



**State of Louisiana**  
Louisiana Department of Health  
Bureau of Health Services Financing

Request for Information #305PUR-OneDoorOneCall  
The Design, Development and Implementation of a Fully Functional Customer Service  
Contact Center (One Door, One Call) for the LDH

Addendum #3  
Questions & Answers  
January 30, 2026

Your reference is directed to Request for Information Number RFI #305PUR-  
OneDoorOneCall, for The Design, Development and Implementation of a Fully  
Functional Customer Service Contact Center (One Door, One Call) for the LDH, which  
was issued on November 19, 2025.

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All **Questions & Answers** submitted by the deadline are included on the  
attached PDF.

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**THIS ADDENDUM IS HEREBY OFFICIALLY MADE A PART OF THE  
REFERENCED SOLICITATION.**

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**Louisiana Department of Health  
Bureau of Health Services Financing  
REQUEST FOR INFORMATION  
For**

**The Design, Development and Implementation of a Fully Functional Customer Service Contact Center  
(One Door, One Call) for the LDH**

**Questions & Answers**

**LaPAC Bid Number: 305PUR-OneDoorOneCall  
January 30, 2026**

**1. Question: Whether companies from Outside USA can apply for this? (Like from India or Canada)**

**Answer:** The CSU must be located within the Continental United States.

**2. Question: Whether we need to come over there for meetings?**

**Answer:** Yes. There will be in-person and virtual meetings.

**3. Question: Can we perform the tasks (related to RFP) outside USA? (Like, from India or Canada)**

**Answer:** See answer to question 1. In the past, we have allowed during implementation only to have out of country; however, main CSU functions have to be in the US. Anyone working outside of the continental US cannot have any access to any restricted data as defined in the state's Information Security Policy.

**4. Can we submit the proposals via email?**

**Answer:** Yes, please see Section 3.4.1 Response Submittal of the RFI. Proposers should email responses to the RFI Coordinator. Proposals can be submitted to Stephanie.Horvath2@la.gov.

**5. Question: If this RFI greenlights a solicitation, what is the estimated timeframe for procurement?**

**Answer:** RFP date is TBD.

**6. Question: What is the anticipated contract value?**

**Answer:** Once the RFP is published, vendors respond with their proposed solution and associated costs.

**7. Question: Is this RFI a request for a fully staffed and functional contact center that is provided with the agents, supervisors, and software included?**

**Answer:** Yes. The RFI is for a fully staffed and functional contact center with agents, supervisors, and telephony software included.

**8. Question: Is this RFI a request to build a contact center solution that will interface with the state's databases and information sources, but will be staffed, run and supported by the state's internal IT services and existing contact center staffing?**

**Answer:** See answer to question #7.

**9. Question: Is this RFI a request to build a contact center that includes managed services, but does not include staffing services?**

**Answer:** See answer to question #7.

**10. Question: Does your contact center need to be Fed Ramp?**

**Answer:** Due to tax information being discussed on the phone, FedRamp would be required. Any solution would have to also meet OTS infosec policy.

**11. Question: (Section 1.1) How much does call volume fluctuate?**

**Answer:** The call volume does fluctuate. Monday – Wednesday our call volumes are higher Thursday and Friday they are lower. The day after a holiday, call volumes spike. If there is a storm in the Gulf of America, the call volumes will rise before and after the storm hits. Also, anytime there is a change such as a law change, cost allocations, benefit changes, etc. call volumes will rise. Also, between 9am – 3 pm calls volumes are higher.

**12. Question: (Section 2.3.4) What system access is LDH requesting, or is it all data transmitted exclusively through SFTP/API?**

**Answer:** All system access must first receive OTS Information Security approval and connectivity details are provided at that time.

**13. Question: (Attachment 1) for "accepting applications and renewals," what specific activities does LDH envision for the vendor (data collection only, eligibility determination, document verification, case updates, notices), and where will the line be drawn between CSU responsibilities and LDH internal staff?**

**Answer:** Applications and renewals will be taken using the Louisiana self-service portal (SSP). The vendor selected would be responsible for reading the questions and disclosures as presented on screen and entering the information provided by the caller. There are instances of eligibility determination upon submission but there are also complicated cases that require additional information. In these instances, eligibility is determined by state merit staff. Other duties will include updates to member demographics such as physical and mailing addresses, case changes, and requesting cards.

Yes, there is a line drawn between vendor responsibilities and the responsibilities of state merit staff.

**14. Question: (Attachment 1) How does LDH envision CSU involvement in case management tasks (e.g. warm transfers to caseworkers, scheduling callbacks, escalation protocols, handling complaints and appeals)?**

**Answer:** The vendor will employ warm transfers when transferring call to internal queues. The IVR should handle scheduling callbacks. The RFI is for a fully staffed and functional contact center with agents, supervisors, and telephony software included. The contracted supervisors will handle complaints and escalations related to call handling as directed by LDH. The escalations and subsequent resolutions should be logged/tracked and sent to LDH monthly. Appeals will be sent to the appropriate Appeals unit within LDH.

**15. Question: (Attachment 1) What are LDH's expectations for outbound campaigns (such as recertification reminders or outreach to hard-to-reach populations), and how will targeting lists and messaging be provided or approved?**

**Answer:** Currently we use outbound campaigns. It would be beneficial to continue them, but the requirements would be listed in the RFP. Lists are provided via the modality required.

**16. Question: (Attachment 1) What is the ingestion point and expected volume of return mail?**

**Answer:** At present, Medicaid's postal mail is received, batched and scanned in office. Historical volume: 2024 = 260,156; 2025 Through November = 193,196. SNAP currently does not have any mail processes.

**17. Question: (Attachment 1) How does the state define "electronic support channels"?**

**Answer:** The ability for internal chat and text messaging.

**18. Question: (Attachment 1) How are applications and renewals captured via electronic support channels?**

**Answer:** See answer to question #13.

**19. Question: (Attachment 1) What systems is LDH looking to integrate with its Enterprise Architecture?**

**Answer:** LaMEDS and LITE; Also see answer to question #68.

**20. Question: (Attachment 1) What are the expectations for AI-related services?**

**Answer:** Chatbot and IVR at a minimum, if anything else is available, please list in innovative concepts.

**21. Question: (Attachment 1) Regarding the desire for prompt IVR changes, is this anticipated to be an LDH-initiated change, a vendor-initiated change, or both?**

**Answer:** IVR changes are anticipated and initiated by LDH. Ideally, LDH will have the access and authority to create and delete IVR messages as well as shutting down portions of the IVR without the need for professional recording or waiting for the contractor.

**22. Question: (Attachment 2, Question 1) What is the anticipated call volume and hours of operation?**

**Answer:** At present, LDH call center hours are 8a – 4:30p Monday through Friday. Please note that although calls stop entering the queues at 4:30p, call center agents are required to continue taking calls until the queues are cleared ensuring that all callers receive assistance. Our customer service rep hours are 7:30am to 6:00pm. See attached call volumes.

**23. Question: (Attachment 2, Question 1) Are call volumes expected to be steady, seasonal, or fluid day-to-day or week-to-week?**

**Answer:** Medicaid receives an average of 150,000 calls per month. Call volume primarily peaks on Mondays, after returning from an office closure such as a holiday, and in response to outreach campaigns.

For Economic Stability, the call volume does fluctuate. Monday – Wednesday our call volumes are higher and Thursday and Friday are lower. The day after a holiday, call volumes spike. If there is a storm in the Gulf of America, the call volumes will rise before and after the storm hits. Also, anytime there is a change such as a law change, cost allocations, benefit changes, etc. call volumes will rise.

**24. Question: (Attachment 2, Question 4) In regard to blocked calls, are these calls blocked by the consumer originating from the contact center, or calls blocked by the contact center?**

**Answer:** Blocked calls by the Vendor. If the caller receives a blocked call, it could be a service on their side. However, if the caller calls in and cannot get through due to the vendor, this is counted as blocked. (i.e. inadequate lines, etc.)

**25. Question: Will the LDH require the Contractor to implement a case management/customer relationship management solution in addition to the telephony solution?**

**Answer:** No, it's not expected but desired. (CRM)

**26. Question: Will the LDH require the contractor to implement a case management/customer relationship management solution in addition to the telephony solution?**

**Answer:** See answer to question #25.

**27. Question: Can BHSF provide projected contact volumes for the full contract term, including any available historical volume data or seasonal trends?**

**Answer:** See attached call volume.

**28. Question: Through which communication channels will contacts be received and supported under this contract (e.g., inbound/outbound phone, email, web chat, SMS/text, fax, mailed correspondence, portal messaging)?**

**Answer:** Communication channels used are inbound/outbound phone, email, web chat, SMS/text, fax and mail correspondence.

**29. Question: What are the required hours and days of operation for the contact center, including weekday schedules, weekend or holiday coverage, and any after-hours or emergency support needs?**

**Answer:** At present, LDH call center hours are 8a – 4:30p Monday through Friday. Please note that although calls stop entering the queues at 4:30p, call center agents are required to continue taken calls until the queues are cleared ensuring that all callers receive assistance. **See Question 22**

**30. Question: Does LDH/BHSF have preferred or mandated technology platforms or vendors for contact center operations (e.g., telephony/IVR, CRM/case management, Omni channel routing, workforce management, quality monitoring, analytics, or reporting tools)?**

**Answer:** No.

**31. Question: What is the anticipated contract start date, and what implementation or transition timeline does BHSF envision?**

**Answer:** TBD.

**32. Question: Are there any critical milestones or deadlines the vendor should plan for to ensure continuity of services?**

**Answer:** State fiscal year ends June 30, 2026 and SNAP contract ends October 31, 2026.

**33. Question: What systems will the CSU need to integrate with (eligibility systems, case management, CRM)?**

**Answer:** Medicaid employs LaMEDS and SNAP employs LITE. The IVR will integrate with these systems for case status, benefit amount, etc. The IVR must integrate with these systems to provide self-service options to assist callers. IVR must be available 24/7 with those service options. Integrating Software shall utilize the State's API Gateway for all API or real time interfaces, or any interactions with other Enterprise Architecture or State technology components. All integrating connections must be made using standard SOAP/REST APIs or connectors or message queues within the API Gateway. The use of JSON Web Tokens (JWT) may be approved by the State.

**34. Question: Will CSRs perform eligibility determination or only intake/support?**

**Answer:** Intake/support. Eligibility determinations are automatically processed when using the SSP. (Eligibility is determined by state merit staff for SNAP, etc.)

**35. Question: What service levels are expected during DSNAP activation?**

**Answer:** CSR levels can remain the same. During a virtual DSNAP it is expected DSNAP IVR to be activated allowing for 8,000-10,000 calls a day. Approx. 800 - 1,000 state merit employees on the telephony system taking calls. SLAs for DSNAP will be created for RFP. A regular DSNAP, we may ramp up from 10-150 CSRs depending on the complexity of the disaster and length. CSRs will advise on sites, parish information, shelters, etc.

**36. Question: Will LDH require specific QA scoring methodologies?**

**Answer:** Yes.

**37. Question: What reporting cadence and formats are expected?**

**Answer:** Ad hoc reporting is desired. At any given time LDH leadership should be able to view the names of agents logged in and their status (i.e., in a call, on break, after call work). The number of agents taking calls, the number of calls in queue per queue, the average speed of answer, and the average hold time. There should also be the option to select a reason for the call once the call is concluded so that reports show reasons for the call.

IVR reports and ACD report. At a minimum, PDF with the option to export to Excel.

**38. Question: What volume of Spanish or other-language calls does LDH expect?**

**Answer:** At present the IVR only has prompts for English and Spanish. We average 5,000 Spanish calls monthly.

**39. Question: Can the Government provide an estimated timeframe for integrating the existing systems and processes (for Medicaid, the Supplemental Nutrition Assistance Program (SNAP), Disaster SNAP (DSNAP), and other public assistance programs), and if so, will these be simultaneous or sequenced?**

**Answer:** See answer to question #5.

**40. Question: Similarly, is there an estimated timeline for integrating and/or enhancing existing operations with the capabilities for multi-channel support and features, such as artificial intelligence, telephonic, chat, and electronic support channels for all LDH offices and Medicaid programs?**

**Answer:** See answer to question #5.

**41. Question: Can the Government please be more explicit regarding the locations from which services may be performed? "Continental United States" generally includes only the lower 48 states but in some cases, it can also include Alaska, Hawaii, Puerto Rico, etc.**

**Answer:** See answer to question # 1.

**42. Question: Please confirm the full program scope for the Customer Service Unit (CSU). Beyond Medicaid, SNAP, TANF, and DSNAP, which additional LDH programs or initiatives are expected to be supported on Day 1 and which are anticipated as future phases?**

**Answer:** At this time, outside of the programs named there aren't any additional program considerations.

**43. Question: Is the CSU intended to support both beneficiary/member-facing inquiries and provider-facing inquiries, or only public/beneficiary calls?**

**Answer:** Only phone calls from beneficiaries/members, clients, other states and the public asking for services.

**44. Question: Are there any services or functions that are explicitly out of scope for the CSU (e.g., clinical advice, appeals/adjudication, fraud investigations)?**

**Answer:** Appeals, adjudication, and fraud are all out of scope for the CSU.

**45. Question: Please describe the current contact center environment for Medicaid and SNAP (and any other programs in scope): number of vendors, in-house teams, locations, and major platforms currently in use.**

**Answer:** Currently SNAP CSU has a virtual platform with Customer Service Representatives (CSRs) working from home, there is no physical location for this CSU. It is desired to have an on-site location for auditing and training purposes, allowing for the State to have hands on oversight. Medicaid's call center is staffed with 95 in-house state employees. Employees are located throughout the 9 regions of the state. Our current telephony platform is hosted and maintained by a single vendor.

**46. Question: Are there any existing contracts (for call center services, IVR, translation services, etc.) that must be assumed, integrated, or wound down as part of this initiative?**

**Answer:** Yes.

**47. Question: How is the transition of SNAP customer service functions from DCFS to LDH currently planned or staged, and what role would the vendor play in that transition?**

**Answer:** SNAP has already transferred to LDH and has a current CSU contract. Customer Service functions will likely expand to allow for CSRs to answer Medicaid and other programs currently in LDH.

**48. Question: Will there be a period of parallel operations (old model and new CSU) and, if so, what length of overlap does LDH anticipate?**

**Answer:** Undecided. Recommendations welcomed.

**49. Question: Please provide at least 12–24 months of historical inbound contact volumes (calls, chats, emails, web forms, etc.) by:**

- a. Program (Medicaid, SNAP, TANF, DSNAP, other programs)
- b. Language (English, Spanish, other)
- c. Contact reason categories, if available (eligibility, renewals, status checks, case changes, complaints, etc.).

**Answer:** See attached call volumes.

A: SNAP average monthly: 95,177 calls inbound; DSNAP Hurricane Francine, 2 phases, 5 days each phase total calls for disaster: 79,226 (handled by Merit staff)

B: SNAP average monthly: English: Offered – 92,759; Spanish: Offered 2,418

C: SNAP: Cast Status, callback requests, document verification, reschedule interviews and applications/card status

**50. Question: Please provide any available forecasted volumes for the first 2–3 years of the CSU, including planned policy changes or initiatives likely to impact volume.**

**Answer:** Forecasted volumes not available; Historical volumes provided via attachment 1.

**51. Question: What percentage of total customer contacts does LDH expect to be handled through each channel (phone/IVR, chat, email, self-service, etc.)?**

**Answer:** Forecasted volumes not available; Historical volumes provided via attachments.

**52. Question: Can LDH share historical and/or expected peak period patterns (e.g., open enrollment, renewals, DSNAP activations, hurricane season, and major policy changes) including peak daily/weekly volumes and duration of peaks?**

**Answer:** Yes, see attachment.

**53. Question: What is the current volume and expected volume of outbound calls (e.g., for returned mail, recertification outreach, DSNAP notifications, disaster events)?**

**Answer:** See answer to question #49 and attachments.

**54. Question: What are the required hours and days of operation (standard business hours, extended weekday hours, weekends, holidays), by program if they differ?**

**Answer:** See answer to question #22.

**55. Question: Are there minimum requirements or preferences for physical locations within Louisiana versus elsewhere in the continental U.S.?**

**Answer:** See answer to question #1.

**56. Question: Are remote/telework agents acceptable, or does LDH require a brick-and-mortar operation for some or all FTEs?**

**Answer:** Remote/telework is acceptable. Staffing decisions such as PT vs. FT are left to the vendor as long as there is no lapse in the required operating coverage.

