

Questions and Answers for RFP CSC2015

1. Whether companies from outside the USA can submit a proposal?

Answer: All Vendors are encouraged to submit proposals to ensure a competitive procurement process; however, all Vendors must be registered with the Office of Mississippi's Secretary of State to conduct business in Mississippi.

2. Whether the Vendors will need to travel to Mississippi for meetings?

Answer: Yes. All meeting conducted will be held at the Mississippi Department of Human Services' main office that is located at 750 North State Street, Jackson, MS 39202 or at another location in Mississippi and is acceptable to the Mississippi Department of Human Services.

3. Can the Vendor perform the tasks related to the RFP outside the United States of America?

Answer: No. The Call Center must be located in the State of Mississippi.

4. Can the Vendor submit their proposal via email?

Answer: No. All proposals must be either hand delivered or mailed to the Mississippi Department of Human Services at 750 North State Street, Jackson, MS 39202 no later than June 29, 2015 at 3:00 P.M. Central Time.

5. Can the letter of intent due for June 19, 2015 be emailed?

Answer: Yes. The letter of Intent may be emailed to Jacob Black at Jacob.black@mdhs.ms.gov.

6. What is the current number of employees in the call center?

Answer: Please see attached reports.

7. What is the current average talk time per call?

Answer: Please see attached reports

8. General N/A Is the Contractor responsible for any outbound mailings? If so, what are they?

Answer: Please see attached reports

9. General N/A If the Contractor is responsible for outbound mailings, how many pieces of mail will the Contractor mail per month?

Answer: Please see attached reports.

10. General N/A Are there any new scope of services that are not in the current contractor's responsibilities? If so, what are they?

Answer: Yes. The new RFP includes SNAP, TANF, DFCS, and Aging and Adult services.

11. General N/A Is the current Contractor responsible for handling SNAP, TANF, and Aging and Adult Services?

Answer: No.

12. Section 1.4 Vision for the Future p. 8 When is MDHSONe expected to be implemented?

Answer: Migration of MAVERICS, METSS, and MACWIS data to MDHSONe is expected in the years 2017-2018.

13. Section 1.4 Vision for the Future p. 8 Please estimate the impact of the implementation of myMDHS on call volumes.

Answer: There are a couple of ways to look at this. One is that the increased number of users should be balanced out by the increased availability of self-service on the site itself. The other is that in a couple of years it's expected that myMDHS will be providing the

same sort of information that people are calling the call center for , so you could actually see a decrease in call volume; however this is all speculative. MDHS has no way to know what the actual impact of MDHSONe will be on call volumes.

14. Section 2.1 Submission of Proposal p. 9 Please clarify if the cost proposal must be separately sealed and submitted from the technical proposal.

Answer: No. A Vendor's Proposal should be submitted as one package that includes all components of the proposal.

15. Section 2.1 Submission of Proposal p. 9 Allowing bidders to submit a redacted copy of their proposal with confidential information blacked out will allow bidders to submit more comprehensive proposals that will aid MDHS in making a decision in the best interest of the State. Would MDHS please allow bidders to provide a redacted copy that would be disclosed in the event of a Freedom of Information Act request?

Answer: No. MDHS will notify Vendor's of any Freedom of Information Act Request at which time the Vendor will be responsible for demonstrating what material is confidential and why it should be redacted.

16. Section 2.1.3.2 and Section III, Proposal Format and Content Instructions p. 9, p. 14 Please clarify whether the 200 page limit for the proposal includes attachments and appendices, as well as that the Technical and Cost are to be included in the same volume.

Answer: Yes. The 200 page limit includes attachments and appendices. The Proposal in its entirety, excluding financial records, may not exceed 200 pages

17. Section 2.5 Procurement Schedule p. 11 It is significantly likely that MDHS will receive many questions from prospective bidders. In the event that MDHS does not

answer questions by June 15, 2015, please confirm that the State will provide bidders with ample time to incorporate answers into their proposals.

Answer: The time line that is established in the RFP will be the guiding factor for all deadlines.

18. 5.2.2.2 p. 23 Please provide a definition of a “Tier 1” call, as well as definitions of any other types of Tiered calls (e.g., Tier 2, Tier 3).

Answer: Tier 1- any call for which the information needed to answer the callers inquiry is located in a system of MDHS. Tier 2 – any call that requires a message be sent to a MDHS employee for a system update so that the question may be answered.

19. 5.2.2.2 p. 23 How many Tier 1 calls are received per month?

Answer: Approximately 80,734.

20. 5.2.2.2 p. 23 Please provide average talk time for a Tier 1 call.

Answer: MDHS does not currently track average talk time for individual Tier categories; however, the average talk time for all calls is two (2) minute and thirty nine (39) seconds.

21. 5.2.2.3 p. 23 Are there instances when callers need to be transferred to county personnel? If yes, how often does this occur?

Answer: Yes. Calls that should require a caller to be transferred to county personnel will be those calls that pertain to Aging and Adult Services which are approximately 400 per month. Also those calls from employers pertaining to Income Withholding will be transferred to the State Disbursement Unit; however we do not currently track this information. There may be other instances where a call will need to be transferred that is not listed above.

22. 5.2.2.3 p. 23 If there are instances when callers need to be transferred to county personnel, is the Contractor to use a “warm transfer”?

Answer: A Vendor may propose to use “warm transfers” but is not required to.

23. 5.2.2.4 p. 23 Please provide the number of calls for each area (e.g., Child Support, SNAP, TANF, DFCS, and Aging and Adult Services) by month for the last year.

Answer: MDHS currently received approximately 300,000 calls per month concerning child support and approximately 100,000 of those calls require a CSR and approximately 400 calls per month pertaining to Aging and Adult Services. MDHS does not currently track this data for SNAP, TANF, and DFCS.

24. 5.2.2.4 p. 23 Who current provides call center services for SNAP, TANF, and Aging and Adult Services?

Answer: All calls for SNAP, TANF, and DFCS are answered by MDHS workers that are located in the county offices whereas Aging and Adult Services calls are answered by a single worker located in the State Office.

25. 5.2.2.4 p. 23 Please provide the talk time for each individual area (e.g., Child Support, SNAP, TANF, DFCS, and Aging and Adult Services).

Answer: The Average talk time for Child Support is two (2) minutes and thirty nine (39) seconds. MDHS does not currently track this information for the other programs.

26. 5.2.2.4 p. 23 Please provide the overall talk time for the Customer Service Call Center.

Answer: This information is not currently tracked.

27. 5.2.2.4 p. 23 How many different toll-free numbers need to be transferred to the Contractor?

Answer: One.

28. 5.2.2.5 p. 23 What is the average number of incoming faxes received per month?

Answer: Please see attached reports.

29. 5.2.2.5 p. 23 What is the average number of incoming emails received per month?

Answer: Please see attached reports.

30. 5.2.2.6 p. 24 How much incoming mail should the Contractor expected to receive per month?

Answer: MDHS does not currently track this information.

31. 5.2.2.6 p. 24 What system is the incoming mail scanned into?

Answer: Incoming mail would be scanned into the system that is used by the Division of MDHS that the mail pertains to such as METS for child support, MACWIS for DFCS, etc.; however, for the vendor to assume the responsibility for processing incoming mail MDHS would like for the Vendor to propose a method for providing notifications to workers for mail that pertains to child support and any other division that does not have a notification system in place. MDHS currently has a notification system for MAVERICKS.

32. 5.2.2.6 p. 24 What is the assumed start date for these services?

Answer: The Call Center Operations will begin on January 1, 2016 with the implementation period beginning approximately October 1, 2015.

33. 5.2.2.6 p. 24 What are the storage requirements for mail? For example, is the Contractor expected to retain hard copies? If so, for how long? May the Contractor shred mailed documents once they have been scanned and processed?

Answer: All mail documents must be stored by the Contractor for three (3) months and then the documents may be shredded.

34. 5.2.2.8 p. 24 Please provide monthly call center reports for the past year.

Answer: Please see attached.

35. 5.2.2.8 p. 24 Please provide the average talk time by month for the past year.

Answer: Please see attached reports.

36. 5.2.2.8 p. 24 What is the current Contractor's staffing plan?

Answer: Please see attached reports.

37. 5.2.2.8 p. 24 Please provide the number of outbound calls by month for the past year.

Answer: The current contractor does not make any outbound calls.

38. 5.3.2 p. 28 Will the State provide the incoming Contractor with an IVR at no cost? If so, please provide the specifications of the IVR.

Answer: The State is requesting that each Vendor propose to create a new IVR that meets the requirements of the RFP.

39. 5.3.2.M p. 30 Please explain connectivity/interface requirements for accessing MMIS databases and web services.

Answer: The existing (legacy) systems, the data exchange will be done via file transfer between 7:00 p.m. and 7:00 a.m. with real time data available during business hours. MDHSONe will be much more flexible, and interaction between the Contractor's system(s) and MDHS's would almost certainly be through web services.

40. 5.3.3.M p. 31 Provided the Contractor offers real time, remote access, available 24/7, to its CRM, must the CRM be web based?

Answer: While there is flexibility in the implementation of the CRM system itself, the CRM should provide an interface to allow MDHS systems to exchange data via web service interactions.

41. 5.4.1.F p. 33 If the bidder proposes using virtual agents, must those agents still be located in the State?

Answer: Yes.

42. IV.1 p. 39 Requiring the Contractor to target a 1% abandonment rate is extremely aggressive. Would the State please consider changing the target to 5%, which still ensures the Contractor provides excellent customer service?

Answer: **The State has changed the target abandonment rate to 5%.**

43. 8.6 Cost Data/Price p. 45 Please confirm bidders are to provide the cost data in Section 11 of the proposal.

Answer: The Cost Data should be included in Section 11 of the Proposal.

44. 8.6 Cost Data/Price p. 45 Is there a format for the cost proposal? If so, what is it and how do bidders access it?

Answer: There is no format for the cost proposal; however, the bidder should be sure and include a price for all things listed in the cost section and through the RFP.

45. 8.6 Cost Data/Price p. 45 Will the Contractor be paid for transition?

Answer: No.

46. 8.6 Cost Data/Price p. 45 Please provide the number of cases, by type, for the last 18 months.

Answer: Please see attached.

47. 8.6 Cost Data/Price p. 45 Please confirm the Contractor will be paid for the total number of cases.

Answer: If the same person has a case for SNAP and another case for TANF, the Contractor is paid for two cases, not one.

48. 8.6 Cost Data/Price p. 45 In order to result in more consistency among bidders and a more straightforward evaluation, would the State please consider providing an assumed number of cases for all bidders to base their price on?

Answer: The pricing structure should be based on a price for each case therefore an assumed number is not needed.

49. 8.6 Cost Data/Price p. 45 Please confirm the pricing mechanism is one price per case for all years, including extension years.

Answer: Yes; however the price is not required to be the same for each year. A Vendor may propose a different price for each stage of the contract or it may propose the same price for all stages of the contract.

50. 8.6 Cost Data/Price p. 45 If the price is indeed one price per case, please confirm that the Contractor will be paid one rate for all cases, regardless of the type of case (e.g., the Contractor will be the same rate regardless if the cases is TANF, SNAP, child support, etc.).

Answer: The contractor may propose a different price for each type of case or one price for all cases; however, the Vendor should be clear in their proposal as to the prices that they are offering.

51. Please provide clarification as to the 100 calls per week such as average handle time per call, normal call fluctuations, and estimated number of FTE's required, that would be helpful for pricing.

Answer: The 100 calls per week that MDHS is seeking a price for pertains to Aging and Adult services. MDHS does not currently have any data pertaining to time per call,

normal call fluctuation; however, these calls are handled by one worker located at State Office.

52. Could you please provide information regarding the optimal transition time for the contractor to be fully functional upon award?

Answer: The Contractor must be fully functional no later than January 1, 2016.

53. Would you consider a call center facility and CSRs in a location outside the state of Mississippi as a viable option providing it met all of the requirements of the contract?

Answer: No

54. 1.3 7 The State is requiring the Contractor to work with NSPARC to build a system that will interface with METSS, MAVERICS, and MACWIS to obtain the information that is needed to answer inquiries from callers as well as building a system that will track the call center operations in real time and that can be integrated with the new MDHS system that is being designed and built by NSPARC. Please describe the milestones, expectations, and timelines for the State's 'Visions for the Future' so that vendors can accurately estimate for future needs.

Answer: It is expected that the long-term vision described in the RFP will be fully realized in the year 2019. Migration of MAVERICS, METSS, and MACWIS systems will be phased, and is expected to occur in the 2017 – 2018 time frame. NSPARC will work closely with the Contractor during planning, development, and implementation to ensure that requirements are understood and met.

55. 1.3 7 Can MDHS please provide what type of calls will be handled for DFCS?

What information is the vendor expected to relay to each group (children in custody, relative family homes, non- relative home, open investigations, families in prevention and

protective cases)? The Vendor will be expected to handle calls that pertain to children in custody, relative family homes, non- relative home, open investigations, families in prevention and protective cases.

Answer: The Vendor is expected to answer all questions that pertain to DFCS if the information can be found on DFCS's system including, but not limited to, children in custody, relative family homes, non-relative family homes, open investigations, families in prevention and protection cases, etc.

56. III 14 Are any proposal items excluded from the 200-page limit, such as financial statements, resumes, sample reports, cover letter? Bidders' audited financial statements may be quite lengthy.

Answer: **Bidders' audited financial statement are excluded from the 200 page limit.**

57. 3.3 19 Outline of Proposal shows that bidders are to respond to RFP section 3.2.1 in Proposal Section 3 and in Section 5. Will the State please clarify so that bidders can place their responses in the proper place and receive appropriate evaluation points for Experience and References?

Answer: The Vendor should respond in Section 3; however, Section 5 will include any references that pertain to Section 3.

58. 3.3 19 Outline of Proposal requires bidders to respond to RFP section 6.6 in Proposal Section 11. We do not find an RFP section 6.6. Did the State intend to reference RFP section 8.6?

Answer: Yes. The Cost Section that is should be proposed in Section 11 is pertaining to Section 8.6.

59. 5.2.1. B 22 Can the agency please explain the intent of or clarify the meaning of “if the vendor seeks references for other contracts or business such reference may be sought only from IV-D Director”?

Answer: If a Vendor provides a reference letter in response to this RFP the letter should be written and signed by a IV-D Director.

60. 5.2.2.1 23 RFP states MDHS reserves the option of requiring extended hours of operation of contractors offices as agreed between MDHS and the contractor, and that if such option is exercised it shall be at no cost to MDHS. Is it the expectation that vendor would build in cost for staff during the expanded potential hours? If so please provide number of expected hours to include in staff model so that MDHS can have an accurate comparison between bidders’ pricing proposals.

Answer: MDHS does not have any current expectations of extended hours; however, in the event that something occurs that requires call center staff to work expanded hours, such as a failure of call center equipment or the IVR, the Vendor should build in pricing to cover such cost.

61. 5.2.2.2 23 Can MDHS provide detail on Tier 1 level calls and number of screens necessary to obtain information to resolve call?

Answer: Tier one calls any calls that can be resolved with information that is located on a system of MDHS. MDHS cannot provide an estimation for the number of screens that must be accessed to answer any particular inquiry.

62. 5.2.2.3 23 Please provide the estimated number of emails per month.

Answer: Please see attached.

63. 5.2.2.5 23 Please provide the average number of faxes and email correspondence by month for the prior year by type (housing authority verification, income verification, child support received by CP, arrear obligation for lump sum payments from AG office, SSA and TANF money owed to the state).

Answer: Please see attached.

64. 5.2.2.6 24 Regarding the handling of incoming mail, the RFP mentions scanning into the proper system. Can the agency provide information on which system this is? Can MDHS confirm that the state will provide scanners and other equipment and software to accomplish this task if it exercises the option to contract for these services? This will allow bidders to propose an accurate cost.

Answer: The Vendor will scan the document into the system that is used by the division that the mail pertains to. MDHS has multiple systems that mail would be scanned into. The Vendor will be responsible for providing all equipment need to provide these services.

65. 5.2.2.7 24 Please provide the number of existing telephone lines and number of current staff answering calls for each agency (Child Support, SNAP, TANF, DFCS, and Adult & Aging).

Answer: MDHS does not currently track this information. MDHS will transfer one telephone line and number to the Contractor on January 1, 2016.

66. 5.2.2.7 24 Please provide the current number of monthly minutes for last 12 months to respond to each of the agencies calls (Child Support, SNAP, TANF, DFCS, and Adult & Aging)

Answer: MDHS does not currently track this information.

67. 5.2.2.8 24 In order to ensure the CSC is staffed appropriately to achieve all service levels please provide number of calls, average talk time, by month for prior year by type (Child Support, SNAP, TANF, DFCS, and Adult & Aging).

Answer: Please see the attached reports for Child Support. MDHS does not currently track this information for the other programs as these calls are currently being answered in the county offices.

68. 5.2.2.8 24 Please provide the number of outbound agent calls on an hourly, daily, monthly basis by agency type.

Answer: MDHS does not currently record this information.

69. 5.2.4.1.G 25 Please provide the number of Arrearage verifications by month for the Attorney General's Office for the last year.

Answer: MDHS does not currently track this information. Please see the attached reports for all information that is tracked by MDHS.

70. 5.2.4.1 J 25 RFP states Contractor shall not conduct any business on the premises other than Mississippi child support activities pursuant to this contract. Please confirm other related subject areas (SNAP, TANF, DFCS, and Aging & Adult) were inadvertently omitted from this sentence.

Answer: The Contractor may conduct Mississippi Child Support, SNAP, TANF, DFCS, and Aging and Adult Services business on the premises pursuant to this contract. The other departments were mistakenly omitted.

71. 5.2.4.1.K 25 What is the software and version of the state's email system?

Answer: MDHS currently utilizes Lotus for email but is transitioning to Exchange and this transition will hopefully be completed before January 1, 2016.

72. Is it a secure email system?

Answer: Yes; however, while MDHS's email system makes use of standard security protocols and practices, no sensitive data should be sent via email.

73. 5.2.4.1 P 26 RFP requires that staffing remain consistent. Can the agency clarify that the contractor shall adjust staffing levels to align with the performance requirements and as calls decrease and efficiency improves, staff levels will decline accordingly?

Answer: Staffing levels may vary depending on the needs of the Contract; however, the measures in the RFP must be satisfied.

74. 5.2.4.1 Q 26 Please provide anticipated number of County or State meetings that Contractor staff will be asked to attend (monthly, quarterly for each agency type).

Answer: MDHS is unable to provide an estimate. Meeting will be on an as needed basis and MDHS will work with the Contractor to conduct meetings via teleconference when possible. The determination as to whether a teleconference meeting will be sufficient will be made by MDHS.

75. 5.3.1 27 Can the state support SFTP (ftp over ssh) for secure data transmission?

76. Answer: Yes, SFTP is a supported protocol.

77. 5.3.1.F 28 Please provide the details on how the different the State systems are accessed: METSS, MAVERICS, or other data sources as required by the RFP.

Answer: METSS and MAVERICS are accessed by users via a mainframe terminal application, and they exchange data with other systems via a batch file exchange using SFTP. Whereas JAWS and MACWIS is a web based interface with a mainframe backing.

Future planned enhancements that may occur during the period of performance include access via database connectivity and/or web service connectivity.

78. What are the other data sources?

Answer: JAWS which is listed above, and the remaining systems outside are mainframe/ADABAS environment that will provide data to the phone system.

79. Can the state provide additional information regarding the state systems? Is this a web interface system, thin client Citrix platform, or mainframe system?

Answer: The Current State system is a mainframe application with an ADABAS database, some natural and some cobalt whereas MACWIS is a visual basic system. For MDHSONe the focus is on real-time web service interfaces, but additional capabilities such as batch file transfers will be supported.

80. What direction(s) does the data flow? What are the details of the integration points?

Answer: MDHS client data will reside on agency systems (e.g. MAVERICS, METSS, MACWIS, MDHSONe, myMDHS, etc.). Data will travel from MDHS systems to call center systems via batch file transfer, or with future enhancements via a web services-based request/response model (or similar). Call center system(s) should be able to send data to MDHS systems via batch file transfer, web service calls, or other established methods. Additionally, MDHS systems should be able to access administrative data from call center system(s) via web services. For example, MDHSONe might calculate the average daily call volume by querying a call center system. Additional integration points may be discovered as part of project implementation.

81. 5.3.1 28 Regarding the RFP statement: The Contractor shall ensure that such equipment or software is compatible with systems in use by MDHS. What equipment and software versions are compatible with the State systems?

Answer: This sentence refers to the obligation of the Contractor to provide automation needs. This refers to functionality that may need to be implemented in order to support the Contractor's activities as described in the RFP. For example, if a Contractor requires the purchase of a server, network hardware, software application, etc. in order to implement the solution, the Contractor must furnish and maintain such. In such a case, it is the responsibility of the Contractor to ensure compatibility with existing systems and processes.

82. 5.3.2 28 The initial point of contact for all telephone inquiries will be through a twenty four (24) hour IVR that will be owned by MDHS. The Contractor will be responsible for developing an IVR and will work with MDHS and NSPARC in developing and implementing appropriate call tree structures and Scripts. Are we to assume that MDHS will have the initial IVR and all calls will be routed from the MDHS IVR to Contractor's IVR?

Answer: MDHS has an IVR under the current call center contract that all calls are routed to currently. On January 1, 2016 the MDHS number will be transferred to the Contractor's IVR and will be the responsibility of the Contractor.

83. 5.3.2 D29 Please provide the number of existing toll-free telephone numbers for both in-state and out-of state callers that will be transferred to successful vendor.

Answer: MDHS has one toll-free that will be transferred to the awarded Vendor.

84. 5.3.2.C29 Regarding: C. Make use of speech recognition (speech-to-text and text-to-speech) technologies to enhance efficiency and Customer service. The features and services should be in line with widely used standards like VoiceXML, SSML and CCXML etc. What is the requested number of concurrent IVR sessions using speech? Can the State please provide detail and file layouts for access and interface requirements for MDHS databases and web services.

Answer: The Number of IVR sessions will be determined during negotiations. MDHS welcomes proposals as to best practices to allow for the best possible customer service.

85. 5.3.3 30 Regarding the RFP statement: Update Customer's information on the State's automated systems via electronic transmission of data through the software product designated by the State, must be done daily. What is the software product designated by the State? Can the State provide detailed information regarding this software product?

Answer: The Software product will be the program such as METS for child support, MAVERICKS for Economic Assistance, etc. that the call pertains to. MDHS client data will reside on agency systems (e.g. MAVERICS, METSS, MACWIS, MDHSONe, myMDHS, etc.). Data will travel from MDHS systems to call center systems via batch file transfer, or with future enhancements via a web services-based request/response model (or similar). Call center system(s) should be able to send data to MDHS systems via batch file transfer, web service calls, or other established methods. Additionally, MDHS systems should be able to access administrative data from call center system(s) via web services. For example, MDHSONe might calculate the average daily call volume

by querying a call center system. Additional integration points may be discovered as part of project implementation.

86. Please provide details on how the update occurs. For example: Would the State accept daily data transfers via sFTP?

Answer: Yes, but given that MDHS is moving towards real-time data exchanges it is increasingly important that third-party systems can support such interactions via web services.

87. 5.3.3 30 Regarding the RFP statement: Provide MDHS with the option to update the operating system of the CSC to any system that is being used by the awarded vendor in any other state in which the Vendor is operating a call center at no additional cost to MDHS. Will the State please clarify the exact meaning of this requirement and clearly define the operating system referred to in this requirement?

Answer: The operating system means any system that is being used by the Contractor in the operation of the call center or in fulfillment of the contract that results from this RFP.

88. 5.3.3.A & 5.4.1.E 30 Regarding RFP statements: Access by the State Project Manager and MDHS to the logs and to monitor call volumes and live customer calls and any activity at all times, without prior notice. Permit individuals designated by the State Project Manager access to inspect the operations. These authorized personnel shall have unlimited access to all systems, records and areas, and Contractor personnel, for purposes of examination and/or copying records. How many people will need “unlimited access to all systems”? Can the State please be more specific about exactly which systems it expects access to?

Answer: The State only expects to need unlimited access for One (1) person may require access for more if it is required. The State expects access to any and all system that is being used to fulfill the requirements of the contract that results from this RFP.

89. 5.3.3 30 Regarding the RFP requirement: Display call-handling statistics real-time, such as number of calls in queue, current hold time, Abandoned Calls, etc. Can the State please further define the expectations for displaying these statistics? Is it acceptable to the State that these statistics are displayed on the required wall mounted display board?

Answer: It is acceptable for these to be displayed on a wall mounted call board.

90. 5.4.1 31 Regarding the requirement that the operation must be located within the state. May some enterprise level infrastructure be located out of the state? Examples include the phone system and hosting of database servers in the corporate data center.

Answer: The Contractor may host database servers and phone system servers in a corporate data center; however, all CSRs must be located within the state of Mississippi.

91. 5.3.3.K31 Please provide interface requirements with MDHS systems to interact with ACD.

Answer: The ACD system should provide real-time access to administrative data via a web service interface. NSPARC will work with the Contractor to define specific requirements.

92. 5.3.3 31 Regarding the RFP statement: Interface with MDHS systems to provide authorized callers with Case specific information..... Can the State please provide sample scripts in both English and Spanish and call flows from the current vendor? MDHS does not have any such samples.

93. 5.4.1. B 32 What type of network connectivity into MDHS network is required?

Answer: Data will travel from MDHS systems to call center systems via batch file transfer, or with future enhancements via a web services-based request/response model (or similar). Call center system(s) should be able to send data to MDHS systems via batch file transfer, web service calls, or other established methods. Additionally, MDHS systems should be able to access administrative data from call center system(s) via web services. For example, MDHSONe might calculate the average daily call volume by querying a call center system. Additional integration points may be discovered as part of project implementation.

94. 5.4.1 32 Regarding the RFP statement: Provide uninterrupted services in the event that any telephone line(s) stop(s) working; in such events the entire CSC shall continue to function. Will the State please confirm that this requirement does not apply if the State controlled IVR stops working for any reason?

Answer: The IVR will be controlled, maintained, and updated by the Contractor.

95. 5.4.1 32 Regarding the RFP statement: Contractor provided facilities shall have network connectivity into the MDHS network. Contractor must be in compliance with all MDHS technical and security standards and requirements. Can the State please clearly define, in detail, its technical and security standards and requirements?

