

Reporting Analysis for Meridian Support Services, Inc.

National Assistance Service Center Operations, contract 47QDEM-23-F-0042 | January through March 2026 updates

We reviewed three months of individual updates for each contributor against the Service Operations Reporting Guide. The analysis shows what can move into the monthly service report and where short weekly questions would improve accuracy or completeness. The PAGE column points to the contributor's page in [Meridian-Reporting-Contributor-Details-SAMPLE.pdf](#).

Critical Issue A material accuracy problem needs correction or clarification before the information can be used reliably.		Improvement Available Targeted weekly questions can make usable reporting more complete and consistent from one period to the next.	Good The reporting is already clear and useful; targeted questions help maintain that quality.	
CONTRIBUTOR	ANALYSIS RESULT	WHAT WE SAW	HOW WE WILL IMPROVE	PAGE
Sarah Whitfield	Good	Clear request counts, triage percentages, dashboard status, and next review dates in all three periods.	Keep the same pattern and ask only about material queue, quality, knowledge, or routing changes.	p. 1
Marcus Reyes	Improvement available	The first two updates describe queue and routing changes without the before-and-after service result.	Ask for the aged-queue result, routing-time change, effective date, and next owner.	p. 2
Elena Park	Critical issue	Two February sources show different completeness percentages for the same 612 request records.	Use the Service Quality Log as the controlling source and preserve the reviewed record count, rate, and document categories in each update.	p. 3

RECOMMENDATION

Use each contributor's operating records to capture request volumes, aged-queue movement, completeness checks, knowledge changes, routing results, and dashboard milestones. Resolve mismatched figures against the controlling service log before writing the monthly dashboard narrative. Store each reviewed fact with its reporting month, source, and applicable service measure so later customer reports can reuse it without losing context.

NEXT STEPS

No action is required for this demonstration. A live reporting cycle would use the governing service requirements, current role information, and contributor-approved questions.