**57. Question: For “accepting Medicaid and SNAP applications and renewals via telephone and electronic channels,” please clarify the expected level of responsibility:**

- a. Completing full applications in state systems?

- b. **Assisting with partial completion and routing to LDH eligibility staff?**
- c. **Providing guidance and capturing information to be processed later by LDH?**

**Answer:**

- a. Yes
- b. Yes
- c. Medicaid: Information is captured using the self-service portal; SNAP: Information is captured on the CAFE Self Service Portal into the application and submitted once completed during the application process.

**58. Question: Will vendor staff be granted direct access to LDH eligibility/case management systems for real-time updates and determinations, or will they work through interfaces and workflows that route tasks back to LDH staff?**

**Answer:** Yes, CSRs will have access to the LDH systems which have real time updates as well as determination of case status, case notes, etc.

**59. Question: How will verbal signatures, attestations, and consent be handled for applications and renewals taken via phone or electronic channels?**

**Answer:** Both Medicaid and SNAP: Our application process has the verbal electronic signature included for consent.

**60. Question: For “processing returned mail,” please describe the expected activities (address research, outbound calls, coordination with USPS, updating addresses in state systems, etc.).**

**Answer:** See answer to question #16.

**61. Question: Are there any specific functions related to DSNAP (e.g., activation protocols, special scripts, and mass outbound campaigns) that LDH expects the vendor to handle during declared emergencies?**

**Answer:** For DSNAP, the vendor is put on alert status once the storm enters the gulf. Ramping up and getting ready to go live happens to the extent possible until the storm or disaster hits. Once the storm or disaster has passed, eligible parishes and other activities happen very quickly and must be ready to go live with inbound calls within 1 to 2 weeks. NOTE: drills happen during non-peak times to ensure both vendor and state are prepared.

**62. Question: Does LDH have target staffing ratios or expectations (e.g., CSR: Supervisor, CSR: QA, CSR: Trainer, WFM FTE per number of agents)?**

**Answer:** LDH does not have a specific target. Staffing decisions such as PT v FT are left to the vendor as long as there is no lapse in the required operating coverage.

**63. Question: Are there any minimum staffing requirements for on-site LDH liaison staff, embedded vendor leadership, or local presence at LDH offices?**

**Answer:** It is preferred to have on site Client Services Manager/Office Manager as well as supervisors for CSRs on site for call center location.

**64. Question: Are there union-related considerations, state labor requirements, or preferences that may impact staffing models, schedules, or locations?**

**Answer:** No

**65. Question: What governance structure does LDH envision (e.g., frequency of operational reviews, executive steering committees, performance/QI meetings)?**

**Answer:** Quality Calibration weekly to biweekly depending on service. Weekly to biweekly end of week calls to discuss SLAs, Quality, hiring, etc. Midweek during and after implementation for any concerns or questions or if there is a major event (i.e. government shut down, COVID, disaster, etc.)

**66. Question: Does LDH have any mandated or preferred platforms for:**

- a. Telephony/ACD/IVR
- b. CRM or case management
- c. Knowledge management
- d. Workforce management and QA
- e. Or is the vendor expected to propose and provide all of these components?

**Answer:**

- a. Telephony/ACD/IVR - No
- b. CRM or case management - No
- c. Knowledge management - No
- d. Workforce management and QA - No
- e. Or is the vendor expected to propose and provide all of these components? - Yes

**67. Question: Will LDH provide the systems of record for eligibility and case information (e.g., Medicaid eligibility system, SNAP/TANF case systems) and expect the vendor to integrate via APIs/SFTP, or does LDH anticipate a vendor-hosted system to act as a primary front end?**

**Answer:** See answer to question #12.

**68. Question: Can LDH provide an overview of the current Enterprise Architecture and key systems that the CSU must integrate with (names of systems, technologies, and owners)?**

**Answer:**

<https://www.doa.la.gov/doa/ots/services-we-provide/ea/>

**69. Question: Are there existing APIs or data exchange standards already in place for third-party contact center vendors, or will new interfaces need to be developed?**

**Answer:** Third-party has to be approved.

**70. Question: Are there specific requirements for computer-telephony integration (CTI), screen-pop, or call/case linkage within LDH's existing systems?**

**Answer:** Screen-pop, or call/case linkage is desired but must be approved by Info Sec.

**71. Question: For field staff making inbound/outbound calls using the ACD software, please clarify:**

- a. Which staff this refers to (LDH employees, vendor staff, or both)?**
- b. Whether the vendor will be responsible for configuring and supporting these users and devices.**

**Answer:**

- a. Which staff this refers to (LDH employees, vendor staff, or both)? State Merit staff will make both inbound and outbound calls.
- b. Whether the vendor will be responsible for configuring and supporting these users and devices. Currently LDH handles supporting general questions and tickets for the telephony software in regard to state staff using the system. More advanced issues will be handled by the Vendor. State Merit staff devices (computers, monitors, keyboards, mouse) and headphones are provided by the state.

**72. Question: Does LDH have target service level standards already established (e.g., X% of calls answered in Y seconds, maximum abandonment rate, maximum blocked calls) for the CSU, or should vendors propose recommended SLAs?**

**Are there specific targets for:**

- a. Average Speed of Answer (ASA)**
- b. Abandonment Rate**
- c. Average Handle Time (AHT)**

- d. Customer Satisfaction (CSAT) or Net Promoter Score (NPS)**
- e. First Contact Resolution (FCR)**

**Answer:**

A: ASA – 90% of calls in 4 minutes computed on a monthly basis

B: Abandonment Rate – Should not exceed 5% computed monthly basis

C: AHT – varies depending on other factors of the contract

D: Customer Satisfaction – 90% or higher

E: First Contact Resolution – 90%

**73. Question: How does LDH currently define First Contact Resolution and are there standardized definitions or calculation methodologies that must be used?**

**Answer:** FCR should be defined as handling the call to the full extent possible from the CSR before being transferred for resolution by a merit worker.

**74. Question: What QA monitoring expectations does LDH have (e.g., number of calls per agent per month, percentage of total contacts, mix of live vs. recorded monitoring)?**

**Answer:** Both live and recorded, 10% of calls should be monitored.

**75. Question: Will LDH provide or approve QA scorecard templates, or should vendors propose their own?**

**Answer:** Yes, LDH will provide QA scorecard template but also welcome input from vendor for any suggestions.

**76. Question: Are there any penalties, incentives, or performance-at-risk expectations anticipated in a future RFP related to service level, QA, or customer satisfaction results?**

**Answer:** Yes, there will be penalties if SLAs are not met.

**77. Question: Please describe LDH's reporting expectations:**

- a. Required daily, weekly, monthly reports**
- b. Real-time dashboards**
- c. Standard KPIs and any state/federal reporting requirements.**

**Answer:**

A: Yes

B: Yes

C: CMS requires hold times to be less than two minutes. See answer to question # 42.

**78. Question: Are there existing report formats, dashboards, or data definitions that vendors must align with, or is LDH open to vendor-proposed reporting packages?**

**Answer:** It is desired for PDF and to export to Excel.

**79. Question: How will LDH provide feedback on reporting and analytics (e.g., iterative refinement, data governance committee, and change request process)?**

**Answer:** Governance committee meetings with phone calls and written documentation.

**80. Question: Are there specific integration requirements for feeding CSU performance and operational data into LDH's enterprise data warehouse or BI tools?**

**Answer:** Integration efforts would have to be compliant with OTS guidelines and LDH data sharing agreements.

**81. Question: Beyond English and Spanish, which languages are most frequently requested or anticipated (e.g., Vietnamese, French, etc.) and what historical volume does LDH have by language?**

**Answer:** After English and Spanish, Vietnamese, Mandarin and Portuguese are the most frequently spoken languages received in our call centers.

**82. Question: Does LDH have minimum requirements for bilingual staffing levels (e.g., a percentage of total FTEs) vs. use of third-party interpretation services?**

**Answer:** See answer to question #56.

**83. Question: Are there specific cultural competency standards, training content, or certifications that LDH expects the vendor to adopt or incorporate?**

**Answer:** There is not a specific standard; however, these must be defined by the vendor and must include some type of testing and standards when hiring bilingual staff.

**84. Question: Are there specific state or LDH security certifications/certifications required (e.g., SOC 2 Type II, PCI-DSS for payment processing, HITRUST, NIST 800-53 alignment)?**

**Answer:** See answer to question #80.

**85. Question: Does LDH have data residency requirements (e.g., all PHI/PII must be stored within specific geographic regions or data centers)?**

**Answer:** Yes.

**86. Question: What are LDH's expectations around data retention periods for call recordings, chat transcripts, and other contact artifacts?**

**Answer:** 5 years from the end date of the contract for SNAP if the vendor keeps, if the state can store the calls it is desired that those call recordings are transferred from the vendor to the state database after 6 months or a year.

**87. Question: Will LDH provide its own security policies and standards for vendor staff training, or should vendors propose a framework to be reviewed and approved by LDH?**

**Answer:** LDH will provide train the trainer. Vendor is responsible for developing training which has to be approved by LDH.

**88. Question: Please describe LDH's expectations for security incident response, including maximum notification timeframes and required content of incident reports.**

**Answer:** OTS Information Security policy would be enforced.

**89. Question: What Recovery Time Objective (RTO) and Recovery Point Objective (RPO) targets does LDH expect for CSU operations and data?**

**Answer:** In the event of an emergency or disaster affecting CSU operations, the vendor shall resume operations at the impacted location and/or elsewhere, within 48 hours post event.

**90. Question: Are there minimum requirements for geographic redundancy (e.g., separate regions, separate power grids) for contact center sites and hosting environments?**

**Answer:** At least two.

**91. Question: During disaster events (e.g., hurricanes, DSNAP), what specific surge capacity expectations does LDH have (percentage increase in FTEs, maximum ramp time, extended hours, weekend coverage)?**

**Answer:** It is dependent on the size of the disaster; vendor should be expected at any time during the even to ramp up personnel within 24 to 48 hours if needed. With virtual DSNAP it could range from 5-30 additional CSRs. If it is an on-site DSNAP, 75-150 additional CSRs may be needed.

**92. Question: Does LDH expect the vendor to participate in periodic Business Continuity / DR drills and state-led emergency exercises? If so, at what frequency?**

**Answer:** Yes, at least once a year.

**93. Question: Does LDH have a desired go-live date or implementation window for the fully operational CSU?**

**Answer:** See answer to Question #3.

**94. Question: Are there any major policy or system changes scheduled during the implementation period that could impact timelines, training content, or call volumes?**

**Answer:** Dependent on timelines of contract, there could be hurricane season or any seasonal disaster such as cold weather, etc.

**95. Question: How will policy and procedure updates be communicated to the vendor (e.g., change control process, notice periods, documentation standards)?**

**Answer:** LDH will send policy, copies of letters, provide train the trainer, as well as discuss in adhoc meetings. Scripting and new FAQs will be also sent by email, meeting discussions, etc. All processes will be documented and tracked.

**96. Question: Will LDH provide initial training content, scripts, and knowledge articles, or should vendors propose a full knowledge management framework and content development approach?**

**Answer:** LDH will provide train the trainer and scripts; vendor should propose knowledge articles.

**97. Question: Are there any required training modules mandated by federal/state regulations (e.g., SNAP confidentiality, Medicaid-specific training) that the vendor must deliver annually?**

**Answer:** Yes. There are OTS security training modules that must be completed prior to gaining access and annually thereafter.

**98. Question: Although this is an RFI, does LDH have a preferred pricing structure for a future RFP (e.g., per minute, per call, per FTE, per user, per transaction, or a hybrid)?**

**Answer:** Pricing structure will be hybrid, per task, per call and/or per minute.

**99. Question: Are there specific cost components LDH expects to see itemized separately in a future RFP (e.g., implementation, ongoing operations, technology licensing, telephony, translation services, disaster surge staffing)?**

**Answer:** All components and associated costs of the proposed solution should be itemized.

**100. Question: Will LDH provide any technology or infrastructure (e.g., state-owned telephony, licenses, devices), or should vendors assume a fully vendor-hosted and vendor-funded solution?**

**Answer:** LDH will provide LITE and LaMED case management software. Proposal should include a fully-vendor hosted and fully-vendor funded solution.

**101. Question: Does LDH anticipate issuing a single, consolidated RFP for all CSU services, or is there a possibility of multiple RFPs (e.g., separate for technology vs. operations)?**

**Answer:** Single consolidated service.

**102. Question: Does LDH expect to award to a single vendor, or is a multi-vendor model under consideration (e.g., by program, channel, or functional area)?**

**Answer:** See answer to question #101.

**103. Question: Can LDH share the anticipated timeline from RFI to RFP release, and then from RFP award to operational go-live?**

**Answer:** See answer to question #5.

**104. Question: Are there any mandatory Louisiana-specific procurement or subcontracting requirements (e.g., small business, minority-owned, veteran-owned, in-state preference) that vendors should be aware of at this stage?**

**Answer:** If LDH issues a Request for Proposal (RFP) in the future, the RFP will reserve a maximum of twelve (12) percent of total points to comply with the Hudson and Veteran Initiatives.

The statutes (La. R.S. 39:2171 et. seq.) concerning the Veteran Initiative may be viewed at: <http://www.legis.la.gov/Legis/Law.aspx?d=671504>. The statutes (La. R.S. 39:2001 et. seq.) concerning

the Hudson Initiative may be viewed at: <http://www.legis.la.gov/Legis/Law.aspx?d=96265>. The rules for the Veteran Initiative (LAC 19:VII. Chapters 11 and 15) and for the Hudson Initiative (LAC 19:VIII Chapters 11 and 13) may be viewed at: <http://www.doa.la.gov/pages/osp/se/secv.aspx>. A current list of certified Veteran-Owned and Service-Connected Disabled Veteran-Owned and Hudson Initiative small entrepreneurship may be obtained from the Louisiana Economic Development Certification System at: <https://smallbiz.louisianaeconomicdevelopment.com>.

**105. Question: What are the volumes (calls, chat, DSNAP surges, mail, applications)?**

**Answer:** See answer to question #49.

**106. Question: What are the required hours of operation?**

**Answer:** See answer to question #22

**107. Question: What is the anticipated go-live date?**

**Answer:** See answer to question #5.

**108. Question: Agent location requirement? Work at Home**

**Answer:** See answer to question #56.

**109. Question: Can LDH provide a list of all public benefit programs that will be included in a potential RFP?**

**Answer:** Medicaid, SNAP, TANF, and DSNAP.

**110. Question: What are the expected daily, monthly, and yearly volumes?**

**Answer:** Please see attachments #1, #3, #4 and #5.

**111. Question: What are the expected hours of operations for the contact center?**

**Answer:** See answer to question #22.

**112. Question: Who is currently handling SNAP and Medicaid-related contact center tasks?**

**Answer:** State merit staff for Medicaid and SNAP eligibility and CSRs for SNAP caller questions that do not include eligibility tasks.