Answer: MDHS and its partners use industry standard protocols and best practices to ensure information systems security. Common tools include SFTP, SSL, firewall/VPN restrictions, and asymmetric encryption / digital signatures.

96. VI 39 Regarding the performance standard: Call Abandonment Rate – Target less than 1% average in the month. Can the State please clarify how it calculates this rate? Is it when the call abandons in the Contractor-controlled IVR? In the ACD? Other?
- Answer: **The State has changed this target to 5% and it will be calculated during any time after a caller reaches the IVR throughout the duration of the call process.**
97. VI.1 39 Regarding Call Abandonment Rate target less than 1% average in a month. Will MDHS consider amending SLA to align with current industry standard of 5%? A 1% target will substantially increase the number of staff and overall project cost.
- Answer: **MDHS has adjusted the call abandonment rate to 5%.**
98. VI.2 39 Regarding establishing the average percent of clients who call back within a rolling 30 days. Considering the lack of detail available today, would MDHS consider allowing the contractor one year to establish the baseline due to peaks in calls related to tax intercept, reapplication/renewal, and many other seasonal impacts? This will give the contractor enough data to provide a complete and accurate assessment to MDHS.
- Answer: No. MDHS will not impose any liquidated damages during the first three months of the contract. This time will be used to establish a baseline.
99. 8.6.2 45 Can MHDS please provide the number of expected calls per month for each child support case, SNAP case, TANF case, DFCS case and Aging and Adult services?
- Answer: Please see the attached reports for child support. MDHS does not currently track this information for the remaining programs.
100. Page 7 - Section 1.3- Background - Paragraph 2 "The Call Center receives approximately three hundred thousand (300,000) calls per month, approximately one

hundred thousand (100,000) of which are answered by a CSR." There are two hundred thousand (200,000) calls not answered by a CSR. Are all two hundred thousand (200,000) calls Abandoned Calls, or are calls relayed to MDHS Administration, Child Support Office, TANF, SNAP, and/or DFCS offices?

Answer: The 200,000 calls are calls that are answered by the current IVR.

101. Page 7 - Section 1.3 - Background - Paragraph 3. "The new Call Center Vendor will be responsible for working with NSPARC, a division of Mississippi State University, to build a system that will interface with METSS, MAVERICS, and MACWIS to obtain the information that is needed to answer inquiries from callers as well as building a system that will track the call center operations in real time and that can be integrated with the New MDHS system that is being designed and built by NSPARC." What is the estimated date for completion of the interface with METSS, MAVERICS, and MACWIS that is currently being designed and built by NSPARC? Would you provide brief Technical Descriptions (platform, application software, database management system, etc.) of the METSS, MAVERICS, and MACWIS systems?

Answer: Migration of MAVERICS, METSS, and MACWIS data to MDHSONe is expected in the years 2017-2018. For the existing systems basically it's a mainframe system with an ADABAS database.

102. Page 13 - Section 2.6 - Authority to Contract - Paragraph 1 "Contractor warrants:

- (a) that it is a validly organized business with valid authority to enter into this agreement;
- (b) that it is qualified to do business and in good standing in the State of Mississippi; (c) that entry into and performance under this agreement is not restricted or prohibited by any loan security, financing, contractual, or other agreement of any kind, and (d)

notwithstanding any other provision of this agreement to the contrary, that there are no existing legal proceedings or prospective legal proceeding, either voluntary or otherwise, which may adversely affect its ability to perform its obligations under this agreement. Beyond, registration with the Secretary of State and proof that the contractor is not debarred or suspended, are there other qualifications to do business in the State of Mississippi?

Answer: No

103. Page 24 - Section 5.2.4.1 - General CSR Requirements- Item J. "The Contractor and its employees shall not conduct any business on the premises of the offices other than the Mississippi child support activities pursuant to this Contract, except upon explicit written approval of MDHS. Unapproved performance of non-MDHS business may be grounds for Contract termination." Will consideration be given to existing active contracts utilizing a separate and dedicated workforce?

Answer: This may be negotiated during the contract negotiation process; however, for this to be considered the Contractor must be able to demonstrate an ability and dedication to keeping separate work for each contract and tracking of call center operations for this Contract only.

104. Page 28 - Section 5.3.2 - Interactive Voice Response System (IVRS) "The initial point of contact for all telephone inquiries will be through a twenty four (24) hour IVR that will be owned by MDHS. The Contractor will be responsible for developing an IVR and will work with MDHS and HSPARC in developing and implementing appropriate call tree structures and Scripts." For those vendors currently operating Call Centers with

an IVR system, would you please clarify the expectations of MDHS regarding "ownership"?

Answer: If an IVR is created using funds of this contract it will be property of MDHS. If a Vendor has an existing IVR that it proposes to use it will be property of the Vendor. Each Vendor is advised to propose the option that will provide the best service to MDHS in the most cost effective way.

105. Subsequent to development, what rights, if any, would the vendor retain for future use?

Answer: Please see response to 104.

106. Page 34 - Section 5.6 - Operational Reports - B. 2nd Bullet "Average call- talk time" Would you provide information on the current "average call-talk time", per call?

Answer: Please see attached reports.

107. Page 34 - Section 5.6 - Operational Reports - B. 3rd Bullet "Average wait time after a call is answered and placed on hold." Would you please provide information on the current average hold time?

Answer: MDHS does not currently track this information. Please see attached reports for all information that MDHS collects on the call center.

108. Page 34 - Section 5.6 - Operational Reports - B. 8th Bullet "Average CSR staffing levels" Would you please provide information regarding the current CSR staffing levels?

Are the current CSR staffing levels based on the expectation of responding to 100,000 calls per month? See Question One Above.

Answer: The Staffing levels are at the sole discretion of the Contractor; however, the requirements in the Contract must be met. Please see attached reports for staffing levels.

109. Page 34 - Section 5.6 - Operational Reports - B. 9th Bullet "Number of CSR minutes for call for each program (i.e. SNAP, TANF, Child Support, DFCS and Aging and Adult Services). Would you please provide information regarding the current average call time for each program (i.e., SNAP, TANF, Child Support, DFCS and Aging and Adult Services)?

Attached: Please see attached report for Child Support. MDHS does not currently track this information for the other listed programs.

110. Page 34 - Section 5.6 - Operational Reports - B. 13th Bullet "Longest call in queue." Please provide information on the current level of service for calls in the queue prior to being answered by a representative?

Answer: Please see attached report for all information that is currently collected by MDHS.

111. Page 34 - Section 5.6 - Operational Reports - F. Training - 1st Bullet "To be submitted to State Project Manager annually and after every training session." Please confirm that training pertaining to METSS, MAVERICS and MACWIS systems will be made available to the Contractor's Supervisory staff?

Answer: MDHS will provide all system related training to Contractor's Supervisory staff during the transition-in period.

112. Please confirm that training, providing an overview of SNAP, TANF, Child Support and Aging policy will be made available to the Contractor's Supervisory staff?

Answer: Training will be provided.

113. Please confirm if other Supportive Service will be provided by MDHS?

Answer: This may be negotiated during contract negotiation if the Vendor has any specific support they would like to request.

114. Page 39 - Section VI - Performance Standards - Item 1 "Call abandonment Rate - Target less than 1% average in the month." Does MDHS have a projected target date (i.e., 6 months into first contract year, by end of first contract year, etc.) for achieving the Performance Standard of less than 1% average in the month?

Answer: **MDHS has amended the targeted call abandonment rate to 5%.** This performance standard must be met beginning in the fourth month of the contract.

115. Page 19 - Section III - Proposal Format and Content Instructions - Table- Outline of Proposal "Section #11 - Cost Data - 6.6 The outline of the proposal table indicates a cross reference to RFP Section 6.6, for the Cost Data Section, #11. Is this the correct section reference? Should the RFP Section read "8.6" instead of 6.6?

Answer: Yes. The RFP Section should read 8.6.

116. Given the release date of the RFP (5/26) and the short turnaround for submission (6/29), will the State consider an extension to the 6/29 submission deadline to ensure bidders can adequately scope, price and prepare a solution that meets the needs of the State? (Section II, Para. 2.1.2 and 2.5)

Answer: The State will not extend any deadline.

117. Can the State provide a list or the number of state-sponsored meetings from the past 12 months that required vendor attendance? (Section V, Para. 5.2.4.1, O. p26)

118. What are the requirements for the level of interaction between the vendor systems and MDHS systems? (Section V, Para. 5.3 p27)

Answer: Migration of MAVERICS, METSS, and MACWIS data to MDHSONe is expected in the years 2017-2018. For the existing systems basically it's a mainframe system with an ADABAS database sharing information through data file sharing.

119. Will the State provide current IVR scripts and call-flow?

Answer: This is unavailable to MDHS.

120. Will the State allow for after-hours IVR maintenance windows? (24/7/365, Section V, Para 5.3.2.A p28)

Answer: The State will allow for after-hour maintenance windows but all times in which the IVR will not be operational must be approved by the State Project Manager prior to the IVR not being available.

121. What is the number of phone lines/trunks utilized by the current Call Center vendor?

Answer: The State does not have this information. Please see the attached reports for all information currently collected by MDHS.

122. Will the State provide a list of MDHS databases and web services that are to be interfaced with, and what are the requirements for the level of access and interface between the systems? (Section V, Para 5.3.2.O p30)

Answer: The Software product will be the program such as METS for child support, MAVERICKS for Economic Assistance, etc. that the call pertains to. MDHS client data will reside on agency systems (e.g. MAVERICS, METSS, MACWIS, MDHSONe, myMDHS, etc.). Data will travel from MDHS systems to call center systems via batch file transfer, or with future enhancements via a web services-based request/response model (or similar). Call center system(s) should be able to send data to MDHS systems

via batch file transfer, web service calls, or other established methods. Additionally, MDHS systems should be able to access administrative data from call center system(s) via web services. For example, MDHSONe might calculate the average daily call volume by querying a call center system. Additional integration points may be discovered as part of project implementation.

123. Will CSR PC desktop display of real-time call stats suffice in lieu of a wall-mounted board? (Section V, Para. 5.4.1, D.3 p32)

Answer: Vendor's are encourage to propose the most cost effective method; however, the MDHS will require access to a system that will track call center operations in real time.

124. Will the State consider modifying the target improvement rate (20%) for improving the number of clients who call back within a rolling 30-day period based on the baseline performance that is determined after the 3-month period post go-live? (Section VI, Para. 2 p39)

Answer: No.

125. Will the State provide current protocol and standards for interacting with and routing/escalating inquiries to county offices? (Section VI, Para 6 p39)

Answer: Currently any inquiry that cannot be answered by the call center results in a narrative being placed in the MDHS system and an email being sent to the worker.

Vendor's are encouraged to propose any industry method that is believed to be an improvement over the current method.

126. Will the MDHS make all current Tier 1 customer service call scripts available, including those for DFCS, Child Support, TANF, SNAP, and Adult and Aging services?

Answer: MDHS does not currently have call scripts for these programs.

127. Will the MDHS make METSS, MAVERICS, MACWIS and other MDHS data source procedures available for this RFP?

Answer: MDHS does not understand this question. MDHS client data will reside on agency systems (e.g. MAVERICS, METSS, MACWIS, MDHSONe, myMDHS, etc.).

Data will travel from MDHS systems to call center systems via batch file transfer, or with future enhancements via a web services-based request/response model (or similar). Call center system(s) should be able to send data to MDHS systems via batch file transfer, web service calls, or other established methods. Additionally, MDHS systems should be able to access administrative data from call center system(s) via web services. For example, MDHSONe might calculate the average daily call volume by querying a call center system. Additional integration points may be discovered as part of project implementation.

128. Will the MDHS provide a monthly breakdown of the 100,000 answered calls per the current MDHS approach by type? (Section V, Para 5.2.2.4 p23)

Child Support

SNAP

TANF

DFCS

Again and Adult Services = 400/month (Section V, Para 5.2.4.1 p25)

Answer: The 100,000 calls that are currently answered by CSR relate to Child Support only. MDHS does not currently track the number of calls that it receives pertaining to SNAP, TANF, and DFCS.

129. 14. What information is currently available to MDHS subscribers in the online service? <https://mymdhsaccount.mdhs.ms.gov/login.aspx?ReturnUrl=%2f>

Answer: This is currently being produced and improved by NSPARC so MDHS does not know the answer to this question. It is MDHS's intention for the future that MDHS subscribers will be able to access any information for which they may call the call center for currently. MDHSONe is intended to promote self-service and reduce the need for call center services.

130. What is the monthly total volume of USPS mail pieces currently received by the MDHS; what is the breakdown by type of mail piece? (Section V, Para 5.2.2.6 p24)

Answer: MDHS does not currently track this information.

131. Is the current MSDU vendor allowed to utilize its scan room operation for MDHS mail piece scanning for the mail option? (Section V, Para 5.2.2.6 p24)

Answer: The Vendor may propose such a method and if it can be demonstrated that the Contractor can keep separate all work for reporting purposes and billing it may be a viable option. All Contractors must be able to show a clear separation of work performed for this contract and any other existing contract for which work is being performed.

132. What are the identifiers used to validate a caller; are these identifiers the same for all MDHS call types or are they dependent on the data source? (Section V, Para 5.2.4.1 p25)

Answer: MDHS uses social security number to identify most users; however this may depend on the data source.

133. “Call Abandonment Rate – Target less than 1% average in the month.” Is this standard a fixed rate or ‘target’? (Section VI, Para 1 p39) What is the MDHS current call abandonment rate?

Answer: The current abandonment rate is ten (10) percent. MDHS has changed the target abandonment rate under this RFP to five (5) percent.

134. Does the MDHS utilize one PO Box for all mail or multiple boxes for mail piece by type?

Answer: MDHS mail currently goes directly to the county offices. This would have to be changed to a single box for the call center contractor to process mail. Vendors are encourage to propose a method for handling and processing all mail.

135. How many CSRs are currently on staff?

Answer: Please see attached reports for child support. MDHS does not currently have a call center for all other programs in this RFP.

136. What are the average talk times and wait times?

Answer: Please see attached reports for child support.

137. What happens with the other 200,000 calls received by the Call Center? Are their questions answered by the State’s IVR’s auto information? Or Abandoned? Or routed to other departments?

Answer: These calls are resolved by the IVR.

138. Does MDHS require basic demographic data be submitted in writing via mail or fax before updating in the MDHS system(s)?

Answer: MDHS does not currently have any requirements for this submission of this information. Vendors are encouraged to propose industry standards.

139. Are other applications used, e.g. 'Accurint', to verify addresses, phone #'s, Date of birth, Date of Death, etc. before updating in MDHS system(s)?

Answer: MDHS currently uses Accurint to verify this information.

140. Would the call center answer 300,000 calls a month or 100,000 calls a month?

Answer: The Call center answers approximately 300,000 calls per month with approximately 100,000 calls being answered by CSR and the remaining 200,000 calls being answered by the IVR.

141. Would the automated system handle 200,000 calls?

Answer: Yes

142. On average how many calls are taken per day within in the call center?

Answer: Please see attached reports.

143. Would 5% be the most an organization could charge for overhead expenses?

Answer: Each Vendor is responsible for proposing their price for completing the services in the RFP.

144. 1.3 Background, Pg. 8 The current call volume for Child Support is stated to be approximately 300,000 total calls per month, with 100,000 of these calls routed to CSRs. Would MDHS provide the total monthly calls and number of calls routed to CSRs for the SNAP, TANF, DFCS, and Aging and Adult Services programs? What are the volume projections for future years of the contract for each program? Would MDHS provide the average call length, including any wrap-up time, for each of the programs supported in this contract?

Answer: MDHS does not currently track any of this information for the other programs in the RFP.

145. 1.3 Background, Pg. 8 How many CSRs currently operate on the current Contractors program for Child Support? How many CSRs support each of the other programs TANF, DFCS, and Aging and Adult Services?

Answer: Please see attached reports for child support. The remaining program calls are answered in the county offices. MDHS does not currently track this data for the remaining programs.

146. Section III Pg. 14 The RFP indicates that responses are limited to 200 pages. Are Title Page, Table of Contents, and tabs included in the 200 pages?

Answer: Title page and table of content are include whereas tabs are not.

147. 3.2.1 Experience in the Field Pg. 16 According to the table, on page 19, section 3.2.1 should be included within Proposal Tab 3 Company Qualifications and Capabilities Including Subcontractor Information and also Proposal Tab 5 References. Would MDHS please confirm where vendors should include our response?

Answer: Tab 3 will include all company qualification and capabilities whereas tab 5 will include any and all reference letters.

148. 3.2.5. Vendor Financials Pg. 18 Do Vendor Financials and Corporate Guarantee count towards page limitation?

Answer: No

149. Our financial statements are voluminous. Would MDHS consider allowing vendors to include a link to our online financial statements in lieu of printed statements?

Answer: No printed statements are required; however, they will not be counted as part of the two hundred (200) page limit.

150. 3.2.5, Vendor's Financials paragraph 5, Pg.18 Will MDHS consider accepting a performance and/or payment bond in lieu of a parent guarantee?

Answer: Yes

151. 3.3.6 Cost Data Pg. 19 According to the table, on page 19, Proposal Tab 11 should include Cost Data. Would MDHS please confirm that the cost data should be included in the same book as the Technical Response The cost data reference in the table is to RFP section 6.6. Would MDHS please confirm that the reference should be 8.6 Cost Data/Price?

Answer: Cost data should be 8.6.

152. 4.6 Implementation Plan Pg. 20-21 The RFP States: "Vendors shall provide MDHS a draft implementation plan in the proposal response". In order to provide a comprehensive response, would MDHS allow the draft plan to be excluded from the 200 page limitation?

Answer: No

153. 5.2.2.5 Services to Operate the Call Center Pg. 23 Please provide the average monthly volumes for fax and email correspondences for each of the programs supported in this contract.

Answer: Please see attached reports for child support. MDHS does not currently track this information for the remaining programs.

154. 5.2.4 Personnel Pg. 24 5.2.3 Key Personnel Pg. 26 Within the RFP, section 5.2.4 Personnel appears before section 5.2.3 Key Personnel. Does MDHS prefer that vendors follow State numbering (meaning put 5.2.3 first) or the order in which requirements appear in the RFP?

Answer: Although the sections referenced were mistakenly numbered please follow State numbering.

155. 5.2.4 Personnel Pg. 24 5.2.3 Key Personnel Pg. 26 According to the table, on page 19, all of section V Scope of Services should be included in Proposal Response Section 2. The table also indicates that Proposed Team information Proposal Response Section 4. Should vendors include sections 5.2.3 and 5.2.4 within Section 2 or Section 4 of our response?

Answer: Section 4

156. 5.3 Technology Requirements Pg. 27-31 According to the table, on page 19, all of section V Scope of Services should be included in Proposal Response Section 2. The table also indicates that Technology Requirements also belong in Proposal Response Section 6. Would MDHS please confirm where vendors should include our response?

Answer: Section 6

157. 5.3.2, Interactive Voice Response System (IVRS) (A) Pg. 28 Provide automated services to enable the State to deliver unattended service 24 hours a day, 7 Days a week, 365 Days per year (366 Days in a leap year) in accordance with MDHS approved Scripts and routing paths. Are the existing scripts available for our review?

Answer: No. The Contractor will submit their scripts for approval after the contract has been awarded.

158. 5.3.1 Technology Requirements-General, Pg. 28 The Contractor will use the State's systems METSS, MAVERIC and MACWIS. Would MDHS explain the technical requirements for the Contractor's employees to access these systems?

Answer: MDHS client data will reside on agency systems (e.g. MAVERICS, METSS, MACWIS, MDHSONe, myMDHS, etc.). Data will travel from MDHS systems to call center systems via batch file transfer, or with future enhancements via a web services-based request/response model (or similar). Call center system(s) should be able to send data to MDHS systems via batch file transfer, web service calls, or other established methods. Additionally, MDHS systems should be able to access administrative data from call center system(s) via web services. For example, MDHSONe might calculate the average daily call volume by querying a call center system. Additional integration points may be discovered as part of project implementation.

159. 5.3.2, Interactive Voice Response System (IVRS) (B) Pg. 29 Permit the use of telephone touch-tone pad and voice commands to access pre-recorded information.

What is meant by “voice commands”? Are we to simply recognize numbers, e.g. “press or say one”, or more complex voice commands such as “I want to pay my bill”?

Answer: Vendors are encouraged to propose an industry leading method that will be most cost effective to MDHS and will provide the best customer service. It is the intention of MDHS to have an IVR that can handle the most number of calls possible.

160. 5.3.2 Interactive Voice Response System (IVRS) (C) Pg. 29 Make use of speech recognition (speech-to-text and text-to-speech) technologies to enhance efficiency and Customer service. The features and services should be in line with widely used standards like VoiceXML, SSML and CCXML etc. See above regarding the extent of speech recognition. What function will text-to-speech serve in the application?

Answer: Text-to-speech will be used as a method for the caller to communicate with the IVR. Vendors are encouraged to propose any method which they feel will be a better option to the state at a more cost effective price.

161. 5.3.2 Interactive Voice Response System (IVRS) (I) Pg. 29 Support Self Service Options, including directions, hour of operations, Application instructions and Case closing process. What information/functions will be provided other than pre-recording messages and FAQs? Balances? Transaction history? The ability to make payments?

Answer: Vendors are encouraged to propose any method which they feel will be a better option to the state at a more cost effective price while keeping in mind that it is MDHS vision for the future to promote as much self-help as possible for our clients.

162. Will there be a single host system to provide self-serve functionality or will the IVR need to access data from multiple host systems to support the required functions?

Answer: Multiple source will need to be accessed.

163. Are all calls inbound only or is outbound communication also required?

Answer: Currently all calls are inbound only.

164. If outbound is required, would MDHS confirm if outbound voice/email and/or SMS text are required?

Answer: Please see response to number 163.

165. 5.3.4.1 CRM General Requirements, Pg. 31 The Contractor's CRM is to be made available to the State Project Manager and other designated individuals. What is the number of State employees who will require access to the Contractor's CRM?

Answer: MDHS only anticipate needing access for one person but reserves the right to require additional access if necessary.

166. 5.4.1 Facility, Pg. 32 The Contractor provided facility shall have network connectivity into the MDHS network. Please describe the network connectivity required and the physical address where the Contractor connects to the MDHS network.

Answer: Please see response above concerning network connectivity. Address will be disclosed during contract negotiation and implementation.

167. 5.6 Operational Reports Pg. 33-35 According to the table, on page 19, all of section V Scope of Services should be included in Proposal Response Section 2. The table also indicates that Operational Reports also belongs in Proposal Response Section 6. Would MDHS please confirm where vendors should include our response?

Answer: Operational reports should be located in Section 6.

168. 5.7 Transition Period Pg. 35 According to the table, on page 19, all of section V Scope of Services should be included in Proposal Response Section 2. The table also indicates that Transition Period also belongs in Proposal Response Section 8. Would MDHS please confirm where vendors should include our response?

Answer: Transition plan should be in Section 8.

169. 5.7 Transition Period Pg. 35 This section calls for a Transition Plan to be included with vendors' responses. In order to provide a comprehensive response, would MDHS allow the draft plan to be excluded from the 200 page limitation?

Answer: No

170. Section VII, Liquidated Damages (A), Pg. 40 Does MDHS mean calendar or business day? What is the maximum amount?

Answer: Per calendar day.

171. 10.1.1.2, Pg. 49; 10.5.6, Pg. 51; Exhibit B,7 Is MDHS willing to negotiate any type of cap on Contractor liability after notice of award?

Answer: A cap has already been established. Please refer to page 40 of the RFP.

172. Exhibit C Pg.68 Exhibit C appears to be a required form in our response. Would MDHS please confirm where in our response this should be included? Does Exhibit C count towards page limitation?

Answer: Exhibit C may be attached as the last page of the Proposal and will not count towards the page limit.

173. RFP Page 7, Item 1.3 - Background – Is the current MDHS call center staffed by in-house personnel or a contracted vendor?

Answer: Contracted vendor.

174. If in-house, please disclose the number of employees currently staffing the center.

Answer: Please see response to number 173.

175. If contracted, please name the vendor, annual contract value, and length of relationship/contract.

Answer: The Current Vendor is Young Williams and that contract has been in place since January 1, 2011. MDHS cannot disclose the remaining requested information as it may include proprietary information.

176. RFP Page 7, Item 1.3 - Background – To assist in the development/recommendation of a staffing and technology plan, please provide historical workload data by hour/day and annually on:

Number of calls presented

Number of calls resolved by automated system

Number of inbound calls resolved by a CSR

Number of outbound calls attempted by CSR

Number of pieces of postal mail handled, number of emails, number of faxes

Average call length (inbound and outbound)

Percentage of calls resolved in first contact.

Answer: Please see attached reports.

177. RFP Page 7, Item 1.3 - Background – Please disclose how the call center will “integrate” with the new MDHS system. (I.e. server/connectivity requirements, number of concurrent users, demark points, etc.)

Answer: Answer: METSS, MAVERICS, and MACWIS are accessed by users via a mainframe terminal application, and they exchange data with other systems via a batch file exchange using SFTP. Future planned enhancements that may occur during the period of performance include access via database connectivity and/or web service connectivity.

178. RFP Page 18, Item 3.2.5 – Vendor’s Financials – Will MDHS accept certified tax returns in lieu of audited financials (from a small, private company)?

Answer: No.

179. RFP Page 23, Scope of Services Item 5.2.2.2 – How often is the program information and database updated?

Answer: Some information is update daily whereas other information is update monthly; however, MDHS’s vision for the future includes access to data in real time.

180. RFP Page 25, General CSR Requirements Item J – If the contractor already owns or leases a facility which allows the contractor to set aside an exclusive-use area for

MDHS operations, can the contractor conduct non-MDHS business out of the same building? (MDHS operations would be conducted in area with secure and separate entrances, dedicated personnel, and dedicated workstations (computers, telephone lines, servers, etc.)

Answer: Yes. The Contractor will be responsible for demonstrating an ability to keep operations separate.

181. RFP Page 26, General CSR Requirements Item Q – What is the frequency and length of the meetings (i.e. quarterly half day meetings)? Will MDHS allow the contractor to participate in any meetings via teleconference or web conference?

Answer: MDHS will work with the Vendor for meeting participation. Participation will be allowed via teleconference on an individual basis with the determination being made by MDHS as to the feasibility of a teleconference meeting. Meeting frequency will be on an as needed basis and can be discussed further during contract negotiations.

182. RFP Page 28, Interactive Voice Response System – Please provide a sample or copy of the current IVRS routing tree. How is the “new” IVRS expected to differ from the current offering?

