

REPORTING ANALYSIS FOR Meridian Support Services, Inc. | DETAILED FINDINGS

Sarah Whitfield

Program Manager

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

REPORTING RESULT Good	FINDING Each update pairs request volume and one-business-day triage with an on-time dashboard and the next service-review date.
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REPORTS REVIEWED

PERIOD	USEFUL CONTENT	MISSING OR UNCLEAR
January 2026	The team received 1,486 requests and triaged 96.0% within one business day; the dashboard was delivered one day early.	No material gap. The February queue-review date was stated.
February 2026	The team received 1,512 requests and triaged 96.3% within one business day; the dashboard was on time.	No material gap. The March knowledge-article review date was stated.
March 2026	The team received 1,578 requests and triaged 96.4% within one business day; the dashboard was on time.	No material gap. The April customer-routing review date was stated.

OUR PROPOSED QUESTIONS FOR WEEKLY UPDATES

- Which request-intake or one-business-day triage result changed this week, and what caused the change?
- Which queue, document-quality issue, knowledge article, or customer-routing issue needs attention before month end?
- What weekly request count, one-business-day triage percentage, dashboard due date, or route-time change does the service record document?

MONTHLY REPORT ACCURACY AND CONSISTENCY

Keeping request volume, triage, dashboard status, and the next review date together helps the monthly report distinguish completed work from planned work and retain reusable service evidence.

SOURCES REVIEWED

1. Sarah Whitfield Individual Updates, January through March 2026.
2. Service Operations Reporting Guide, sections 2.1 and 4.2.
3. Program Manager Role Description, effective June 2023.

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Marcus Reyes

Workflow Lead

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

REPORTING RESULT Improvement available	FINDING The January and February updates name useful queue and routing work but do not show how queue age or routing time changed.
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REPORTS REVIEWED

PERIOD	USEFUL CONTENT	MISSING OR UNCLEAR
January 2026	Marcus rebalanced three service queues and rerouted 46 requests.	The before-and-after aged backlog and resulting routing time were not stated.
February 2026	Marcus revised routing rules for two request categories and reassigned 52 requests.	The effective date and queue-age result were not stated.
March 2026	Requests older than five business days declined from 74 to 41, and median routing time declined from 1.8 to 1.5 business days.	No material gap. The 18 March effective date and next owner were stated.

OUR PROPOSED QUESTIONS FOR WEEKLY UPDATES

- Which queue or routing rule changed this week, and what customer-service problem did it address?
- How many requests were older than five business days before and after the change, and what median routing time does the queue log show?
- When did the change take effect, and who owns the next step?

MONTHLY REPORT ACCURACY AND CONSISTENCY

Adding the before-and-after service result, effective date, and next owner lets the monthly report show current queue progress without unnecessary follow-up.

SOURCES REVIEWED

1. Marcus Reyes Individual Updates, January through March 2026.
2. Service Operations Reporting Guide, sections 2.1 and 4.2.
3. Workflow Lead Role Description, effective June 2023.

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Elena Park

Data Quality Specialist

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

REPORTING RESULT Critical issue	FINDING The February individual update reports 99.3% required-field completeness across 612 request records, while the service summary reports 98.8% for the same records and period.
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REPORTS REVIEWED

PERIOD	USEFUL CONTENT	MISSING OR UNCLEAR
January 2026	Elena reviewed 604 request records at 99.5% required-field completeness.	No material gap. The Service Quality Log was named.
February 2026	The individual update reports 99.3% required-field completeness across 612 request records.	The service summary reports 98.8% for the same 612 records.
March 2026	Elena reviewed 638 request records at 99.5% required-field completeness.	No material gap. The source and three corrected document categories were stated.

HOW WE WOULD RESOLVE THIS

We would ask the report owner to reconcile the February percentage against the Service Quality Log, then use the confirmed figure in the monthly report and retained performance record.

OUR PROPOSED QUESTIONS FOR WEEKLY UPDATES

- How many request records did you review this week, and what was required-field completeness?
- Which document categories needed correction, and what changed after review?
- Which Service Quality Log entry contains the controlling count and percentage?

MONTHLY REPORT ACCURACY AND CONSISTENCY

Using one controlling quality record prevents conflicting percentages from entering the monthly report and preserves accurate document-quality evidence.

SOURCES REVIEWED

1. Elena Park Individual Updates, January through March 2026.
2. February 2026 Service Summary, document-quality table.
3. Service Quality Log, February 2026.
4. Data Quality Specialist Role Description, effective June 2023.