**113. Question: Will LDH provide access to the current returned mailbox, or will the vendor be responsible for opening its own PO Box?**

**If LDH will provide access to the current box, where is it currently located?**

**If the vendor is responsible for opening its own PO Box to accept returned mail, does it need to be located within Louisiana? If yes, is there a specific town/city?**

**What is the process for processing returned mail?**

**What is the expected volume of returned mail?**

**Answer:**

Will LDH provide access to the current returned mailbox, or will the vendor be responsible for opening its own PO Box? Undecided, suggestions welcomed.

If LDH will provide access to the current box, where is it currently located? The current PO Box is located at the post office on Florida Boulevard in Baton Rouge, LA.

If the vendor is responsible for opening its own PO Box to accept returned mail, does it need to be located within Louisiana? If yes, is there a specific town/city? Undecided, suggestions welcomed.

What is the process for processing returned mail? Returned mail is open, sorted and batched by date and document type. It is then scanned and converted to a digital image that is housed in the Medicaid system of record.

What is the expected volume of returned mail? See attachment #2.

**114. Question: Regarding field staff, please confirm the RFI is speaking to LDH's field staff and their need to leverage the vendor's ACD to make/receive calls. If this is not accurate, please elaborate on the requirements related to the vendor staffing resources in the field.**

**How many different ACD/telephony skills are there currently being supported across all LDH programs, including Medicaid, the Supplemental Nutrition Assistance Program (SNAP), Disaster SNAP (DSNAP), and other public assistance programs?**

**Answer:** Two.

**115. Question: How many call interactions are being sampled currently per CSR, per week, per month?**

**Answer:** 10% of calls received.

**116. Question: Currently, is there any type of automatic call scoring or sentiment analysis occurring? If not, would this be desired under the centralized CSU approach?**

**Answer:** Medicaid's current call scoring is not automated. SNAP/TANF calls are scored as well as sentiment analysis. Each is desired as an additional tool for QA.

**117. Question: Will we be responsible for receiving and processing physical mail, or will we only receive electronic copies of mail that has already been digitized?**

**Answer:** See answer to question #113.

**118. Question: If physical mail is involved, how much volume did the program receive last year?**

**Answer:** Total Incoming for Medicaid Eligibility:

2024 = 260,156

2025 Through November = 193,196

**119. Question: Call volumes, call arrival patterns, average handle time, and current occupancy levels for staff currently supporting this requirement**

**Answer:** See attached.

**120. Question: The systems or platforms our team would need to integrate with**

**Answer:** This would need to be determined at the time of contract, specific to the proposed solution. At a minimum, access to LaMEDS and LITE.

**121. Question: Any IT security standards or certifications required for participation**

**Answer:** Again, this would be specific to the proposed solution. More information may be found in the Information Security Policy.

**122. Question: Whether a blended staffing model (agents working in our contact centers and remotely from home) is permissible**

**Answer:** A blended staffing model is acceptable.

**123. Question: Whether agents must be located in specific regions within the United States**

**Answer:** See answer to question #1.

**124. Question: Can you share any timing of events post RFI submission?**

**Answer:** See answer to question #5.

**125. Question: Is vendor permitted to complete quality evaluations using AI technology?**

**Answer:** AI can be a tool used but complete evaluation would need a live person scoring the call.

**126. Question: Is vendor permitted to provide business intelligence insights to the Louisiana Department of Health by using AI tools to determine call drivers and other relevant data?**

**Answer:** Yes.

**127. Question: Does the Louisiana Department of Health have a preferred billing method, or would you like to see multiple options from your vendor respondents?**

**Answer:** Contractors may invoice using the method selected by the State Contract Manager. The State pays the Contractor in accordance with a Pricing Schedule set forth in the executed contract. Contractors may invoice the State monthly at the billing address designated by the State. Payments will be made by the State within approximately 30 days after receipt of a properly executed invoice, and approval by the State.

**128. Question: Can any current volumes or current head count be provided that support these services today?**

**Answer:** See attachment. SNAP/TANF - 75 current CSRs with 25 overflow CSRs. Medicaid: 100 current CSRs and 60 Regional staff available to handle overflow.

**129. Question: Will the State please confirm whether any portion of the workforce supporting the Customer Service Unit is unionized or whether the State anticipates any collective bargaining agreements?**

**Answer:** No unionized positions. No collective bargaining agreements are anticipated.

**130. Question: How many physical facilities does the State envision for this call center operation (primary, backup, disaster recovery, etc.)?**

**Answer:** See answer to question #89.

**131. Question: Will the contractor be responsible for handling hearing preparation, appeals intake, or triage functions, or will these responsibilities remain with the State or another contractor?**

**Answer:** See answer to question #44.

**132. Question: Will the State require specialized handling or routing for potential fraud indicators (e.g., flagged cases, inconsistent identity responses, duplicate applications)?**

**Answer:** See answer to question #44.

**133. Question: Will the State provide historical call volumes, including separate volumes for Medicaid, SNAP, TANF, and DSNAP?**

**Answer:** Yes, see attachments.

**134. Question: What is the State's estimated year-one call volume after consolidation?**

**Answer:** See answer to question #50.

**135. Question: Does the State have predictive modeling or anticipated surge projections for DSNAP or other emergency events?**

**Answer:** Each disaster is unique and there are no predictive models as each are different. See answer to question #49.

**136. Question: Will the State please share how many staff are currently handling inbound calls for Medicaid, SNAP, TANF, DSNAP, and the other programs listed in the RFI?**

**Answer:** See answer to Question #128.

**137. Question: Will the State please clarify whether current or future call center staff are expected to be dedicated to a specific program, or if the intention is for employees to be cross-trained to support all programs?**

**Answer:** LDH does not have a preference on which style the vendor chooses.

**138. Question: Please define the term "field staff" and elaborate on the services they are performing.**

**Answer:** Field Staff are LDH employees located throughout the state who work closely with our clients, managing caseloads and eligibility.

**139. Question: Are work-from-home allowed or is a brick-and-mortar location required?**

**Answer:** Both are acceptable.

**140. Question: Must agents work in the state of Louisiana?**

**Answer:** See answer to question #1.

**141. Question: What languages are need in addition to English and Spanish?**

**Answer:** See answer to question #81.

**142. Question: What is the annual call volume for callers who speak a foreign language other than English and Spanish?**

**Answer:** See answer to question #49.

**143. Question: What is the average handle time for foreign speaking members?**

**Answer:** See answer to question #49.

**144. Question: What is your timeline to roll out new partner for your Customer Service Contact Center?**

**Answer:** See answer to question #5.

**145. Question: What is the curriculum training for new agents?**

**Answer:** LDH has two weeks to process credentials, training is 8-10 days with 5-7 days of nesting.

**146. Question: Will an agent be able to handle calls, chat, and emails or will there be dedicated teams for each?**

**Answer:** An agent should be able to handle all calls, chat and emails.

**147. Question: Are there any specific healthcare certifications or license required for the agents?**

**Answer:** No.

**148. Question: How many systems will the agents be navigating?**

**Answer:** Two systems.

**149. Question: Can you share a typical hiring profile including required and preferred minimum skills required and experience?**

**Answer:** At the discretion of the vendor which should have an expertise in call center operations.

**150. Question: Can you provide any pre-employment requirements (background check)?**

**Answer:** The Contractor shall comply with LDH "Criminal Background Check" Policy, which requires a verification against the Federal Exclusion List and criminal background check on potential and current employees whose duties require access to federal tax information (FTI) and protected health information (PHI).

**151. Question: Are there drug screening requirements?**

**Answer:** The onboarding process and requirements are the responsibility of the vendor.

**152. Question: What is the timeline for processing credentials? How many days in advance of training do we need to provide our roster to Louisiana Dept of Health?**

**Answer:** See answer to Question #145.

**153. Question: What are the hours of operations?**

**Answer:** See answer to question #22.

**154. Question: How many FTE currently support the Louisiana Medicaid and SNAP program?**

**Answer:** See answer to Question #128.

**155. Question: Will LDH provide the electronic support channel technology for email, chat, social media, SMS/text messaging, chatbots or will supplier need to provide?**

**Answer:** Supplier to provide.

**156. Question: What are the call recording requirements for online access and offsite storage?**

**Answer:** Assuming these calls contain restricted information, storage would need to comply with restricted data requirements in the Information Security Policy.

**157. Question: Will LDH provide the IVR?**

**Answer:** No. LDH will provide the scripts. The vendor will provide the IVR.

**158. Question: What is LDH CRM system?**

**Answer:** See answer to question #33.

**159. Question: What is the retrieval turn-around-time for calls stored offsite?**

**Answer:** 2 days or 48 hours.

**160. Question: What is the desired span of control for supervisors to agents?**

**Answer:** See answer to Question #62.

**161. Question: What is the desired span of control for quality assurance to agents?**

**Answer:** See answer to Question #62.

**162. Question: Can the quality assurance team be located offshore?**

**Answer:** See answer to Question #1.

**163. Question: Can the workforce management team be located offshore?**

**Answer:** See answer to Question #1.

**164. Question: Can the compliance team be located offshore?**

**Answer:** See answer to Question #1.

**165. Question: What compliance certifications are required to support?**

**Answer:** See answer to Question #121.

**166. Question:** What are some of the current pain points LDH is experiencing with their current customer service contact center?

**Answer:** IVR reporting, ability to upload messages in IVR, quickly retrieving stats directly through telephony system and not having to use third party software. Reporting latency during peak hours.

**167. Question:** For LDH's required scope of work, please provide job descriptions of agents including minimum skill requirements and experience levels per role/line of business. Are LDH's Agents cross-skilled by lines of business? If yes, please provide details on cross-skilling expectations.

**Answer:** See answer to Question #149.

**168. Question:** Please provide your recommended span of control ratios for your support staff roles listed below.

**Team Leader to Agent**

**Operations Manager to Agent**

**QA to Agent**

**Trainer to Agent**

**Any other roles, as required**

**WFM/RTA to Agent**

**Answer:** See answer to Question #62.

**169. Question:** Please confirm on your recommended Training durations (in days) for the following:

**New Hire Classroom (Process/Product) Training - (in days)**

**Nesting/ On the Job Training (OJT) - (in days)**

**Answer:** See answer to Question #145.

**170. Question:** Please provide details on LDH's inbound and outbound call mix.

**Answer:** See answer to question #49.

**171. Question: Could you please share LDH's historical volumes with intra-day call arrival patterns by half hourly intervals for the required scope of work by channel of support?**

**Answer:** See attached.

**172. Question: Please provide details on LDH's SLAs including KPIs and metrics with historical performance information per lines of business in scope.**

**Answer:** See answer to question #42.

**173. Question: What are your requirements around the number of calls to be monitored per Agent per week?**

**Answer:** Minimum 10% of all calls; recommendations or improvements welcomed.

**174. Question: What is the volume of returned mail that needs to be processed?**

**Answer:** 100 %; See attachment for historical volume.

**175. Question: What are LDH's expected hours of operations coverage for the lines of businesses in scope?**

**Answer:** See answer to question #22.

**176. Question: What types of learning materials currently exists for the various LOBs? (Instructor-led training deck, Facilitator guide, Participant workbook, E-learning modules, Job aids, Call simulation exercises, Knowledge assessments)**

**Answer:** LDH will offer instructor led training with online manuals and a hard copy manual. Call recordings provided. Vendor responsible for developing and executing training plan with State approval.

**177. Question: Will you be able to provide a trainer to train the trainer?**

**Answer:** Yes.

**178. Question: Is there currently any form of call monitoring or quality evaluation being done? If yes, please describe.**

**Answer:** LDH SNAP yes. 11 staff - 2 that monitor and assist with onboarding/offboarding of state merit staff, CSRs, ticketing for issues with telephony system. 8 staff that do QA – listening to calls from state and CSR staff. 1 manager – oversight and assists with monitoring contract. LDH Medicaid, yes. Medicaid has a team of 5 QA team members. Each team member listens to and scores to 50-60 recorded calls per week. Trends such as missing case notes, missing mandatory disclosures, and lack of soft skills require closer inspection to determine if the issue is specific to the agent or wider spread meaning training needs to be revised.

**179. Question: Are there internal protocols or SOPs that require compliance monitoring?**

**Answer:** Yes, there are SOPs and TOPs. Ensuring compliance is the responsibility of staff on the QA team.

**180. Question: Timeline: What's your desired timeline for implementation? Are you considering a full migration or a phased approach?**

**Answer:** See answer to question #5.

**181. Question: Can we operate the call center outside of Louisiana – whether in-center or work from home?**

**Answer:** See answer to question #1.

**182. Question: Can we operate Work from Home? If so what percentage of staff can be Work from Home?**

**Answer:** See answer to question #139.

**183. Question: Location: Where are your call centers based?**

**Answer:** LDH is currently a virtual call center as well as Louisiana based call center.

**184. Question: What are LDH's call recording and screen capture requirements? Please the % of calls and the duration of retention for these recorded calls.**

**Answer:** See answer to question #86. LDH requires 100% of call recordings, but screen capture is not a required element.

**185. Question: our assumption is that LDH requires outbound calls to support call-back requests that are manually dialed via your ACD. Please confirm. Else, please confirm if you require an automated dial out?**

**Answer:** See answer to question #15.

**186. Question: What is expected AHT?**

**Answer:** Current AHTs are provided in the call volume attachment; Desired AHT will be listed in the RFP.

**187. Question: What are your key drivers for considering a new CCaaS? E.g. cost, scalability, capabilities, quality**

**Answer:** Flexibility, scalability, how to manage customer interactions, cost, AI capabilities, etc.

**188. Question: Do you have on-premise, cloud, or hybrid telephony infrastructure?**

**Answer:** Cloud based

**189. Question: How your inbound and outbound calls are currently handled (SIP, PSTN, VoIP)?**

**Answer:** Soft phone through cloud based system.

**190. Question: Do you require toll-free or international dialing support?**

**Answer:** No.

**191. Question: Are there specific call routing requirements (skills-based, priority routing, etc.)?**

**Answer:** Yes, call routing is based on queue name, program, and agent availability (ACD).

**192. Question: Interactive Voice Response (IVR): Do you need a basic IVR or one with advanced natural language processing? What IVR system are you currently using? What are the main features of your IVR that you consider essential? What languages does your IVR support?**

**Answer:** The ideal system will offer both natural language processing and the option to press the corresponding number. This is essential as many Louisiana dialects and accents defy grammatical basics, i.g. EAUX is pronounced ȃ. Medicaid's current IVR system is exclusive to the current vendor and has options for English and Spanish. Essential features would be the ability to create, add, delete, and/or modify IVR messages on demand, the ability to receive case status update (approved, denied, pending) 24/7 without agent assistance, and the addition of routine self-service options such as requesting a duplicate Medicaid card.

**193. Question: AI and Analytics: Are you planning to use generative AI tools for self-service or agent assistance or conversational analytics?**

**Answer:** LDH would like to utilize AI tools to the fullest extent available.

**194. Question: Integration Needs: Do you need to integrate with existing systems (e.g., CRM, workforce management tools)?**

**Answer:** See answer to question #33.

**195. Question: Workforce Management: What WFM solution are you currently using?**

**Answer:** N/A

**196. Question: Customization: How much customization is needed for contact flows, routing rules, or dashboards?**

**Answer:** Basic needs: ANI, who took the call, who made the call, Statistics for day, week - month based on queues, ability to pull reports from dashboard, role types i.e. manager versus staff, CSRs, etc. Vendor to provide more customized abilities.

