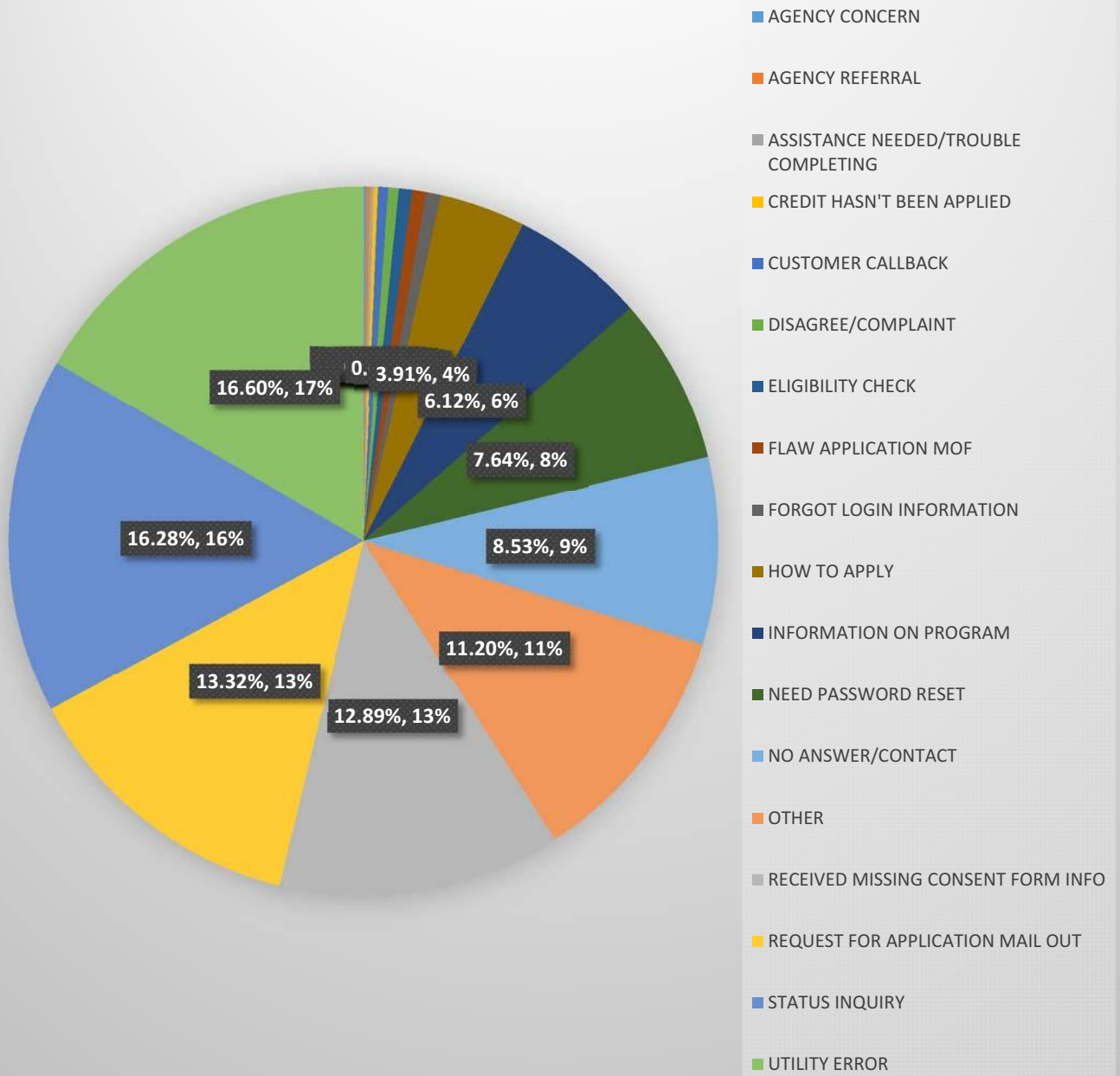


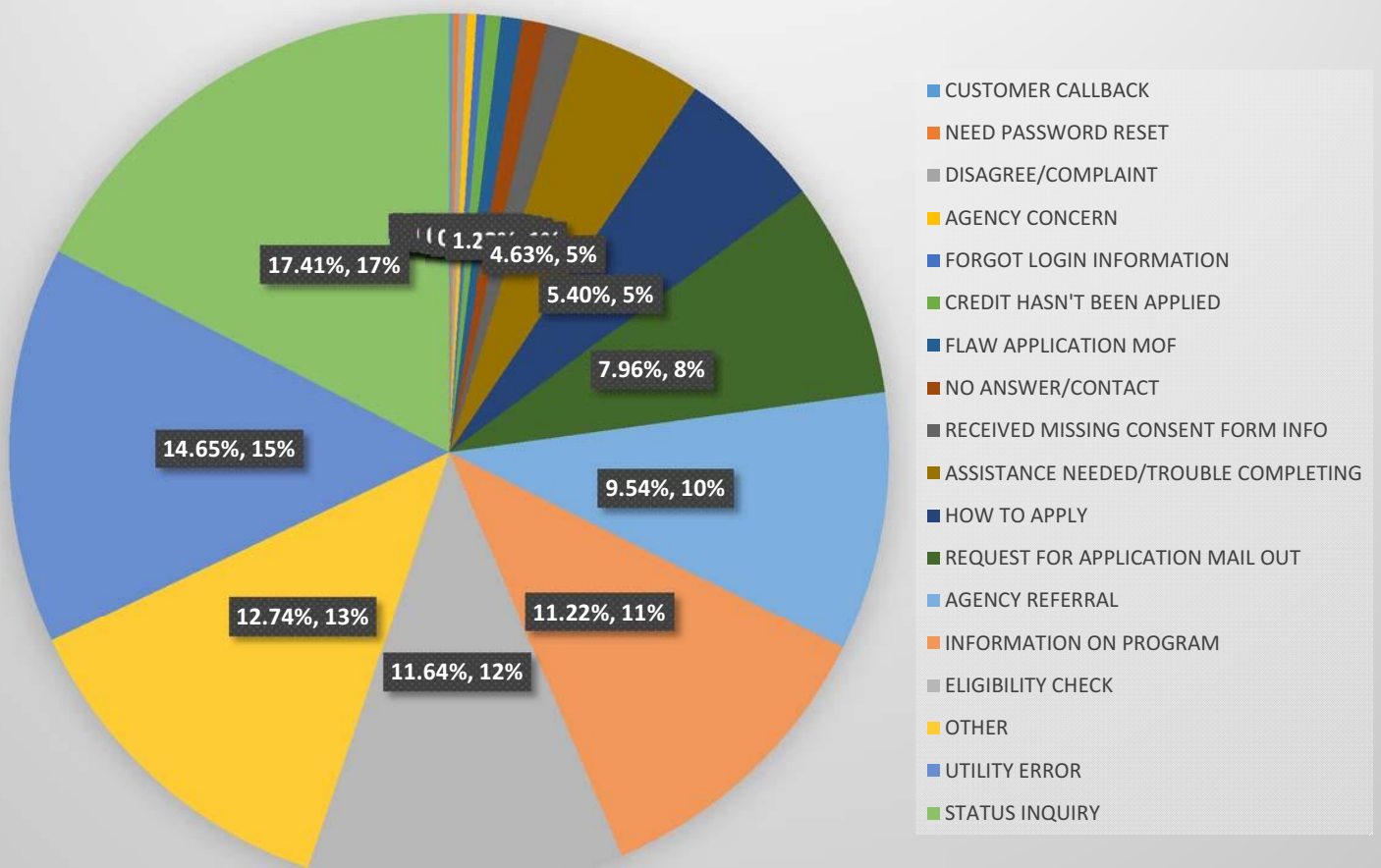
Wrap up Code Categories

Wrap Up Codes as of May 16th 2017
NEED PASSWORD RESET
LOGIN IN CREDENTIALS
DISAGREE / COMPLAINT
FLAW APPLICATION MOF
CREDIT HASN'T BEEN APPLIED
CALL FROM AGENCY
RECEIVED MISSING CONSENT FORM INFO
DEAD AIR CALL
ASSISTANCE NEEDED / TROUBLE COMPLETING
HOW TO APPLY
REFER TO AGENCY
UTILITY ERROR
STATUS INQUIRY
REQUEST FOR APPLICATION MAIL OUT
INFORMATION ON PROGRAM
ELIGIBILITY CHECK