Answer: MDHS cannot offer this at this time due to it may include proprietary information. MDHS’s vision is for the new IVR to offer twenty four (24) hour per day services for three hundred sixty five (365) days per year (366 in leap year) and include more self-service options.

183. RFP Page 31, Item 5.4.1 – Facility – Will MDHS consider allowing the contractor to locate the facilities in a neighboring state?

Answer: No.

184. Who is the incumbent?

Answer: Young Williams

185. Where is the current center?

Answer: Yazoo City

186. Can we visit the center before completing the RFP?

Answer: No

187. Can we see calls per interval/day?

Answer: No

188. Can we see examples of scripts, forms, reports before we complete the RFP?

Answer: No

189. Are the current provider's employees represented by a Union or collective bargaining agreement?

Answer: MDHS cannot provide an answer to this inquiry.

190. Is the winning bidder obligated to hire any existing employees?

Answer: No

191. Are existing employees available for hire?

Answer: MDHS cannot provide an answer to this inquiry.

192. Per 8.6, the price proposal should be submitted as a monthly price per case. Will any type of price template or additional guidelines be provided?

Answer: No.

193. Per 1.3, the current call center is responsible for taking calls related to Child support services. The volume is 300k calls per month with 100k being handled by a

CSR. Will the new call center answer calls for cases associated with SNAP, TANF, and DFCS also?

Answer: Yes

194. If SNAP, TANF, and DFCS are included what is the ratio of live customer support calls to number of cases? Is it 1:3 as well?

Answer: MDHS does not currently have a call center for programs other than child support.

195. Per 1.3, If the 300k calls only relates to the 282,291 Child Support cases, please provide the estimates of calls anticipated for SNAP, TANF and all the DFCS cases. If estimates not available, would you anticipate calls per case being significantly higher than the calls per case for Child support services?

Answer: Estimates are not available. MDHS is depending on Vendors to propose based on their knowledge and experience in providing these services.

196. Do you anticipate the length of call for SNAP, TANF and DFCS to be the same as Child Support Services?

Answer: Estimates are not available. MDHS is depending on Vendors to propose based on their knowledge and experience in providing these services.

197. 4.3 Proprietary/Confidential information 20 Are there any sections of the proposal that are already proprietary under Miss. Code or practice such as the proposer's audited financial statements or the cost proposal?

Answer: Vendors are responsible for demonstrating why information is proprietary in the event that a public information request is made. Vendors will be notified and it will be their obligation to make such a demonstration.

198. 5.2.2.5 Handling fax and email P. 23 How many fax and emails are currently being handled?

Answer: Please see attached reports.

199. 5.2.2.6 Handling USPS mail P. 24 How many pieces of mail currently? How many pieces of mail for all of MDHS?

Answer: MDHS does not currently track this information as the mail is currently delivered to the county offices.

200. 5.2.2.7 Phone lines and call volume increases P. 24 Provide some projection of expected growth of call volume for these programs.

Answer: Estimates are not available. MDHS is depending on Vendors to propose based on their knowledge and experience in providing these services.

201. 5.2.4.1 Arrearage for AG Office P. 25 G. What is involved in the verification of arrearage for the AG's office?

Answer: MDHS is not aware of details involved in this process.

202. 5.2.4.1 Legal Council 26 O. How many legal counsel are employed for this program under the current contract?

Answer: MDHS cannot answer this inquiry.

203. 5.2.4.1 Travel Expense 26 Q. Please provide some history of travel expense or requirements in the past year.

Answer: MDHS cannot answer this inquiry.

204. 5.2.3 Key Personnel 26 Is it possible for a single key personnel to have more than one of the skills listed in the RFP?

Answer: MDHS is seeking specialized personnel to lead each division of the call center with an overall project manager that has experience in all fields.

205. 5.3.2 Interactive Voice Response System (IVRS) 28 Intro The initial point of contact for all telephone inquiries will be through a twenty four (24) hour IVR that will be owned by MDHS. The Contractor will be responsible for developing an IVR and will work with MDHS and NSPARC in developing and implementing appropriate call tree structures and Scripts. Question: Does this mean MDHS will be purchasing the IVR technology on our recommendation and that we will then use it? If not, are you talking about a current IVR that is being used?

Answer: MDHS will not purchase an IVR to be used. Pricing for all products needed to satisfy the requirements of this RFP should be included in a Vendor's proposal. Vendors are encourage to propose the most effective method for providing a twenty four (24) hour IVR.

206. 5.3.2 Interactive Voice Response System (IVRS) 29 G. Provide multi-language translation services including English and Spanish. Provide features for professional voice recording of Scripts in English and Spanish. The IVR shall play appropriate language prompts based on IVR prompt selection. For languages other than English and Spanish, the vendor should propose a cost effective option for how best to handle additional languages. MDHS appreciates the changing needs of our clients; however extensive support for every language may not be a viable cost. MDHS welcomes creative, cost effective solutions. Question: Does this have to be IVR based solution? (In other words, can it be sent to a CSR and they use one of our external language line options)

Answer: Vendors are encouraged to propose a method that will provide the best possible customer service in the most cost effective manner.

207. 5.3.3 Automated Call Distribution (ACD) System 30 H. Establish the CSC System on a server used for the centralized database, which shall include the type of storage, provisions for controller redundancy, and means times between failures 31 of the processors and the disk subsystem. At a minimum, the centralized database shall be able to continue operations if any single storage component fails. Question: Does this mean only premise based systems are allowed? (In other words, can we use a cloud based system)

Answer: Vendors are encouraged to propose a method that will provide the best possible customer service in the most cost effective manner.

208. 5.3.3 Automated Call Distribution (ACD) System 31 J. Ensure hardware/software meets or exceeds MDHS standards. Hardware/Software must be kept current with manufacturer and industry standards. All software must be maintained at the current version. Question: Does this mean only premise based systems are allowed? (In other words, can we use a cloud based system)

Answer: Vendors are encouraged to propose a method that will provide the best possible customer service in the most cost effective manner.

209. 5.4.1 Facility 31 A. Is there a preferred location or area in Mississippi for the center?

Answer: No

210. General May the Vendor propose additional options and/or services if they are at no cost to MDHS?

Answer: Yes.

211. 7 1.3 The number of child support cases stated in the RFP does not seem to match the MDHS Monthly Statistical Reports posted on the MDHS website or the data reported to OCSE. The RFP shows 282,891 cases but the March 2015 MDHS Monthly Statistical Report shows a child support total caseload of 330,291. It appears that the 282,891 was a transcription error that included only Non-TANF child support cases. Will the caseload count for billing purposes include all IV-D Cases or only the Non-TANF IV-D Cases?

Answer: The number of child support cases for billing purposes will include all IV-D cases.

212. 14 3.1 RFP Section 3.1 establishes a 200-page limit to the proposal. RFP Section 3.2.5 requires a copy of the last two years audited financial statements. Will the audited financial statements count toward the 200-page limit?

Answer: No

213. RFP Section 5.6, Operational Reports, indicates that sample reports would be appreciated but are not necessary. If sample reports are provided in an appendix, would these reports count toward the 200-page limit?

Answer: Yes.

214. RFP Section 4.6, Implementation Plan, requires the Vendor provide a draft implementation plan to MDHS. If this plan is submitted in the form of a Gantt Chart in an appendix, will the Implementation Plan count toward the 200-page limit? If Call Scripts are provided in an appendix, will the call scripts count toward the 200- page limit?

Answer: Yes.

215. 17-18 3.2.4 4. RFP Section 3.2.4 states, "Vendor shall include a statement assuring that none of the ... employees of its company are currently employed by MDHS, nor have been employed by MDHS within the last twelve (12) months prior to this proposal." We are a current vendor of MDHS who recently won a competitive RFP wherein we offered in the bid to hire and then did hire MDHS field staff who were terminated as a result of RFP. Does 3.2.4 apply to disqualify us?

Answer: This section will apply to only those employees the vendor intends to use for call center operations. This section will not apply to employees under the above reference contract.

216. 18-19 3.3 5. Page 19 of the RFP provides an outline the proposal shall follow from Section 1, Cover Letter through Section 11, Cost Data. RFP Section 3.2.5 requires the last two years audited financial statements. Does MDHS want the audited financial statements included within the bid or as an appendix?

Answer: Appendix would be preferred. The Audited financial statements will not count towards the 200 page limit.

217. Section 3, Company Qualifications & Capabilities indicates we should answer RFP Section 3.2.1; however, Section 5, References indicates we should answer RFP Section 3.2.1 as well. Where should we respond to RFP Section 3.2.1?

Answer: The Response should be in Section 3 with all reference letters being included in Section 5.

218. 31 5.3.4.1 RFP 5.3.4.1 requires a web-based CRM system. We find that web based CRM systems have certain limitations that will increase the length of a phone call and also result in less accuracy than other options. Can the Vendor propose, as

an option and subject to MDHS approval, to use a CRM system that is installed on the local desktop but communicates with a database that has a web front end in the event MDHS has need for the web portion of the CRM?

Answer: Yes but the determination as to acceptability will be made during contract negotiations.

219. 23 5.2.2.4 Will the State continue to maintain a separate phone number and call center for reports of child and adult abuse and neglect calls? Will it only be our responsibility to give that number to the caller in those cases? If not, what will be our responsibility?

Answer: The State will continue to maintain the hotline for the above referenced calls. The Contractor for the call center will only be responsible for providing the number to anyone who calls pertaining to the above listed calls.

220. 39 Section VI Studies and our experience have shown that it is only when the abandonment rate increases above 7 to 10 percent that customer satisfaction begins to be affected. Abandonment rates of even 10% usually involve average wait times of only a few minutes. Because call volumes surge on Mondays and mid-day and a certain percentage abandon even in the first minute, staffing would need to be very high to maintain a 1% average abandonment rate. This could result in some vendors potentially adding significant costs to the bid for staff or result in bidders simply accepting that it is too expensive to meet the standard, thereby ignoring the standard, actually hiring less staff to save costs and just paying the penalty as a cost of doing business. Would the State consider increasing the acceptable call abandonment rate? Would the State consider counting only calls that abandon after 1 or 2 minutes? As an

alternative, would the State consider using an average wait time threshold for this performance measure (e.g. average wait time of less than 5 minutes)?

Answer: The State has modified the target abandonment rate to five (5) percent.

221. 1 Section 5.2.2 and 5.2.4.1 P The Contractor shall provide adequate staffing, as approved by MDHS, for provision of services required. Could MDHS provide information on peak date and time for the incoming call volumes and current CSR staffing levels during those peak times?

Answer: Please see the attached reports for all information collected by MDHS under the current call center contract.

222. 2 Section 5.3.4 The Contractor shall provide a CRM that is a web-based system and capable of capturing and tracking all activities and operations of the CSC. Could MDHS provide a list of all the workflows or processes within the CRM and that the MDHS will require from the CRM?

Answer: There is a minimum list in the RFP. The final requirements will be negotiated during contract negotiations.

223. 3 Section 5.2.2.5 and 5.2.2.6 The processing of the mail will include but not be limited to receiving mail, scanning it to the proper system, updating any system that may need to be updated based on the incoming mail, etc. This function will be priced as a fixed price per addition supervisor and/or worker that is needed to complete this task and is offered to MDHS as only an option contract. Could MDHS clarify if the program mentioned in section 5.2.2.5 would be the responsibility of the contractor? Also, is there a document management system where scanned documents will be housed and if so, would it be provided by the Contractor or the State?

Answer: The State currently has a system that all documents are scanned into; however, the Vendor will be responsible for proposing a method for providing notices to MDHS workers when a piece of relevant mail is scanned into a case.

224. 4 Section 5.6 B CSR Call Report Average wait time after a call is answered and placed on hold Could MDHS please clarify the definition or intended calculation for calculating the average wait time after a call is answered and placed on hold.

Answer: From the time that a caller is placed on hold until the CSR returns to that call to completely provide the information sought. All the time for which a caller is on hold will add to the total on hold time for that caller. This will then be averaged with other callers wait time to arrive at the average wait time for calls.

225. 5 Section 1.3 The new Call Center Vendor will be responsible for working with NSPARC, a division of Mississippi State University, to build a system that will interface with METSS, MAVERICS, and MACWIS. Could MDHS share the status of the NPARC project, related milestones, and timeline of the project? Could MDHS also provide details on what support we should anticipate from the NSPARC team for the integration effort?

Answer: Please see responses above.

226. 6 5.2.4.1 General CSR Requirements J. The Contractor and its employees shall not conduct any business on the premises of the offices other than the Mississippi child support activities pursuant to this Contract, except upon explicit written approval of MDHS. Unapproved performance of non-MDHS business may be grounds for Contract termination. M. All personnel providing services under this Contract shall be located in Mississippi. All employment of staff by the Contractor shall be subject to regular and

ongoing review by MDHS for adequate qualifications and performance to ensure that standards are met, which would satisfy requirements of the Contract and allow for continuation of the contractual relationship. K. The people, facility and supporting technology shall provide for continuity of business services in the event of power outages, weather issues, and other short-term disasters. To address the response for K - Business Continuity, will MDHS allow Contractors to route calls to a different shared premise? Or does MDHS expect the Contractor to provide redundant premise for business continuity specifically for the work outlined in this RFP?

Answer: Vendors should propose the most cost effective way to address this issue with the understanding that all operations must be conducted in Mississippi. Any activity that will be conducted outside of Mississippi in the event of an emergency must first be approved by MDHS.

227. Section 5.2.2 and 5.2.4.1 P The Contractor shall provide adequate staffing, as approved by MDHS, for provision of services required. Could MDHS provide information on peak date and time for the incoming call volumes and current CSR staffing levels during those peak times?

Answer: Please see attached reports for all information collected by MDHS under the current call center contract for child support.

228. General Question Would the state consider extending the proposal due date?

Answer: No

	Faxes	Incoming Emails
May-14	4,790	1,074
Jun-14	5,194	1,112
Jul-14	5,137	1,232
Aug-14	5,117	1,270
Sep-14	4,645	1,130
Oct-14	4,711	1,587
Nov-14	4,102	1,225
Dec-14	4,159	1,028
Jan-15	4,570	2,452
Feb-15	4,569	1,610
Mar-15	5,131	1,867
Apr-15	4,633	1,695
Totals	56,758	17,282

Months	Cases	Clients	Payments
October-07	185,158	442,007	\$41,082,989
November-07	188,457	450,230	\$41,816,658
December-07	183,873	440,155	\$40,850,040
January-08	185,269	441,960	\$40,353,798
February-08	184,361	439,404	\$41,409,491
March-08	182,882	436,035	\$40,227,959
April-08	184,016	439,319	\$40,743,316
May-08	186,509	445,907	\$41,343,405
June-08	188,576	451,127	\$41,822,668
July-08	190,213	454,871	\$42,343,067
August-08	193,346	462,120	\$43,058,563
September-08	194,055	463,365	\$43,407,503

Months	Cases	Clients	Payments
October-08	198,120	472,537	\$49,982,577
November-08	201,372	480,507	\$50,704,174
December-08	204,115	486,932	\$51,326,062
January-09	204,431	487,278	\$49,985,060
February-09	205,233	488,305	\$50,379,562
March-09	211,730	491,388	\$50,589,691
April-09	211,266	498,985	\$61,536,153
May-09	216,763	510,648	\$63,069,070
June-09	222,581	522,353	\$64,328,183
July-09	228,424	534,619	\$65,817,053
August-09	232,846	544,729	\$66,886,674
September-09	236,781	553,289	\$68,067,290

Months	Cases	Clients	Payments
October-09	241,166	563,453	\$68,930,551
November-09	243,596	569,410	\$69,501,775
December-09	245,684	573,593	\$70,886,709
January-10	244,377	569,758	\$69,242,349
February-10	243,434	566,321	\$69,187,031
March-10	243,871	566,266	\$69,184,463
April-10	244,805	567,769	\$69,443,629
May-10	246,755	571,594	\$70,718,340
June-10	249,067	578,091	\$70,831,286
July-10	253,143	586,143	\$72,138,662
August-10	257,648	594,831	\$73,321,588
September-10	260,993	601,486	\$74,131,394

Months	Cases	Clients	Payments
October-10	264,439	607,617	\$74,461,719
November-10	267,423	612,957	\$75,153,367
December-10	269,498	616,835	\$75,538,272
January-11	269,291	615,442	\$75,135,380
February-11	268,828	614,138	\$75,517,406
March-11	269,719	615,557	\$75,541,679
April-11	271,580	619,654	\$76,198,553
May-11	273,725	623,459	\$77,169,153
June-11	277,040	630,302	\$77,979,184
July-11	278,835	633,827	\$78,405,429
August-11	282,031	639,669	\$79,189,062
September-11	283,994	642,476	\$79,497,523

Months	Cases	Clients	Payments
October-11	286,033	645,286	\$79,928,572
November-11	288,102	647,290	\$80,066,264
December-11	291,336	651,763	\$80,496,246
January-12	291,882	650,838	\$79,085,586
February-12	292,750	651,238	\$79,726,571
March-12	293,783	651,854	\$79,741,163
April-12	293,963	651,775	\$79,892,978
May-12	295,223	654,088	\$80,444,481
June-12	297,993	659,241	\$81,320,962
July-12	299,119	660,806	\$81,787,720
August-12	302,148	666,281	\$82,715,507
September-12	303,218	667,190	\$86,161,491

Months	Cases	Clients	Payments
October-12	305,003	670,008	\$83,472,105
November-12	305,984	672,496	\$83,732,982
December-12	306,065	672,380	\$83,566,023
January-13	304,728	668,930	\$82,249,934
February-13	304,349	668,314	\$82,815,371
March-13	303,937	666,763	\$82,439,989
April-13	302,358	663,196	\$82,137,948
May-13	303,012	664,264	\$82,343,757
June-13	304,637	667,307	\$82,816,026
July-13	304,960	667,652	\$82,834,706
August-13	307,370	671,846	\$83,434,912
September-13	307,703	671,036	\$83,454,831

Months	Cases	Clients	Payments
October-13	308,257	671,544	\$83,784,709
November-13	307,234	669,658	\$77,002,207
December-13	305,044	664,976	\$76,429,093
January-14	303,024	660,366	\$75,230,326
February-14	301,744	657,739	\$75,521,933
March-14	300,312	653,817	\$75,096,812
April-14	299,302	650,842	\$74,948,718
May-14	299,708	650,939	\$75,647,859
June-14	299,730	650,209	\$75,103,545
July-14	299,979	650,027	\$75,350,009
August-14	301,107	652,110	\$75,545,796
September-14	301,040	650,975	\$75,474,538

Months	Cases	Clients	Payments
October-14	302,294	652,177	\$79,424,398
November-14	302,274	651,453	\$79,245,951
December-14	301,117	648,867	\$78,871,237
January-15	298,999	643,687	\$77,196,481
February-15	296,692	638,553	\$76,883,453
March-15	293,717	631,080	\$75,700,564
April-15	292,248	628,142	\$75,446,567
May-15	0	0	\$0
June-15	0	0	\$0
July-15	0	0	\$0
August-15	0	0	\$0
September-15	0	0	\$0

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June-12	297,993	659,241	\$81,320,962
July-12	299,119	660,806	\$81,787,720
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July-13	304,960	667,652	\$82,834,706
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May-14	299,708	650,939	\$75,647,859
June-14	299,730	650,209	\$75,103,545
July-14	299,979	650,027	\$75,350,009
August-14	301,107	652,110	\$75,545,796
September-14	301,040	650,975	\$75,474,538
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March-15	293,717	631,080	\$75,700,564
April-15	292,248	628,142	\$75,446,567

Months	Cases	Clients	Payments
October-07	11,748	24,052	\$1,609,195
November-07	11,760	24,171	\$1,621,802
December-07	11,641	23,900	\$1,603,586
January-08	11,193	22,803	\$1,535,170
February-08	11,065	22,470	\$1,515,732
March-08	10,820	21,909	\$1,478,895
April-08	10,912	22,191	\$1,499,168
May-08	11,099	22,662	\$1,523,746
June-08	11,123	22,778	\$1,528,572
July-08	11,154	22,904	\$1,532,540
August-08	11,303	23,384	\$1,552,873
September-08	11,248	23,239	\$1,555,686

Months	Cases	Clients	Payments
October-08	11,432	23,714	\$1,580,973
November-08	11,562	24,141	\$1,603,232
December-08	11,472	23,901	\$1,589,524
January-09	11,232	23,286	\$1,553,933
February-09	11,097	22,905	\$1,537,203
March-09	10,843	22,252	\$1,499,660
April-09	10,916	22,409	\$1,516,665
May-09	11,052	22,817	\$1,528,256
June-09	11,027	22,857	\$1,527,238
July-09	11,373	23,781	\$1,582,471
August-09	11,687	24,579	\$1,627,214
September-09	12,016	25,419	\$1,682,263

Months	Cases	Clients	Payments
October-09	12,407	26,368	\$1,736,598
November-09	12,480	26,530	\$1,751,116
December-09	12,598	26,790	\$1,766,749
January-10	12,307	26,055	\$1,721,417
February-10	12,013	25,233	\$1,680,746
March-10	11,788	24,793	\$1,649,385
April-10	11,920	25,046	\$1,666,082
May-10	11,998	25,286	\$1,685,239
June-10	11,927	25,156	\$1,670,293
July-10	11,912	25,199	\$1,668,302
August-10	11,830	25,049	\$1,665,504
September-10	11,900	25,163	\$1,677,088

Months	Cases	Clients	Payments
October-10	12,137	25,751	\$1,706,549
November-10	12,044	25,528	\$1,698,731
December-10	12,047	25,603	\$1,693,108
January-11	11,691	24,604	\$1,642,610
February-11	11,563	24,284	\$1,622,400
March-11	11,355	23,779	\$1,589,867
April-11	11,580	24,421	\$1,624,283
May-11	11,565	24,395	\$1,622,312
June-11	11,554	24,458	\$1,617,869
July-11	11,728	24,965	\$1,644,641
August-11	11,752	25,012	\$1,652,780
September-11	12,054	25,879	\$1,696,774

Months	Cases	Clients	Payments
October-11	12,320	26,580	\$1,744,581
November-11	12,272	26,467	\$1,741,504
December-11	12,259	26,450	\$1,734,347
January-12	11,766	25,257	\$1,665,369
February-12	11,515	24,553	\$1,626,058
March-12	11,284	23,859	\$1,584,832
April-12	11,083	23,396	\$1,553,860
May-12	10,892	22,923	\$1,527,189
June-12	10,754	22,612	\$1,505,483
July-12	10,687	22,482	\$1,495,121
August-12	10,826	22,861	\$1,514,527
September-12	10,923	23,151	\$1,533,200

Months	Cases	Clients	Payments
October-12	11,034	23,479	\$1,552,840
November-12	11,079	23,596	\$1,559,691
December-12	10,935	23,324	\$1,547,564
January-13	10,440	22,052	\$1,471,047
February-13	10,278	21,644	\$1,447,006
March-13	9,951	20,797	\$1,394,012
April-13	9,616	19,948	\$1,341,036
May-13	9,569	19,882	\$1,334,764
June-13	9,509	19,788	\$1,329,600
July-13	9,373	19,548	\$1,309,769
August-13	9,557	20,064	\$1,332,649
September-13	9,561	20,134	\$1,337,493

Months	Cases	Clients	Payments
October-13	9,595	20,226	\$1,346,714
November-13	9,535	20,031	\$1,332,335
December-13	9,238	19,304	\$1,294,416
January-14	8,911	18,489	\$1,241,118

Months	Cases	Clients	Payments
October-14	8,030	16,559	\$1,122,132
November-14	7,852	16,162	\$1,099,652
December-14	7,623	15,595	\$1,060,832
January-15	7,313	14,794	\$1,010,504

February-14	8,864	18,386	\$1,236,686
March-14	8,650	17,805	\$1,204,365
April-14	8,398	17,261	\$1,172,790
May-14	8,349	17,201	\$1,168,034
June-14	8,224	16,994	\$1,145,794
July-14	8,205	16,992	\$1,146,345
August-14	8,282	17,191	\$1,151,992
September-14	8,093	16,785	\$1,130,296

February-15	7,056	14,105	\$973,076
March-15	6,694	13,215	\$920,962
April-15	6,607	12,986	\$903,974
May-15	0	0	\$0
June-15	0	0	\$0
July-15	0	0	\$0
August-15	0	0	\$0
September-15	0	0	\$0

Months	Cases	Clients	Payments
October-07	11,748	24,052	\$1,609,195
November-07	11,760	24,171	\$1,621,802
December-07	11,641	23,900	\$1,603,586
January-08	11,193	22,803	\$1,535,170
February-08	11,065	22,470	\$1,515,732
March-08	10,820	21,909	\$1,478,895
April-08	10,912	22,191	\$1,499,168
May-08	11,099	22,662	\$1,523,746
June-08	11,123	22,778	\$1,528,572
July-08	11,154	22,904	\$1,532,540
August-08	11,303	23,384	\$1,552,873
September-08	11,248	23,239	\$1,555,686
October-08	11,432	23,714	\$1,580,973
November-08	11,562	24,141	\$1,603,232
December-08	11,472	23,901	\$1,589,524
January-09	11,232	23,286	\$1,553,933
February-09	11,097	22,905	\$1,537,203
March-09	10,843	22,252	\$1,499,660
April-09	10,916	22,409	\$1,516,665
May-09	11,052	22,817	\$1,528,256
June-09	11,027	22,857	\$1,527,238
July-09	11,373	23,781	\$1,582,471
August-09	11,687	24,579	\$1,627,214
September-09	12,016	25,419	\$1,682,263
October-09	12,407	26,368	\$1,736,598
November-09	12,480	26,530	\$1,751,116
December-09	12,598	26,790	\$1,766,749
January-10	12,307	26,055	\$1,721,417
February-10	12,013	25,233	\$1,680,746
March-10	11,788	24,793	\$1,649,385
April-10	11,920	25,046	\$1,666,082
May-10	11,998	25,286	\$1,685,239
June-10	11,927	25,156	\$1,670,293
July-10	11,912	25,199	\$1,668,302
August-10	11,830	25,049	\$1,665,504
September-10	11,900	25,163	\$1,677,088
October-10	12,137	25,751	\$1,706,549
November-10	12,044	25,528	\$1,698,731
December-10	12,047	25,603	\$1,693,108
January-11	11,691	24,604	\$1,642,610
February-11	11,563	24,284	\$1,622,400
March-11	11,355	23,779	\$1,589,867
April-11	11,580	24,421	\$1,624,283
May-11	11,565	24,395	\$1,622,312
June-11	11,554	24,458	\$1,617,869
July-11	11,728	24,965	\$1,644,641
August-11	11,752	25,012	\$1,652,780
September-11	12,054	25,879	\$1,696,774

October-11	12,320	26,580	\$1,744,581
November-11	12,272	26,467	\$1,741,504
December-11	12,259	26,450	\$1,734,347
January-12	11,766	25,257	\$1,665,369
February-12	11,515	24,553	\$1,626,058
March-12	11,284	23,859	\$1,584,832
April-12	11,083	23,396	\$1,553,860
May-12	10,892	22,923	\$1,527,189
June-12	10,754	22,612	\$1,505,483
July-12	10,687	22,482	\$1,495,121
August-12	10,826	22,861	\$1,514,527
September-12	10,923	23,151	\$1,533,200
October-12	11,034	23,479	\$1,552,840
November-12	11,079	23,596	\$1,559,691
December-12	10,935	23,324	\$1,547,564
January-13	10,440	22,052	\$1,471,047
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April-13	9,616	19,948	\$1,341,036
May-13	9,569	19,882	\$1,334,764
June-13	9,509	19,788	\$1,329,600
July-13	9,373	19,548	\$1,309,769
August-13	9,557	20,064	\$1,332,649
September-13	9,561	20,134	\$1,337,493
October-13	9,595	20,226	\$1,346,714
November-13	9,535	20,031	\$1,332,335
December-13	9,238	19,304	\$1,294,416
January-14	8,911	18,489	\$1,241,118
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April-14	8,398	17,261	\$1,172,790
May-14	8,349	17,201	\$1,168,034
June-14	8,224	16,994	\$1,145,794
July-14	8,205	16,992	\$1,146,345
August-14	8,282	17,191	\$1,151,992
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October-14	8,030	16,559	\$1,122,132
November-14	7,852	16,162	\$1,099,652
December-14	7,623	15,595	\$1,060,832
January-15	7,313	14,794	\$1,010,504
February-15	7,056	14,105	\$973,076
March-15	6,694	13,215	\$920,962
April-15	6,607	12,986	\$903,974

Cathy Sykes, Director
Division of Field Operations
Mississippi Department of Human Services
Post Office Box 352
Jackson, MS 39205-0352

May 7, 2014

Re: Call Center Monthly Progress Report for April 2014

Dear Ms. Sykes:

This is the April monthly progress report for the contract between YoungWilliams, P.C. and the Division of Child Support Enforcement, Mississippi Department of Human Services. This report focuses on the customer service call center. The scopes of services outlined in the contract in paragraph 3.K. are set out below in the following categories: Facilities; Technology; Personnel/Human Resources; Training of Personnel; Call Handling; Financial/Billing; and Other. In addition, attached to this report is Attachment A, April's Call Statistics; Attachment B, MS Calls by County; and Attachment C, Performance Queue.