**197. Question: Phone Numbers: Will you need new toll-free or direct inward dialing (DID) numbers? Do you need to port existing numbers?**

**Answer:** LDH owns their TFN, vendor will need to provide a DID.

**198. Question: Data Migration: Are you migrating data (e.g., customer records) from an existing system? If so, how much data and in what format?**

**Answer:** LDH is not migrating data.

**199. Question: Please provide details on LDH's current technology landscape:**

**Answer:** This is too broad of a question and would divulge sensitive information regarding these systems.

**200. Question: Toll Free Number - Client or Supplier owned?**

**Answer:** Client owned.

**201. Question: ACD - Client or Supplier owned? Please provide brand and version information.**

**Answer:** Supplier owned.

**202. Question: IVR - Client or Supplier owned? Please provide brand and version information.**

**Answer:** Supplier owned.

**203. Question: Chabot - Client or Supplier owned? Please provide brand and version information.**

**Answer:** Supplier owned.

**204. Question: Live Chat Platform - Client or Supplier owned? Please provide brand and version information.**

**Answer:** Supplier owned.

**205. Question: Email Platform - Client or Supplier owned? Please provide brand and version information.**

**Answer:** Supplier owned.

**206. Question: Social Media Platform - Client or Supplier owned? Please provide brand and version information.**

**Answer:** Client owned.

**207. Question: CRM - Client or Supplier owned? Please provide brand and version information.**

**Answer:** Supplier owned.

**208. Question: Omni channel Platform - Client or Supplier owned? Please provide brand and version information.**

**Answer:** Supplier owned.

**209. Question: Soft phone - Client or Supplier owned? Please provide brand and version information.**

**Answer:** Supplier owned.

**210. Question: VPN/VDI - Client or Supplier owned? Please provide brand and version information.**

**Answer:** The State uses Global Protect.

**211. Question: BI & Reporting - Client or Supplier owned? Please provide brand and version information.**

**Answer:** Both.

**212. Question: WFM (Staffing & Scheduling) Tools/Applications - Client or Supplier owned? Please provide brand and version information.**

**Answer:** Supplier owned.

**213. Question: What are your current volumes?**

**Inbound DID minutes/ mo. =**

**Inbound TFN minutes/ mo =**

**Outbound minutes/ mo =**

**Chat/ mo =**

**Email/ mo =**

**SMS/ mo =**

**Answer:** See attachment #4.

**214. Question: What is the current Medicaid + SNAP call volume (monthly/annual), broken out by program (Medicaid, SNAP, DSNAP, TANF)?**

**Answer:** See answer to question #49.

**215. Question: What is the expected volume for each contact channel (phone, chat, email, mail processing, outbound calls)?**

**Answer:** See attached.

**216. Question: What is the current average handle time (AHT) and call abandonment rate for Medicaid and SNAP separately?**

**Answer:** See attached.

**217. Question: Does LDH expect the vendor to operate the full call center (including staffing), or only provide a technology platform and support the State's in-house agents?**

**Answer:** LDH expects the vendor to operate the full call center and provide telephony software to State Merit employees.

**218. Question: Will LDH provide State staff (CSRs) or should the vendor plan to hire and manage all CSRs?**

**Answer:** Vendor should plan to hire and manage CSRs.

**219. Question: Will LDH require the vendor to manage returned mail end-to-end (intake, logging, outbound outreach), or only support/outreach functions?**

**Answer:** Undecided. Recommendations welcomed.

**220. Question: Does LDH require physical mailroom operations and scanning facilities, or is that out of scope?**

**Answer:** Undecided. Recommendations welcomed.

**221. Question: Are outbound campaigns (renewal reminders, case updates, and missing documentation) expected to follow a standard schedule? If so, what is the current outreach volume?**

**Answer:** In the past we've used an outbound dialer for monthly outreach campaigns.

**222. Question: Which systems currently manage Medicaid and SNAP eligibility (e.g., ACES, LAMED, CAFÉ) and what level of integration is expected (API, file-based, real-time)?**

**Answer:** Medicaid employs LaMEDS, SNAP employs LITE. The vendor will use the member facing version of these systems otherwise known as the Self-Service Portal. The IVR will integrate with these systems to provide self-service options to callers.

**223. Question: What CRM or case management system is currently in use by LDH Customer Service?**

**Answer:** Medicaid uses an internal case management system named LaMEDS, SNAP uses LITE.

**224. Question: Will LDH provide the telephony platform (IVR/ACD), or is the vendor required to supply a full cloud-based contact center solution?**

**Answer:** The vendor will provide the telephony platform.

**225. Question: Are there existing IVR scripts, knowledge bases, and call flows that vendors must adopt, or is redesign allowed?**

**Answer:** The vendor will work closely with LDH to redesign the IVR.

**226. Question: What languages (other than English & Spanish) represent the highest call demand?**

**Answer:** See answer to question #81.

**227. Question: What % of calls must be audited under LDH's preferred QA program?**

**Answer:** See answer to Question #74.

**228. Question: Does LDH require a dedicated QA team provided by the vendor, or will QA be jointly managed with LDH?**

**Answer:** The vendor will provide a dedicated QA team that will work closely with the LDH QA team.

**229. Question: What reporting frequency does LDH expect (daily, weekly, and monthly)?**

**Answer:** All of the above. Reports should be able to be pulled on a daily, weekly and monthly basis.

**230. Question: What KPIs must be reported for Medicaid vs. SNAP separately (e.g., FCR, NPS, AHT)?**

**Answer:** At a minimum, everything that is included in a basic ACD report.

**231. Question: Which LDH/state systems require security integration (e.g., login management, MFA, role-based access)?**

**Answer:** **Systems** LITE and LaMEDS; Security integrations: Integrating software shall integrate with the State's Identity Access Management/Single Sign On system for both internal and external users. The implemented Software must use this system for all authentication and authorization functions.

**232. Question: What is the average estimated monthly call volume?**

**Answer:** See attachment.

**233. Question: How will LDH define "success" for this One Door, One Call model in the first 12–24 months (e.g., specific targets for accessibility, satisfaction, or cost to serve)?**

**Answer:** TBD

**234. Question: What is the target go-live date for the vendor?**

**Answer:** See answer to question #5.

**235. Question: What are the expected staffing levels or FTE estimates currently supporting Medicaid and SNAP customer service?**

**Answer:** See answer to question #128.

**236. Question: Can LDH share historical monthly call volumes by program for Medicaid, SNAP, and any other lines that will be included under One Door, One Call?**

**Answer:** See attached.

**237. Question: What is the expected call volume forecast once Medicaid and SNAP are combined into a single customer service model?**

**Answer:** We cannot forecast what our volume will be at this time.

**238. Question: What is the current average handle time for Medicaid and SNAP calls?**

**Answer:** See Attached.

**239. Question: What is the current workload mix across voice, email, chat, and other channels, and should the same mix be assumed going forward?**

**Answer:** See attached for current workload. We cannot forecast volumes at this time.

**240. Question: What hours of operation are required for the unified contact center?**

**Answer:** See answer to Question #22.

**241. Question: Will LDH require dedicated agents for each program or cross-trained agents handling all programs?**

**Answer:** See answer to question #137.

**242. Question: Should agents provide general information only, or will they also be responsible for application assistance, case lookups, and eligibility-related support?**

**Answer:** CSRs/Agents will be expected to provide general information as well as application assistance, case look up, answering case specific questions, as well as directing them to the correct contacts for card replacement, other services etc.

**243. Question: Should respondents assume that DSNAP surge support is required as part of baseline staffing?**

**Answer:** Vendor has the option of utilizing current staff for DSNAP. See answers to questions #35 and #91.

**244. Question: What SLAs and KPIs are currently being used to measure performance for the existing Medicaid and SNAP contact centers?**

**Answer:**

- In the event of an emergency operations must be up and running 48 hours post event.
- All reports and adhoc reports must be submitted in accordance with stated requirements.
- Contractor must maintain all files and perform all file updates according to the requirements of the contract.
- 90% of calls do not exceed four minutes wait time.
- A caller must not be on hold for longer than two minutes before checking back on.
- All incoming calls that are blocked cannot exceed 1%
- Submission of a turn over plan within 90 days of start date.
- Besides scheduled maintenance and circumstanced beyond the control of the Contractor, IVR should have no downtime.

- Contractor's clients, employees and subcontractors shall not disclose individually identifiable information re: LDH clients including not limited to PHI in a way that violates the privacy and confidentiality or security of such information.
- No state, federal or department audit findings where the CSR is not following state or federal laws and LDH policies.
- Contractor shall remedy any issues reported by LDH in which state staff cannot log into the call system within two hours.
- Contractor shall have a Quality Assurance plan that includes an LDH-approved Quality Form which ensures an average CSR quality score of 95% or above

**245. Question: Does LDH envision the "One Door, One Call" initiative as fully integrated single point of entry for all Medicaid and LDH programs that allows residents and beneficiaries to access benefits, renewals, and support through one number, one digital experience, and one service standard?**

**Answer:** Yes.

**246. Question: Is LDH considering a phased implementation across Medicaid, SNAP, and other programs, or a single statewide launch? What timeline drivers or inter-agency dependencies should vendors anticipate?**

**Answer:** See answer to question #5.

**247. Question: What specific outcomes or metrics will define a fully functional contact center?**

**Answer:** A fully functional contact center will be defined by a combination of operational, quality, and member-focused outcomes, including but not limited to:

- **Average Speed to Answer (ASA):** Timely response to all incoming interactions.
- **Abandonment Rate:** Low call or contact abandonment to ensure members are served.
- **First Contact Resolution (FCR):** Ability to resolve inquiries without requiring repeat contact.
- **Accuracy and Compliance:** Adherence to program rules, policies, and regulatory requirements.
- **Constituent Satisfaction:** Positive member experience measured through surveys or feedback.
- **Agent Productivity and Dependability:** Efficient handling of contacts and reliability of staffing.
- **Cross-Channel Consistency:** Ensuring consistent outcomes across chat, IVR, email, and live agent interactions.
- **Operational Reporting and Analytics:** Ability to track, visualize, and act on performance data to continuously improve services.

These metrics collectively define the center's effectiveness, efficiency, and ability to meet LDH's programmatic and service goals.

**248. Question:** How does LDH intend to measure improvement compared with its current contact-center operations (e.g., reduced wait times, lower abandonment rates, fewer procedural disenrollments, etc.). Which call-center pain points, such as limited self-service or inconsistent data across programs, are the highest priority to resolve in the initial release?

**Answer:** LDH measures success of the current call center vendor and uses the Service Levels to ensure that the vendor is meeting contractual agreements for the success of the contract and services provided. Highest priority would be ASA, AHT, Quality Scores and reliability.

**249. Question:** Will LDH consider redetermination completion rates, ex parte success, and call-center responsiveness as key performance indicators when evaluating proposed solutions?

**Answer:** No, redetermination completion rates and ex-parte success are beyond the scope of call center.

**250. Question:** Is LDH seeking solutions capable of proactive engagement and task orchestration such as automated reminders, self-service redetermination support, or digital document verification to improve renewal compliance and reduce avoidable churn?

**Answer:** Not seeking but proposed solutions welcomed.

**251. Question:** What is the existing LDH technology ecosystem (e.g., CRM, eligibility, case-management systems, and other modules)?

**Answer:** See answer to question #33.

**252. Question:** Are APIs or integration points currently available for legacy systems, and does LDH plan to promote open standards such as FHIR, NIEM, or HL7 for interoperability?

**Answer:** See answer to question #33.

**253. Question:** What is LDH's preferred hosting model, a FedRAMP-authorized cloud or a state-managed environment under the Office of Technology Services?

**Answer:** See answer to question #10.

**254. Question:** That is the expected call volume baseline and peak during high-volume periods (e.g., open enrollment, DSNAP)?

**Answer:** See attached. Every disaster is unique.

**255. Question: How many full-time agents does LDH anticipate will be required at launch? What service-level objectives such as average speed of answer, abandonment rate, and first-contact resolution will define acceptable performance in the first year?**

**Answer:** Currently, LDH SNAP utilizes 75 CSRs, with an additional 25 CSRs available for overflow needs. LDH Medicaid has 100 with an additional 60 regional office staff available for overflow. LDH anticipates that call volume will be higher during the initial phase of launching the integrated call center, as the public becomes familiar with the combined functionality. Over time, call volume is expected to decrease as callers become more educated on the new process.

Service Level Agreements (SLAs) will include ASA, abandonment rate, AHT, and first-contact resolution to reduce repeat calls and ensure exceptional service to the public.

**256. Question: Does LDH currently use a workforce-management or scheduling platform, and will vendors be expected to provide integrated workforce-engagement capabilities?**

**Answer:** LDH utilizes its own platform for State staff to schedule interviews, manage appointments, and support program operations. The Vendor must supply and maintain a separate workforce management (WFM) tool to support internal scheduling, forecasting, staffing, performance tracking, and other operational functions required for call center service delivery.

**257. Question: Will LDH evaluate proposals on their ability to provide AI-driven tools that guide staff in real time, reducing manual entry errors and improving compliance with eligibility rules?**

**Answer:** LDH is very interested in maximizing the use of artificial intelligence (AI) technologies within the integrated call center. This includes exploring AI-driven solutions that can improve customer experience, streamline workflows, support staff, and enhance overall operational effectiveness.

**258. Question: Will LDH prioritize solutions that include AI-based coaching, automation, and quality-management tools to improve readiness, retention, and scalability while increasing administrative productivity per FTE?**

**Answer:** See answer to question #257.

**259. Question: Which KPIs are most important to LDH (e.g., handle time, satisfaction, FCR, compliance metrics)?**

**Answer:** Many performance metrics are influenced by a range of operational variables. LDH has identified several critical KPIs—such as Average Speed to Answer (ASA), quality, dependability, and

compliance—that will be closely monitored to ensure service excellence and consistent delivery standards.

**260. Question: Will reporting data need to integrate with state business intelligence tools (e.g., Tableau, Power BI)?**

**Answer:** Currently, Power BI is utilized but can offer challenges due to users having access.

**261. Question: Would LDH benefit from a unified analytics environment that visualizes recipient journeys across Medicaid and SNAP, revealing service bottlenecks and procedural terminations?**

**Answer:** Yes. LDH is interested in reviewing a unified analytics environment that visualizes our clients and customers journeys across Medicaid and SNAP. Such a system would help identify service bottlenecks, procedural terminations, and areas for process improvement, enabling data-driven decision-making and proactive interventions to enhance member experience and program outcomes.

**262. Question: Will LDH evaluate vendors based on their ability to correlate contact-center data (calls, chats, outreach success) with eligibility outcomes, such as redetermination completion, reinstatement rates, and appeals resolution?**

**Answer:** No.

**263. Question: Is LDH seeking to establish a unified data analytics layer across Medicaid and SNAP that can surface program integrity insights, for example, duplicate coverage, FWA indicators, or systemic processing delays?**

**Answer:** No, outside of scope.

**264. Question: Will LDH request regular optimization reviews to refine automation, routing, and outreach based on performance trends and capacity requirements?**

**Answer:** No, outside of scope.

**265. Question: What is LDH's anticipated funding model capital expenditure or subscription-based operating expense?**

**Answer:** LDH anticipates a hybrid funding model in which certain components may fall under capital expenditure while ongoing services and support will be treated as subscription-based operating expenses. Vendors should clearly delineate which portions of their solution fall under each category.

**266. Question: Are there cost ceilings or thresholds we should be aware of?**

**Answer:** As with any contract, LDH operates within an established budget, and there will be a defined limit to the costs allocated for these services. Vendors must structure their proposals accordingly to ensure services remain within the approved financial parameters.

**267. Question: Should pricing models include per-call, per-agent, or transaction-based structures?**

**Answer:** The Vendor is expected to submit a range of pricing model options to support LDH's evaluation of the most cost-effective and operationally efficient approach. Acceptable models may include price per call, price per minute, price per transaction, and other pricing structures commonly used in call center operations.

**268. Question: Will LDH require cost modeling for AI/automation tools separately?**

**Answer:** The Vendor is responsible for advising LDH on the appropriate method for presenting costs associated with AI and automated tools. These costs may be listed as separate line items or integrated into the overall pricing structure, provided the Vendor clearly identifies the chosen approach and ensures full cost transparency.