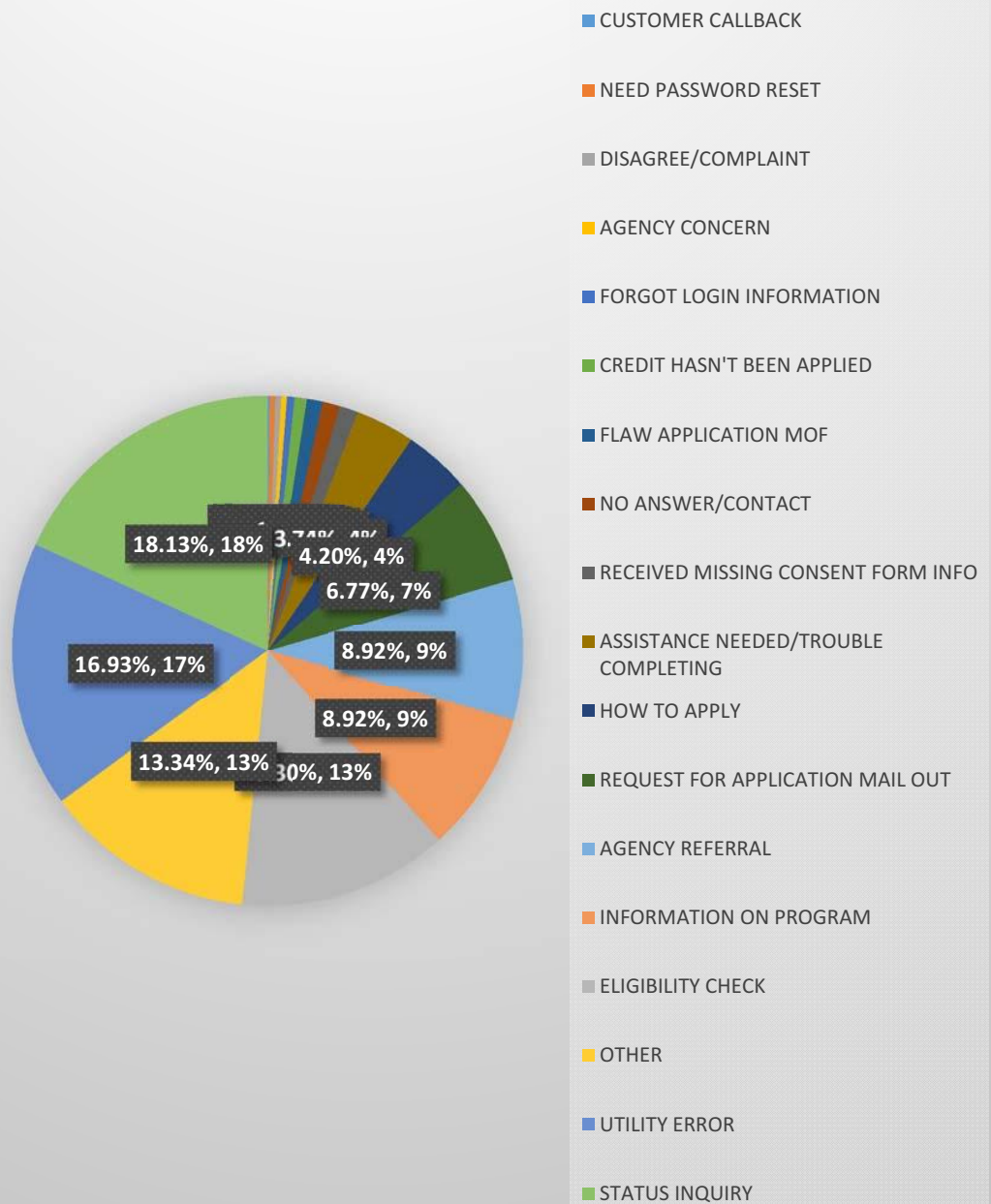
Wrap Up Codes March 2017



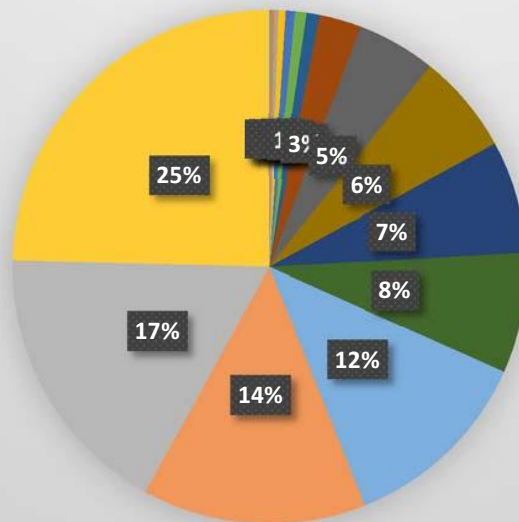
Wrap Up Codes April 2017



Wrap Up Codes May 1-15 2017



Wrap Up Codes May 16-31 2017



- NEED PASSWORD RESET
- LOGIN IN CREDENTIALS
- DISAGREE / COMPLAINT
- FLAW APPLICATION MOF
- CREDIT HASN'T BEEN APPLIED
- CALL FROM AGENCY
- RECEIVED MISSING CONSENT FORM INFO
- DEAD AIR CALL
- ASSISTANCE NEEDED / TROUBLE COMPLETING
- HOW TO APPLY
- REFER TO AGENCY
- UTILITY ERROR
- STATUS INQUIRY
- REQUEST FOR APPLICATION MAIL OUT
- INFORMATION ON PROGRAM
- ELIGIBILITY CHECK