

CCCS of Central Oklahoma State of the Agency Report 2013																			
	Jan	Feb	Mar	1st Qtr To Date	Apr	May	Jun	2nd Qtr To Date	Jul	Aug	Sep	3rd Qtr To Date	Oct	Nov	Dec	4th Qtr To Date	Year to Date	%	
<b>FINANCIAL COUNSELING</b>																			
<b>Client Appointment Types</b>																			
First Appointment	98	75	91	264	88	73	80	241	116	90	76	282	105	82	59	246	1,033	56%	
Foreclosure Prevention	14	10	5	29	15	9	12	36	6	12	13	31	17	11	10	38	134	7%	
Review (DMP)	9	12	22	43	20	21	18	59	14	13	9	36	11	7	6	24	162	9%	
Housing	3	6	11	20	4	4	8	16	6	12	6	24	9	15	6	30	90	5%	
Second Appointment	15	13	15	43	18	13	18	49	15	19	6	40	13	12	11	36	168	9%	
Workshop	-	6	7	13	2	-	9	11	-	8	-	8	-	7	-	7	39	2%	
Credit Bureau Report Review	9	10	13	32	11	6	10	27	9	5	10	24	8	4	4	16	99	5%	
Housing Review	-	-	-	-	-	1	2	3	2	-	-	2	-	-	-	-	5	0%	
Reverse Mortgage	13	15	14	42	12	1	1	14	11	16	4	31	1	5	9	15	102	6%	
Mail	-	-	-	-	-	1	-	1	2	-	-	2	-	-	-	-	3	0%	
Military OneSource	-	-	-	-	-	-	2	2	1	-	-	1	-	1	-	1	4	0%	
Exit Interview	2	2	2	6	2	-	2	4	-	1	1	2	-	1	-	1	13	1%	
<b>Totals</b>	<b>163</b>	<b>149</b>	<b>180</b>	<b>492</b>	<b>172</b>	<b>129</b>	<b>162</b>	<b>463</b>	<b>182</b>	<b>176</b>	<b>125</b>	<b>483</b>	<b>164</b>	<b>145</b>	<b>105</b>	<b>414</b>	<b>1,852</b>		
<b>Client Appointment Channel Mix</b>																			
Face To Face	88	87	104	279	105	74	95	274	102	104	69	275	92	84	63	239	1,067	58%	
Phone	45	31	48	124	36	31	33	100	41	38	37	116	41	32	28	101	441	24%	
Internet	28	27	22	77	19	16	28	63	28	18	15	61	25	20	9	54	255	14%	
Email	1	2	4	7	7	4	2	13	5	7	3	15	5	8	5	18	53	3%	
Mail	1	2	2	5	5	4	4	13	6	9	1	16	1	1	-	2	36	2%	
<b>Totals</b>	<b>163</b>	<b>149</b>	<b>180</b>	<b>492</b>	<b>172</b>	<b>129</b>	<b>162</b>	<b>463</b>	<b>182</b>	<b>176</b>	<b>125</b>	<b>483</b>	<b>164</b>	<b>145</b>	<b>105</b>	<b>414</b>	<b>1,852</b>		
<b>First Appt Cause of Financial Problems</b>																			
Death of Family Member	3	3	4	10	1	-	1	2	1	2	1	4	3	1	1	5	21	2%	
Disability/Accident	1	2	-	3	2	1	3	6	4	1	-	5	1	-	-	1	15	1%	
Gambling	2	-	2	4	-	-	1	1	1	-	1	2	2	-	-	2	9	1%	
Housing Counseling	1	-	8	9	3	3	2	8	3	3	1	7	1	-	2	3	27	3%	
Divorce/Separation	9	14	12	35	6	10	8	24	10	11	8	29	10	6	3	19	107	10%	
Unemployment	12	6	5	23	4	7	3	14	4	4	6	14	5	6	1	12	63	6%	
Poor Money Mgmt/Excess Spend	31	14	25	70	25	15	26	66	29	23	26	78	40	27	17	84	298	29%	
Reduced Income	30	25	26	81	37	23	22	82	46	34	24	104	30	27	29	86	353	34%	