**269. Question: What is the expected implementation and maintenance cost allocation model?**

**Answer:** It is up to the vendor to propose an expected implementation and maintenance cost.

**270. Question: Does LDH envision the Service Contact Center as an AI-enabled engagement layer coordinating communication and tasks across programs, or as a single consolidated platform replacing existing systems?**

**Answer:** LDH envisions the Service Contact Center to include an AI-enabled engagement layer that coordinates communication and tasks across programs. The intent is to enhance and unify the customer experience while leveraging existing systems rather than replacing them.

**271. Question: Which recipient-experience challenges does LDH most want innovation to address, for example, procedural declines, limited digital access, or complex eligibility workflows?**

**Answer:** N/A

**272. Question: Is LDH open to using predictive engagement, intelligent routing, self-service capabilities, and task automation to anticipate member needs and reduce manual workloads?**

**Answer:** Yes, LDH would be interested in any technological advancements to reduce workload.

**273. Question: Would LDH find value in integrated sentiment analysis, speech analytics, and real-time translation to enhance accessibility and cultural competence across all communication channels?**

**Answer:** Yes, LDH would find value in these services.

**274. Question: Would LDH consider pilot programs or co-development initiatives focused on conversational AI, analytics, or cross-program automation before full deployment?**

**Answer:** Yes. LDH would consider pilot programs or co-development initiatives focused on conversational AI, analytics, or cross-program automation before full deployment provided they include clear success metrics, limited risk to existing operations, and a defined roadmap for expansion to full deployment. Pilots may help validate functionality, assess operational impact, and ensure solutions are scalable for statewide implementation.

**275. Question: Is LDH considering AI-driven automation and predictive analytics, including virtual assistants, intent-based routing, agent assist, and proactive outreach, to drive cost reduction, faster redeterminations, and improved constituent satisfaction, while identifying members at risk of procedural disenrollment for proactive intervention?**

**Answer:** Yes. LDH is considering AI-driven automation and predictive analytics, including virtual assistants, intent-based routing, agent assist, and proactive outreach. The goal is to reduce costs, accelerate redeterminations, enhance constituent satisfaction, and proactively identify members at risk of procedural disenrollment for timely intervention. Vendors are encouraged to propose innovative AI-enabled solutions that support these objectives while maintaining service quality and operational efficiency.

**276. Question: How does LDH plan to measure cross-channel consistency, ensuring that a member completing renewal through chatbot, IVR, or live agent receives the same outcome and follow-up?**

**Answer:** LDH plans to measure cross-channel consistency by tracking key performance indicators (KPIs) across all interaction channels, including chatbots, chat messaging, IVR, and live agents. Metrics such as first-contact resolution, accuracy of information provided, completion rates, and adherence to standard processes will be monitored to ensure consistent outcomes. Additionally, LDH will leverage quality assurance reviews, automated reporting, and analytics to identify discrepancies, address gaps, and ensure that our clients and customers receive the same outcome and appropriate follow-up regardless of the channel used.

**277. Question: Which KPIs and business outcomes will LDH use to measure automation success, such as reduced handle time, higher self-service adoption, improved HR 1 compliance, or greater workforce efficiency?**

**Answer:** LDH will utilize KPIs such as Average Speed to answer, lower error rates, Overall quality of calls/tasks, successful audit reviews, customer/client surveys, etc.

**278. Question: How will LDH evaluate each vendor's commitment to knowledge transfer, workforce development, and cross-agency collaboration to build a sustainable and smarter government operation beyond initial implementation?**

**Answer:** Every vendor is evaluated on services that they can provide to the department to better serve their clients/customers successfully and efficiently.

**279. Question: What is the current technology stack used by the call centers across the different program areas?**

**Answer:** See answer to question # 231.

**280. Question: Are technology integrations required from the call center? If so, what systems?**

**Answer:** See answer to question # 231.

**281. Question: It is expected that PII data will be stored in the call center software?**

**Answer:** The successful solution will record and store all phone calls which contain PII.

**282. Question: What are the types of data that will be stored and used as a part of the solution?**

**Answer:** The successful solution will record and store all phone calls.

**283. Question: What are the average weekly call volumes for each program: Medicaid, SNAP, TANF, DSNAP, and other assistance programs?**

**Answer:** See attached.

**284. Question: Do call volumes fluctuate seasonally (open enrollment, summer peak) for each program? If so, please list current fluctuations.**

**Answer:** Yes, see attached and questions #11 and 49. Often for LDH SNAP program, fluctuations in programs such as Sunbucks, Income notices, and recently the Government shut down did affect call volumes. During a disaster call volumes will rise.

**285. Question: Can you provide historic weekly call volumes during recent natural disasters for benchmarking purposes?**

**Answer:** See Attached.

**286. Question: Can call center agents work remotely?**

**Answer:** See answers to questions #56 and #122.

**287. Question: Are there any geographic restrictions beyond being located within the U.S.?**

**Answer:** See answer to question #1.

**288. Question: Will on-site agents be required at LDH offices?**

**Answer:** Not at this time.

**289. Question: What are the current SLA requirements for these programs?**

**Answer:** See answer to question #244.

**290. Question: Will agents be responsible for filling out and submitting Medicaid or other assistance programs applications based on information provided by constituents via telephone?**

**Answer:** Yes. Application by phone is a service to be provided.

**291. Question: Will return mail be sent to the LDH offices, or can the contractor's address be used?**

**Answer:** See answer to question #16.

**292. Question: Will the contractor be responsible for sending any direct mailings to residents?**

**Answer:** Undecided.

**293. Question: Can you provide the number of field agents and/or LDH staff that will be using the contact center?**

**Answer:** LDH SNAP field agents using the telephony software can range from 450 to 700. DSNAP ramp up can be 700-1,200 depending on the storm.

**294. Question: Can you provide the number of people in your current call centers across program areas?**

**Answer:** See answer to question #128.

**295. Question: Can you provide the agent to supervisor ratio in the call centers across program areas?**

**Answer:** See answer to question #62.

**296. Question: What is the contract term for these services? 3 years with 2 1-year options?**

**Answer:** LDH will a 3 year contract with 2 on year extensions available.

### **Attachment 1: Medicaid Call Center Statistics by Year**

<b>2025</b>	<b>CALLS RECEIVED</b>	<b>CALLS HANDLED</b>	<b>ASA</b>
January	153,002	139,073	8:47
February	137,756	126,154	6:16
March	140,002	128,040	6:11
April	142,272	130,364	5:42
May	138,434	126,967	5:47
June	137,348	125,792	6:02
July	145,157	134,268	5:19
August	142,041	132,321	4:54
September	160,918	149,228	6:30
October	158,189	147,191	5:35
November	115,916	108,151	4:57
December	Data Not Available		
<b>2024</b>	<b>CALLS RECEIVED</b>	<b>CALLS HANDLED</b>	<b>ASA</b>
January	247,338	211,858	3:12
February	223,753	189,964	3:04
March	214,385	116,467	2:29
April	227,843	126,098	2:14
May	236,663	203,675	2:02
June	209,138	181,329	2:27
July	182,690	153,921	8:18
August	176,954	146,145	8:05
September	152,033	125,288	8:25
October	172,926	152,288	7:45
November	123,201	111,073	7:53
December	142,161	129,117	8:02
<b>2023</b>	<b>CALLS RECEIVED</b>	<b>CALLS HANDLED</b>	<b>ASA</b>
January	114,399	102,589	3:23
February	81,655	76,264	1:08
March	101,264	96,211	0:24
April	127,117	115,745	3:19
May	125,402	108,294	2:53
June	170,268	145,489	1:49
July	207,097	108,778	2:28
August	245,589	127,110	2:57
September	215,995	109,733	3:07
October	249,618	128,718	2:52
November	231,031	116,794	2:55
December	201,857	105,703	2:38

**Attachment 2: Medicaid Postal Mail Processing Statistics by Year**

Month	2024	2025
JANUARY	24,310	13,526
FEBRUARY	34,420	11,645
MARCH	27,065	22,184
APRIL	29,285	19,934
MAY	26,299	19,104
JUNE	21,471	18,105
JULY	17,761	17,561
AUGUST	18,534	18,311
SEPTEMBER	12,438	22,038
OCTOBER	21,492	20,138
NOVEMBER	12,387	10,650
DECEMBER	14,694	3,183

<b>Ida Virtual DSNAP Operational Statistics - All Phases</b>					
	<b>Phase 1</b>	<b>Phase 2</b>	<b>Phase 3</b>	<b>Phase 4</b>	<b>Total</b>
Total Calls	147,671	113,360	51,927	47,566	360,524
Abandoned	19,306	989	1,169	804	22,268
Answered*	100,197	105,240	45,321	41,742	292,500
Avg Wait time (hr.min)	1:18:33	1:21:58	0:05:25	0:01:57	0:41:58
Avg Talk (min)	0:20:16	0:18:57	0:22:12	0:21:28	0:20:43

<b>Parish</b>	<b>Phase 1</b>	<b>Phase 2</b>	<b>Phase 3</b>	<b>Phase 4</b>
	EBR	Ascension	Lafourche	Ascension
	E. Feliciana	Assumption	St. Charles	Assumption
	Iberia	Iberville	St. James	EBR
	Orleans	Jefferson	St. John the Baptist	East Feliciana
	Pt Coupee	Livingston	Terrebone	Iberia
	St. Bernard	Plaquemines		Iberville
	St. Tammany	St. Helena		Jefferson
	Washington	St. Martin		Lafourche
	WBR	St. Mary		Livingston
	W Feliciana	Tangipahoa		Orleans
				Plaquemines
				Pointe Coupee
				St. Bernard
				St. Charles
				St. Helena
				St. James
				St. John
				St. Martin
				St. Mary
				St. Tammany
				Tangipahoa
				Washington
				WBR
				West Feliciana
				St. James
				St. John
				Terrebonne

**Phase 1- 09/20/2021 to 09/24/2021**

**Phase 2- 09/27/2021 to 10/02/2021**

**Phase 3- 10/04/2021 to 10/09/2021**

**Phase 4- 10/11/2021 to 10/16/2021**

<b>Laura Virtual DSNAP Operational Statistics - All Phase</b>		
	<b><i>Phase 1</i></b>	<b><i>Phase 2</i></b>
Total Calls	57,293	43,737
Abandoned	7,543	2,676
Answered*	47,747	41,026
Avg Wait time (hr.min)	0:15:34	0:15:34
Avg Talk (min)	25	18

<b>Parish</b>	<b><i>Phase 1</i></b>	<b><i>Phase 2</i></b>
	Acadia	Acadia
	Allen	Allen
	Beauregard	Beauregard
	Calcasieu	Caddo
	Cameron	Calcasieu
	Jefferson Davis	Cameron
	Rapides	Grant
	Vermillion	Jackson
	Vernon	Jefferson Davis
		Lasalle
		Lincoln
		Morehouse
		Natchitoches
		Ouachita
		Rapides
		Sabine
		St Landry
		Union
		Vermillion
		Vernon
		Winn

***Phase 1- 09/10/2020 to 09/16/2020***

***Phase 2- 09/17/2020 to 09/23/2020***

<b>May Flood 2021 Virtual DSNAP Operational Statistics</b>	
	<b><i>Phase 1</i></b>
Total Calls	12,043
Abandoned	1,035
Answered*	11,004
Avg Wait time (hr.min)	0:04:31
Avg Talk (min)	0:17:46

<b>Parish</b>	<b><i>Phase 1</i></b>
	Ascension
	Calcasieu
	East Baton Rouge
	Iberville
	Lafayette

***Phase 1- 06/21/2021 to 06/25/2021***

Nov-23

	Offered	Answered	ABD	ASA	AVG HOLD	AVG HAND
LA_DCFS_Correspondence_CS	7,521	6,556	964	0:03:47	0:00:21	0:05:11
LA_DCFS_DSnap_CS	1	0	1	0:00:00	0:00:00	0:00:00
LA_DCFS_FITAP_CS	2,095	1,908	187	0:05:53	0:00:45	0:06:51
LA_DCFS_FR_CS	1,058	890	167	0:06:08	0:00:37	0:07:29
LA_DCFS_PEBT_CS	1,276	904	369	0:07:36	0:00:38	0:07:24
LA_DCFS_SNAP_APPLICATION	8,110	5,561	2,543	0:18:34	0:01:06	0:07:20
LA_DCFS_SNAP_CHAT	19,743	16,152	3,121	0:16:31	0:00:00	0:11:59
LA_DCFS_SNAP_CS	55,726	47,616	8,105	0:07:07	0:00:40	0:06:36
<b>Summary</b>	95,530	79,587	15,457	0:08:12	0:00:31	0:06:36

Dec-23

	Offered	Answered	ABD	ASA	AVG HOLD	AVG HAND
LA_DCFS_Correspondence_CS	7,079	6,565	514	0:01:45	0:00:21	0:05:17
LA_DCFS_FITAP_CS	1,940	1,842	98	0:02:56	0:00:44	0:06:23
LA_DCFS_FR_CS	964	875	88	0:02:36	0:00:27	0:06:16
LA_DCFS_PEBT_CS	1,143	949	194	0:03:54	0:00:39	0:07:27
LA_DCFS_SNAP_APPLICATION	7,121	5,759	1,362	0:09:49	0:01:06	0:07:37
LA_DCFS_SNAP_CHAT	12,953	10,986	1,710	0:11:11	0:00:00	0:13:03
LA_DCFS_SNAP_CS	53,669	48,730	4,937	0:04:07	0:00:38	0:06:18
<b>Summary</b>	84,869	75,706	8,903	0:05:11	0:00:34	0:07:29

Jan-24

	Offered	Answered	ABD	ASA	AVG HOLD	AVG HAND
LA_DCFS_Correspondence_CS	9,110	7,198	1,900	0:06:46	0:00:23	0:05:11
LA_DCFS_FITAP_CS	2,055	1,730	325	0:09:19	0:00:45	0:06:48
LA_DCFS_FR_CS	1,151	928	220	0:07:47	0:00:32	0:07:03
LA_DCFS_PEBT_CS	1,349	979	369	0:07:59	0:00:45	0:07:52
LA_DCFS_SNAP_APPLICATION	7,926	6,214	1,674	0:11:07	0:00:31	0:04:43
LA_DCFS_SNAP_CHAT	20,741	17,140	3,172	0:14:03	0:00:01	0:12:55
LA_DCFS_SNAP_CS	67,468	55,282	12,002	0:11:34	0:00:40	0:06:30
<b>Summary</b>	109,800	89,471	19,662	0:09:48	0:00:31	0:07:17

Feb-24

	Offered	Answered	ABD	ASA	AVG HOLD	AVG HAND
LA_DCFS_Correspondence_CS	8,131	7,256	875	0:02:41	0:00:23	0:05:23
LA_DCFS_FITAP_CS	1,595	1,507	88	0:03:25	0:00:41	0:06:58
LA_DCFS_FR_CS	1,090	1,006	84	0:02:20	0:00:33	0:07:11
LA_DCFS_PEBT_CS	1,079	918	161	0:03:03	0:00:40	0:07:31
LA_DCFS_SNAP_APPLICATION	8,105	7,510	594	0:03:39	0:00:27	0:04:33
LA_DCFS_SNAP_CHAT	19,506	17,343	1,972	0:06:00	0:00:01	0:12:42
LA_DCFS_SNAP_CS	60,816	56,048	4,766	0:04:41	0:00:35	0:06:18
<b>Summary</b>	100,322	91,588	8,540	0:03:41	0:00:29	0:07:14