Facilities

Office Space – Office Space is completed and functioning as needed in a production environment.

Equipment – All technology components have been delivered, installed, and is in production.

Supplies – Additional general office supplies have been purchased on an as-needed basis for daily use.

Technology

In April, no modifications were made to the IVR. The IVR operated at 100% during this month.

Personnel/Human Resources

As of April 30th, the call center employed Eighty people. Positions include one Project Manager, one Deputy Project Manager, one Quality Assurance Manager, one Quality Assurance Specialist, one Junior System Administrator, one Human Resources/Administrator Coordinator, one Trainer, five Customer Service Supervisors, five Customer Service Leads, four team assistance, and fifty-nine Customer Service Representatives. This year we have had five terminations.

Training of Personnel

On April 14, 2014, we had a class of eight persons. This is a five week course and their final exam is scheduled for May 16, 2014.

Call Handling

The attached Queue Performance Report states the following:

Total Calls: 362,827
IVR Calls Only: 241,282
CSR Requested Calls: 121,545
Abandoned: 12,507(7,837 within 60 seconds, 4,670 after 60 seconds)
Total Calls Resolved by CSR: 109,038

The number of METSS mail sent to the county offices 17,587, with 11,378 being FYI, and 6,121 for action (removing the unknown emails). See the attached report for a breakdown of the types of email sent.

In April, the highest call day was Tuesday, April 1st where 9,286 calls were received in the Center.

The difference between the Queue report and the Y-Track report is 842 more calls.

Financial/Billing

For the month of April we have submitted our bills consistent with the contract.

Other

This report should comply with the requirement of paragraph 3.K. of the contract for us to submit a monthly progress report.

We do not currently have any contractors. All subcontractors will meet or exceed these requirements. No contact has been made with the media.

Sincerely,

Larry Bledsoe
Project Manager
MS Call Center

cc: Robert L. Wells, President
Bob Johnson, President of Operations



Yazoo City CSE Call Center



Queue Performance

Date Range: From: 4/1/2014 12:00:00AM To: 4/30/2014 11:59:59PM

<u>Total Calls</u>	<u>Serviced by IVR</u>	<u>Transferred to Queue</u>	<u>Answered</u>	<u>Abandoned <60</u>	<u>Abandoned >60</u>	<u>Avg Talk Time</u>	<u>Avg ACW</u>
362827	241282	121545	109038	7837	4670	00:02:26	00:01:28



Calls By County

Date Range: From: 04/01/2014 07:30:00 AM

To: 4/30/2014 11:59:59PM

County	# of Calls
Adam	1293
Alcorn	724
Amite	489
Attala	882
Benton	282
Calhoun	711
Carroll	262
Choctaw	355
Claiborne	616
Clarke	782
Clay	939
Coahoma	1531
Copiah	1182
Covington	837
Desoto	3953
East Bolivar	1806
East Chickasaw	217
Forrest	2486
Franklin	440
George	493
Greene	266
Grenada	937
Hancock	637
Harrison	4236
Hinds	8017
Holmes	1299
Humphreys	669
Issaquena	39
Itawamba	501
Jackson	2930
Jasper	745
Jefferson	361
Jefferson Davis	545
Jones	1868
Kemper	555
Lafayette	867
Lamar	965
Lauderdale	2527
Lawrence	441
Leake	721

County	# of Calls
Lee	2430
Leflore	2025
Lincoln	1357
Lowndes	1990
Madison	1793
Marion	836
Marshall	1303
Monroe	1412
Montgomery	639
Neshoba	1044
Newton	726
Noxubee	723
Oktibbeha	1408
Panola	1975
Pearl River	1028
Perry	360
Pike	1917
Pontotoc	643
Prentiss	589
Quitman	444
Rankin	1726
Scott	983
Sharkey	166
Simpson	975
Smith	441
Stone	336
Sunflower	1478
Tallahatchie	734
Tate	727
Tippah	551
Tishomingo	310
Tunica	710
Union	600
Unknown	15292
Walthall	519
Warren	1236
Washington	2641
Wayne	775
Webster	333
West Bolivar	384

County	# of Calls
West Chickasaw	562
Wilkinson	343
Winston	817
Yalobusha	530
Yazoo	979

Grand Total: **108196**

Totals By Call Type

Date Range: From: 4/1/2014 7:30:00AM
To: 4/30/2014 11:59:59PM

Date of Report: 5/5/2014

Tax Offset	460
Access Visitation Program	13
Address/Name Change	367
AOA/SOA Requested	423
Application	104
Appointment	1,912
Balance Owed	449
Bankruptcy	3
Call Ended/Dropped	1,872
Case information	60,195
COMPLAINT	6
Contempt	14
Credit Bureau	35
Debit Card	273
Direct Deposit	74
Employer	566
Establish Order	10
Fees	12
Freeze Bank Acct	9
General Program Info/NCP	9,430
Genetic Testing	295
Interstate	593
License Suspension	632
Materials Request	9
Passport Denial	13
Payment History	339
Pmt-Information/CP	29,153
Refund to NCP	402
Review and Modification	529
Transfer Msg to Supv for Revis	4
Other	
Grand Total:	108,196

METSS Emails by County

Date Range: From: 4/1/2014 7:30:00AM
 To: 4/30/2014 11:59:59AM

Date of Report: 5/5/2014

<u>County</u>	<u>Email No Response Required</u>	<u>1st Email Response Required</u>	<u>2nd Email Response Required</u>	<u>3rd Email Response Required</u>	<u>Total Emails</u>
Adam	179	73	21	5	278
Alcorn	105	36	3	1	145
Amite	55	23	19	5	102
Attala	82	39	7	0	128
Benton	31	10	0	0	41
Calhoun	61	33	1	1	96
Carroll	29	7	0	0	36
Choctaw	53	15	1	0	69
Claiborne	45	35	13	3	96
Clarke	88	32	1	1	122
Clay	72	33	0	1	106
Coahoma	187	90	27	6	310
Copiah	150	69	24	1	244
Covington	73	32	1	1	107
Desoto	642	245	41	1	929
East Bolivar	221	97	34	3	355
East Chickasaw	19	5	2	0	26
Forrest	329	146	37	8	520
Franklin	46	15	1	0	62
George	68	24	6	1	99
Greene	26	12	0	1	39
Grenada	122	41	1	0	164
Hancock	119	49	10	1	179
Harrison	626	303	54	3	986
Hinds	993	476	118	21	1,608
Holmes	101	55	2	0	158
Humphreys	48	25	4	0	77
Issaquena	1	1	0	0	2
Itawamba	76	31	3	2	112
Jackson	486	196	28	8	718
Jasper	64	23	4	3	94
Jefferson	21	15	0	0	36
Jefferson Davis	53	23	3	0	79
Jones	228	97	60	16	401
Kemper	45	16	0	0	61
Lafayette	134	68	19	1	222
Lamar	139	58	8	1	206
Lauderdale	315	125	65	19	524
Lawrence	37	29	3	0	69
Leake	74	43	8	6	131
Lee	305	124	15	1	445
Leflore	207	106	14	0	327
Lincoln	130	58	5	2	195
Lowndes	244	106	18	4	372
Madison	190	89	28	3	310
Marion	82	38	5	0	125
Marshall	150	81	15	5	251
Monroe	172	78	13	2	265
Montgomery	48	14	1	1	64

METSS Emails by County

Date Range: From: 4/1/2014 7:30:00AM
 To: 4/30/2014 11:59:59AM

Date of Report: 5/5/2014

<u>County</u>	<u>Email No Response Required</u>	<u>1st Email Response Required</u>	<u>2nd Email Response Required</u>	<u>3rd Email Response Required</u>	<u>Total Emails</u>
Neshoba	150	51	4	0	205
Newton	82	41	3	0	126
Noxubee	57	27	3	2	89
Oktibbeha	114	63	18	3	198
Panola	238	102	33	6	379
Pearl River	205	89	7	1	302
Perry	40	14	2	0	56
Pike	245	96	10	2	353
Pontotoc	50	34	1	1	86
Prentiss	82	43	7	0	132
Quitman	50	23	5	0	78
Rankin	280	158	22	1	461
Scott	97	48	8	0	153
Sharkey	13	7	1	0	21
Simpson	125	47	5	0	177
Smith	49	12	4	0	65
Stone	40	22	4	0	66
Sunflower	146	58	6	1	211
Tallahatchie	71	25	2	1	99
Tate	87	30	3	0	120
Tippah	87	20	0	0	107
Tishomingo	57	24	1	0	82
Tunica	76	32	7	0	115
Union	85	36	4	0	125
Unknown	8	2	2	76	88
Walthall	64	34	5	1	104
Warren	168	66	33	4	271
Washington	341	124	15	3	483
Wayne	76	29	8	2	115
Webster	26	14	0	1	41
West Bolivar	36	13	1	0	50
West Chickasaw	63	22	1	2	88
Wilkinson	32	23	4	1	60
Winston	85	33	5	0	123
Yalobusha	71	25	4	0	100
Yazoo	111	39	17	0	167
<u>Totals</u>	11,378	4,965	998	246	17,587

Cathy Sykes, Director
Division of Field Operations
Mississippi Department of Human Services
Post Office Box 352
Jackson, MS 39205-0352

June 6, 2014

Re: Call Center Monthly Progress Report for May 2014

Dear Ms. Sykes:

This is the May monthly progress report for the contract between YoungWilliams, P.C. and the Division of Child Support Enforcement, Mississippi Department of Human Services. This report focuses on the customer service call center. The scopes of services outlined in the contract in paragraph 3.K. are set out below in the following categories: Facilities; Technology; Personnel/Human Resources; Training of Personnel; Call Handling; Financial/Billing; and Other. In addition, attached to this report is Attachment A, May's Call Statistics; Attachment B, MS Calls by County; and Attachment C, Performance Queue.

Facilities

Office Space – Office Space is completed and functioning as needed in a production environment.

Equipment – All technology components have been delivered, installed, and is in production.

Supplies – Additional general office supplies have been purchased on an as-needed basis for daily use.

Technology

In May, no modifications were made to the IVR. The IVR operated at 100% during this month.

Personnel/Human Resources

As of May 31st, the call center employed Seventy-nine people. Positions include one Project Manager, one Deputy Project Manager, one Quality Assurance Manager, one Quality Assurance Specialist, one Junior System Administrator, one Human Resources/Administrator Coordinator, one Trainer, five Customer Service Supervisors, five Customer Service Leads, four team assistance, and fifty-eight Customer Service Representatives. This year we have had six terminations.

Training of Personnel

The class took their final exam on May 14th. They came to the floor to take call May 15th. All eight persons made it to the floor. There are no other classes scheduled at this time.

Call Handling

The attached Queue Performance Report states the following:

Total Calls: 350,679
IVR Calls Only: 230,662
CSR Requested Calls: 120,017
Abandoned: 14,692(7,815 within 60 seconds, 6,877after 60 seconds)
Total Calls Resolved by CSR: 105,322

The number of METSS mail sent to the county offices 17,300, with 11,265 being FYI, and 4,811 for action (removing the unknown emails). See the attached report for a breakdown of the types of email sent.

In May, the highest call day was Thursday, May 1st where 9,181 calls were received in the Center.

The difference between the Queue report and the Y-Track report is 341 more calls.

Financial/Billing

For the month of May we have submitted our bills consistent with the contract.

Other

This report should comply with the requirement of paragraph 3.K. of the contract for us to submit a monthly progress report.

We do not currently have any contractors. All subcontractors will meet or exceed these requirements. No contact has been made with the media.

Sincerely,

Larry Bledsoe
Project Manager
MS Call Center

cc: Robert L. Wells, President
Bob Johnson, President of Operations



Yazoo City CSE Call Center



Queue Performance

Date Range: From: 5/1/2014 12:00:00AM To: 5/31/2014 11:59:59PM

<u>Total Calls</u>	<u>Serviced by IVR</u>	<u>Transferred to Queue</u>	<u>Answered</u>	<u>Abandoned <60</u>	<u>Abandoned >60</u>	<u>Avg Talk Time</u>	<u>Avg ACW</u>
350679	230662	120017	105322	7815	6877	00:02:26	00:01:33



Calls By County

Date Range: From: 05/01/2014 07:30:00 AM

To: 5/31/2014 11:59:59PM

County	# of Calls
Adam	1158
Alcorn	690
Amite	507
Attala	862
Benton	318
Calhoun	636
Carroll	300
Choctaw	274
Claiborne	643
Clarke	751
Clay	1052
Coahoma	1418
Copiah	1038
Covington	770
Desoto	3682
East Bolivar	1595
East Chickasaw	218
Forrest	2387
Franklin	412
George	530
Greene	324
Grenada	901
Hancock	683
Harrison	4105
Hinds	8136
Holmes	1270
Humphreys	637
Issaquena	35
Itawamba	454
Jackson	2730
Jasper	697
Jefferson	407
Jefferson Davis	660
Jones	1808
Kemper	580
Lafayette	862
Lamar	1021
Lauderdale	2388
Lawrence	350
Leake	665

County	# of Calls
Lee	2308
Leflore	1976
Lincoln	1329
Lowndes	2091
Madison	1642
Marion	798
Marshall	1322
Monroe	1395
Montgomery	616
Neshoba	971
Newton	666
Noxubee	725
Oktibbeha	1432
Panola	1828
Pearl River	958
Perry	334
Pike	1846
Pontotoc	612
Prentiss	586
Quitman	464
Rankin	1909
Scott	978
Sharkey	192
Simpson	1038
Smith	430
Stone	381
Sunflower	1514
Tallahatchie	714
Tate	757
Tippah	475
Tishomingo	298
Tunica	629
Union	596
Unknown	14579
Walthall	502
Warren	1140
Washington	2543
Wayne	785
Webster	323
West Bolivar	335

County	# of Calls
West Chickasaw	477
Wilkinson	373
Winston	775
Yalobusha	470
Yazoo	915

Grand Total: **104981**

Totals By Call Type

Date Range: From: 5/1/2014 7:30:00AM
To: 5/31/2014 11:59:59PM

Date of Report: 6/3/2014

Tax Offset	280
Access Visitation Program	8
Address/Name Change	349
AOA/SOA Requested	450
Application	94
Appointment	1,544
Balance Owed	390
Bankruptcy	1
Call Ended/Dropped	1,942
Case information	57,624
COMPLAINT	10
Contempt	40
Credit Bureau	31
Debit Card	294
Direct Deposit	70
Employer	559
Establish Order	12
Fees	7
Freeze Bank Acct	6
General Program Info/NCP	8,539
Genetic Testing	292
Interstate	611
License Suspension	557
Materials Request	5
Passport Denial	12
Payment History	321
Pmt-Information/CP	29,839
Refund to NCP	512
Review and Modification	573
Transfer Msg to Supv for Revis	9
Other	
Grand Total:	104,981

Date Range: From: 5/1/2014 7:30:00AM
To: 5/31/2014 11:59:59AM

Date of Report: 6/3/2014

<u>County</u>	<u>Email No Response Required</u>	<u>1st Email Response Required</u>	<u>2nd Email Response Required</u>	<u>3rd Email Response Required</u>	<u>Total Emails</u>
Adam	145	65	27	4	241
Alcorn	95	44	3	0	142
Amite	43	34	15	3	95
Attala	69	33	9	1	112
Benton	37	14	3	0	54
Calhoun	53	23	2	0	78
Carroll	23	17	2	0	42
Choctaw	23	8	0	0	31
Claiborne	61	18	10	3	92
Clarke	64	37	0	0	101
Clay	99	34	3	0	136
Coahoma	193	65	26	3	287
Copiah	120	55	19	3	197
Covington	74	26	3	0	103
Desoto	618	260	36	4	918
East Bolivar	201	84	35	9	329
East Chickasaw	14	8	0	0	22
Forrest	303	133	38	3	477
Franklin	36	15	0	0	51
George	72	34	9	0	115
Greene	33	25	3	0	61
Grenada	98	42	0	0	140
Hancock	121	46	9	2	178
Harrison	679	321	46	8	1,054
Hinds	1,005	457	119	22	1,603
Holmes	99	40	4	1	144
Humphreys	51	23	3	2	79
Issaquena	1	1	0	0	2
Itawamba	75	22	1	0	98
Jackson	449	206	34	4	693
Jasper	74	26	3	0	103
Jefferson	28	15	7	4	54
Jefferson Davis	52	29	1	0	82
Jones	223	92	44	18	377
Kemper	43	19	1	0	63
Lafayette	144	52	16	0	212
Lamar	152	52	4	0	208
Lauderdale	312	110	31	3	456
Lawrence	52	13	0	0	65
Leake	69	45	12	3	129
Lee	321	145	13	1	480
Leflore	211	86	23	1	321
Lincoln	118	61	2	0	181
Lowndes	234	132	24	0	390
Madison	198	82	21	4	305
Marion	82	36	4	0	122
Marshall	184	84	19	2	289
Monroe	176	65	21	0	262

MS CSC
METSS Emails by County

Date Range: From: 5/1/2014 7:30:00AM
To: 5/31/2014 11:59:59AM

Date of Report: 6/3/2014

<u>County</u>	<u>Email No Response Required</u>	<u>1st Email Response Required</u>	<u>2nd Email Response Required</u>	<u>3rd Email Response Required</u>	<u>Total Emails</u>
Montgomery	53	22	1	0	76
Neshoba	165	50	4	2	221
Newton	75	33	6	0	114
Noxubee	53	18	2	0	73
Oktibbeha	138	72	5	2	217
Panola	221	92	21	4	338
Pearl River	169	75	5	0	249
Perry	39	13	2	0	54
Pike	235	114	8	0	357
Pontotoc	71	15	1	0	87
Prentiss	104	34	5	0	143
Quitman	53	10	6	0	69
Rankin	330	175	30	1	536
Scott	116	44	15	2	177
Sharkey	21	12	0	1	34
Simpson	127	77	7	2	213
Smith	40	19	5	1	65
Stone	42	15	5	0	62
Sunflower	137	60	13	2	212
Tallahatchie	78	31	0	0	109
Tate	85	41	6	0	132
Tippah	82	29	3	0	114
Tishomingo	58	17	3	0	78
Tunica	65	29	5	2	101
Union	73	34	1	1	109
Unknown	16	0	3	58	77
Walthall	63	21	12	1	97
Warren	175	87	20	5	287
Washington	320	120	10	2	452
Wayne	67	27	1	0	95
Webster	18	17	1	1	37
West Bolivar	38	12	2	0	52
West Chickasaw	37	19	2	0	58
Wilkinson	50	23	7	2	82
Winston	73	32	1	0	106
Yalobusha	48	27	5	3	83
Yazoo	103	38	16	3	160
<u>Totals</u>	11,265	4,888	944	203	17,300

Cathy Sykes, Director
Division of Field Operations
Mississippi Department of Human Services
Post Office Box 352
Jackson, MS 39205-0352

July 8, 2014

Re: Call Center Monthly Progress Report for June 2014

Dear Ms. Sykes:

This is the June monthly progress report for the contract between YoungWilliams, P.C. and the Division of Child Support Enforcement, Mississippi Department of Human Services. This report focuses on the customer service call center. The scopes of services outlined in the contract in paragraph 3.K. are set out below in the following categories: Facilities; Technology; Personnel/Human Resources; Training of Personnel; Call Handling; Financial/Billing; and Other. In addition, attached to this report is Attachment A, June's Call Statistics; Attachment B, MS Calls by County; and Attachment C, Performance Queue.

Facilities

Office Space – Office Space is completed and functioning as needed in a production environment.

Equipment – All technology components have been delivered, installed, and is in production.

Supplies – Additional general office supplies have been purchased on an as-needed basis for daily use.

Technology

In June, no modifications were made to the IVR. The IVR operated at 100% during this month.

Personnel/Human Resources

As of June 30th, the call center employed Seventy-seven people. Positions include one Project Manager, one Deputy Project Manager, one Quality Assurance Manager, one Quality Assurance Specialist, one Junior System Administrator, one Human Resources/Administrator Coordinator, one Trainer, five Customer Service Supervisors, five Customer Service Leads, four team assistance, and fifty-six Customer Service Representatives. This year we have had seven terminations.

Training of Personnel

There was no training class in June.

Call Handling

The attached Queue Performance Report states the following:

Total Calls: 330,285
IVR Calls Only: 219,469
CSR Requested Calls: 110,816
Abandoned: 8,699 (5,190 within 60 seconds, 3,509 after 60 seconds)
Total Calls Resolved by CSR: 102,117

The number of METSS mail sent to the county offices 16,079, with 10,539 being FYI, and 5,540 for action (removing the unknown emails). See the attached report for a breakdown of the types of email sent.

In June, the highest call day was Monday, June 2nd where 7,860 calls were received in the Center.

The difference between the Queue report and the Y-Track report is 485 more calls.

Financial/Billing

For the month of June we have submitted our bills consistent with the contract.

Other

This report should comply with the requirement of paragraph 3.K. of the contract for us to submit a monthly progress report.

We do not currently have any contractors. All subcontractors will meet or exceed these requirements. No contact has been made with the media.