Medical Expense	9	11	9	29	10	14	14	38	18	12	9	39	12	12	6	30	136	13%	
Legal (Not debt-related)	-	-	-	-	-	-	-	-	-	-	-	-	1	3	-	4	4	0%	
<b>Totals</b>	<b>98</b>	<b>75</b>	<b>91</b>	<b>264</b>	<b>88</b>	<b>73</b>	<b>80</b>	<b>241</b>	<b>116</b>	<b>90</b>	<b>76</b>	<b>282</b>	<b>105</b>	<b>82</b>	<b>59</b>	<b>246</b>	<b>1,033</b>		
<b>Appointment Results (all appt. types)</b>																			
Client Can Handle (CCH)	29	28	28	85	21	27	22	70	22	31	30	83	36	28	32	96	334	18%	
DMP Counseling (DMP)	53	35	49	137	44	44	43	131	48	42	28	118	43	31	25	99	485	26%	
Financial Counseling (FCO)	80	73	92	245	101	57	81	239	105	91	59	255	76	75	45	196	935	50%	
Incomplete Session (IS)	0	2	2	4	0	1	2	3	2	4	3	9	8	4	2	14	30	2%	
Referred for Legal Advice (RLA)	1	4	2	7	4	0	5	9	3	0	3	6	0	0	1	1	23	1%	
Referred To Other Agency/Org. (ROA)	0	1	-	1	0	0	0	-	2	0	1	3	1	0	0	1	5	0%	
Workshop (WSC)	0	6	7	13	2	0	9	11	0	8	0	8	0	7	0	7	39	2%	
Other	0	-	-	-	0	0	0	-	0	0	1	1	0	0	0	-	1	0%	
<b>Totals</b>	<b>163</b>	<b>149</b>	<b>180</b>	<b>492</b>	<b>172</b>	<b>129</b>	<b>162</b>	<b>463</b>	<b>182</b>	<b>176</b>	<b>125</b>	<b>483</b>	<b>164</b>	<b>145</b>	<b>105</b>	<b>414</b>	<b>1,852</b>		

CCCS of Central Oklahoma State of the Agency Report 2013																		
	Jan	Feb	Mar	1st Qtr To Date	Apr	May	Jun	2nd Qtr To Date	Jul	Aug	Sep	3rd Qtr To Date	Oct	Nov	Dec	4th Qtr To Date	Year to Date	%
<b>Call Center Inbound Calls</b>	<b># Calls</b>	<b># Calls</b>	<b># Calls</b>	<b># Calls</b>	<b># Calls</b>	<b># Calls</b>	<b># Calls</b>	<b># Calls</b>	<b># Calls</b>	<b># Calls</b>	<b># Calls</b>	<b># Calls</b>	<b># of Calls</b>	<b># of Calls</b>	<b># of Calls</b>	<b># of Calls</b>	<b># Calls</b>	
Client Care (1300 queue)	820	675	640	2,135	626	592	641	1,859	649	563	668	1,880	715	590	479	1,784	7,658	51%
First Time Callers (1400 queue)	565	552	501	1,618	542	475	508	1,525	613	473	567	1,653	618	452	361	1,431	6,227	42%
Housing Calls (1500 queue)	109	87	91	287	87	65	54	206	67	100	109	276	50	61	39	150	919	6%
Military OneSource (3100 queue)	11	10	20	41	4	14	16	34	8	9	13	30	10	7	7	24	129	1%
<b>Totals</b>	<b>1,505</b>	<b>1,324</b>	<b>1,252</b>	<b>4,081</b>	<b>1,259</b>	<b>1,146</b>	<b>1,219</b>	<b>3,624</b>	<b>1,337</b>	<b>1,145</b>	<b>1,357</b>	<b>3,839</b>	<b>1,393</b>	<b>1,110</b>	<b>886</b>	<b>3,389</b>	<b>14,933</b>	
<b>EDUCATION</b>																		