Mar-24

	Offered	Answered	ABD	ASA	AVG HOLD	AVG HAND
LA_DCFS_Correspondence_CS	7,579	6,951	627	0:02:04	0:00:19	0:05:27
LA_DCFS_FITAP_CS	1,510	1,463	46	0:01:57	0:00:38	0:07:03
LA_DCFS_FR_CS	935	864	71	0:02:03	0:00:28	0:07:00
LA_DCFS_SNAP_APPLICATION	7,999	7,452	546	0:02:57	0:00:27	0:04:45
LA_DCFS_SNAP_CHAT	16,183	14,919	1,215	0:03:23	0:00:01	0:12:49
LA_DCFS_SNAP_CS	56,708	53,294	3,408	0:02:51	0:00:32	0:06:07
<b>Summary</b>	90,914	84,943	5,913	0:02:33	0:00:24	0:07:12

Apr-24

	Offered	Answered	ABD	ASA	AVG HOLD	AVG HAND
LA_DCFS_Correspondence_CS	9,940	7,538	2,393	0:08:38	0:00:22	0:05:47
LA_DCFS_DSNAP_CS	1	0	1	0:00:00	0:00:00	0:00:00
LA_DCFS_FITAP_CS	2,188	1,965	223	0:06:17	0:00:43	0:06:59
LA_DCFS_FR_CS	1,066	870	194	0:06:16	0:00:32	0:06:55
LA_DCFS_SNAP_APPLICATION	10,928	8,636	2,289	0:12:05	0:00:27	0:05:13
LA_DCFS_SNAP_CHAT	19,765	16,545	3,050	0:13:18	0:00:00	0:11:30
LA_DCFS_SNAP_CS	72,875	60,524	12,345	0:10:11	0:00:31	0:06:01
<b>Summary</b>	116,763	96,078	20,495	0:08:06	0:00:22	0:06:04

May-24

	Offered	Answered	ABD	ASA	AVG HOLD	AVG HAND
LA_DCFS_Correspondence_CS	11,591	8,296	3,294	0:11:08	0:00:28	0:06:15

Nov-23

	Offered	Answered	ABD	ASA	AVG HOLD	AVG HAND
LA_DCFS_Correspondence_CS	7,521	6,556	964	0:03:47	0:00:21	0:05:11
LA_DCFS_DSnap_CS	1	0	1	0:00:00	0:00:00	0:00:00
LA_DCFS_FITAP_CS	2,095	1,908	187	0:05:53	0:00:45	0:06:51
LA_DCFS_FR_CS	1,058	890	167	0:06:08	0:00:37	0:07:29
LA_DCFS_PEBT_CS	1,276	904	369	0:07:36	0:00:38	0:07:24
LA_DCFS_SNAP_APPLICATION	8,110	5,561	2,543	0:18:34	0:01:06	0:07:20
LA_DCFS_SNAP_CHAT	19,743	16,152	3,121	0:16:31	0:00:00	0:11:59
LA_DCFS_SNAP_CS	55,726	47,616	8,105	0:07:07	0:00:40	0:06:36
<b>Summary</b>	95,530	79,587	15,457	0:08:12	0:00:31	0:06:36

Dec-23

	Offered	Answered	ABD	ASA	AVG HOLD	AVG HAND
LA_DCFS_Correspondence_CS	7,079	6,565	514	0:01:45	0:00:21	0:05:17
LA_DCFS_FITAP_CS	1,940	1,842	98	0:02:56	0:00:44	0:06:23
LA_DCFS_FR_CS	964	875	88	0:02:36	0:00:27	0:06:16
LA_DCFS_PEBT_CS	1,143	949	194	0:03:54	0:00:39	0:07:27
LA_DCFS_SNAP_APPLICATION	7,121	5,759	1,362	0:09:49	0:01:06	0:07:37
LA_DCFS_SNAP_CHAT	12,953	10,986	1,710	0:11:11	0:00:00	0:13:03
LA_DCFS_SNAP_CS	53,669	48,730	4,937	0:04:07	0:00:38	0:06:18
<b>Summary</b>	84,869	75,706	8,903	0:05:11	0:00:34	0:07:29

Jan-24

	Offered	Answered	ABD	ASA	AVG HOLD	AVG HAND
LA_DCFS_Correspondence_CS	9,110	7,198	1,900	0:06:46	0:00:23	0:05:11
LA_DCFS_FITAP_CS	2,055	1,730	325	0:09:19	0:00:45	0:06:48
LA_DCFS_FR_CS	1,151	928	220	0:07:47	0:00:32	0:07:03
LA_DCFS_PEBT_CS	1,349	979	369	0:07:59	0:00:45	0:07:52
LA_DCFS_SNAP_APPLICATION	7,926	6,214	1,674	0:11:07	0:00:31	0:04:43
LA_DCFS_SNAP_CHAT	20,741	17,140	3,172	0:14:03	0:00:01	0:12:55
LA_DCFS_SNAP_CS	67,468	55,282	12,002	0:11:34	0:00:40	0:06:30
<b>Summary</b>	109,800	89,471	19,662	0:09:48	0:00:31	0:07:17

Feb-24

	Offered	Answered	ABD	ASA	AVG HOLD	AVG HAND
LA_DCFS_Correspondence_CS	8,131	7,256	875	0:02:41	0:00:23	0:05:23
LA_DCFS_FITAP_CS	1,595	1,507	88	0:03:25	0:00:41	0:06:58
LA_DCFS_FR_CS	1,090	1,006	84	0:02:20	0:00:33	0:07:11
LA_DCFS_PEBT_CS	1,079	918	161	0:03:03	0:00:40	0:07:31
LA_DCFS_SNAP_APPLICATION	8,105	7,510	594	0:03:39	0:00:27	0:04:33
LA_DCFS_SNAP_CHAT	19,506	17,343	1,972	0:06:00	0:00:01	0:12:42
LA_DCFS_SNAP_CS	60,816	56,048	4,766	0:04:41	0:00:35	0:06:18
<b>Summary</b>	100,322	91,588	8,540	0:03:41	0:00:29	0:07:14

Mar-24

	Offered	Answered	ABD	ASA	AVG HOLD	AVG HAND
LA_DCFS_Correspondence_CS	7,579	6,951	627	0:02:04	0:00:19	0:05:27
LA_DCFS_FITAP_CS	1,510	1,463	46	0:01:57	0:00:38	0:07:03
LA_DCFS_FR_CS	935	864	71	0:02:03	0:00:28	0:07:00
LA_DCFS_SNAP_APPLICATION	7,999	7,452	546	0:02:57	0:00:27	0:04:45
LA_DCFS_SNAP_CHAT	16,183	14,919	1,215	0:03:23	0:00:01	0:12:49
LA_DCFS_SNAP_CS	56,708	53,294	3,408	0:02:51	0:00:32	0:06:07
<b>Summary</b>	90,914	84,943	5,913	0:02:33	0:00:24	0:07:12

Apr-24

	Offered	Answered	ABD	ASA	AVG HOLD	AVG HAND
LA_DCFS_Correspondence_CS	9,940	7,538	2,393	0:08:38	0:00:22	0:05:47
LA_DCFS_DSnap_CS	1	0	1	0:00:00	0:00:00	0:00:00
LA_DCFS_FITAP_CS	2,188	1,965	223	0:06:17	0:00:43	0:06:59
LA_DCFS_FR_CS	1,066	870	194	0:06:16	0:00:32	0:06:55
LA_DCFS_SNAP_APPLICATION	10,928	8,636	2,289	0:12:05	0:00:27	0:05:13
LA_DCFS_SNAP_CHAT	19,765	16,545	3,050	0:13:18	0:00:00	0:11:30
LA_DCFS_SNAP_CS	72,875	60,524	12,345	0:10:11	0:00:31	0:06:01
<b>Summary</b>	116,763	96,078	20,495	0:08:06	0:00:22	0:06:04

May-24

	Offered	Answered	ABD	ASA	AVG HOLD	AVG HAND
LA_DCFS_Correspondence_CS	11,591	8,296	3,294	0:11:08	0:00:28	0:06:15

LA_DCFS_FITAP_CS	2,512	2,086	426	0:10:27	0:00:34	0:07:11
LA_DCFS_FR_CS	1,251	942	309	0:09:07	0:00:22	0:07:13
LA_DCFS_SNAP_APPLICATION	14,168	9,728	4,433	0:22:06	0:00:30	0:05:34
LA_DCFS_SNAP_CHAT	24,816	19,425	4,778	0:28:20	0:00:00	0:10:26
LA_DCFS_SNAP_CS	77,880	59,381	18,478	0:16:44	0:00:29	0:06:27
<b>Summary</b>	132,218	99,858	31,718	0:16:19	0:00:24	0:07:11

#### Jun-24

	Offered	Answered	ABD	ASA	AVG HOLD	AVG HAND
LA_DCFS_Correspondence_CS	11,759	8,984	2,770	0:08:56	0:00:30	0:06:29
LA_DCFS_FITAP_CS	2,478	2,014	461	0:12:30	0:00:44	0:07:23
LA_DCFS_FR_CS	1,204	847	353	0:10:17	0:00:30	0:07:14
LA_DCFS_SNAP_APPLICATION	14,522	10,911	3,597	0:16:36	0:00:34	0:06:09
LA_DCFS_SNAP_CHAT	21,799	17,827	3,503	0:13:52	0:00:00	0:09:50
LA_DCFS_SNAP_CS	77,479	57,271	20,132	0:20:10	0:00:37	0:06:33
<b>Summary</b>	129,241	97,854	30,816	0:13:44	0:00:29	0:07:16

#### Jul-24

	Offered	Answered	ABD	ASA	AVG HOLD	AVG HAND
LA_DCFS_Correspondence_CS	5,785	4,753	1,032	0:04:09	0:00:40	0:07:48
LA_DCFS_FITAP_CS	3,970	3,301	667	0:09:36	0:01:17	0:08:18
LA_DCFS_FR_CS	1,194	875	319	0:09:10	0:00:50	0:08:07
LA_DCFS_SNAP_APPLICATION	8,789	7,604	1,200	0:08:04	0:00:42	0:08:16

LA_DCFS_FITAP_CS	2,512	2,086	426	0:10:27	0:00:34	0:07:11
LA_DCFS_FR_CS	1,251	942	309	0:09:07	0:00:22	0:07:13
LA_DCFS_SNAP_APPLICATION	14,168	9,728	4,433	0:22:06	0:00:30	0:05:34
LA_DCFS_SNAP_CHAT	24,816	19,425	4,778	0:28:20	0:00:00	0:10:26
LA_DCFS_SNAP_CS	77,880	59,381	18,478	0:16:44	0:00:29	0:06:27
<b>Summary</b>	132,218	99,858	31,718	0:16:19	0:00:24	0:07:11

#### Jun-24

	Offered	Answered	ABD	ASA	AVG HOLD	AVG HAND
LA_DCFS_Correspondence_CS	11,759	8,984	2,770	0:08:56	0:00:30	0:06:29
LA_DCFS_FITAP_CS	2,478	2,014	461	0:12:30	0:00:44	0:07:23
LA_DCFS_FR_CS	1,204	847	353	0:10:17	0:00:30	0:07:14
LA_DCFS_SNAP_APPLICATION	14,522	10,911	3,597	0:16:36	0:00:34	0:06:09
LA_DCFS_SNAP_CHAT	21,799	17,827	3,503	0:13:52	0:00:00	0:09:50
LA_DCFS_SNAP_CS	77,479	57,271	20,132	0:20:10	0:00:37	0:06:33
<b>Summary</b>	129,241	97,854	30,816	0:13:44	0:00:29	0:07:16

#### Jul-24

	Offered	Answered	ABD	ASA	AVG HOLD	AVG HAND
LA_DCFS_Correspondence_CS	5,785	4,753	1,032	0:04:09	0:00:40	0:07:48
LA_DCFS_FITAP_CS	3,970	3,301	667	0:09:36	0:01:17	0:08:18
LA_DCFS_FR_CS	1,194	875	319	0:09:10	0:00:50	0:08:07
LA_DCFS_SNAP_APPLICATION	8,789	7,604	1,200	0:08:04	0:00:42	0:08:16

LA_DCFS_SNAP_CHAT	29,090	24,180	4,802	0:06:59	0:00:00	0:10:27
LA_DCFS_SNAP_CS	78,950	60,039	19,039	0:17:04	0:00:52	0:07:26
<b>Summary</b>	127,778	100,752	27,059	0:09:10	0:00:44	0:08:24

#### Aug-24

	Offered	Answered	ABD	ASA	AVG HOLD	AVG HAND
LA_DCFS_Correspondence_CS	29,967	24,995	4,903	0:05:12	0:00:08	0:03:32
LA_DCFS_DSNAP_CS	2	0	1	0:00:00	0:00:00	0:00:00
LA_DCFS_FITAP_CS	2,293	2,090	161	0:04:02	0:00:43	0:06:12
LA_DCFS_FR_CS	1,093	961	132	0:03:55	0:00:32	0:06:58
LA_DCFS_SNAP_APPLICATION	4,833	4,783	50	0:00:10	0:00:06	0:03:33
LA_DCFS_SNAP_CHAT	22,723	17,880	4,067	0:20:45	0:00:00	0:10:55
LA_DCFS_SNAP_CS	59,183	50,942	8,236	0:05:22	0:00:31	0:05:45
<b>Summary</b>	120,094	101,651	17,550	0:05:38	0:00:17	0:05:16

#### Sep-24

	Offered	Answered	ABD	ASA	AVG HOLD	AVG HAND
LA_DCFS_Correspondence_CS	12,930	11,745	1,183	0:01:47	0:00:14	0:05:13
LA_DCFS_FITAP_CS	1,680	1,651	29	0:00:47	0:00:28	0:05:51
LA_DCFS_FR_CS	880	859	21	0:00:49	0:00:25	0:06:18
LA_DCFS_SNAP_APPLICATION	21,973	21,711	256	0:00:17	0:00:13	0:02:56
LA_DCFS_SNAP_CHAT	13,212	12,183	921	0:04:15	0:00:00	0:10:45
LA_DCFS_SNAP_CS	42,742	39,863	2,874	0:01:12	0:00:27	0:05:32

<b>Summary</b>	93,417	88,012	5,284	0:01:31	0:00:18	0:06:06
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**Oct-24**

	<b>Offered</b>	<b>Answered</b>	<b>ABD</b>	<b>ASA</b>	<b>AVG HOLD</b>	<b>AVG HAND</b>
LA_DCFS_Correspondence_CS	8,196	7,969	227	0:00:24	0:00:21	0:06:02
LA_DCFS_FITAP_CS	1,381	1,368	13	0:00:09	0:00:43	0:06:12
LA_DCFS_FR_CS	843	841	2	0:00:09	0:00:37	0:06:40
LA_DCFS_SNAP_APPLICATION	5,982	5,909	73	0:00:06	0:00:23	0:04:39
LA_DCFS_SNAP_CHAT	10,117	9,867	240	0:00:15	0:00:00	0:10:49
LA_DCFS_SNAP_CS	29,554	29,288	266	0:00:09	0:00:34	0:06:01
<b>Summary</b>	56,073	55,242	821	0:00:12	0:00:26	0:06:44

Nov-24

Queue	Offered	Inbound Handled	Abandoned	ASA	AHT	Hold
LA_DCFS_Application_EN	5408	2247	3161	0:36:05	15:51	1:22
LA_DCFS_Application_SP	226	213	13	0:02:03	17:22	1:21
LA_DCFS_Correspondence_CS_EN	1949	625	1324	0:35:21	16:40	1:32
LA_DCFS_Correspondence_CS_SP	119	108	11	0:01:59	15:10	0:37
LA_DCFS_FITAP_CS_EN	3339	1231	2108	0:36:47	10:00	1:38
LA_DCFS_FITAP_CS_SP	145	122	23	0:01:50	13:42	1:27
LA_DCFS_FR_CS_EN	1699	587	1112	0:40:46	11:10	1:59
LA_DCFS_FR_CS_SP	30	28	2	0:01:33	13:36	1:33
LA_DCFS_SNAP_CS_EN	70304	27625	42679	0:36:46	9:56	1:20
LA_DCFS_SNAP_CS_SP	1474	1329	145	0:01:52	13:11	1:12
Other Languages	1075	595	480	0:01:26	10:50	1:08
Total	85,768	34,710	51,058	0:17:52	13:24	1:22
Total English	82,699	32,315	50,384	0:37:09	12:43	1:34
Total Spanish	1,994	1,800	194	0:01:51	14:36	1:14