Sincerely,

Larry Bledsoe
Project Manager
MS Call Center

cc: Robert L. Wells, President
Bob Johnson, President of Operations



Yazoo City CSE Call Center



Queue Performance

Date Range: From: 6/1/2014 12:00:00AM To: 6/30/2014 11:59:59PM

<u>Total Calls</u>	<u>Serviced by IVR</u>	<u>Transferred to Queue</u>	<u>Answered</u>	<u>Abandoned <60</u>	<u>Abandoned >60</u>	<u>Avg Talk Time</u>	<u>Avg ACW</u>
330285	219469	110816	102117	5190	3509	00:02:35	00:01:38



Calls By County

Date Range: From: 06/01/2014 07:30:00 AM

To: 6/30/2014 11:59:59PM

County	# of Calls
Adam	1224
Alcorn	747
Amite	474
Attala	854
Benton	266
Calhoun	654
Carroll	279
Choctaw	308
Claiborne	688
Clarke	843
Clay	1191
Coahoma	1510
Copiah	1106
Covington	852
Desoto	3718
East Bolivar	1656
East Chickasaw	255
Forrest	2557
Franklin	459
George	486
Greene	277
Grenada	888
Hancock	670
Harrison	4359
Hinds	8376
Holmes	1378
Humphreys	715
Issaquena	51
Itawamba	406
Jackson	2833
Jasper	764
Jefferson	429
Jefferson Davis	608
Jones	1828
Kemper	634
Lafayette	879
Lamar	1038
Lauderdale	2453
Lawrence	329
Leake	671

County	# of Calls
Lee	2386
Leflore	2042
Lincoln	1394
Lowndes	2084
Madison	1860
Marion	738
Marshall	1322
Monroe	1556
Montgomery	532
Neshoba	927
Newton	694
Noxubee	767
Oktibbeha	1438
Panola	1749
Pearl River	944
Perry	302
Pike	2014
Pontotoc	650
Prentiss	542
Quitman	493
Rankin	2055
Scott	967
Sharkey	207
Simpson	908
Smith	440
Stone	364
Sunflower	1485
Tallahatchie	723
Tate	846
Tippah	498
Tishomingo	323
Tunica	670
Union	582
Unknown	8121
Walthall	538
Warren	1231
Washington	2826
Wayne	823
Webster	322
West Bolivar	372

County	# of Calls
West Chickasaw	603
Wilkinson	300
Winston	764
Yalobusha	476
Yazoo	1041

Grand Total: **101632**

Totals By Call Type

Date Range: From: 6/1/2014 7:30:00AM
To: 6/30/2014 11:59:59PM

Date of Report: 7/1/2014

Tax Offset	236
Access Visitation Program	24
Address/Name Change	377
AOA/SOA Requested	413
Application	79
Appointment	1,632
Balance Owed	456
Bankruptcy	2
Call Ended/Dropped	2,212
Case information	55,024
COMPLAINT	10
Contempt	50
Credit Bureau	19
Debit Card	287
Direct Deposit	84
Employer	591
Establish Order	12
Fees	3
Freeze Bank Acct	1
General Program Info/NCP	4,929
Genetic Testing	380
Interstate	667
License Suspension	617
Materials Request	2
Passport Denial	21
Payment History	360
Pmt-Information/CP	31,903
Refund to NCP	559
Review and Modification	681
Transfer Msg to Supv for Revis	1
Other	
Grand Total:	101,632

METSS Emails by County

Date Range: From: 6/1/2014 12:00:00AM
To: 6/30/2014 11:59:59AM

Date of Report: 7/1/2014

<u>County</u>	<u>Email No Response Required</u>	<u>1st Email Response Required</u>	<u>2nd Email Response Required</u>	<u>3rd Email Response Required</u>	<u>Total Emails</u>
Adam	170	71	15	3	259
Alcorn	105	34	3	0	142
Amite	47	25	2	0	74
Attala	59	36	5	1	101
Benton	32	9	1	0	42
Calhoun	49	20	1	2	72
Carroll	24	10	5	0	39
Choctaw	34	10	0	0	44
Claiborne	55	22	5	2	84
Clarke	76	23	2	1	102
Clay	81	22	1	1	105
Coahoma	184	78	16	2	280
Copiah	108	36	5	2	151
Covington	85	32	3	1	121
Desoto	562	281	27	1	871
East Bolivar	191	79	32	3	305
East Chickasaw	19	9	2	1	31
Forrest	344	150	34	2	530
Franklin	49	20	1	2	72
George	60	26	9	0	95
Greene	33	17	8	0	58
Grenada	99	26	5	1	131
Hancock	120	53	3	1	177
Harrison	684	320	48	2	1,054
Hinds	942	427	86	16	1,471
Holmes	113	42	6	1	162
Humphreys	42	18	4	0	64
Issaquena	3	1	0	0	4
Itawamba	46	26	3	0	75
Jackson	428	193	22	4	647
Jasper	59	34	0	0	93
Jefferson	23	10	1	0	34
Jefferson Davis	51	25	1	2	79
Jones	206	101	43	8	358
Kemper	34	13	0	0	47
Lafayette	119	58	15	1	193
Lamar	124	63	4	1	192
Lauderdale	286	120	30	2	438
Lawrence	31	7	2	0	40
Leake	77	27	7	0	111
Lee	297	130	11	0	438
Leflore	193	96	13	4	306
Lincoln	131	60	8	0	199
Lowndes	249	94	15	0	358
Madison	186	96	33	0	315
Marion	73	22	4	0	99
Marshall	132	92	15	1	240
Monroe	136	79	7	1	223

MS CSC
METSS Emails by County

Date Range: From: 6/1/2014 12:00:00AM
To: 6/30/2014 11:59:59AM

Date of Report: 7/1/2014

<u>County</u>	<u>Email No Response Required</u>	<u>1st Email Response Required</u>	<u>2nd Email Response Required</u>	<u>3rd Email Response Required</u>	<u>Total Emails</u>
Montgomery	35	11	0	1	47
Neshoba	104	53	2	1	160
Newton	61	30	4	0	95
Noxubee	55	19	1	2	77
Oktibbeha	119	47	2	1	169
Panola	184	102	12	2	300
Pearl River	150	64	7	1	222
Perry	26	14	2	0	42
Pike	236	101	11	0	348
Pontotoc	62	27	3	1	93
Prentiss	53	28	9	1	91
Quitman	54	16	4	1	75
Rankin	331	171	17	1	520
Scott	79	35	12	0	126
Sharkey	18	7	0	0	25
Simpson	113	44	5	0	162
Smith	42	24	0	0	66
Stone	41	15	0	0	56
Sunflower	104	52	3	1	160
Tallahatchie	58	24	1	0	83
Tate	108	53	4	0	165
Tippah	67	23	3	1	94
Tishomingo	56	27	1	0	84
Tunica	85	29	3	0	117
Union	58	23	2	0	83
Unknown	12	4	0	18	34
Walthall	80	27	4	2	113
Warren	155	78	23	1	257
Washington	329	134	7	0	470
Wayne	53	33	7	1	94
Webster	27	8	0	0	35
West Bolivar	22	6	2	0	30
West Chickasaw	41	23	1	0	65
Wilkinson	36	11	4	2	53
Winston	69	35	7	0	111
Yalobusha	60	20	1	0	81
Yazoo	105	52	25	2	184
<u>Totals</u>	10,539	4,713	752	109	16,113

Cathy Sykes, Director
Division of Field Operations
Mississippi Department of Human Services
Post Office Box 352
Jackson, MS 39205-0352

August 7, 2014

Re: Call Center Monthly Progress Report for July 2014

Dear Ms. Sykes:

This is the July monthly progress report for the contract between YoungWilliams, P.C. and the Division of Child Support Enforcement, Mississippi Department of Human Services. This report focuses on the customer service call center. The scopes of services outlined in the contract in paragraph 3.K. are set out below in the following categories: Facilities; Technology; Personnel/Human Resources; Training of Personnel; Call Handling; Financial/Billing; and Other. In addition, attached to this report is Attachment A, July's Call Statistics; Attachment B, MS Calls by County; and Attachment C, Performance Queue.

Facilities

Office Space – Office Space is completed and functioning as needed in a production environment.

Equipment – All technology components have been delivered, installed, and is in production.

Supplies – Additional general office supplies have been purchased on an as-needed basis for daily use.

Technology

In July, no modifications were made to the IVR. The IVR operated at 100% during this month.

Personnel/Human Resources

As of July 31st, the call center employed Seventy-six people. Positions include one Project Manager, one Deputy Project Manager, one Quality Assurance Manager, one Quality Assurance Specialist, one Junior System Administrator, one Human Resources/Administrator Coordinator, one Trainer, five Customer Service Supervisors, five Customer Service Leads, four team assistance, and fifty-five Customer Service Representatives. This year we have had eight terminations.

Training of Personnel

There was no training class in July.

Call Handling

The attached Queue Performance Report states the following:

Total Calls: 348,169
IVR Calls Only: 226,250
CSR Requested Calls: 121,919
Abandoned: 11,918 (7,642 within 60 seconds, 4,276 after 60 seconds)
Total Calls Resolved by CSR: 110,000

The number of METSS mail sent to the county offices 18,109 with 11,454 being FYI, and 6,655 for action. See the attached report for a breakdown of the types of email sent.

In July, the highest call day was Tuesday, July 1st where 9,471 calls were received in the Center.

The difference between the Queue report and the Y-Track report is 368 more calls.

Financial/Billing

For the month of July we have submitted our bills consistent with the contract.

Other

This report should comply with the requirement of paragraph 3.K. of the contract for us to submit a monthly progress report.

We do not currently have any contractors. All subcontractors will meet or exceed these requirements. No contact has been made with the media.

Sincerely,

Larry Bledsoe
Project Manager
MS Call Center

cc: Robert L. Wells, President
Bob Johnson, President of Operations



Yazoo City CSE Call Center



Queue Performance

Date Range: From: 7/1/2014 12:00:00AM To: 7/31/2014 11:59:59PM

<u>Total Calls</u>	<u>Serviced by IVR</u>	<u>Transferred to Queue</u>	<u>Answered</u>	<u>Abandoned <60</u>	<u>Abandoned >60</u>	<u>Avg Talk Time</u>	<u>Avg ACW</u>
348169	226250	121919	110000	7642	4276	00:02:24	00:01:27



Calls By County

Date Range: From: 07/01/2014 07:30:00 AM

To: 7/31/2014 11:59:59PM

County	# of Calls
Adam	1245
Alcorn	726
Amite	454
Attala	809
Benton	263
Calhoun	675
Carroll	290
Choctaw	309
Claiborne	634
Clarke	831
Clay	1116
Coahoma	1601
Copiah	1132
Covington	663
Desoto	4296
East Bolivar	1588
East Chickasaw	308
Forrest	2553
Franklin	434
George	513
Greene	285
Grenada	903
Hancock	706
Harrison	4451
Hinds	7960
Holmes	1277
Humphreys	664
Issaquena	35
Itawamba	442
Jackson	2915
Jasper	725
Jefferson	431
Jefferson Davis	633
Jones	1878
Kemper	559
Lafayette	899
Lamar	1040
Lauderdale	2479
Lawrence	324
Leake	677

County	# of Calls
Lee	2387
Leflore	1996
Lincoln	1390
Lowndes	2131
Madison	1919
Marion	800
Marshall	1283
Monroe	1549
Montgomery	622
Neshoba	939
Newton	762
Noxubee	769
Oktibbeha	1432
Panola	1710
Pearl River	990
Perry	340
Pike	2045
Pontotoc	684
Prentiss	524
Quitman	502
Rankin	1871
Scott	894
Sharkey	215
Simpson	887
Smith	319
Stone	311
Sunflower	1439
Tallahatchie	628
Tate	708
Tippah	516
Tishomingo	285
Tunica	639
Union	671
Unknown	16616
Walthall	531
Warren	1132
Washington	2779
Wayne	764
Webster	320
West Bolivar	417

County	# of Calls
West Chickasaw	603
Wilkinson	300
Winston	764
Yalobusha	476
Yazoo	1041

Grand Total: **109623**

Totals By Call Type

Date Range: From: 7/1/2014 7:30:00AM
To: 7/31/2014 11:59:59PM

Date of Report: 8/1/2014

Tax Offset	147
Access Visitation Program	13
Address/Name Change	402
AOA/SOA Requested	406
Application	96
Appointment	1,377
Balance Owed	434
Bankruptcy	2
Call Ended/Dropped	2,532
Case information	58,703
COMPLAINT	7
Contempt	31
Credit Bureau	24
Debit Card	273
Direct Deposit	88
Employer	614
Establish Order	21
Fees	6
General Program Info/NCP	9,753
Genetic Testing	457
Interstate	650
License Suspension	628
Materials Request	3
Passport Denial	19
Payment History	374
Pmt-Information/CP	31,234
Refund to NCP	590
Review and Modification	748
Other	
Grand Total:	109,632

METSS Emails by County

Date Range: From: 7/1/2014 7:30:00 AM
To: 7/31/2014 11:59:59 AM

Date of Report: 8/1/20

<u>County</u>	<u>Email No Response Required</u>	<u>1st Email Response Required</u>	<u>2nd Email Response Required</u>	<u>3rd Email Response Required</u>	<u>Total Emails</u>
Adam	151	76	33	5	265
Alcorn	117	46	13	0	176
Amite	50	30	2	0	82
Attala	77	31	5	0	113
Benton	21	8	3	0	32
Calhoun	75	33	0	1	109
Carroll	27	21	5	1	54
Choctaw	32	14	0	0	46
Claiborne	63	31	2	0	96
Clarke	68	41	2	2	113
Clay	94	49	1	1	145
Coahoma	183	80	29	3	295
Copiah	123	57	16	0	196
Covington	55	35	0	1	91
Desoto	713	342	62	4	1,121
East Bolivar	200	84	42	4	330
East Chickasaw	29	14	0	0	43
Forrest	336	147	33	0	516
Franklin	41	19	3	2	65
George	70	36	5	3	114
Greene	24	20	2	1	47
Grenada	96	54	1	0	151
Hancock	119	69	14	1	203
Harrison	731	360	52	2	1,145
Hinds	992	525	136	18	1,671
Holmes	100	55	2	2	159
Humphreys	53	20	5	0	78
Issaquena	0	1	0	0	1
Itawamba	57	33	3	0	93
Jackson	469	230	47	3	749
Jasper	72	36	2	1	111
Jefferson	33	14	3	0	50
Jefferson Davis	53	32	2	1	88
Jones	278	134	74	13	499
Kemper	45	28	1	2	76
Lafayette	136	62	10	1	209
Lamar	126	76	6	0	208
Lauderdale	341	171	45	2	559
Lawrence	47	16	1	0	64
Leake	73	50	6	0	129
Lee	293	133	11	4	441
Leflore	203	93	9	2	307
Lincoln	141	74	11	2	228
Lowndes	254	121	17	1	393
Madison	220	116	30	4	370

Marion	102	31	3	0	136
Marshall	179	74	17	2	272
Monroe	155	79	9	1	244
Montgomery	51	23	0	0	74
Neshoba	111	67	4	0	182
Newton	98	44	1	0	143
Noxubee	60	35	2	0	97
Oktibbeha	126	61	13	0	200
Panola	193	107	13	1	314
Pearl River	185	86	7	1	279
Perry	44	17	0	0	61
Pike	250	100	9	0	359
Pontotoc	78	37	1	1	117
Prentiss	63	45	4	1	113
Quitman	52	23	3	1	79
Rankin	314	181	17	0	512
Scott	106	40	5	0	151
Sharkey	21	4	0	0	25
Simpson	113	56	4	0	173
Smith	35	19	1	1	56
Stone	42	14	1	1	58
Sunflower	127	57	5	2	191
Tallahatchie	61	26	3	0	90
Tate	86	38	3	1	128
Tippah	60	30	7	2	99
Tishomingo	62	23	0	0	85
Tunica	86	38	4	1	129
Union	67	36	1	0	104
Walthall	59	35	8	2	104
Warren	173	61	34	5	273
Washington	344	156	10	1	511
Wayne	58	25	10	1	94
Webster	23	13	0	1	37
West Bolivar	39	13	5	1	58
West Chickasaw	49	24	2	1	76
Wilkinson	38	22	4	0	64
Winston	95	43	12	0	150
Yalobusha	50	27	1	0	78
Yazoo	105	35	19	3	162
<u>Totals</u>	11,454	5,564	992	212	18,109

Cathy Sykes, Director
Division of Field Operations
Mississippi Department of Human Services
Post Office Box 352
Jackson, MS 39205-0352

September 8, 2014

Re: Call Center Monthly Progress Report for August 2014

Dear Ms. Sykes:

This is the August monthly progress report for the contract between YoungWilliams, P.C. and the Division of Child Support Enforcement, Mississippi Department of Human Services. This report focuses on the customer service call center. The scopes of services outlined in the contract in paragraph 3.K. are set out below in the following categories: Facilities; Technology; Personnel/Human Resources; Training of Personnel; Call Handling; Financial/Billing; and Other. In addition, attached to this report is Attachment A, August's Call Statistics; Attachment B, MS Calls by County; and Attachment C, Performance Queue.

Facilities

Office Space – Office Space is completed and functioning as needed in a production environment.

Equipment – All technology components have been delivered, installed, and is in production. The refresh equipment was installed the week of August 11th.

Supplies – Additional general office supplies have been purchased on an as-needed basis for daily use.

Technology

In August, no modifications were made to the IVR. The IVR operated at 100% during this month.

Personnel/Human Resources

As of August 31st, the call center employed Seventy-five people. Positions include one Project Manager, one Deputy Project Manager, one Quality Assurance Manager, one Quality Assurance Specialist, one Junior System Administrator, one Human Resources/Administrator Coordinator, one Trainer, five Customer Service Supervisors, five Customer Service Leads, four team assistance, and fifty-four Customer Service Representatives. This year we have had nine terminations.

Training of Personnel

There was no training class in August.

Call Handling

The attached Queue Performance Report states the following:

Total Calls: 334,610
IVR Calls Only: 221,352
CSR Requested Calls: 113,258
Abandoned: 9,240 (5,677 within 60 seconds, 3,563 after 60 seconds)
Total Calls Resolved by CSR: 104,017

The number of METSS mail sent to the county offices 18,283 with 11,266 being FYI, and 7,017 for action. See the attached report for a breakdown of the types of email sent.

In August, the highest call day was Monday, August 4th where 8,942 calls were received in the Center.

The difference between the Queue report and the Y-Track report is 640 more calls.

Financial/Billing

For the month of August we have submitted our bills consistent with the contract.

Other

This report should comply with the requirement of paragraph 3.K. of the contract for us to submit a monthly progress report.

We do not currently have any contractors. All subcontractors will meet or exceed these requirements. No contact has been made with the media.

Sincerely,

Larry Bledsoe
Project Manager
MS Call Center

cc: Robert L. Wells, President
Bob Johnson, President of Operations



Yazoo City CSE Call Center



Queue Performance

Date Range: From: 8/1/2014 12:00:00AM To: 8/31/2014 11:59:59PM

<u>Total Calls</u>	<u>Serviced by IVR</u>	<u>Transferred to Queue</u>	<u>Answered</u>	<u>Abandoned <60</u>	<u>Abandoned >60</u>	<u>Avg Talk Time</u>	<u>Avg ACW</u>
334610	221352	113258	104017	5677	3563	00:02:28	00:01:31



Calls By County

Date Range: From: 08/01/2014 07:30:00 AM

To: 8/31/2014 11:59:59PM

County	# of Calls
Adam	1335
Alcorn	756
Amite	446
Attala	825
Benton	282
Calhoun	679
Carroll	252
Choctaw	297
Claiborne	668
Clarke	810
Clay	972
Coahoma	1636
Copiah	992
Covington	774
Desoto	4239
East Bolivar	1486
East Chickasaw	285
Forrest	2602
Franklin	460
George	539
Greene	214
Grenada	878
Hancock	796
Harrison	4478
Hinds	8113
Holmes	1374
Humphreys	629
Issaquena	30
Itawamba	468
Jackson	2801
Jasper	687
Jefferson	433
Jefferson Davis	586
Jones	1847
Kemper	543
Lafayette	861
Lamar	956
Lauderdale	2406
Lawrence	393
Leake	704

County	# of Calls
Lee	2411
Leflore	2129
Lincoln	1449
Lowndes	2038
Madison	1757
Marion	818
Marshall	1373
Monroe	1471
Montgomery	568
Neshoba	915
Newton	687
Noxubee	840
Oktibbeha	1231
Panola	1823
Pearl River	876
Perry	328
Pike	1917
Pontotoc	687
Prentiss	486
Quitman	452
Rankin	1808
Scott	908
Sharkey	238
Simpson	947
Smith	358
Stone	370
Sunflower	1385
Tallahatchie	744
Tate	691
Tippah	554
Tishomingo	328
Tunica	651
Union	625
Unknown	10666
Walthall	479
Warren	1270
Washington	2824
Wayne	810
Webster	358
West Bolivar	382

County	# of Calls
West Chickasaw	581
Wilkinson	357
Winston	776
Yalobusha	492
Yazoo	987

Grand Total: **103377**



Yazoo City Call Center



Totals By Call Type

Date Range: From: 8/1/2014 7:30:00AM
 To: 8/31/2014 11:59:59PM

Date of Report: 9/4/2014

Tax Offset	115
Access Visitation Program	12
Address/Name Change	446
AOA/SOA Requested	406
Application	88
Appointment	1,416
Balance Owed	390
Bankruptcy	1
Call Ended/Dropped	2,225
Case information	56,867
COMPLAINT	13
Contempt	30
Credit Bureau	19
Debit Card	276
Direct Deposit	93
Employer	595
Establish Order	11
Fees	7
Freeze Bank Acct	1
General Program Info/NCP	6,307
Genetic Testing	411
Interstate	634
License Suspension	578
Materials Request	4
Passport Denial	16
Payment History	333
Pmt-Information/CP	30,730
Refund to NCP	560
Review and Modification	793
Other	
Grand Total:	103,377

MS CSC

METSS Emails by County

Date Range: From: 8/1/2014 7:30:00AM
To: 8/31/2014 11:59:59AM

Date of Report: 9/4/2014

<u>County</u>	<u>Email No Response Required</u>	<u>1st Email Response Required</u>	<u>2nd Email Response Required</u>	<u>3rd Email Response Required</u>	<u>Total Emails</u>
Adam	151	101	31	7	290
Alcorn	114	65	2	3	184
Amite	56	29	4	1	90
Attala	70	50	4	0	124
Benton	22	15	0	0	37
Calhoun	52	39	0	0	91
Carroll	20	18	3	0	41
Choctaw	28	18	0	0	46
Claiborne	63	30	4	1	98
Clarke	84	41	1	0	126
Clay	97	42	1	1	141
Coahoma	182	98	28	6	314
Copiah	118	58	8	0	184
Covington	77	52	3	2	134
Desoto	668	401	57	5	1,131
East Bolivar	175	102	34	6	317
East Chickasaw	27	20	2	1	50
Forrest	326	194	26	3	549
Franklin	43	24	0	1	68
George	67	39	13	0	119
Greene	26	15	4	1	46
Grenada	100	56	5	1	162
Hancock	113	58	16	4	191
Harrison	689	394	51	1	1,135
Hinds	1,054	517	145	19	1,735
Holmes	107	55	5	0	167
Humphreys	51	29	2	1	83
Issaquena	3	4	0	0	7
Itawamba	75	35	4	0	114
Jackson	476	225	45	7	753
Jasper	64	35	3	0	102
Jefferson	24	7	2	1	34
Jefferson Davis	39	22	1	1	63
Jones	260	124	65	9	458
Kemper	33	20	0	0	53
Lafayette	127	58	10	2	197
Lamar	141	59	5	1	206
Lauderdale	320	173	51	3	547
Lawrence	41	22	2	0	65
Leake	88	43	10	1	142
Lee	286	157	15	3	461
Leflore	219	109	11	4	343
Lincoln	140	73	9	2	224
Lowndes	248	134	17	0	399
Madison	190	101	26	0	317
Marion	93	43	5	1	142

MS CSC METSS Emails by County

Date Range: From: 8/1/2014 7:30:00AM
To: 8/31/2014 11:59:59AM

Date of Report: 9/4/2014

<u>County</u>	<u>Email No Response Required</u>	<u>1st Email Response Required</u>	<u>2nd Email Response Required</u>	<u>3rd Email Response Required</u>	<u>Total Emails</u>
Marshall	159	99	11	1	270
Monroe	158	73	9	1	241
Montgomery	53	21	1	2	77
Neshoba	98	46	5	2	151
Newton	84	45	1	0	130
Noxubee	74	31	6	1	112
Oktibbeha	141	66	5	0	212
Panola	233	100	18	3	354
Pearl River	153	92	8	1	254
Perry	30	19	1	0	50
Pike	213	92	7	2	314
Pontotoc	83	30	1	0	114
Prentiss	63	35	2	0	100
Quitman	50	19	4	1	74
Rankin	301	169	25	3	498
Scott	98	60	16	5	179
Sharkey	15	3	0	1	19
Simpson	99	66	2	1	168
Smith	42	26	4	0	72
Stone	49	13	0	0	62
Sunflower	113	61	2	0	176
Tallahatchie	78	44	0	0	122
Tate	83	41	4	1	129
Tippah	75	26	2	1	104
Tishomingo	67	25	1	0	93
Tunica	83	23	3	0	109
Union	68	40	2	2	112
Walthall	53	32	5	0	90
Warren	178	102	24	2	306
Washington	384	175	5	2	566
Wayne	71	40	1	1	113
Webster	25	13	3	1	42
West Bolivar	27	16	7	3	53
West Chickasaw	47	25	2	0	74
Wilkinson	45	23	3	0	71
Winston	59	35	8	0	102
Yalobusha	62	27	8	0	97
Yazoo	105	64	21	3	193
<u>Totals</u>	11,266	5,921	957	139	18,283

Cathy Sykes, Director
Division of Field Operations
Mississippi Department of Human Services
Post Office Box 352
Jackson, MS 39205-0352

October 7, 2014

Re: Call Center Monthly Progress Report for September 2014

Dear Ms. Sykes:

This is the September monthly progress report for the contract between YoungWilliams, P.C. and the Division of Child Support Enforcement, Mississippi Department of Human Services. This report focuses on the customer service call center. The scopes of services outlined in the contract in paragraph 3.K. are set out below in the following categories: Facilities; Technology; Personnel/Human Resources; Training of Personnel; Call Handling; Financial/Billing; and Other. In addition, attached to this report is Attachment A, September's Call Statistics; Attachment B, MS Calls by County; and Attachment C, Performance Queue.

Facilities

Office Space – Office Space is completed and functioning as needed in a production environment.

Equipment – All technology components have been delivered, installed, and is in production.

Supplies – Additional general office supplies have been purchased on an as-needed basis for daily use.

Technology

In September, no modifications were made to the IVR. The IVR operated at 100% during this month.

Personnel/Human Resources

As of September 30th, the call center employed Seventy-four people. Positions include one Project Manager, one Deputy Project Manager, one Quality Assurance Manager, one Quality Assurance Specialist, one Junior System Administrator, one Human Resources/Administrator Coordinator, one Trainer, five Customer Service Supervisors, five Customer Service Leads, four team assistance, and fifty-three Customer Service Representatives. This year we have had ten terminations.

Training of Personnel

There was no training class in September.

Call Handling

The attached Queue Performance Report states the following:

Total Calls: 346,481
IVR Calls Only: 223,163
CSR Requested Calls: 123,318
Abandoned: 16,761 (10,541 within 60 seconds, 6,220 after 60 seconds)
Total Calls Resolved by CSR: 106,557

The number of METSS mail sent to the county offices 18,809 with 11,185 being FYI, and 6,438 for action. See the attached report for a breakdown of the types of email sent.

In September, the highest call day was Monday, September 22nd where 9,829 calls were received in the Center.

The difference between the Queue report and the Y-Track report is 781 more calls.

Financial/Billing

For the month of September we have submitted our bills consistent with the contract.

Other

This report should comply with the requirement of paragraph 3.K. of the contract for us to submit a monthly progress report.

We do not currently have any contractors. All subcontractors will meet or exceed these requirements. No contact has been made with the media.