<b># of Participants in Classes/Workshops</b>	<b>#</b>	<b>#</b>	<b>#</b>	<b>#</b>	<b>#</b>	<b>#</b>	<b>#</b>	<b>#</b>	<b>#</b>	<b>#</b>	<b>#</b>	<b>#</b>	<b>#</b>	<b>#</b>	<b>#</b>	<b>#</b>	<b>#</b>	<b>#</b>
Financial Education	8	77	127	212	37	30	202	269	128	48	55	231	326	402	1	729	1,441	-
Fiscally Fit Bootcamp	141	150	24	315	204	66	-	270	-	137	162	299	407	30	9	446	1,330	-
Housing	45	71	51	167	81	29	67	177	43	62	73	178	242	144	3	389	911	-
<b>Totals</b>	<b>194</b>	<b>298</b>	<b>202</b>	<b>694</b>	<b>322</b>	<b>125</b>	<b>269</b>	<b>716</b>	<b>171</b>	<b>247</b>	<b>290</b>	<b>708</b>	<b>975</b>	<b>576</b>	<b>13</b>	<b>1,564</b>	<b>3,682</b>	<b>-</b>
<b>DEBT MANAGEMENT PLANS</b>																		
<b>Beginning DMP Clients</b>	<b>791</b>	<b>793</b>	<b>794</b>		<b>772</b>	<b>751</b>	<b>741</b>	<b>772</b>	<b>726</b>	<b>701</b>	<b>696</b>		<b>691</b>	<b>689</b>	<b>668</b>			
<b>New DMP Accounts Opened</b>	<b>22</b>	<b>29</b>	<b>15</b>	<b>66</b>	<b>20</b>	<b>19</b>	<b>15</b>	<b>54</b>	<b>20</b>	<b>17</b>	<b>17</b>	<b>54</b>	<b>21</b>	<b>16</b>	<b>15</b>	<b>52</b>	<b>226</b>	
<b>Less Discontinued DMPs</b>																		
Non-Payment (NP)	4	7	9	20	4	6	12	22	12	7	6	25	5	7	6	18	85	24%
Self Administration (SA)	-	3	3	6	4	5	-	9	7	3	-	10	7	6	4	17	42	12%
Successful Completions (SC)	14	18	24	56	30	14	18	62	26	12	13	51	10	23	13	46	215	60%
Deceased (DC)	1	-	-	1	-	-	-	-	-	-	2	2	-	-	-	-	3	1%
Bankruptcy (BK)	1	-	1	2	3	4	-	7	-	-	1	1	1	1	1	3	13	4%
<b>Total DMP Accounts Closed</b>	<b>20</b>	<b>28</b>	<b>37</b>	<b>85</b>	<b>41</b>	<b>29</b>	<b>30</b>	<b>100</b>	<b>45</b>	<b>22</b>	<b>22</b>	<b>89</b>	<b>23</b>	<b>37</b>	<b>24</b>	<b>84</b>	<b>358</b>	
<b>Net DMP Gain (Loss)</b>	<b>2</b>	<b>1</b>	<b>(22)</b>	<b>(19)</b>	<b>(21)</b>	<b>(10)</b>	<b>(15)</b>	<b>(46)</b>	<b>(25)</b>	<b>(5)</b>	<b>(5)</b>	<b>(35)</b>	<b>(2)</b>	<b>(21)</b>	<b>(9)</b>	<b>(32)</b>	<b>(132)</b>	
<b>Month-end Total DMP Clients</b>	<b>793</b>	<b>794</b>	<b>772</b>		<b>751</b>	<b>741</b>	<b>726</b>		<b>701</b>	<b>696</b>	<b>691</b>		<b>689</b>	<b>668</b>	<b>659</b>		<b>659</b>	
<b>BANKRUPTCY SERVICES</b>																		
<b>Bankruptcy Certificates Issued</b>																		
Pre-Filing Certificates	73	88	126	287	106	86	100	292	106	98	85	289	61	67	82	210	1,078	59%
Debt Education Certificates	95	44	64	203	64	65	60	189	69	84	63	216	60	46	48	154	762	41%