Dec-24

Queue	Offered	Inbound Handled	Abandoned	ASA	AHT	Hold
LA_DCFS_Application_EN	4877	2708	2169	0:30:57	14:34	1:11
LA_DCFS_Application_SP	227	216	11	1:27	17:37	1:20
LA_DCFS_Correspondence_CS_EN	1567	590	977	0:31:19	15:40	1:04
LA_DCFS_Correspondence_CS_SP	105	101	4	1:22	16:44	1:31

LA_DCFS_FITAP_CS_EN	3244	1578	1666	0:31:37	10:32	1:31
LA_DCFS_FITAP_CS_SP	194	175	19	1:35	10:02	1:15
LA_DCFS_FR_CS_EN	1022	412	610	0:30:07	10:17	1:29
LA_DCFS_FR_CS_SP	30	29	1	1:31	15:01	0:57
LA_DCFS_SNAP_CS_EN	71145	35497	35648	0:31:09	9:41	1:15
LA_DCFS_SNAP_CS_SP	1554	1420	134	1:28	13:28	1:16
Other Languages	1194	665	529	1:18	10:52	1:11
Total	85,159	43,391	41,768	1:01:28	13:08	1:16
Total English	81,855	40,785	41,070	0:31:02	12:08	1:18
Total Spanish	2,110	1,941	169	1:28	14:34	1:15

Jan-25

Queue	Offered	Inbound Handled	Abandoned	ASA	AHT	Hold
LA_DCFS_Application_EN	5992	3076	2916	0:33:48	13:33	0:59
LA_DCFS_Application_SP	323	313	10	0:01:39	13:22	0:57
LA_DCFS_Correspondence_CS_EN	1835	721	1114	0:28:13	13:30	0:56
LA_DCFS_Correspondence_CS_SP	176	166	10	0:01:38	14:05	1:03
LA_DCFS_FITAP_CS_EN	3683	1748	1935	0:33:43	9:18	1:03
LA_DCFS_FITAP_CS_SP	211	198	13	0:01:33	9:45	1:10
LA_DCFS_FR_CS_EN	953	507	446	0:18:24	9:30	0:54
LA_DCFS_FR_CS_SP	32	31	1	0:01:17	14:44	1:56
LA_DCFS_SNAP_CS_EN	106716	56646	50070	0:32:19	8:48	1:08
LA_DCFS_SNAP_CS_SP	2016	1912	104	0:01:32	11:04	1:04

Other Languages	1287	826	461	0:01:24	9:19	1:04
Total	123,224	66,144	57,080	0:14:08	11:32	1:06
Total English	119,179	62,698	56,481	0:29:17	10:55	1:00
Total Spanish	2,758	2,620	138	0:01:32	12:36	1:14

Feb-25

Queue	Offered	Inbound Handled	Abandoned	ASA	AHT	Hold
LA_DCFS_Application_EN	5163	4254	909	7:54	12:03	0:51
LA_DCFS_Application_SP	282	273	9	1:25	14:07	1:15
LA_DCFS_Correspondence_CS_EN	1643	1239	404	5:31	12:42	0:40
LA_DCFS_Correspondence_CS_SP	179	175	4	1:08	13:03	1:11
LA_DCFS_FITAP_CS_EN	2885	2278	607	8:09	8:44	0:57
LA_DCFS_FITAP_CS_SP	239	229	10	1:11	9:24	0:57
LA_DCFS_FR_CS_EN	881	770	111	3:44	9:19	0:59
LA_DCFS_FR_CS_SP	40	40	0	1:12	13:27	1:18
LA_DCFS_SNAP_CS_EN	90252	76823	13429	7:43	8:31	1:07
LA_DCFS_SNAP_CS_SP	2346	2282	64	0:58	11:19	1:12
Other Languages	1224	942	282	0:44	7:51	0:49
Total	105,134	89,305	15,829	3:36	10:57	1:01
Total English	100,824	85,364	15,460	6:36	10:15	0:54
Total Spanish	3,086	2,999	87	1:10	12:16	1:10

Mar-25

Queue	Offered	Inbound Handled	Abandoned	ASA	AHT	Hold
LA_DCFS_Application_EN	3792	3576	216	2:27	11:43	0:36
LA_DCFS_Application_SP	299	288	11	0:31	13:54	0:50
LA_DCFS_Correspondence_CS_EN	1339	1208	131	1:34	11:00	0:27
LA_DCFS_Correspondence_CS_SP	239	234	5	0:28	13:26	0:54
LA_DCFS_FITAP_CS_EN	2264	2084	180	2:32	7:33	0:41
LA_DCFS_FITAP_CS_SP	181	175	6	0:26	8:59	0:43
LA_DCFS_FR_CS_EN	682	653	29	0:57	8:09	0:41
LA_DCFS_FR_CS_SP	77	74	3	0:38	11:09	1:03
LA_DCFS_SNAP_CS_EN	71670	68415	3255	1:47	7:35	0:41
LA_DCFS_SNAP_CS_SP	2158	2121	37	0:32	10:55	0:54
Other Languages	1121	924	197	0:18	6:58	0:31
Total	83,822	79,752	4,070	1:06	10:07	0:43
Total English	79,747	75,936	3,811	1:51	9:12	0:37
Total Spanish	2,954	2,892	62	0:31	11:40	0:52

Apr-25

Queue	Offered	Inbound Handled	Abandoned	ASA	AHT	Hold
LA_DCFS_Application_EN	3220	3055	165	1:37	13:19	0:27
LA_DCFS_Application_SP	329	318	11	0:54	12:31	0:43
LA_DCFS_Correspondence_CS_EN	1273	1158	115	1:27	12:23	0:22
LA_DCFS_Correspondence_CS_SP	150	146	4	0:27	12:21	0:44
LA_DCFS_FITAP_CS_EN	2066	1926	140	1:40	7:57	0:30

LA_DCFS_FITAP_CS_SP	154	149	5	0:45	11:27	0:41
LA_DCFS_FR_CS_EN	491	468	23	0:52	8:12	0:29
LA_DCFS_FR_CS_SP	28	26	2	0:26	11:41	0:28
LA_DCFS_SNAP_CS_EN	81653	76791	4862	2:00	7:29	0:30
LA_DCFS_SNAP_CS_SP	1798	1751	47	0:45	10:49	0:40
Other Languages	1192	964	228	0:28	6:42	0:28
Total	92,354	86,752	5,602	1:01	10:26	0:32
Total English	88,703	83,398	5,305	1:31	9:52	0:27
Total Spanish	2,459	2,390	69	0:39	11:45	0:39

May-25

Queue	Offered	Inbound Handled	Abandoned	ASA	AHT	Hold
LA_DCFS_Application_EN	2428	2262	166	2:08	15:09	0:27
LA_DCFS_Application_SP	250	240	10	0:57	10:44	0:39
LA_DCFS_Correspondence_CS_EN	1244	1112	132	1:57	15:26	0:24
LA_DCFS_Correspondence_CS_SP	167	154	13	0:51	12:55	0:27
LA_DCFS_FITAP_CS_EN	1863	1722	141	2:06	8:09	0:37
LA_DCFS_FITAP_CS_SP	106	100	6	0:54	11:03	0:35
LA_DCFS_FR_CS_EN	500	477	23	0:59	8:39	0:23
LA_DCFS_FR_CS_SP	35	34	1	0:47	13:17	0:32
LA_DCFS_SNAP_CS_EN	81240	73270	7970	3:15	7:47	0:31
LA_DCFS_SNAP_CS_SP	1740	1685	55	1:00	10:52	0:31
Other Languages	957	763	194	0:56	7:42	0:26

Total	90,530	81,819	8,711	1:26	11:03	0:30
Total English	87,275	78,843	8,432	2:05	11:02	0:28
Total Spanish	2,298	2,213	85	0:53	11:46	0:32

Jun-25

Queue	Offered	Inbound Handled	Abandoned	ASA	AHT	Hold
LA_DCFS_Application_EN	2522	2344	178	2:35	16:25	0:28
LA_DCFS_Application_SP	288	274	14	1:00	11:56	0:33
LA_DCFS_Correspondence_CS_EN	1223	1050	173	2:19	14:12	0:24
LA_DCFS_Correspondence_CS_SP	154	151	3	0:55	10:58	0:28
LA_DCFS_FITAP_CS_EN	1771	1619	152	2:37	8:02	0:33
LA_DCFS_FITAP_CS_SP	130	124	6	1:09	8:42	0:28
LA_DCFS_FR_CS_EN	434	404	30	1:03	8:21	0:21
LA_DCFS_FR_CS_SP	29	28	1	1:08	11:37	0:44
LA_DCFS_SNAP_CS_EN	88831	76360	12471	5:00	7:33	0:32
LA_DCFS_SNAP_CS_SP	2101	2021	80	1:01	9:10	0:27
Other Languages	1052	845	207	1:07	7:17	0:25
Total	98,535	85,220	13,315	1:48	10:23	0:29
Total English	94,781	81,777	13,004	2:42	10:54	0:27
Total Spanish	2,702	2,598	104	1:02	10:28	0:32

Jul-25

Queue	Offered	Inbound Handled	Abandoned	ASA	AHT	Hold
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LA_DCFS_Application_EN	2714	2481	233	3:13	16:51	0:32
LA_DCFS_Application_SP	274	263	11	1:20	11:41	0:34
LA_DCFS_Correspondence_CS_EN	1269	1074	195	2:38	15:36	0:28
LA_DCFS_Correspondence_CS_SP	147	142	5	1:13	13:54	0:38
LA_DCFS_FITAP_CS_EN	2141	1915	226	2:56	7:44	0:34
LA_DCFS_FITAP_CS_SP	106	101	5	1:04	11:57	0:37
LA_DCFS_FR_CS_EN	513	483	30	1:32	8:34	0:21
LA_DCFS_FR_CS_SP	48	48	0	1:22	12:23	0:37
LA_DCFS_SEBT_CS_EN	7616	5287	2329	11:45	4:51	0:01
LA_DCFS_SEBT_CS_SP	840	541	299	11:06	10:04	0:43
LA_DCFS_SNAP_CS_EN	93713	78451	15262	6:29	7:51	0:37
LA_DCFS_SNAP_CS_SP	1673	1622	51	1:16	10:04	0:35
Other Languages	1037	841	196	1:43	8:36	0:38
Total	112,091	93,249	18,842	3:39	10:46	0:31
Total English	107,966	89,691	18,275	4:45	10:14	0:25
Total Spanish	3,088	2,717	371	2:53	11:40	0:37

Aug-25

Queue	Offered	Inbound Handled	Abandoned	ASA	AHT	Hold
LA_DCFS_Application_EN	2245	2160	85	1:27	16:07	0:28
LA_DCFS_Application_SP	191	191	0	0:48	14:30	0:47
LA_DCFS_Correspondence_CS_EN	1048	978	70	1:14	15:10	0:24
LA_DCFS_Correspondence_CS_SP	113	109	4	0:26	14:37	0:47

LA_DCFS_FITAP_CS_EN	1745	1651	94	1:24	8:14	0:34
LA_DCFS_FITAP_CS_SP	67	67	0	0:56	11:36	0:37
LA_DCFS_FR_CS_EN	441	429	12	0:40	8:21	0:21
LA_DCFS_FR_CS_SP	23	23	0	0:46	14:13	0:45
LA_DCFS_SNAP_CS_EN	75676	71366	4310	2:13	7:38	0:31
LA_DCFS_SNAP_CS_SP	1299	1278	21	0:33	12:39	0:36
Other Languages	796	714	82	0:34	8:02	0:25
Total	83,644	78,966	4,678	1:00	11:55	0:34
Total English	81,155	76,584	4,571	1:23	11:06	0:27
Total Spanish	1,693	1,668	25	0:41	13:31	0:42

Sep-25

Queue	Offered	Inbound Handled	Abandoned	ASA	AHT	Hold
LA_DCFS_Application_EN	2716	2545	171	2:13	15:02	0:32
LA_DCFS_Application_SP	269	263	6	1:23	13:16	0:27
LA_DCFS_Correspondence_CS_EN	1294	1136	158	1:58	13:42	0:23
LA_DCFS_Correspondence_CS_SP	155	147	8	1:06	12:28	0:21
LA_DCFS_FITAP_CS_EN	2098	1934	164	2:15	8:00	0:35
LA_DCFS_FITAP_CS_SP	85	79	6	1:02	9:56	0:20
LA_DCFS_FR_CS_EN	468	436	32	1:00	7:56	0:12
LA_DCFS_FR_CS_SP	21	20	1	0:49	11:28	0:16
LA_DCFS_SNAP_CS_EN	92477	81414	11063	4:27	7:26	0:34
LA_DCFS_SNAP_CS_SP	1728	1682	46	0:58	9:21	0:20

Other Languages	985	767	218	1:02	7:31	0:19
Total	102,296	90,423	11,873	1:39	10:33	0:23
Total English	99,053	87,465	11,588	2:22	10:25	0:27
Total Spanish	2,258	2,191	67	1:03	11:17	0:20

Oct-25

Queue	Offered	Inbound Handled	Abandoned	ASA	AHT	Hold
LA_DCFS_Application_EN	2706	2616	90	0:41	14:11	0:29
LA_DCFS_Application_SP	245	223	22	2:21	11:37	0:32
LA_DCFS_Correspondence_CS_EN	1190	1112	78	0:38	13:29	0:25
LA_DCFS_Correspondence_CS_SP	121	111	10	2:03	11:37	0:38
LA_DCFS_FITAP_CS_EN	1929	1841	88	0:40	7:36	0:37
LA_DCFS_FITAP_CS_SP	111	98	13	1:40	9:45	0:24
LA_DCFS_FR_CS_EN	463	449	14	0:38	7:08	0:22
LA_DCFS_FR_CS_SP	5	5	0	2:57	9:01	0:35
LA_DCFS_SNAP_CS_EN	83586	77538	6048	2:01	7:08	0:32
LA_DCFS_SNAP_CS_SP	1135	1084	51	1:17	10:06	0:11
Other Languages	948	653	295	1:39	7:56	0:24
Total	92,439	85,730	6,709	1:30	9:57	0:28
Total English	89,874	83,556	6,318	0:55	9:54	0:29
Total Spanish	1,617	1,521	96	2:03	10:25	0:28

#### 11/2023 - State Interview Line

	SNAP Intake	Snap Redet/Simp	FITAP Intake	FITAP Redet/Simp	CSR/SNAP App
Calls Received	2980	519	99	4	1110
Total Answered	1196	228	77	3	925
Total Abandon	1417	278	15	1	185
Avg. wait time	1:14:27	1:15:53	0:12:14	0:21:14	0:08:34

#### 12/2023 - State Interview Line

	SNAP Intake	Snap Redet/Simp	FITAP Intake	FITAP Redet/Simp	CSR/SNAP App
Calls Received	5093	1095	193	20	1856
Total Answered	2228	549	164	13	1442
Total Abandon	2175	515	18	7	414
Avg. wait time	1:08:19	1:04:42	0:11:21	0:09:52	0:11:50