Sincerely,

Larry Bledsoe
Project Manager
MS Call Center

cc: Robert L. Wells, President
Bob Johnson, President of Operations



Yazoo City CSE Call Center



Queue Performance

Date Range: From: 9/1/2014 12:00:00AM To: 9/30/2014 11:59:59PM

<u>Total Calls</u>	<u>Serviced by IVR</u>	<u>Transferred to Queue</u>	<u>Answered</u>	<u>Abandoned <60</u>	<u>Abandoned >60</u>	<u>Avg Talk Time</u>	<u>Avg ACW</u>
346481	223163	123318	106557	10541	6220	00:02:30	00:01:32



Calls By County

Date Range: From: 09/01/2014 07:30:00 AM

To: 9/30/2014 11:59:59PM

County	# of Calls
Adam	1366
Alcorn	814
Amite	514
Attala	922
Benton	318
Calhoun	764
Carroll	302
Choctaw	370
Claiborne	694
Clarke	794
Clay	1137
Coahoma	1682
Copiah	1025
Covington	721
Desoto	4495
East Bolivar	1571
East Chickasaw	313
Forrest	2615
Franklin	400
George	537
Greene	321
Grenada	926
Hancock	720
Harrison	4745
Hinds	8189
Holmes	1345
Humphreys	636
Issaquena	33
Itawamba	528
Jackson	2995
Jasper	767
Jefferson	512
Jefferson Davis	609
Jones	1853
Kemper	583
Lafayette	786
Lamar	1053
Lauderdale	2589
Lawrence	430
Leake	698

County	# of Calls
Lee	2764
Leflore	2147
Lincoln	1548
Lowndes	2219
Madison	1894
Marion	897
Marshall	1298
Monroe	1682
Montgomery	692
Neshoba	1039
Newton	799
Noxubee	843
Oktibbeha	1456
Panola	1756
Pearl River	924
Perry	394
Pike	2128
Pontotoc	717
Prentiss	585
Quitman	460
Rankin	2004
Scott	940
Sharkey	269
Simpson	894
Smith	396
Stone	355
Sunflower	1511
Tallahatchie	796
Tate	688
Tippah	573
Tishomingo	355
Tunica	660
Union	662
Unknown	8061
Walthall	529
Warren	1313
Washington	2985
Wayne	831
Webster	370
West Bolivar	381

County	# of Calls
West Chickasaw	553
Wilkinson	389
Winston	875
Yalobusha	465
Yazoo	1007

Grand Total: **105776**

Totals By Call Type

Date Range: From: 9/1/2014 7:30:00AM
To: 9/30/2014 11:59:59PM

Date of Report: 10/3/2014

Tax Offset	96
Access Visitation Program	7
Address/Name Change	441
AOA/SOA Requested	455
Application	106
Appointment	1,214
Balance Owed	471
Bankruptcy	3
Call Ended/Dropped	2,360
Case information	58,764
COMPLAINT	13
Contempt	17
Credit Bureau	36
Debit Card	301
Direct Deposit	98
Employer	634
Establish Order	9
Fees	3
Freeze Bank Acct	5
General Program Info/NCP	4,613
Genetic Testing	461
Interstate	632
License Suspension	597
Materials Request	4
Passport Denial	33
Payment History	275
Pmt-Information/CP	32,840
Refund to NCP	541
Review and Modification	743
Transfer Msg to Supv for Revis	4
Other	
Grand Total:	105,776

METSS Emails by County

Date Range: From: 9/1/2014 7:30:00 AM
To: 9/30/2014 11:59:59 AM

Date of Report: 10/3/20

<u>County</u>	<u>Email No Response Required</u>	<u>1st Email Response Required</u>	<u>2nd Email Response Required</u>	<u>3rd Email Response Required</u>	<u>Total Emails</u>
Adam	170	91	33	7	301
Alcorn	118	50	3	1	172
Amite	48	41	2	0	91
Attala	84	36	5	1	126
Benton	34	12	1	0	47
Calhoun	96	30	1	0	127
Carroll	26	12	2	0	40
Choctaw	44	15	1	0	60
Claiborne	57	38	6	1	102
Clarke	76	33	1	0	110
Clay	102	59	3	0	164
Coahoma	194	91	24	2	311
Copiah	101	66	15	1	183
Covington	79	53	6	0	138
Desoto	635	430	37	2	1,104
East Bolivar	184	104	60	13	361
East Chickasaw	28	23	3	0	54
Forrest	296	178	36	1	511
Franklin	27	19	2	0	48
George	70	37	6	0	113
Greene	33	25	4	0	62
Grenada	104	43	3	0	150
Hancock	136	73	16	0	225
Harrison	742	491	63	3	1,299
Hinds	929	536	138	14	1,617
Holmes	89	68	5	0	162
Humphreys	64	25	3	2	94
Issaquena	1	0	0	0	1
Itawamba	74	37	4	1	116
Jackson	457	262	41	1	761
Jasper	66	33	5	0	104
Jefferson	19	18	2	0	39
Jefferson Davis	47	31	4	0	82
Jones	223	138	66	9	436
Kemper	26	25	0	0	51
Lafayette	98	68	18	0	184
Lamar	149	81	7	1	238
Lauderdale	299	166	45	7	517
Lawrence	38	15	0	1	54
Leake	75	40	12	4	131
Lee	330	184	23	2	539
Leflore	226	117	16	2	361
Lincoln	141	93	9	2	245
Lowndes	274	147	18	2	441
Madison	182	123	26	1	332

Marion	92	38	4	0	134
Marshall	146	95	11	2	254
Monroe	175	97	13	2	287
Montgomery	53	23	1	0	77
Neshoba	120	59	2	1	182
Newton	74	52	6	0	132
Noxubee	75	46	7	0	128
Oktibbeha	129	60	10	0	199
Panola	177	102	22	1	302
Pearl River	152	93	12	0	257
Perry	33	20	6	0	59
Pike	246	135	12	0	393
Pontotoc	73	41	0	0	114
Prentiss	84	39	5	2	130
Quitman	58	25	7	0	90
Rankin	328	184	28	3	543
Scott	87	47	6	2	142
Sharkey	25	5	0	0	30
Simpson	98	56	6	2	162
Smith	47	25	2	0	74
Stone	40	17	2	0	59
Sunflower	125	58	8	1	192
Tallahatchie	66	34	0	1	101
Tate	85	46	2	1	134
Tippah	73	38	2	0	113
Tishomingo	64	28	0	0	92
Tunica	83	42	3	0	128
Union	87	53	0	0	140
Walthall	60	22	10	0	92
Warren	149	99	37	4	289
Washington	337	189	16	1	543
Wayne	66	50	6	0	122
Webster	26	14	1	1	42
West Bolivar	32	19	11	6	68
West Chickasaw	40	29	4	0	73
Wilkinson	48	25	2	0	75
Winston	80	62	6	0	148
Yalobusha	56	54	6	0	116
Yazoo	105	60	21	3	189
<u>Totals</u>	11,185	6,438	1,072	114	18,809

Cathy Sykes, Director
Division of Field Operations
Mississippi Department of Human Services
Post Office Box 352
Jackson, MS 39205-0352

November 7, 2014

Re: Call Center Monthly Progress Report for October 2014

Dear Ms. Sykes:

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Facilities

Office Space – Office Space is completed and functioning as needed in a production environment.

Equipment – All technology components have been delivered, installed, and is in production.

Supplies – Additional general office supplies have been purchased on an as-needed basis for daily use.

Technology

In October, no modifications were made to the IVR. The IVR operated at 100% during this month.

Personnel/Human Resources

As of October 31st, the call center employed Seventy-three people. Positions include one Project Manager, one Deputy Project Manager, one Quality Assurance Manager, one Quality Assurance Specialist, one Junior System Administrator, one Human Resources/Administrator Coordinator, one Trainer, five Customer Service Supervisors, five Customer Service Leads, four team assistance, and fifty-two Customer Service Representatives. This year we have had eleven terminations.

Training of Personnel

There was no training class in October.

Call Handling

The attached Queue Performance Report states the following:

Total Calls: 349,971
IVR Calls Only: 231,086
CSR Requested Calls: 118,885
Abandoned: 7,009 (5,778 within 60 seconds, 1,231 after 60 seconds)
Total Calls Resolved by CSR: 111,876

The number of METSS mail sent to the county offices 18,358 with 10,998 being FYI, and 7,360 for action. See the attached report for a breakdown of the types of email sent.

In October, the highest call day was Monday, October 13th where 7,544 calls were received in the Center.

The difference between the Queue report and the Y-Track report is 625 more calls.

Financial/Billing

For the month of October we have submitted our bills consistent with the contract.

Other

This report should comply with the requirement of paragraph 3.K. of the contract for us to submit a monthly progress report.

We do not currently have any contractors. All subcontractors will meet or exceed these requirements. No contact has been made with the media.

Sincerely,

Larry Bledsoe
Project Manager
MS Call Center

cc: Robert L. Wells, President
Bob Johnson, President of Operations



Yazoo City CSE Call Center



Queue Performance

Date Range: From: 10/1/2014 12:00:00AM To: 10/31/2014 11:59:59PM

<u>Total Calls</u>	<u>Serviced by IVR</u>	<u>Transferred to Queue</u>	<u>Answered</u>	<u>Abandoned <60</u>	<u>Abandoned >60</u>	<u>Avg Talk Time</u>	<u>Avg ACW</u>
349971	231086	118885	111876	5778	1231	00:02:21	00:01:27



Calls By County

Date Range: From: 10/01/2014 07:30:00 AM

To: 10/31/2014 11:59:59PM

County	# of Calls
Adam	1284
Alcorn	904
Amite	415
Attala	1006
Benton	398
Calhoun	832
Carroll	326
Choctaw	300
Claiborne	670
Clarke	862
Clay	1058
Coahoma	1725
Copiah	1118
Covington	727
Desoto	4329
East Bolivar	1650
East Chickasaw	308
Forrest	2581
Franklin	349
George	605
Greene	297
Grenada	963
Hancock	716
Harrison	4391
Hinds	8276
Holmes	1275
Humphreys	612
Issaquena	23
Itawamba	474
Jackson	3062
Jasper	810
Jefferson	364
Jefferson Davis	628
Jones	1836
Kemper	559
Lafayette	928
Lamar	1057
Lauderdale	2564
Lawrence	389
Leake	691

County	# of Calls
Lee	2929
Leflore	2216
Lincoln	1551
Lowndes	2266
Madison	1889
Marion	890
Marshall	1378
Monroe	1635
Montgomery	692
Neshoba	1199
Newton	763
Noxubee	857
Oktibbeha	1577
Panola	1893
Pearl River	896
Perry	332
Pike	2030
Pontotoc	682
Prentiss	616
Quitman	481
Rankin	2075
Scott	994
Sharkey	258
Simpson	937
Smith	363
Stone	375
Sunflower	1497
Tallahatchie	738
Tate	729
Tippah	592
Tishomingo	286
Tunica	693
Union	727
Unknown	13134
Walthall	518
Warren	1298
Washington	2911
Wayne	867
Webster	368
West Bolivar	419

County	# of Calls
West Chickasaw	522
Wilkinson	343
Winston	889
Yalobusha	540
Yazoo	1044

Grand Total: **111251**



Yazoo City Call Center



Totals By Call Type

Date Range: From: 10/1/2014 7:30:00AM
 To: 10/31/2014 11:59:59PM

Date of Report: 11/4/2014

Tax Offset	53
Access Visitation Program	17
Address/Name Change	596
AOA/SOA Requested	491
Application	94
Appointment	1,372
Balance Owed	403
Bankruptcy	2
Call Ended/Dropped	2,802
Case information	59,666
COMPLAINT	11
Contempt	15
Credit Bureau	33
Debit Card	410
Direct Deposit	92
Employer	778
Establish Order	11
Fees	3
Freeze Bank Acct	5
General Program Info/NCP	7,340
Genetic Testing	405
Interstate	665
License Suspension	616
Materials Request	2
Passport Denial	23
Payment History	345
Pmt-Information/CP	33,718
Refund to NCP	595
Review and Modification	685
Transfer Msg to Supv for Revis	3
Other	
Grand Total:	111,251

METSS Emails by County

Date Range: From: 10/1/2014 7:30:00 AM
To: 10/31/2014 11:59:59 AM

Date of Repo
11/4/2014

<u>County</u>	<u>Email No Response Required</u>	<u>1st Email Response Required</u>	<u>2nd Email Response Required</u>	<u>3rd Email Response Required</u>	<u>Total Emails</u>
Adam	144	89	42	7	282
Alcorn	116	67	5	0	188
Amite	47	25	6	1	79
Attala	67	53	11	0	131
Benton	35	17	0	0	52
Calhoun	66	38	2	0	106
Carroll	31	26	2	1	60
Choctaw	37	12	0	0	49
Claiborne	51	31	16	1	99
Clarke	75	35	1	0	111
Clay	68	46	1	0	115
Coahoma	177	81	37	5	300
Copiah	111	80	12	1	204
Covington	79	31	4	0	114
Desoto	627	401	47	4	1,079
East Bolivar	195	106	27	2	330
East Chickasaw	32	10	4	0	46
Forrest	310	192	34	3	539
Franklin	29	20	1	0	50
George	83	42	4	0	129
Greene	41	25	5	1	72
Grenada	96	62	0	0	158
Hancock	123	64	10	0	197
Harrison	627	402	58	2	1,089
Hinds	916	575	89	8	1,588
Holmes	86	62	4	0	152
Humphreys	45	24	5	0	74
Issaquena	1	3	0	0	4
Itawamba	76	26	3	0	105
Jackson	456	231	23	3	713
Jasper	52	29	2	0	83
Jefferson	19	9	4	1	33
Jefferson Davis	42	27	2	2	73
Jones	228	119	71	8	426
Kemper	29	21	2	1	53
Lafayette	139	66	21	0	226
Lamar	143	85	4	0	232
Lauderdale	328	185	43	7	563
Lawrence	38	20	1	1	60
Leake	74	45	9	0	128
Lee	340	183	18	0	541
Leflore	226	108	10	0	344
Lincoln	142	85	9	1	237
Lowndes	258	145	19	0	422
Madison	213	109	25	1	348

Marion	102	53	6	0	161
Marshall	161	94	14	2	271
Monroe	154	87	9	0	250
Montgomery	44	31	3	1	79
Neshoba	197	90	7	0	294
Newton	88	58	13	0	159
Noxubee	62	30	6	0	98
Oktibbeha	145	68	9	0	222
Panola	203	126	26	4	359
Pearl River	129	68	11	1	209
Perry	27	20	2	0	49
Pike	200	134	24	0	358
Pontotoc	79	38	0	0	117
Prentiss	75	35	5	0	115
Quitman	57	26	6	1	90
Rankin	315	199	24	0	538
Scott	90	54	9	1	154
Sharkey	20	5	1	0	26
Simpson	99	50	4	0	153
Smith	40	20	8	0	68
Stone	48	21	1	1	71
Sunflower	95	67	2	0	164
Tallahatchie	80	35	2	0	117
Tate	79	48	2	0	129
Tippah	70	33	9	0	112
Tishomingo	55	21	0	0	76
Tunica	82	38	1	0	121
Union	87	46	0	0	133
Walthall	49	36	5	1	91
Warren	172	103	29	4	308
Washington	311	164	12	1	488
Wayne	85	31	16	2	134
Webster	33	12	0	0	45
West Bolivar	38	16	9	2	65
West Chickasaw	39	28	5	0	72
Wilkinson	38	13	5	1	57
Winston	75	46	3	0	124
Yalobusha	65	51	11	0	127
Yazoo	92	60	17	1	170
<u>Totals</u>	10,998	6,267	1,009	84	18,358

Cathy Sykes, Director
Division of Field Operations
Mississippi Department of Human Services
Post Office Box 352
Jackson, MS 39205-0352

December 5, 2014

Re: Call Center Monthly Progress Report for November 2014

Dear Ms. Sykes:

This is the November monthly progress report for the contract between YoungWilliams, P.C. and the Division of Field Operations, Mississippi Department of Human Services. This report focuses on the customer service call center. The scopes of services outlined in the contract in paragraph 3.K. are set out below in the following categories: Facilities; Technology; Personnel/Human Resources; Training of Personnel; Call Handling; Financial/Billing; and Other. In addition, attached to this report is Attachment A, November's Call Statistics; Attachment B, MS Calls by County; and Attachment C, Performance Queue.

Facilities

Office Space – Office Space is completed and functioning as needed in a production environment.

Equipment – All technology components have been delivered, installed, and is in production.

Supplies – Additional general office supplies have been purchased on an as-needed basis for daily use.

Technology

In November, no modifications were made to the IVR. The IVR operated at 100% during this month.

Personnel/Human Resources

As of November 30th, the call center employed Seventy-three people. Positions include one Project Manager, one Deputy Project Manager, one Quality Assurance Manager, one Quality Assurance Specialist, one Junior System Administrator, one Human Resources/Administrator Coordinator, one Trainer, five Customer Service Supervisors, five Customer Service Leads, four team assistance, and fifty-two Customer Service Representatives. This year we have had eleven terminations.

Training of Personnel

There was no training class in November.

Call Handling

The attached Queue Performance Report states the following:

Total Calls: 320,291
IVR Calls Only: 222,834
CSR Requested Calls: 97,457
Abandoned: 10,958 (5,979 within 60 seconds, 4,979 after 60 seconds)
Total Calls Resolved by CSR: 86,495

The number of METSS mail sent to the county offices 13,966 with 8,092 being FYI, and 5,874 for action. See the attached report for a breakdown of the types of email sent.

In November, the highest call day was Monday, November 3rd where 8,323 calls were received in the Center.

The difference between the Queue report and the Y-Track report is 647 more calls.

Financial/Billing

For the month of November we have submitted our bills consistent with the contract.

Other

This report should comply with the requirement of paragraph 3.K. of the contract for us to submit a monthly progress report.

We do not currently have any contractors. All subcontractors will meet or exceed these requirements. No contact has been made with the media.

Sincerely,

Larry Bledsoe
Project Manager
MS Call Center

cc: Robert L. Wells, President
Bob Johnson, President of Operations



Yazoo City CSE Call Center



Queue Performance

Date Range: From: 11/1/2014 12:00:00AM To: 11/30/2014 11:59:59PM

<u>Total Calls</u>	<u>Serviced by IVR</u>	<u>Transferred to Queue</u>	<u>Answered</u>	<u>Abandoned <60</u>	<u>Abandoned >60</u>	<u>Avg Talk Time</u>	<u>Avg ACW</u>
320291	222834	97457	86495	5979	4979	00:02:22	00:01:31



Calls By County

Date Range: From: 11/01/2014 07:30:00 AM

To: 11/30/2014 11:59:59PM

County	# of Calls
Adam	1015
Alcorn	697
Amite	388
Attala	896
Benton	321
Calhoun	687
Carroll	290
Choctaw	312
Claiborne	569
Clarke	788
Clay	911
Coahoma	1315
Copiah	868
Covington	628
Desoto	3619
East Bolivar	1345
East Chickasaw	197
Forrest	2140
Franklin	307
George	444
Greene	259
Grenada	954
Hancock	539
Harrison	3395
Hinds	6347
Holmes	1196
Humphreys	522
Issaquena	27
Itawamba	377
Jackson	2484
Jasper	691
Jefferson	302
Jefferson Davis	570
Jones	1548
Kemper	480
Lafayette	655
Lamar	816
Lauderdale	2023
Lawrence	355
Leake	692

County	# of Calls
Lee	2135
Leflore	1732
Lincoln	1295
Lowndes	1936
Madison	1592
Marion	696
Marshall	1112
Monroe	1254
Montgomery	557
Neshoba	887
Newton	619
Noxubee	738
Oktibbeha	1180
Panola	1529
Pearl River	662
Perry	279
Pike	1771
Pontotoc	492
Prentiss	435
Quitman	312
Rankin	1583
Scott	814
Sharkey	162
Simpson	804
Smith	290
Stone	356
Sunflower	1400
Tallahatchie	672
Tate	601
Tippah	515
Tishomingo	201
Tunica	636
Union	515
Unknown	6017
Walthall	450
Warren	973
Washington	2418
Wayne	748
Webster	307
West Bolivar	368

County	# of Calls
West Chickasaw	452
Wilkinson	309
Winston	792
Yalobusha	455
Yazoo	828

Grand Total: **85848**



Yazoo City Call Center



Totals By Call Type

Date Range: From: 11/1/2014 7:30:00AM
 To: 11/30/2014 11:59:59PM

Date of Report: 12/2/2014

Tax Offset	53
Access Visitation Program	15
Address/Name Change	538
AOA/SOA Requested	313
Application	73
Appointment	1,077
Balance Owed	317
Bankruptcy	4
Call Ended/Dropped	1,796
Case information	44,101
COMPLAINT	7
Contempt	25
Credit Bureau	24
Debit Card	405
Direct Deposit	65
Employer	659
Establish Order	7
Fees	7
Freeze Bank Acct	13
General Program Info/NCP	3,375
Genetic Testing	259
Interstate	554
License Suspension	521
Materials Request	13
Passport Denial	11
Payment History	226
Pmt-Information/CP	30,333
Refund to NCP	512
Review and Modification	543
Transfer Msg to Supv for Revis	2
Other	
Grand Total:	85,848

METSS Emails by County

Date Range: From: 11/1/2014 7:30:00 AM

To: 11/30/2014 11:59:59 AM

Date of Report: 12/2/20

<u>County</u>	<u>Email No Response Required</u>	<u>1st Email Response Required</u>	<u>2nd Email Response Required</u>	<u>3rd Email Response Required</u>	<u>Total Emails</u>
Adam	114	73	32	13	232
Alcorn	85	57	5	1	148
Amite	45	22	9	4	80
Attala	67	46	9	0	122
Benton	22	13	1	0	36
Calhoun	65	33	2	2	102
Carroll	28	15	4	0	47
Choctaw	24	19	2	0	45
Claiborne	43	35	7	1	86
Clarke	71	45	0	0	116
Clay	75	44	0	0	119
Coahoma	128	76	13	2	219
Copiah	79	37	15	1	132
Covington	47	27	0	0	74
Desoto	521	382	34	0	937
East Bolivar	136	80	24	5	245
East Chickasaw	13	10	1	0	24
Forrest	271	156	39	5	471
Franklin	18	17	2	0	37
George	45	33	5	0	83
Greene	39	26	3	1	69
Grenada	87	61	1	1	150
Hancock	89	51	7	1	148
Harrison	429	301	41	0	771
Hinds	655	413	58	6	1,132
Holmes	59	45	3	0	107
Humphreys	34	23	0	0	57
Issaquena	3	0	0	0	3
Itawamba	47	16	0	0	63
Jackson	338	188	23	3	552
Jasper	45	35	0	0	80
Jefferson	21	7	1	0	29
Jefferson Davis	49	20	0	0	69
Jones	163	104	34	1	302
Kemper	20	17	1	0	38
Lafayette	75	58	14	1	148
Lamar	112	48	2	0	162
Lauderdale	227	151	22	2	402
Lawrence	35	15	1	0	51
Leake	51	47	6	1	105
Lee	216	114	15	0	345
Leflore	127	95	9	2	233
Lincoln	129	70	2	0	201
Lowndes	191	130	17	0	338
Madison	161	104	15	3	283

Marion	57	28	2	1	88
Marshall	108	82	16	1	207
Monroe	106	75	7	1	189
Montgomery	35	29	2	0	66
Neshoba	98	50	5	1	154
Newton	46	40	7	1	94
Noxubee	61	30	2	0	93
Oktibbeha	72	63	5	0	140
Panola	149	90	8	0	247
Pearl River	93	50	6	1	150
Perry	20	9	0	0	29
Pike	153	108	9	1	271
Pontotoc	55	23	0	0	78
Prentiss	56	37	1	0	94
Quitman	33	15	6	0	54
Rankin	202	188	13	2	405
Scott	72	33	9	2	116
Sharkey	7	3	0	0	10
Simpson	94	54	2	0	150
Smith	18	13	3	0	34
Stone	21	22	0	0	43
Sunflower	90	41	4	1	136
Tallahatchie	49	28	2	0	79
Tate	59	42	4	1	106
Tippah	58	35	3	0	96
Tishomingo	32	22	2	0	56
Tunica	61	42	1	2	106
Union	57	34	2	1	94
Walthall	49	27	8	0	84
Warren	123	59	16	2	200
Washington	281	145	5	0	431
Wayne	56	31	8	0	95
Webster	29	15	0	0	44
West Bolivar	35	13	3	0	51
West Chickasaw	33	28	4	1	66
Wilkinson	23	31	4	0	58
Winston	72	52	4	1	129
Yalobusha	45	26	6	0	77
Yazoo	85	51	15	2	153
<u>Totals</u>	8,092	5,123	673	78	13,966

Cathy Sykes, Director
Division of Field Operations
Mississippi Department of Human Services
Post Office Box 352
Jackson, MS 39205-0352

January 9, 2015

Re: Call Center Monthly Progress Report for December 2014

Dear Ms. Sykes:

This is the December monthly progress report for the contract between YoungWilliams, P.C. and the Division of Field Operations, Mississippi Department of Human Services. This report focuses on the customer service call center. The scopes of services outlined in the contract in paragraph 3.K. are set out below in the following categories: Facilities; Technology; Personnel/Human Resources; Training of Personnel; Call Handling; Financial/Billing; and Other. In addition, attached to this report is Attachment A, December's Call Statistics; Attachment B, MS Calls by County; and Attachment C, Performance Queue.

Facilities

Office Space – Office Space is completed and functioning as needed in a production environment.

Equipment – All technology components have been delivered, installed, and is in production.

Supplies – Additional general office supplies have been purchased on an as-needed basis for daily use.

Technology

In December, no modifications were made to the IVR. The IVR operated at 100% during this month.

Personnel/Human Resources

As of December 31st, the call center employed Seventy-three people. Positions include one Project Manager, one Deputy Project Manager, one Quality Assurance Manager, one Quality Assurance Specialist, one Junior System Administrator, one Human Resources/Administrator Coordinator, one Trainer, five Customer Service Supervisors, five Customer Service Leads, four team assistance, and fifty-two Customer Service Representatives. This year we have had eleven terminations.

Training of Personnel

There was no training class in December.

Call Handling

The attached Queue Performance Report states the following:

Total Calls: 347,504
IVR Calls Only: 234,284
CSR Requested Calls: 113,220
Abandoned: 15,954 (7,328 within 60 seconds, 8,626 after 60 seconds)
Total Calls Resolved by CSR: 97,261

The number of METSS mail sent to the county offices 15,633 with 8,875 being FYI, and 5,789 for action. See the attached report for a breakdown of the types of email sent.

In December, the highest call day was Monday, December 1st where 8,413 calls were received in the Center.

The difference between the Queue report and the Y-Track report is 776 more calls.

Financial/Billing

For the month of December we have submitted our bills consistent with the contract.

Other

This report should comply with the requirement of paragraph 3.K. of the contract for us to submit a monthly progress report.

We do not currently have any contractors. All subcontractors will meet or exceed these requirements. No contact has been made with the media.