<b>Totals</b>	<b>168</b>	<b>132</b>	<b>190</b>	<b>490</b>	<b>170</b>	<b>151</b>	<b>160</b>	<b>481</b>	<b>175</b>	<b>182</b>	<b>148</b>	<b>505</b>	<b>121</b>	<b>113</b>	<b>130</b>	<b>364</b>	<b>1,840</b>	
<b>Bankruptcy Counseling Appointments</b>																		
Internet Counseling Sessions not in DMS	123	89	126	338	112	118	109	339	114	118	107	339	87	86	102	275	1,291	
Bankruptcy Appointments & Workshops	63	67	74	204	74	54	78	206	83	84	48	215	63	43	29	135	760	
<b>Totals</b>	<b>186</b>	<b>156</b>	<b>200</b>	<b>542</b>	<b>186</b>	<b>172</b>	<b>187</b>	<b>545</b>	<b>197</b>	<b>202</b>	<b>155</b>	<b>554</b>	<b>150</b>	<b>129</b>	<b>131</b>	<b>410</b>	<b>2,051</b>	
<b>Primary Cause To Seek BK Counseling; DMS Stats Only -- No Internet</b>																		
Death of Family Member	3	3	4	10	1	4	5	10	1	2	4	7	3	2	2	7	34	4%
Disability/Accident	1	1	2	4	3	2	-	5	2	1	1	4	3	1	1	5	18	2%
Divorce/Separation	4	12	8	24	1	8	3	12	8	9	9	26	1	6	3	10	72	9%
Gambling	-	-	-	-	-	-	-	-	-	-	1	1	1	-	-	1	2	0%
Medical Expense	16	6	14	36	16	14	20	50	14	15	9	38	16	13	4	33	157	21%
Poor Money Mgmt/Excess Spending	20	24	33	77	32	15	19	66	34	30	13	77	29	15	12	56	276	36%
Reduced Income	14	19	10	43	14	8	18	40	17	20	5	42	8	2	3	13	138	18%
Unemployment	5	2	3	10	7	3	9	19	7	7	6	20	2	4	4	10	59	8%
Other / Unknown	-	-	-	-	-	-	4	4	-	-	-	-	-	-	-	-	4	1%
<b>Totals</b>	<b>63</b>	<b>67</b>	<b>74</b>	<b>204</b>	<b>74</b>	<b>54</b>	<b>78</b>	<b>206</b>	<b>83</b>	<b>84</b>	<b>48</b>	<b>215</b>	<b>63</b>	<b>43</b>	<b>29</b>	<b>135</b>	<b>760</b>	
<b>Bankruptcy Counseling Calls</b>	<b># Calls</b>	<b># Calls</b>	<b># Calls</b>	<b># Calls</b>	<b># Calls</b>	<b># Calls</b>	<b># Calls</b>	<b># Calls</b>	<b># Calls</b>	<b># Calls</b>	<b># Calls</b>	<b># Calls</b>	<b># of Calls</b>	<b># of Calls</b>	<b># of Calls</b>	<b># of Calls</b>	<b># Calls</b>	
BK Calls Into Call Center (2300 queue)	386	297	373	1,056	327	288	303	918	351	279	321	951	302	258	238	798	3,723	
<b>WEBSITE TRACKING</b>																		
Total Number of Website Visits	2,791	2,762	2,775	8,328	2,394	2,211	2,608	7,213	2,679	2,368	2,196	7,243	2,348	1,950	1,974	6,272	29,056	
Unique Visitors	2,151	2,138	2,043	6,332	1,732	1,505	1,851	5,088	1,927	1,600	1,545	5,072	1,675	1,368	1,396	4,439	20,931	
Number of Pages Viewed	7,489	6,785	7,275	21,549	6,660	6,341	6,686	19,687	6,946	6,537	6,090	19,573	6,676	5,058	5,291	17,025	77,834	
Duration	2:24	2:21	2:31	2:25	2:44	2:46	2:46	2:45	2:54	2:59	2:58	2:57	3:21	2:41	2:55	2:59	2:46	