OMB Number: 0584-0579 Expiration Date: 04/30/2023 Major Changes Quarterly Reporting Template for Call Center Modifications Fiscal Year: State Name: State Contact Person: Contact Person's E-mail Address: Contact Person's Telephone Number: Date Major Change Implemented: X QUARTER POST IMPLEMENTATION (as needed) 1ST QUARTER POST 2ND QUARTER POST 3RD QUARTER POST 4TH QUARTER POST BASELINE PERIOD DATA ELEMENTS Please hover over any data element field for more detail of what is requested as needed The total number of calls received by the State prior to implementation of the non-merit staffed call center The total number of calls received at the call center Total number of calls answered Total number of abandoned calls Total number of dropped calls Of the total number of calls received at the call center, provide the number of calls transferred to merit system personnel Total call idle time Total blocked calls Average wait time Average handle time Call Center Metrics Average time a client has to initially wait for call to be answered Average length of client calls Average time a client has to initially wait for a call to be answered by non-merit staff Average length of client calls with non-merit staff Average time a client has to wait to be transferred to a merit staff member Average length of client calls with merit staff Average client wait time for abandoned calls Total number of merit personnel employed by the State agency Total number of non-merit staff employed in the call center The purpose of SNAP client calls made to the center, broken down by percentage (please refer to FNS response letter for details on what this field must include) Total number of denied applications Total number of applications denied due to missed client interview

Client Impact	Customer satisfaction based upon surveys to measure the impact of the non-merit staffed call center																		
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This information is being collected to assist the Food and Nutrition Service meet the requirements of 7 CFR 272.15. This is a mandatory collection and FNS uses the information to monitor major change implementations. This collection does not request any personally identifiable information under the Privacy Act of 1974. According to the Paperwork Reduction Act of 1995, an agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a valid OMB control number. The valid OMB control number for this information collection is 0584-0579. The time required to complete this information collection is estimated to average 50 hours per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to: U.S. Department of Agriculture, Food and Nutrition Service, Office of Policy Support, 1320 Braddock Place, 5th Floor, Alexandria, VA 22306 ATTN: PRA 0584-0579. Do not return the completed form to this address.