#### 01/2024 - State Interview Line

	SNAP Intake	Snap Redet/Simp	FITAP Intake	FITAP Redet/Simp	CSR/SNAP App
Calls Received	3350	1027	141	18	1316
Total Answered	1617	715	124	11	1066
Total Abandon	1315	290	10	6	247
Avg. wait time	1:01:07	0:38:30	0:08:26	0:26:33	0:11:17

#### 02/2024 - State Interview Line

	SNAP Intake	Snap Redet/Simp	FITAP Intake	FITAP Redet/Simp	CSR/SNAP App
Calls Received	2204	546	68	14	773
Total Answered	1193	445	55	11	738
Total Abandon	770	98	10	3	35
Avg. wait time	1:00:06	0:20:18	0:13:01	0:40:15	0:01:23

#### 03/2024 - State Interview Line

	SNAP Intake	Snap Redet/Simp	FITAP Intake	FITAP Redet/Simp	CSR/SNAP App
Calls Received	21381	5214	710	158	7999
Total Answered	10244	4098	466	126	7452
Total Abandon	8460	1057	156	29	546
Avg. wait time	1:07:41	0:33:46	0:22:20	0:19:47	0:02:47

#### 04/2024 - State Interview Line

SNAP Intake	Snap Redet/Simp	FITAP Intake	FITAP Redet/Simp	CSR/SNAP App
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Calls Received	5564	1370	235	31	2304
Total Answered	2216	978	131	24	2009
Total Abandon	2503	372	85	6	295
Avg. wait time	1:21:40	0:31:08	0:41:26	0:30:38	0:07:08

#### 05/2024 - State Interview Line

	SNAP Intake	Snap Redet/Simp	FITAP Intake	FITAP Redet/Simp	CSR/SNAP App
Calls Received	31,823	5,117	934	153	14,168
Total Answered	9,397	3,136	528	97	9,728
Max wait	4:16:56	3:49:41	3:58:12	4:06:59	1:58:27
Avg. wait time	1:58:43	0:54:27	0:33:35	0:37:03	0:22:00

#### 06/2024 - State Interview Line

	SNAP Intake	Snap Redet/Simp	FITAP Intake	FITAP Redet/Simp	CSR/SNAP App
Calls Received	28,966	5,288	917	160	14,335
Total Answered	6,722	2,440	408	76	10,755
Total Abandon	16,431	2,669	364	75	3,573
Avg. wait time	9:42:26	5:42:15	4:27:10	3:35:25	1:06:22

07/2024 - State Interview Line Closed

08/2024 - State Interview Line Closed

09/2024 - State Interview Line Closed

10/2024 - State Interview Line Closed

11/2024 - State Outbound Call						
Queue	Offered	Inbound Handled	Abandoned	AHT	ASA	Outbound Handled
State All	0	0	0	14:00	N/A	36,573
State SNAP	0	0	0	14:49	N/A	1,679
Total	0	0	0	0:14:02	N/A	38,252

12/2024 - State Outbound Call						
Queue	Offered	Inbound Handled	Abandoned	AHT	ASA	Outbound Handled
State All	0	0	0	14:22	N/A	52,624
State SNAP	0	0	0	15:10	N/A	4,593
Total	0	0	0	0:14:25	N/A	57,217

01/2025 - State Outbound Call						
Queue	Offered	Inbound Handled	Abandoned	AHT	ASA	Outbound Handled
State All	0	0	0	14:04	N/A	65,410
State SNAP	0	0	0	15:04	N/A	8,775
Total	0	0	0	0:14:11	N/A	74,185

02/2025 - State Outbound Call						
Queue	Offered	Inbound Handled	Abandoned	AHT	ASA	Outbound Handled
State All	0	0	0	13:44	N/A	76,938
State SNAP	0	0	0	13:51	N/A	12,266
Total	0	0	0	0:13:45	N/A	89,204

03/2025 - State Outbound Call						
Queue	Offered	Inbound Handled	Abandoned	AHT	ASA	Outbound Handled
State All	0	0	0	13:59	N/A	73,596

State SNAP	0	0	0	13:46	N/A	9,748
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Total	0	0	0	0:13:58	N/A	83,344
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#### 04/2025 - State Outbound Call

Queue	Offered	Inbound Handled	Abandoned	AHT	ASA	Outbound Handled
State All	0	0	0	14:40	N/A	85,167

State SNAP	0	0	0	14:47	N/A	6,889
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Total	0	0	0	0:14:40	N/A	92,056
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#### 05/2025 - State Outbound Call

Queue	Offered	Inbound Handled	Abandoned	AHT	ASA	Outbound Handled
State All	0	0	0	14:32	N/A	93,668

Total	0	0	0	0:14:32		93,668
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#### 06/2025 - State Outbound Call

Queue	Offered	Inbound Handled	Abandoned	AHT	ASA	Outbound Handled
State All	0	0	0	14:14	N/A	83,155

State SNAP	0	0	0	0:19	N/A	1
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Total	0	0	0	0:14:14	N/A	83,156
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#### 07/2025 - State Outbound Call

Queue	Offered	Inbound Handled	Abandoned	AHT	ASA	Outbound Handled
State All	0	0	0	14:16	N/A	77293

State FITAP	0	0	0	14:47	N/A	2975
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State SNAP	0	0	0	14:17	N/A	23281
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Total	0	0	0	0:14:17	N/A	103,549
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#### 08/2025 - State Outbound Call

Queue	Offered	Inbound Handled	Abandoned	AHT	ASA	Outbound Handled
State All	0	0	0	13:07	N/A	4746

State FITAP	0	0	0	15:38	N/A	7116
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State SNAP	0	0	0	14:34	N/A	83667
Total	0	0	0	0:14:35	N/A	95,529

09/2025 - State Outbound Call

Queue	Offered	Inbound Handled	Abandoned	AHT	ASA	Outbound Handled
State All	0	0	0	13:36	N/A	675
State FITAP	0	0	0	15:44	N/A	6607
State SNAP	0	0	0	14:14	N/A	85059
Total	0	0	0	0:14:20	N/A	92,341

10/2025 - State Outbound Call

Queue	Offered	Inbound Handled	Abandoned	AHT	ASA	Outbound Handled
State All	0	0	0	11:00	N/A	586
State FITAP	0	0	0	13:49	N/A	5498
State SNAP	0	0	0	13:07	N/A	72194
Total	0	0	0	0:13:09	N/A	78,278

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Row Labels	6/1/2025	6/2/2025	6/3/2025	6/4/2025	6/5/2025	6/6/2025	6/7/2025	6/8/2025	6/9/2025	6/10/2025	6/11/2025	6/12/2025	6/13/2025	6/14/2025	6/15/2025	6/16/2025	6/17/2025	6/18/2025	6/19/2025	6/20/2025	6/21/2025	6/22/2025	6/23/2025	6/24/2025	6/25/2025	6/26/2025	6/27/2025	6/28/2025	6/29/2025	6/30/2025 (blank)	Grand Total
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8:00:00 AM		657	572	469	471	362			540	459	407	406	347			547	420	403		481				646	484	373	379	303		591	9317
9:00:00 AM		809	772	583	580	490			677	595	507	474	443			664	544	491		653				823	643	523	443	392		680	11786
10:00:00 AM		836	821	654	566	498			793	644	552	536	526			718	604	508		732				943	722	548	483	452		782	12918
11:00:00 AM		820	691	587	505	494			756	581	532	508	440			689	547	554		622				917	632	523	495	449		799	12141
12:00:00 PM		813	687	547	535	487			758	612	586	482	439			693	523	499		603				926	648	459	515	408		725	11945
1:00:00 PM		842	651	526	488	479			708	516	463	472	389			615	495	481		619				834	568	474	439	406		739	11204
2:00:00 PM		787	692	592	487	426			748	497	487	424	403			611	456	493		577				858	532	468	409	433		682	11062
3:00:00 PM		697	544	479	431	347			580	402	399	400	340			470	425	430		496				700	455	417	350	343		534	9239
4:00:00 PM		483	343	321	235	242			338	244	233	283	271			360	296	301		272				420	286	312	235	202		367	6044
5:00:00 PM		217	136	92	90	59			88	46	63	72	57			104	78	88		77				135	82	88	69	50		133	1824
6:00:00 PM		10	6	4	6	3			10	6	3	1	5			5	3	10		2				6	3	5	5	1		7	101
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Grand Total		7058	5987	4901	4444	3920			6055	4649	4262	4089	3696			5512	4418	4302		5182				7276	5108	4227	3858	3470		6121	98535

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Row Labels	7/1/2025	7/2/2025	7/3/2025	7/4/2025	7/5/2025	7/6/2025	7/7/2025	7/8/2025	7/9/2025	7/10/2025	7/11/2025	7/12/2025	7/13/2025	7/14/2025	7/15/2025	7/16/2025	7/17/2025	7/18/2025	7/19/2025	7/20/2025	7/21/2025	7/22/2025	7/23/2025	7/24/2025	7/25/2025	7/26/2025	7/27/2025	7/28/2025	7/29/2025	7/30/2025	7/31/2025 (blank)	Grand Total
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8:00:00 AM	646	498	492				649	546	462	379	388			583	477	426	393	362			555	477	434	377	300			515	412	400	405	10176
9:00:00 AM	1013	690	614				919	817	591	546	520			743	713	630	490	500			707	681	551	493	405			602	506	599	494	13824
10:00:00 AM	944	762	656				1064	872	680	573	595			928	787	659	577	619			795	780	626	530	475			632	513	619	574	15260
11:00:00 AM	885	728	590				1070	770	627	581	500			709	662	618	524	617			793	746	600	539	463			633	527	610	502	14294
12:00:00 PM	824	690	579				900	743	603	528	569			822	698	632	569	591			796	722	569	556	412			616	480	554	475	13928
1:00:00 PM	768	631	570				824	721	603	540	527			752	666	644	507	547			727	625	544	497	411			547	449	513	423	13036
2:00:00 PM	750	586	613				742	573	561	478	484			802	701	555	497	582			726	628	547	441	399			500	445	436	529	12575
3:00:00 PM	474	459	420				570	513	399	410	379			632	565	447	406	423			592	601	445	323	326			471	353	380	377	9965
4:00:00 PM	345	289	261				313	283	268	265	233			432	300	284	230	282			403	312	264	218	191			273	244	243	286	6219
5:00:00 PM	85	89	51				109	92	64	68	64			153	112	80	63	57			128	94	73	51	44			77	70	57	71	1752
6:00:00 PM	3	5	2				5	2	3	7	5			5	5	2	1	4			6	5	5	3	6			8	7	2	5	96
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8:00:00 AM		725	595	478	470			697	549	503	430	406			654	480	394	421	399			573	503	374	405	365			543	544	10508
9:00:00 AM		909	772	662	591			889	609	634	519	603			843	618	620	568	497			777	602	504	502	411			653	659	13442
10:00:00 AM		916	803	769	681			858	589	663	577	648			878	641	641	566	540			769	641	500	531	464			672	710	14057
11:00:00 AM		755	678	641	507			733	523	578	506	523			728	489	536	532	467			723	563	491	510	422			584	654	12143
12:00:00 PM		710	595	588	503			668	567	607	567	531			692	459	515	528	456			657	535	401	505	426			564	691	11765
1:00:00 PM		614	603	531	541			626	495	549	464	456			599	505	513	520	456			568	484	485	268	415			526	594	10812
2:00:00 PM		651	581	541	547			645	521	485	536	512			670	550	517	438	439			508	505	426	261	422			470	559	10784
3:00:00 PM		573	494	482	472			575	457	455	410	432			535	478	422	422	388			555	412	402	355	371			415	479	9584
4:00:00 PM		380	311	350	274			396	285	260	316	287			362	284	307	269	218			355	248	303	323	236			364	314	6442
5:00:00 PM		94	87	92	86			95	85	96	72	58			99	62	71	62	61			97	64	72	96	48			62	56	1615
6:00:00 PM		5	3	2	3			6	2	4	6	1			5	6	7	4	5			2	64	1	5	6			2	2	77
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7:00:00 AM	56	29	29			44	44	32	23	18			20	30	30	22	27			42	39	25	26	9			35	24	21	28	40	693
8:00:00 AM	517	452	406			584	486	414	372	323			509	412	371	331	316			527	405	282	285	195			461	555	461	437	357	9458
9:00:00 AM	545	569	529			753	626	470	474	416			589	500	538	437	448			679	492	392	320	277			467	707	520	489	412	11649
10:00:00 AM	506	610	479			819	588	478	453	433			598	565	533	441	409			663	551	435	336	282			549	755	562	490	413	11948
11:00:00 AM	512	482	456			747	560	487	466	438			558	556	476	442	399			610	489	390	294	286			513	623	531	457	353	11125
12:00:00 PM	479	450	457			722	506	413	418	382			516	478	409	410	399			710	416	369	280	272			613	622	488	459	336	10604
1:00:00 PM	434	483	446			626	451	457	411	360			483	436	372	379	358			699	382	356	262	271			658	659	573	431	361	10348
2:00:00 PM	421	408	445			656	480	433	415	353			416	462	395	358	354			545	389	413	276	231			686	605	551	432	392	10116
3:00:00 PM	426	392	363			581	432	370	362	299			419	395	418	331	318			499	338	320	252	199			606	486	495	356	340	8999
4:00:00 PM	304	273	271			405	279	273	227	219			263	280	235	224	218			334	213	216	146	166			410	348	316	236	195	6051
5:00:00 PM	57	54	58			97	75	53	66	41			76	65	52	53	50			72	57	71	35	33			78	63	69	54	36	1365
6:00:00 PM	1	3	3			2	3	1	6	1				8	4	2	1			1	1	3	3	2			5		2		1	53
7:00:00 PM																																
8:00:00 PM																																
9:00:00 PM																																
10:00:00 PM																																
11:00:00 PM																																
(blank)																														30		30
Grand Total	4258	4205	3942			6036	4530	3881	3693	3283			4447	4187	3833	3430	3297			5381	3772	3272	2515	2223			5081	5447	4619	3871	3236	92439

**SNAP Queues Only**

Hourly Interval	1-Nov	2-Nov	3-Nov	4-Nov	5-Nov	6-Nov	7-Nov	8-Nov	9-Nov	10-Nov	11-Nov	12-Nov	13-Nov	14-Nov	15-Nov	16-Nov	17-Nov	18-Nov	19-Nov	20-Nov	21-Nov	22-Nov	23-Nov	24-Nov	25-Nov	26-Nov	27-Nov	28-Nov	29-Nov	30-Nov	Grand Total
7:00 AM	69		58	160	30	101				122	61	67	92				126	87	69	50	41			80	51	38					1303
8:00 AM	450		309	396	302	248				394	290	223	538				305	336	296	217	304			413	364	374					5759
9:00 AM	487		334	448	314	336				404	332	324	623				334	307	410	319	304			450	396	391					6513
10:00 AM			608	293	496	290	458			468		456	479	735			408	441	484	438	410			476	514	423					7877
11:00 AM			511	321	428	272	418			464		397	402	658			401	373	356	363	375			445	427	350					6961
12:00 PM			452	261	400	263	395			374		369	393	649			379	418	358	370	372			459	438	311					6661
1:00 PM			463	258	384	255	381			397		371	504	759			351	347	392	340	350			485	358	276					6671
2:00 PM			344	238	342	240	410			408		400	407	719			455	418	423	388	398			469	380	248					6687
3:00 PM			291	200	304	192	339			380		396	381	808			481	418	375	371	320			446	357	187					6246
4:00 PM			183	94	197	103	178			230		231	199	343			290	247	176	204	159			224	202	91					3351
5:00 PM			36	30	39	20	33			31		30	47	111			132	71	69	47	49			61	73	40					919
6:00 PM			6	1	1		1			2		2	1	3			2	5	3	2	3			2	1	1					36
Grand Total			3900	2398	3595	2281	3298			3674		3335	3427	6038			3664	3468	3411	3109	3085			4010	3561	2730					58984