Sincerely,

Larry Bledsoe
Project Manager
MS Call Center

cc: Robert L. Wells, President
Bob Johnson, President of Operations



Yazoo City CSE Call Center



Queue Performance

Date Range: From: 12/1/2014 12:00:00AM To: 12/31/2014 11:59:59PM

<u>Total Calls</u>	<u>Serviced by IVR</u>	<u>Transferred to Queue</u>	<u>Answered</u>	<u>Abandoned <60</u>	<u>Abandoned >60</u>	<u>Avg Talk Time</u>	<u>Avg ACW</u>
347504	234284	113220	97261	7328	8626	00:02:23	00:01:23



Calls By County

Date Range: From: 12/01/2014 07:30:00 AM

To: 12/31/2014 11:59:59PM

County	# of Calls
Adam	1121
Alcorn	833
Amite	481
Attala	1005
Benton	352
Calhoun	749
Carroll	277
Choctaw	332
Claiborne	535
Clarke	837
Clay	1097
Coahoma	1553
Copiah	919
Covington	686
Desoto	3992
East Bolivar	1520
East Chickasaw	262
Forrest	2330
Franklin	352
George	486
Greene	214
Grenada	987
Hancock	625
Harrison	3927
Hinds	7218
Holmes	1197
Humphreys	564
Issaquena	39
Itawamba	453
Jackson	2665
Jasper	721
Jefferson	356
Jefferson Davis	629
Jones	1682
Kemper	519
Lafayette	792
Lamar	909
Lauderdale	2140
Lawrence	381
Leake	758

County	# of Calls
Lee	2461
Leflore	1989
Lincoln	1530
Lowndes	2173
Madison	1710
Marion	748
Marshall	1269
Monroe	1591
Montgomery	560
Neshoba	1074
Newton	753
Noxubee	824
Oktibbeha	1409
Panola	1706
Pearl River	849
Perry	360
Pike	1922
Pontotoc	581
Prentiss	481
Quitman	357
Rankin	1895
Scott	1028
Sharkey	171
Simpson	879
Smith	353
Stone	375
Sunflower	1531
Tallahatchie	689
Tate	737
Tippah	535
Tishomingo	260
Tunica	723
Union	550
Unknown	6898
Walthall	473
Warren	1105
Washington	2655
Wayne	838
Webster	352
West Bolivar	370

County	# of Calls
West Chickasaw	545
Wilkinson	335
Winston	930
Yalobusha	532
Yazoo	884

Grand Total: **96485**



Yazoo City Call Center



Totals By Call Type

Date Range: From: 12/1/2014 7:30:00AM
 To: 12/31/2014 11:59:59PM

Date of Report: 1/5/2015

Tax Offset	59
Access Visitation Program	18
Address/Name Change	746
AOA/SOA Requested	373
Application	69
Appointment	1,126
Balance Owed	448
Bankruptcy	3
Call Ended/Dropped	2,750
Case information	49,186
COMPLAINT	6
Contempt	17
Credit Bureau	27
Debit Card	501
Direct Deposit	80
Employer	631
Establish Order	11
Fees	5
Freeze Bank Acct	6
General Program Info/NCP	3,540
Genetic Testing	298
Interstate	620
License Suspension	577
Materials Request	3
Passport Denial	19
Payment History	249
Pmt-Information/CP	34,002
Refund to NCP	583
Review and Modification	530
Transfer Msg to Supv for Revis	2
Other	
Grand Total:	96,485

METSS Emails by County

Date Range: From: 12/1/2014 7:30:00 AM
 To: 12/31/2014 11:59:59 AM
 Date of Report: 1/5/2015

<u>County</u>	<u>Email No Response Required</u>	<u>1st Email Response Required</u>	<u>2nd Email Response Required</u>	<u>3rd Email Response Required</u>	<u>Total Emails</u>
Adam	116	91	34	7	248
Alcorn	100	68	8	0	176
Amite	40	31	11	0	82
Attala	77	56	12	0	145
Benton	22	24	4	0	50
Calhoun	55	37	4	0	96
Carroll	28	20	5	0	53
Choctaw	28	16	0	0	44
Claiborne	38	27	14	0	79
Clarke	68	32	2	0	102
Clay	86	37	3	1	127
Coahoma	156	90	26	4	276
Copiah	84	58	11	1	154
Covington	50	24	4	0	78
Desoto	534	423	45	1	1,003
East Bolivar	170	80	31	4	285
East Chickasaw	22	13	1	1	37
Forrest	227	178	28	5	438
Franklin	16	26	5	0	47
George	58	35	7	0	100
Greene	24	15	2	0	41
Grenada	84	64	6	0	154
Hancock	98	63	9	1	171
Harrison	535	376	43	2	956
Hinds	748	478	81	10	1,317
Holmes	67	60	0	2	129
Humphreys	30	35	1	0	66
Issaquena	3	1	0	0	4
Itawamba	65	26	1	0	92
Jackson	336	210	34	2	582
Jasper	52	31	2	0	85
Jefferson	30	12	6	1	49
Jefferson Davis	40	25	3	1	69
Jones	177	109	35	5	326
Kemper	27	15	0	0	42
Lafayette	93	52	12	1	158
Lamar	117	66	7	0	190
Lauderdale	228	126	30	6	390
Lawrence	41	14	1	1	57
Leake	79	43	13	2	137
Lee	260	145	21	1	427
Leflore	186	115	10	0	311
Lincoln	146	100	6	1	253
Lowndes	194	145	19	1	359
Madison	172	108	23	3	306

Marion	57	41	10	0	108
Marshall	136	90	11	2	239
Monroe	123	72	11	1	207
Montgomery	45	20	1	1	67
Neshoba	106	48	6	0	160
Newton	71	42	4	0	117
Noxubee	53	43	4	2	102
Oktibbeha	119	66	10	2	197
Panola	161	116	11	1	289
Pearl River	122	72	11	1	206
Perry	31	15	1	1	48
Pike	180	125	14	1	320
Pontotoc	49	48	1	0	98
Prentiss	52	35	6	1	94
Quitman	29	20	3	0	52
Rankin	240	201	21	3	465
Scott	80	48	17	2	147
Sharkey	9	9	2	0	20
Simpson	81	57	4	0	142
Smith	26	23	3	0	52
Stone	35	22	2	0	59
Sunflower	88	56	5	0	149
Tallahatchie	62	38	1	0	101
Tate	62	50	5	0	117
Tippah	55	44	3	0	102
Tishomingo	50	14	5	0	69
Tunica	68	45	3	1	117
Union	52	35	6	0	93
Walthall	52	28	2	1	83
Warren	140	71	18	0	229
Washington	265	158	9	1	433
Wayne	60	37	11	0	108
Webster	24	15	0	0	39
West Bolivar	32	13	5	1	51
West Chickasaw	36	24	2	0	62
Wilkinson	24	21	4	0	49
Winston	59	55	8	1	123
Yalobusha	56	32	6	1	95
Yazoo	78	40	14	1	133
<u>Totals</u>	8,875	5,789	880	89	15,633

Cathy Sykes, Director
Division of Field Operations
Mississippi Department of Human Services
Post Office Box 352
Jackson, MS 39205-0352

February 6, 2015

Re: Call Center Monthly Progress Report for January 2015

Dear Ms. Sykes:

This is the January monthly progress report for the contract between YoungWilliams, P.C. and the Division of Field Operations, Mississippi Department of Human Services. This report focuses on the customer service call center. The scopes of services outlined in the contract in paragraph 3.K. are set out below in the following categories: Facilities; Technology; Personnel/Human Resources; Training of Personnel; Call Handling; Financial/Billing; and Other. In addition, attached to this report is Attachment A, January's Call Statistics; Attachment B, MS Calls by County; and Attachment C, Performance Queue.

Facilities

Office Space – Office Space is completed and functioning as needed in a production environment.

Equipment – All technology components have been delivered, installed, and is in production.

Supplies – Additional general office supplies have been purchased on an as-needed basis for daily use.

Technology

In January, no modifications were made to the IVR. The IVR operated at 100% during this month.

Personnel/Human Resources

As of January 31st, the call center employed seventy-two people. Positions include one Project Manager, one Deputy Project Manager, one Quality Assurance Manager, one Quality Assurance Specialist, one Junior System Administrator, one Human Resources/Administrator Coordinator, one Trainer, five Customer Service Supervisors, five Customer Service Leads, four team assistance, and fifty-one Customer Service Representatives. This year we have had one terminations.

Training of Personnel

There was no training class in January.

Call Handling

The attached Queue Performance Report states the following:

Total Calls: 334,912
IVR Calls Only: 215,900
CSR Requested Calls: 119,012
Abandoned: 22,274 (7,435 within 60 seconds, 14,839 after 60 seconds)
Total Calls Resolved by CSR: 96,650

The number of METSS mail sent to the county offices 16,447 with 9,575 being FYI, and 6,872 for action. See the attached report for a breakdown of the types of email sent.

In January, the highest call day was Monday, January 5th where 9,619 calls were received in the Center.

The difference between the Queue report and the Y-Track report is 795 more calls.

Financial/Billing

For the month of January we have submitted our bills consistent with the contract.

Other

This report should comply with the requirement of paragraph 3.K. of the contract for us to submit a monthly progress report.

We do not currently have any contractors. All subcontractors will meet or exceed these requirements. No contact has been made with the media.

Sincerely,

Larry Bledsoe
Project Manager
MS Call Center

cc: Robert L. Wells, President
Bob Johnson, President of Operations



Yazoo City CSE Call Center



Queue Performance

Date Range: From: 1/3/2015 12:00:00AM To: 1/31/2015 11:59:59PM

<u>Total Calls</u>	<u>Serviced by IVR</u>	<u>Transferred to Queue</u>	<u>Answered</u>	<u>Abandoned <60</u>	<u>Abandoned >60</u>	<u>Avg Talk Time</u>	<u>Avg ACW</u>
334912	215900	119012	96650	7435	14839	00:02:37	00:01:23



Calls By County

Date Range: From: 01/01/2015 07:30:00 AM

To: 1/31/2015 11:59:59PM

County	# of Calls
Adam	1109
Alcorn	803
Amite	511
Attala	995
Benton	396
Calhoun	799
Carroll	326
Choctaw	337
Claiborne	591
Clarke	814
Clay	1005
Coahoma	1494
Copiah	972
Covington	775
Desoto	3885
East Bolivar	1479
East Chickasaw	269
Forrest	2214
Franklin	347
George	556
Greene	265
Grenada	956
Hancock	683
Harrison	4085
Hinds	7545
Holmes	1266
Humphreys	516
Issaquena	42
Itawamba	410
Jackson	2805
Jasper	681
Jefferson	339
Jefferson Davis	626
Jones	1674
Kemper	511
Lafayette	837
Lamar	918
Lauderdale	2167
Lawrence	359
Leake	644

County	# of Calls
Lee	2501
Leflore	1909
Lincoln	1404
Lowndes	2170
Madison	1560
Marion	743
Marshall	1311
Monroe	1411
Montgomery	505
Neshoba	998
Newton	717
Noxubee	837
Oktibbeha	1386
Panola	1536
Pearl River	959
Perry	298
Pike	1854
Pontotoc	615
Prentiss	610
Quitman	389
Rankin	1871
Scott	1039
Sharkey	217
Simpson	918
Smith	408
Stone	356
Sunflower	1530
Tallahatchie	650
Tate	690
Tippah	529
Tishomingo	303
Tunica	714
Union	625
Unknown	6238
Walthall	502
Warren	1222
Washington	2623
Wayne	842
Webster	295
West Bolivar	381

County	# of Calls
West Chickasaw	519
Wilkinson	422
Winston	908
Yalobusha	485
Yazoo	849

Grand Total: **95855**



Yazoo City Call Center



Totals By Call Type

Date Range: From: 1/3/2015 7:30:00AM
 To: 1/31/2015 11:59:59PM

Date of Report: 2/3/2015

Tax Offset	233
Access Visitation Program	8
Address/Name Change	588
AOA/SOA Requested	519
Application	69
Appointment	1,034
Balance Owed	918
Bankruptcy	1
Call Ended/Dropped	2,254
Case information	51,439
COMPLAINT	4
Contempt	14
Credit Bureau	29
Debit Card	333
Direct Deposit	91
Employer	1,219
Establish Order	11
Fees	181
Freeze Bank Acct	8
General Program Info/NCP	3,564
Genetic Testing	276
Interstate	560
License Suspension	578
Materials Request	7
Passport Denial	21
Payment History	291
Pmt-Information/CP	30,605
Refund to NCP	464
Review and Modification	525
Transfer Msg to Supv for Revis	11
Other	
Grand Total:	95,855

METSS Emails by County

Date Range: From: 1/3/2015 7:30:00 AM
 To: 1/31/2015 11:59:59 AM
 Date of Report: 2/3/2015

<u>County</u>	<u>Email No Response Required</u>	<u>1st Email Response Required</u>	<u>2nd Email Response Required</u>	<u>3rd Email Response Required</u>	<u>Total Emails</u>
Adam	131	87	25	2	245
Alcorn	87	56	6	0	149
Amite	73	34	12	0	119
Attala	81	38	7	0	126
Benton	43	23	2	1	69
Calhoun	67	49	1	1	118
Carroll	42	22	1	0	65
Choctaw	32	20	1	0	53
Claiborne	43	29	6	0	78
Clarke	73	45	1	0	119
Clay	57	47	1	0	105
Coahoma	136	82	27	4	249
Copiah	97	71	11	1	180
Covington	66	37	9	0	112
Desoto	522	407	21	4	954
East Bolivar	135	109	17	4	265
East Chickasaw	17	15	0	1	33
Forrest	234	146	34	0	414
Franklin	24	20	1	0	45
George	79	41	6	0	126
Greene	34	25	1	0	60
Grenada	93	53	3	1	150
Hancock	95	67	11	0	173
Harrison	634	410	48	1	1,093
Hinds	875	550	93	4	1,522
Holmes	82	47	9	0	138
Humphreys	31	17	1	0	49
Issaquena	7	2	0	0	9
Itawamba	55	46	2	1	104
Jackson	414	259	28	0	701
Jasper	47	29	3	1	80
Jefferson	23	16	1	0	40
Jefferson Davis	44	31	7	0	82
Jones	188	120	28	3	339
Kemper	29	19	1	0	49
Lafayette	89	60	18	3	170
Lamar	121	75	5	0	201
Lauderdale	248	161	33	5	447
Lawrence	34	20	3	1	58
Leake	82	31	8	1	122
Lee	270	138	10	1	419
Leflore	172	105	11	0	288
Lincoln	124	59	2	0	185
Lowndes	241	151	15	0	407
Madison	166	108	18	0	292

Marion	59	37	2	1	99
Marshall	145	71	12	0	228
Monroe	132	86	5	0	223
Montgomery	27	18	0	1	46
Neshoba	94	70	5	0	169
Newton	56	47	4	0	107
Noxubee	57	30	6	1	94
Oktibbeha	126	61	10	2	199
Panola	157	102	5	2	266
Pearl River	143	92	5	0	240
Perry	35	18	1	0	54
Pike	195	132	31	3	361
Pontotoc	62	39	3	0	104
Prentiss	73	49	11	2	135
Quitman	39	17	8	1	65
Rankin	286	200	17	1	504
Scott	95	50	14	2	161
Sharkey	16	12	0	0	28
Simpson	80	56	3	1	140
Smith	53	26	1	0	80
Stone	39	17	0	0	56
Sunflower	113	56	8	0	177
Tallahatchie	58	37	0	0	95
Tate	69	49	6	0	124
Tippah	57	43	3	0	103
Tishomingo	53	28	3	0	84
Tunica	79	43	5	0	127
Union	72	39	3	2	116
Walthall	64	40	4	0	108
Warren	135	79	21	0	235
Washington	257	148	9	1	415
Wayne	57	40	17	0	114
Webster	23	12	2	0	37
West Bolivar	26	10	4	0	40
West Chickasaw	46	19	5	0	70
Wilkinson	47	30	7	0	84
Winston	85	34	3	1	123
Yalobusha	50	30	4	0	84
Yazoo	78	58	14	0	150
<u>Totals</u>	9,575	6,002	809	61	16,447

Cathy Sykes, Director
Division of Field Operations
Mississippi Department of Human Services
Post Office Box 352
Jackson, MS 39205-0352

March 6, 2015

Re: Call Center Monthly Progress Report for February 2015

Dear Ms. Sykes:

This is the February monthly progress report for the contract between YoungWilliams, P.C. and the Division of Field Operations, Mississippi Department of Human Services. This report focuses on the customer service call center. The scopes of services outlined in the contract in paragraph 3.K. are set out below in the following categories: Facilities; Technology; Personnel/Human Resources; Training of Personnel; Call Handling; Financial/Billing; and Other. In addition, attached to this report is Attachment A, February's Call Statistics; Attachment B, MS Calls by County; and Attachment C, Performance Queue.

Facilities

Office Space – Office Space is completed and functioning as needed in a production environment.

Equipment – All technology components have been delivered, installed, and is in production.

Supplies – Additional general office supplies have been purchased on an as-needed basis for daily use.

Technology

In February, no modifications were made to the IVR. The IVR operated at 100% during this month.

Personnel/Human Resources

As of February 28th, the call center employed seventy-one people. Positions include one Project Manager, one Deputy Project Manager, one Quality Assurance Manager, one Quality Assurance Specialist, one Junior System Administrator, one Human Resources/Administrator Coordinator, one Trainer, five Customer Service Supervisors, five Customer Service Leads, four team assistance, and fifty Customer Service Representatives. This year we have had two terminations.

Training of Personnel

There was no training class in February.

Call Handling

The attached Queue Performance Report states the following:

Total Calls: 335,944
IVR Calls Only: 222,035
CSR Requested Calls: 113,909
Abandoned: 23,820 (8,165 within 60 seconds, 15,655 after 60 seconds)
Total Calls Resolved by CSR: 90,072

The number of METSS mail sent to the county offices 15,081 with 8,631 being FYI, and 6,450 for action. See the attached report for a breakdown of the types of email sent.

In February, the highest call day was Monday, February 2nd where 7,791 calls were received in the Center.

The difference between the Queue report and the Y-Track report is 389 more calls.

Financial/Billing

For the month of February we have submitted our bills consistent with the contract.

Other

This report should comply with the requirement of paragraph 3.K. of the contract for us to submit a monthly progress report.

We do not currently have any contractors. All subcontractors will meet or exceed these requirements. No contact has been made with the media.

Sincerely,

Larry Bledsoe
Project Manager
MS Call Center

cc: Robert L. Wells, President
Bob Johnson, President of Operations



Yazoo City CSE Call Center



Queue Performance

Date Range: From: 2/1/2015 12:00:00AM To: 2/28/2015 11:59:59PM

<u>Total Calls</u>	<u>Serviced by IVR</u>	<u>Transferred to Queue</u>	<u>Answered</u>	<u>Abandoned <60</u>	<u>Abandoned >60</u>	<u>Avg Talk Time</u>	<u>Avg ACW</u>
335944	222035	113909	90072	8165	15655	00:02:38	00:01:21



Yazoo City Call Center



Totals By Call Type

Date Range: From: 2/1/2015 7:30:00AM
 To: 2/28/2015 11:59:59PM

Date of Report: 3/3/2015

Access Visitation Program	10
Address/Name Change	513
AOA/SOA Requested	528
Application	42
Appointment	1,037
Balance Owed	906
Bankruptcy	2
Call Ended/Dropped	3,433
Case information	48,727
COMPLAINT	6
Contempt	19
Credit Bureau	28
Debit Card	333
Direct Deposit	58
Employer	691
Establish Order	7
Fees	93
Freeze Bank Acct	1
General Program Info/NCP	3,292
Genetic Testing	226
Interstate	596
License Suspension	664
Materials Request	6
Passport Denial	10
Payment History	214
Pmt-Information/CP	26,212
Refund to NCP	380
Review and Modification	489
Tax Offset	1,156
Transfer Msg to Supv for Revis	4
Other	
Grand Total:	89,683



Calls By County

Date Range: From: 02/01/2015 07:30:00 AM

To: 2/28/2015 11:59:59PM

County	# of Calls
Adam	1055
Alcorn	663
Amite	505
Attala	824
Benton	317
Calhoun	697
Carroll	311
Choctaw	345
Claiborne	623
Clarke	713
Clay	949
Coahoma	1578
Copiah	1018
Covington	724
Desoto	3551
East Bolivar	1486
East Chickasaw	250
Forrest	2108
Franklin	333
George	494
Greene	236
Grenada	854
Hancock	671
Harrison	4062
Hinds	6641
Holmes	1052
Humphreys	527
Issaquena	48
Itawamba	412
Jackson	2426
Jasper	631
Jefferson	362
Jefferson Davis	555
Jones	1808
Kemper	490
Lafayette	805
Lamar	938
Lauderdale	2142
Lawrence	362
Leake	612

County	# of Calls
Lee	2199
Leflore	1777
Lincoln	1217
Lowndes	2004
Madison	1458
Marion	728
Marshall	1090
Monroe	1215
Montgomery	466
Neshoba	950
Newton	645
Noxubee	846
Oktibbeha	1264
Panola	1394
Pearl River	907
Perry	308
Pike	1719
Pontotoc	567
Prentiss	441
Quitman	396
Rankin	1578
Scott	889
Sharkey	248
Simpson	875
Smith	364
Stone	285
Sunflower	1422
Tallahatchie	580
Tate	634
Tippah	450
Tishomingo	213
Tunica	607
Union	523
Unknown	7229
Walthall	427
Warren	964
Washington	2459
Wayne	759
Webster	278
West Bolivar	353

County	# of Calls
West Chickasaw	467
Wilkinson	327
Winston	706
Yalobusha	412
Yazoo	865

Grand Total: **89683**

METSS Emails by County

Date Range: From: 2/1/2015

To: 2/28/2015

Date of Report: 3/3/2015

<u>County</u>	<u>Email No Response Required</u>	<u>1st Email Response Required</u>	<u>2nd Email Response Required</u>	<u>3rd Email Response Required</u>	<u>Total Emails</u>
Adam	128	77	32	2	239
Alcorn	97	61	1	0	159
Amite	50	35	9	2	96
Attala	66	43	6	1	116
Benton	26	15	1	0	42
Calhoun	48	34	3	0	85
Carroll	38	15	2	0	55
Choctaw	38	15	1	0	54
Claiborne	38	32	12	0	82
Clarke	64	36	1	0	101
Clay	88	41	0	2	131
Coahoma	139	73	26	1	239
Copiah	105	71	13	1	190
Covington	66	30	1	2	99
Desoto	458	342	39	3	842
East Bolivar	139	98	16	3	256
East Chickasaw	23	9	2	0	34
Forrest	220	136	29	5	390
Franklin	27	16	0	0	43
George	67	36	3	0	106
Greene	31	15	0	1	47
Grenada	80	47	6	1	134
Hancock	85	64	15	0	164
Harrison	597	409	61	3	1,070
Hinds	729	483	66	8	1,286
Holmes	72	56	2	1	131
Humphreys	25	16	3	1	45
Issaquena	0	2	1	0	3
Itawamba	41	35	4	0	80
Jackson	355	228	21	3	607
Jasper	53	25	3	1	82
Jefferson	24	12	3	1	40
Jefferson Davis	40	29	3	0	72
Jones	234	129	57	3	423
Kemper	24	17	0	1	42
Lafayette	90	54	19	2	165
Lamar	121	82	5	0	208
Lauderdale	223	151	23	4	401
Lawrence	27	17	3	0	47
Leake	67	38	5	0	110
Lee	229	154	20	2	405
Leflore	160	98	10	0	268
Lincoln	105	69	2	1	177
Lowndes	218	143	21	1	383
Madison	140	91	18	2	251

Marion	67	49	3	0	119
Marshall	113	83	14	0	210
Monroe	119	78	13	0	210
Montgomery	35	23	2	0	60
Neshoba	112	45	2	0	159
Newton	49	40	7	1	97
Noxubee	54	43	4	2	103
Oktibbeha	97	56	5	2	160
Panola	128	101	8	0	237
Pearl River	140	71	16	1	228
Perry	21	12	0	0	33
Pike	175	108	8	0	291
Pontotoc	67	38	1	0	106
Prentiss	60	26	5	0	91
Quitman	27	25	10	0	62
Rankin	247	171	30	1	449
Scott	90	62	7	1	160
Sharkey	12	8	0	0	20
Simpson	85	56	3	2	146
Smith	39	16	2	0	57
Stone	30	18	0	0	48
Sunflower	88	49	5	0	142
Tallahatchie	50	33	1	0	84
Tate	72	58	3	1	134
Tippah	47	34	6	2	89
Tishomingo	41	24	3	1	69
Tunica	73	42	10	0	125
Union	51	34	2	0	87
Walthall	37	24	3	0	64
Warren	126	88	15	0	229
Washington	219	141	6	1	367
Wayne	48	46	4	0	98
Webster	25	16	1	2	44
West Bolivar	22	14	4	0	40
West Chickasaw	49	25	11	0	85
Wilkinson	31	22	2	0	55
Winston	55	35	4	0	94
Yalobusha	43	25	2	0	70
Yazoo	92	52	14	1	159
<u>Totals</u>	8,631	5,570	804	76	15,081

Cathy Sykes, Director
Division of Field Operations
Mississippi Department of Human Services
Post Office Box 352
Jackson, MS 39205-0352

April 7, 2015

Re: Call Center Monthly Progress Report for March 2015

Dear Ms. Sykes:

This is the March monthly progress report for the contract between YoungWilliams, P.C. and the Division of Field Operations, Mississippi Department of Human Services. This report focuses on the customer service call center. The scopes of services outlined in the contract in paragraph 3.K. are set out below in the following categories: Facilities; Technology; Personnel/Human Resources; Training of Personnel; Call Handling; Financial/Billing; and Other. In addition, attached to this report is Attachment A, March's Call Statistics; Attachment B, MS Calls by County; and Attachment C, Performance Queue.

Facilities

Office Space – Office Space is completed and functioning as needed in a production environment.

Equipment – All technology components have been delivered, installed, and is in production.

Supplies – Additional general office supplies have been purchased on an as-needed basis for daily use.

Technology

In March, no modifications were made to the IVR. The IVR operated at 100% during this month.

Personnel/Human Resources

As of March 31st, the call center employed seventy-six people. Positions include one Project Manager, one Deputy Project Manager, one Quality Assurance Manager, one Quality Assurance Specialist, one Junior System Administrator, one Human Resources/Administrator Coordinator, one Trainer, five Customer Service Supervisors, five Customer Service Leads, four team assistance, and fifty-five Customer Service Representatives. This year we have had six terminations.

