Applications	Direct Deposit Cancellation	Acknowledge of Paternity
Apr-07	408	3775	2781	1071	1841	365	
May-07	539	4191	2510	1258	1753	442	
Jun-07	809	3830	2218	1288	1504	437	
Jul-07	851	3810	2181	1603	1709	464	
Aug-07	773	3875	2228	1874	1723	433	
Sep-07	638	3087	2586	1356	1445	349	
6 Month Total	4018	22568	14504	8450	9975	2490	

**14. Continued**

Category	Account Statements	Stop Payment Requests	DMV Affidavit	Desk Review Requests	3rd Party Desk Review Requests	EITC Review Requests	EPPIC Enrollment Requests
Apr-07	5509	723	1642	117	0	185	953
May-07	5608	715	1641	128	0	134	1082
Jun-07	4743	675	1571	124	10	47	966
Jul-07	5596	733	1667	141	3	18	1228
Aug-07	6147	773	1948	186	0	14	1318
Sep-07	7167	714	1561	233	4	10	1230
6 Month Total	34770	4333	10030	929	17	408	6777

**Answer: 2, 7, 16**

IVR data		7, 16		
Day of Week	Average Calls	Call Duration	Hour	Average Calls
Sun	4534	2:04	0	226
Mon	14334	2:01	1	129
Tues	18486	1:56	2	65
Wed	14420	1:57	3	66
Thurs	13334	1:51	4	82
Fri	13085	1:41	5	220
Sat	7901	1:42	6	544
			7	736
			8	963
<b>Month</b>	<b>2. Total Calls</b>		9	1036
March	452177		10	956
April	406532		11	885
May	423778		12	836
June	371343		13	757
July	353047		14	737
August	341542		15	719
September	331892		16	671
			17	524
			18	436
			19	386
			20	347
			21	361
			22	316

**Answer: 17**

Interval	Calls	Day	Calls
8:00-8:30	115	Monday	18,680
8:30-9:00	331	Tuesday	17,481
9:00-9:30	428	Wednesday	15,251
9:30-10:00	508	Thursday	15,133
10:00-10:30	527	Friday	14,603
10:30-11:00	495		
11:00-11:30	506		
11:30-12:00	496		
12:00-12:30	488		
12:30-1:00	491		
1:00-1:30	493		
1:30-2:00	477		
2:00-2:30	479		
2:30-3:00	474		
3:00-3:30	487		
3:30-4:00	480		
4:00-4:30	440		
4:30-5:00	410		
5:00-5:30	200		
5:30-6:00	86		
6:00-6:30	58		
6:30-7:00	52		

**202. Question:** 5.11.8 Paragraph 1 Please provide any information available that quantifies call volumes by caller role (NCP, CP, and Employer) and call reason. Please provide talk time metrics for each call reason as well.

**Answer:** Information available on the talk time metrics can be found in the response to question number 176. The following is information available on call volumes for the period of April through September 2007:

	Employer Complianc	Undisburse d	Account Adjustment	Enforceme	Support Collectio	Interstat
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Category	e	Money	s	nt	n	e
Total Calls	31,840	16,521	12,063	11,522	5,888	3,387
Custodial Parents	19,400	710	9,564	8,567	3,449	2,289
Noncustodial Parents	12,440	15,811	2,499	2,955	2,439	1,098

For Additional monthly call volumes see answer to 176.

**276. Question:** Appendix D 434 What percentage of the total number of payments received each month are employer payments?

What percentage of employer payments are ACH? **30%**

What percentage of employer payments are Check/List? **This data is currently not available.**

How many of these are 'single case' payments? **This data is currently not available.**

On average, how many payments are on a list? **This data is currently not available.**

What is the largest list received on a monthly basis? **This data is currently not available.**

What percentage of payments received are accompanied by a preprinted coupon? **12%**

**Answer:** From calendar year 2006:

**Total payments – 2006: 10,549,204**

**Total Employer Payments: 8,815,319 (includes all payments - EFT, etc...)**

**% employer pmts to total: 83.6%**

**Total Employer Payments: 8,815,319 100%**

**Total EFT Payments 2,191,570 24.9%**

**Total Diskette Payments: 477,531 5.4%**

**Total Electronic Payments: 2,669,101 30.3%**

285. **Question:** Appendix D 434 Based OTDA's experience or projections, what percentage of custodial parents have/ will choose card vs. direct deposit?

**Answer:** It is not possible to accurately provide these figures as NYS has implemented a pre-enrollment debit card program. Prior to the pre-enrollment program we offered electronic disbursement via the following programs:

1. Voluntary direct deposit 2004
2. Voluntary debit card 2005
3. Pre-enrollment to debit card 2007.

As of May 2007, there are 33,198 CSMS accounts enrolled in direct deposit and 231,714 CSMS debit card accounts. In addition, during the period of Oct. 1 – Nov. 26, 2007, approximately 88,000 NYC CSMS accounts will become enrolled in debit card. On an ongoing basis, approximately 2,743 CSMS cases per month become enrolled in debit card as the result of ongoing pre-enrollment. (i.e., new CSMS account or case transition from Public Assistance to Non-public Assistance)