Training of Personnel

On March 2, 2015, we had a class of eight persons. This is a five weeks course and their final exam is scheduled for April 1, 2015.

Call Handling

The attached Queue Performance Report states the following:

Total Calls: 415,464
IVR Calls Only: 301,086
CSR Requested Calls: 114,378
Abandoned: 14,834 (6,474 within 60 seconds, 8,360 after 60 seconds)
Total Calls Resolved by CSR: 99,544

The number of METSS mail sent to the county offices 16,797 with 9,187 being FYI, and 7,610 for action. See the attached report for a breakdown of the types of email sent.

In March, the highest call day was Monday, March 2nd where 7,751 calls were received in the Center.

The difference between the Queue report and the Y-Track report is 331 more calls.

Financial/Billing

For the month of March we have submitted our bills consistent with the contract.

Other

This report should comply with the requirement of paragraph 3.K. of the contract for us to submit a monthly progress report.

We do not currently have any contractors. All subcontractors will meet or exceed these requirements. No contact has been made with the media.

Sincerely,

Larry Bledsoe
Project Manager
MS Call Center

cc: Robert L. Wells, President
Bob Johnson, President of Operations



Yazoo City CSE Call Center



Queue Performance

Date Range: From: 3/1/2015 12:00:00AM To: 3/31/2015 11:59:59PM

<u>Total Calls</u>	<u>Serviced by</u>	<u>Transferred to Queue</u>	<u>Answered</u>	<u>Abandoned</u>	<u>Abandoned >60</u>	<u>Avg Talk Time</u>	<u>Avg ACW</u>
415464	301086	114378	99544	6474	8360	00:02:34	00:01:23



Yazoo City Call Center



Totals By Call Type

Date Range: From: 3/1/2015 7:30:00AM
 To: 3/31/2015 11:59:59PM

Date of Report: 4/2/2015

Access Visitation Program	15
Address/Name Change	520
AOA/SOA Requested	464
Application	78
Appointment	1,081
Balance Owed	599
Bankruptcy	1
Call Ended/Dropped	3,331
Case information	54,357
COMPLAINT	7
Contempt	11
Credit Bureau	28
Debit Card	346
Direct Deposit	60
Employer	689
Establish Order	16
Fees	25
Freeze Bank Acct	10
General Program Info/NCP	3,168
Genetic Testing	303
Interstate	716
License Suspension	640
Materials Request	8
Passport Denial	14
Payment History	285
Pmt-Information/CP	30,393
Refund to NCP	452
Review and Modification	537
Tax Offset	895
Transfer Msg to Supv for Revis	4
Other	
Grand Total:	99,053



Calls By County

Date Range: From: 03/01/2015 07:30:00 AM

To: 3/31/2015 11:59:59PM

County	# of Calls
Adam	1356
Alcorn	740
Amite	538
Attala	903
Benton	460
Calhoun	766
Carroll	320
Choctaw	363
Claiborne	627
Clarke	763
Clay	1069
Coahoma	1706
Copiah	1075
Covington	863
Desoto	4011
East Bolivar	1659
East Chickasaw	270
Forrest	2224
Franklin	351
George	596
Greene	259
Grenada	928
Hancock	638
Harrison	4390
Hinds	7361
Holmes	1153
Humphreys	604
Issaquena	45
Itawamba	439
Jackson	2625
Jasper	755
Jefferson	438
Jefferson Davis	583
Jones	1987
Kemper	541
Lafayette	823
Lamar	1035
Lauderdale	2332
Lawrence	369
Leake	734

County	# of Calls
Lee	2543
Leflore	2063
Lincoln	1366
Lowndes	2077
Madison	1610
Marion	828
Marshall	1281
Monroe	1409
Montgomery	497
Neshoba	1103
Newton	780
Noxubee	856
Oktibbeha	1390
Panola	1635
Pearl River	937
Perry	341
Pike	1943
Pontotoc	623
Prentiss	480
Quitman	482
Rankin	1818
Scott	1034
Sharkey	243
Simpson	928
Smith	441
Stone	328
Sunflower	1507
Tallahatchie	691
Tate	654
Tippah	498
Tishomingo	228
Tunica	720
Union	589
Unknown	7168
Walthall	472
Warren	1120
Washington	2686
Wayne	918
Webster	307
West Bolivar	450

County	# of Calls
West Chickasaw	489
Wilkinson	466
Winston	827
Yalobusha	491
Yazoo	1037

Grand Total: **99053**

METSS Emails by County

Date Range: From: 3/1/2015

To: 3/31/2015

Date of Report: 4/2/2015

<u>County</u>	<u>Email No Response Required</u>	<u>1st Email Response Required</u>	<u>2nd Email Response Required</u>	<u>3rd Email Response Required</u>	<u>Total Emails</u>
Adam	136	119	18	5	278
Alcorn	91	64	4	0	159
Amite	48	38	5	3	94
Attala	64	39	8	0	111
Benton	53	22	2	0	77
Calhoun	68	39	8	0	115
Carroll	31	18	3	0	52
Choctaw	34	23	3	0	60
Claiborne	46	27	6	0	79
Clarke	65	40	1	0	106
Clay	95	52	1	0	148
Coahoma	161	109	39	3	312
Copiah	92	80	13	3	188
Covington	67	52	2	0	121
Desoto	543	454	53	1	1,051
East Bolivar	162	110	18	1	291
East Chickasaw	16	12	1	0	29
Forrest	204	172	21	1	398
Franklin	33	22	1	0	56
George	102	51	3	0	156
Greene	32	21	0	0	53
Grenada	91	75	3	1	170
Hancock	82	80	5	1	168
Harrison	601	451	62	8	1,122
Hinds	722	537	103	10	1,372
Holmes	70	41	1	1	113
Humphreys	35	21	3	1	60
Issaquena	5	3	0	0	8
Itawamba	66	33	4	0	103
Jackson	343	269	13	1	626
Jasper	58	45	1	1	105
Jefferson	27	10	1	2	40
Jefferson Davis	46	21	2	0	69
Jones	212	140	40	6	398
Kemper	24	22	1	1	48
Lafayette	99	65	20	1	185
Lamar	128	97	12	0	237
Lauderdale	263	178	21	4	466
Lawrence	32	18	1	0	51
Leake	70	58	14	2	144
Lee	282	154	21	2	459
Leflore	150	113	8	1	272
Lincoln	94	90	3	1	188
Lowndes	239	164	18	1	422
Madison	156	118	28	2	304

Marion	88	47	2	0	137
Marshall	135	113	17	0	265
Monroe	138	97	10	1	246
Montgomery	38	28	0	0	66
Neshoba	93	74	4	1	172
Newton	70	33	11	1	115
Noxubee	59	40	7	0	106
Oktibbeha	104	79	9	3	195
Panola	134	116	14	0	264
Pearl River	144	107	16	1	268
Perry	27	22	2	0	51
Pike	180	137	20	4	341
Pontotoc	58	49	2	1	110
Prentiss	56	36	2	0	94
Quitman	34	31	10	1	76
Rankin	236	207	19	1	463
Scott	96	73	17	5	191
Sharkey	21	9	0	0	30
Simpson	94	67	5	0	166
Smith	39	36	1	0	76
Stone	32	16	0	1	49
Sunflower	86	67	3	1	157
Tallahatchie	43	30	2	1	76
Tate	65	44	13	0	122
Tippah	61	35	1	0	97
Tishomingo	48	25	1	0	74
Tunica	85	50	7	4	146
Union	65	41	5	0	111
Walthall	32	24	1	1	58
Warren	124	80	21	3	228
Washington	254	170	6	1	431
Wayne	70	51	6	2	129
Webster	22	14	0	0	36
West Bolivar	26	27	2	0	55
West Chickasaw	35	28	4	0	67
Wilkinson	45	35	1	0	81
Winston	63	51	1	0	115
Yalobusha	60	30	4	1	95
Yazoo	89	69	16	0	174
<u>Totals</u>	9,187	6,655	857	98	16,797

Cathy Sykes, Director
Division of Field Operations
Mississippi Department of Human Services
Post Office Box 352
Jackson, MS 39205-0352

May 7, 2015

Re: Call Center Monthly Progress Report for April 2015

Dear Ms. Sykes:

This is the April monthly progress report for the contract between YoungWilliams, P.C. and the Division of Field Operations, Mississippi Department of Human Services. This report focuses on the customer service call center. The scopes of services outlined in the contract in paragraph 3.K. are set out below in the following categories: Facilities; Technology; Personnel/Human Resources; Training of Personnel; Call Handling; Financial/Billing; and Other. In addition, attached to this report is Attachment A, April's Call Statistics; Attachment B, MS Calls by County; and Attachment C, Performance Queue.

Facilities

Office Space – Office Space is completed and functioning as needed in a production environment.

Equipment – All technology components have been delivered, installed, and is in production.

Supplies – Additional general office supplies have been purchased on an as-needed basis for daily use.

Technology

In April, no modifications were made to the IVR. The IVR operated at 100% during this month.

Personnel/Human Resources

As of April 30th, the call center employed seventy-five people. Positions include one Project Manager, one Deputy Project Manager, one Quality Assurance Manager, one Quality Assurance Specialist, one Junior System Administrator, one Human Resources/Administrator Coordinator, one Trainer, five Customer Service Supervisors, five Customer Service Leads, four team assistance, and fifty-four Customer Service Representatives. This year we have had eight terminations.

Training of Personnel

The class took their final exam April 7th. On April 10th, six of the class of eight came to the floor to take calls. There will be another class schedule.

Call Handling

The attached Queue Performance Report states the following:

Total Calls: 345,396
IVR Calls Only: 234,563
CSR Requested Calls: 110,833
Abandoned: 13,275 (5,571 within 60 seconds, 7,524 after 60 seconds)
Total Calls Resolved by CSR: 97,546

The number of METSS mail sent to the county offices 15,992 with 8,873 being FYI, and 7,119 for action. See the attached report for a breakdown of the types of email sent.

In April, the highest call day was Wednesday, April 1st where 8,314 calls were received in the Center.

The difference between the Queue report and the Y-Track report is 375 more calls.

Financial/Billing

For the month of April we have submitted our bills consistent with the contract.

Other

This report should comply with the requirement of paragraph 3.K. of the contract for us to submit a monthly progress report.

We do not currently have any contractors. All subcontractors will meet or exceed these requirements. No contact has been made with the media.

Sincerely,

Larry Bledsoe
Project Manager
MS Call Center

cc: Robert L. Wells, President
Bob Johnson, President of Operations



Yazoo City CSE Call Center



Queue Performance

Date Range: From: 4/1/2015 12:00:00AM To: 4/30/2015 11:59:59PM

<u>Total Calls</u>	<u>Serviced by IVR</u>	<u>Transferred to Queue</u>	<u>Answered</u>	<u>Abandoned <60</u>	<u>Abandoned >60</u>	<u>Avg Talk Time</u>	<u>Avg ACW</u>
345396	234563	110833	97546	5751	7524	00:02:31	00:01:20



Calls By County

Date Range: From: 04/01/2015 07:30:00 AM

To: 4/30/2015 11:59:59PM

County	# of Calls
Adam	1087
Alcorn	619
Amite	408
Attala	945
Benton	445
Calhoun	839
Carroll	410
Choctaw	406
Claiborne	618
Clarke	754
Clay	991
Coahoma	1563
Copiah	953
Covington	824
Desoto	4060
East Bolivar	1520
East Chickasaw	244
Forrest	2188
Franklin	306
George	559
Greene	270
Grenada	873
Hancock	688
Harrison	4158
Hinds	6974
Holmes	1061
Humphreys	588
Issaquena	59
Itawamba	399
Jackson	2555
Jasper	565
Jefferson	387
Jefferson Davis	535
Jones	1736
Kemper	487
Lafayette	744
Lamar	1019
Lauderdale	2226
Lawrence	347
Leake	594

County	# of Calls
Lee	2253
Leflore	1815
Lincoln	1315
Lowndes	1902
Madison	1636
Marion	819
Marshall	1210
Monroe	1293
Montgomery	482
Neshoba	1102
Newton	713
Noxubee	742
Oktibbeha	1334
Panola	1489
Pearl River	883
Perry	361
Pike	1727
Pontotoc	560
Prentiss	468
Quitman	369
Rankin	1848
Scott	935
Sharkey	224
Simpson	779
Smith	351
Stone	307
Sunflower	1492
Tallahatchie	631
Tate	715
Tippah	484
Tishomingo	215
Tunica	666
Union	583
Unknown	10747
Walthall	478
Warren	1147
Washington	2509
Wayne	792
Webster	281
West Bolivar	438

County	# of Calls
West Chickasaw	490
Wilkinson	379
Winston	816
Yalobusha	501
Yazoo	886

Grand Total: **97171**



Yazoo City Call Center



Totals By Call Type

Date Range: From: 4/1/2015 7:30:00AM
 To: 4/30/2015 11:59:59PM

Date of Report: 5/4/2015

Access Visitation Program	10
Address/Name Change	520
AOA/SOA Requested	484
Application	64
Appointment	1,198
Balance Owed	506
Bankruptcy	3
Call Ended/Dropped	2,885
Case information	53,149
COMPLAINT	9
Contempt	17
Credit Bureau	23
Debit Card	405
Direct Deposit	84
Employer	739
Establish Order	8
Fees	19
Freeze Bank Acct	10
General Program Info/NCP	5,512
Genetic Testing	270
Interstate	778
License Suspension	587
Materials Request	2
Passport Denial	14
Payment History	263
Pmt-Information/CP	27,992
Refund to NCP	458
Review and Modification	583
Tax Offset	575
Transfer Msg to Supv for Revis	4
Other	
Grand Total:	97,171

METSS Emails by County

Date Range: From:

To:

Date of Report: 5/4/20

<u>County</u>	<u>Email No Response Required</u>	<u>1st Email Response Required</u>	<u>2nd Email Response Required</u>	<u>3rd Email Response Required</u>	<u>Total Emails</u>
Adam	115	96	14	3	228
Alcorn	97	59	2	1	159
Amite	52	40	4	0	96
Attala	72	44	6	2	124
Benton	35	16	8	1	60
Calhoun	63	41	6	0	110
Carroll	35	27	4	0	66
Choctaw	51	16	3	0	70
Claiborne	53	32	6	1	92
Clarke	66	40	1	0	107
Clay	79	46	1	1	127
Coahoma	137	103	23	6	269
Copiah	86	68	4	2	160
Covington	61	51	1	0	113
Desoto	575	403	41	8	1,027
East Bolivar	167	91	15	1	274
East Chickasaw	23	14	0	0	37
Forrest	214	152	35	2	403
Franklin	35	18	5	0	58
George	72	55	4	0	131
Greene	21	22	1	0	44
Grenada	77	64	4	0	145
Hancock	93	74	8	0	175
Harrison	535	449	42	3	1,029
Hinds	739	527	107	15	1,388
Holmes	64	45	4	0	113
Humphreys	40	23	2	1	66
Issaquena	1	2	0	0	3
Itawamba	52	39	1	0	92
Jackson	334	253	19	1	607
Jasper	34	30	2	0	66
Jefferson	28	13	3	0	44
Jefferson Davis	39	23	0	0	62
Jones	183	138	43	4	368
Kemper	23	16	0	1	40
Lafayette	107	64	19	0	190
Lamar	127	84	11	0	222
Lauderdale	256	163	31	4	454
Lawrence	30	19	0	0	49
Leake	56	52	11	0	119
Lee	228	149	10	1	388
Leflore	161	111	14	2	288
Lincoln	128	69	3	0	200
Lowndes	208	134	17	2	361
Madison	180	138	28	3	349

Marion	76	51	2	2	131
Marshall	143	84	15	2	244
Monroe	117	92	7	0	216
Montgomery	30	18	1	0	49
Neshoba	122	87	0	0	209
Newton	56	35	6	2	99
Noxubee	52	45	7	0	104
Oktibbeha	105	57	1	1	164
Panola	150	103	10	0	263
Pearl River	107	96	12	3	218
Perry	25	21	1	0	47
Pike	155	126	12	1	294
Pontotoc	53	44	1	0	98
Prentiss	61	29	1	1	92
Quitman	32	21	1	1	55
Rankin	281	204	4	1	490
Scott	94	60	16	2	172
Sharkey	9	18	3	0	30
Simpson	82	58	1	1	142
Smith	31	16	0	0	47
Stone	27	17	1	0	45
Sunflower	78	66	4	1	149
Tallahatchie	40	27	2	0	69
Tate	66	43	2	0	111
Tippah	59	45	4	0	108
Tishomingo	38	25	1	0	64
Tunica	68	47	10	1	126
Union	68	46	2	0	116
Walthall	54	30	1	0	85
Warren	134	95	13	1	243
Washington	228	168	9	1	406
Wayne	57	46	4	0	107
Webster	16	18	0	0	34
West Bolivar	35	24	1	2	62
West Chickasaw	47	32	5	0	84
Wilkinson	33	33	0	0	66
Winston	57	33	1	2	93
Yalobusha	52	43	3	0	98
Yazoo	103	53	33	0	189
<u>Totals</u>	8,873	6,269	760	90	15,992

Cathy Sykes, Director
Division of Field Operations
Mississippi Department of Human Services
Post Office Box 352
Jackson, MS 39205-0352

June 5, 2015

Re: Call Center Monthly Progress Report for May 2015

Dear Ms. Sykes:

This is the May monthly progress report for the contract between YoungWilliams, P.C. and the Division of Field Operations, Mississippi Department of Human Services. This report focuses on the customer service call center. The scopes of services outlined in the contract in paragraph 3.K. are set out below in the following categories: Facilities; Technology; Personnel/Human Resources; Training of Personnel; Call Handling; Financial/Billing; and Other. In addition, attached to this report is Attachment A, May's Call Statistics; Attachment B, MS Calls by County; and Attachment C, Performance Queue.

Facilities

Office Space – Office Space is completed and functioning as needed in a production environment.

Equipment – All technology components have been delivered, installed, and is in production.

Supplies – Additional general office supplies have been purchased on an as-needed basis for daily use.

Technology

In May, no modifications were made to the IVR. The IVR operated at 100% during this month.

Personnel/Human Resources

As of May 31st, the call center employed seventy-four people. Positions include one Project Manager, one Deputy Project Manager, one Quality Assurance Manager, one Quality Assurance Specialist, one Human Resources/Administrator Coordinator, one Trainer, five Customer Service Supervisors, five Customer Service Leads, four team assistance, and fifty-three Customer Service Representatives. This year we have had nine terminations.

Training of Personnel

There was no class in the month of May.

Call Handling

The attached Queue Performance Report states the following:

Total Calls: 308,478
IVR Calls Only: 210,380
CSR Requested Calls: 98,098
Abandoned: 8,349 (3,868 within 60 seconds, 4,481 after 60 seconds)
Total Calls Resolved by CSR: 89,742

The number of METSS mail sent to the county offices 16,060 with 9,008 being FYI, and 7,052 for action. See the attached report for a breakdown of the types of email sent.

In May, the highest call day was Monday, May 4th where 8,408 calls were received in the Center.

The difference between the Queue report and the Y-Track report is 663 more calls.

Financial/Billing

For the month of May we have submitted our bills consistent with the contract.

Other

This report should comply with the requirement of paragraph 3.K. of the contract for us to submit a monthly progress report.

We do not currently have any contractors. All subcontractors will meet or exceed these requirements. No contact has been made with the media.

Sincerely,

Larry Bledsoe
Project Manager
MS Call Center

cc: Robert L. Wells, President
Bob Johnson, President of Operations



Yazoo City CSE Call Center



Queue Performance

Date Range: From: 5/1/2015 12:00:00AM To: 5/31/2015 11:59:59PM

<u>Total Calls</u>	<u>Serviced by IVR</u>	<u>Transferred to Queue</u>	<u>Answered</u>	<u>Abandoned <60</u>	<u>Abandoned >60</u>	<u>Avg Talk Time</u>	<u>Avg ACW</u>
308478	210380	98098	89742	3868	4481	00:02:39	00:01:25



Yazoo City Call Center



Totals By Call Type

Date Range: From: 5/1/2015 12:00:00AM
To: 5/31/2015 11:59:59AM

Date of Report: 6/1/2015

Access Visitation Program	12
Address/Name Change	432
AOA/SOA Requested	399
Application	67
Appointment	1,076
Balance Owed	385
Bankruptcy	3
Call Ended/Dropped	2,610
Case information	49,572
COMPLAINT	13
Contempt	16
Credit Bureau	19
Debit Card	362
Direct Deposit	76
Employer	715
Establish Order	4
Fees	8
Freeze Bank Acct	3
General Program Info/NCP	2,428
Genetic Testing	246
Interstate	713
License Suspension	586
Materials Request	1
Passport Denial	19
Payment History	240
Pmt-Information/CP	27,801
Refund to NCP	474
Review and Modification	479
Tax Offset	315
Transfer Msg to Supv for Review	5
Other	
Grand Total:	89,079



Calls By County

Date Range: From: 05/01/2015 12:00:00 AM
To: 5/31/2015 11:59:59PM

County	# of Calls
Adam	1044
Alcorn	695
Amite	432
Attala	855
Benton	393
Calhoun	867
Carroll	413
Choctaw	408
Claiborne	591
Clarke	747
Clay	1087
Coahoma	1478
Copiah	908
Covington	819
Desoto	3804
East Bolivar	1419
East Chickasaw	277
Forrest	2122
Franklin	317
George	471
Greene	277
Grenada	937
Hancock	546
Harrison	3989
Hinds	6689
Holmes	1129
Humphreys	485
Issaquena	49
Itawamba	361
Jackson	2454
Jasper	581
Jefferson	351
Jefferson Davis	553
Jones	1756
Kemper	522
Lafayette	710
Lamar	1029
Lauderdale	2272
Lawrence	353
Leake	577

County	# of Calls
Lee	2251
Leflore	1853
Lincoln	1226
Lowndes	1918
Madison	1585
Marion	801
Marshall	1065
Monroe	1237
Montgomery	504
Neshoba	1058
Newton	666
Noxubee	724
Oktibbeha	1298
Panola	1380
Pearl River	812
Perry	258
Pike	1580
Pontotoc	561
Prentiss	549
Quitman	378
Rankin	1792
Scott	958
Sharkey	252
Simpson	779
Smith	349
Stone	283
Sunflower	1443
Tallahatchie	613
Tate	641
Tippah	443
Tishomingo	188
Tunica	625
Union	562
Unknown	5322
Walthall	435
Warren	1074
Washington	2381
Wayne	827
Webster	265
West Bolivar	430

County	# of Calls
West Chickasaw	510
Wilkinson	375
Winston	732
Yalobusha	473
Yazoo	856

Grand Total: **89079**

METSS Emails by County

Date Range: From: 5/1/2015 12:00:00 AM
 To: 5/31/2015 11:59:59 PM

Date of Report: 6/1/2015

<u>County</u>	<u>Email No Response Required</u>	<u>1st Email Response Required</u>	<u>2nd Email Response Required</u>	<u>3rd Email Response Required</u>	<u>Total Emails</u>
Adam	123	81	19	3	226
Alcorn	93	67	3	0	163
Amite	49	28	11	0	88
Attala	63	48	6	0	117
Benton	38	18	2	1	59
Calhoun	71	37	5	0	113
Carroll	57	21	4	1	83
Choctaw	47	20	2	0	69
Claiborne	56	31	12	0	99
Clarke	79	38	3	0	120
Clay	91	39	5	0	135
Coahoma	134	82	17	4	237
Copiah	104	74	1	1	180
Covington	67	46	1	0	114
Desoto	521	404	53	8	986
East Bolivar	153	113	17	1	284
East Chickasaw	27	16	1	0	44
Forrest	257	173	26	1	457
Franklin	25	17	2	0	44
George	63	46	3	0	112
Greene	29	23	0	0	52
Grenada	96	63	2	0	161
Hancock	88	68	5	0	161
Harrison	579	421	57	3	1,060
Hinds	720	498	139	14	1,371
Holmes	97	61	6	0	164
Humphreys	39	18	0	0	57
Issaquena	3	0	0	0	3
Itawamba	52	30	3	0	85
Jackson	356	235	22	1	614
Jasper	39	20	0	0	59
Jefferson	25	17	0	0	42
Jefferson Davis	45	31	4	0	80
Jones	194	147	43	3	387
Kemper	20	17	0	0	37
Lafayette	78	67	11	0	156
Lamar	126	85	8	3	222
Lauderdale	252	180	47	8	487
Lawrence	22	26	0	0	48
Leake	55	43	16	0	114
Lee	228	147	8	1	384
Leflore	159	117	9	1	286
Lincoln	120	74	0	1	195
Lowndes	222	154	13	0	389
Madison	163	113	18	2	296
Marion	88	43	1	3	135
Marshall	119	89	14	1	223

MS CSC
METSS Emails by County

Date Range: From:
To:

Date of Report: 6/1/2015

<u>County</u>	<u>Email No Response Required</u>	<u>1st Email Response Required</u>	<u>2nd Email Response Required</u>	<u>3rd Email Response Required</u>	<u>Total Emails</u>
Monroe	113	60	7	0	180
Montgomery	45	19	1	0	65
Neshoba	147	63	5	0	215
Newton	61	43	2	0	106
Noxubee	42	37	4	0	83
Oktibbeha	94	71	8	0	173
Panola	138	101	11	1	251
Pearl River	127	87	12	0	226
Perry	28	17	0	0	45
Pike	178	141	7	2	328
Pontotoc	50	38	2	0	90
Prentiss	55	43	4	0	102
Quitman	40	16	2	0	58
Rankin	256	205	11	0	472
Scott	83	66	17	2	168
Sharkey	18	10	0	0	28
Simpson	85	60	3	1	149
Smith	36	28	0	0	64
Stone	34	22	0	0	56
Sunflower	77	62	4	0	143
Tallahatchie	47	40	4	1	92
Tate	75	50	6	1	132
Tippah	47	43	0	1	91
Tishomingo	33	23	1	0	57
Tunica	57	47	8	0	112
Union	68	37	0	0	105
Unknown	7	3	0	4	14
Walthall	42	35	1	0	78
Warren	153	103	20	1	277
Washington	250	141	8	2	401
Wayne	61	43	4	1	109
Webster	25	10	0	0	35
West Bolivar	34	22	10	3	69
West Chickasaw	48	31	7	1	87
Wilkinson	40	34	1	0	75
Winston	48	43	1	0	92
Yalobusha	53	25	3	0	81
Yazoo	81	54	15	3	153
<u>Totals</u>	9,008	6,159	808	85	16,060