FNS Report
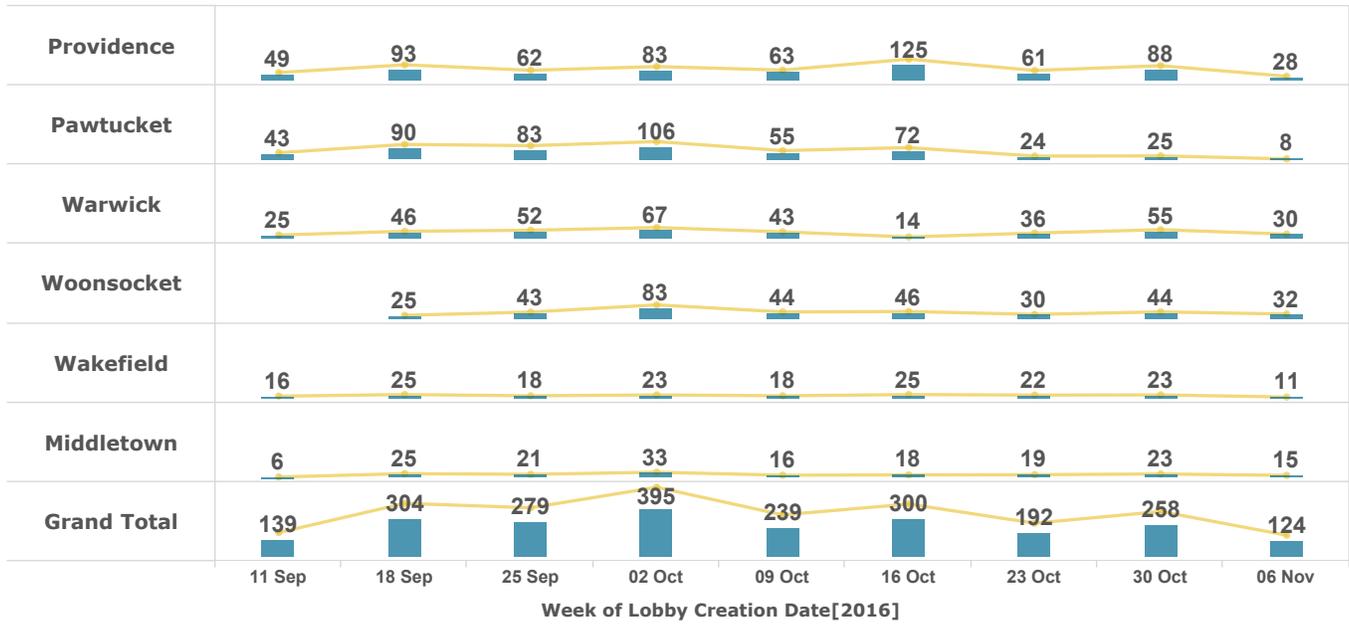
Volume of SNAP Clients	Avg. Wait Time of SNAP Clients	SNAP Case documents	EBT Priority Processing	Successful EBT Replacement Card	SNAP Cases..

SNAP Client Volume by Office[Tasks]

2,230

Weekly View by Office

Office	11 Sep	18 Sep	25 Sep	02 Oct	09 Oct	16 Oct	23 Oct	30 Oct	06 Nov
Providence	49	93	62	83	63	125	61	88	28
Pawtucket	43	90	83	106	55	72	24	25	8
Warwick	25	46	52	67	43	14	36	55	30
Woonsocket		25	43	83	44	46	30	44	32
Wakefield	16	25	18	23	18	25	22	23	11
Middletown	6	25	21	33	16	18	19	23	15
Grand Total	139	304	279	395	239	300	192	258	124

Week of Lobby Creation Date[2016]

This graph shows the weekly view of client volume (number of tasks associated with a SNAP case) at each office. This data also displays the weekly volume of tasks across all offices. This data only accounts for SNAP clients where a task has been created when an individual has been checked into the lobby.
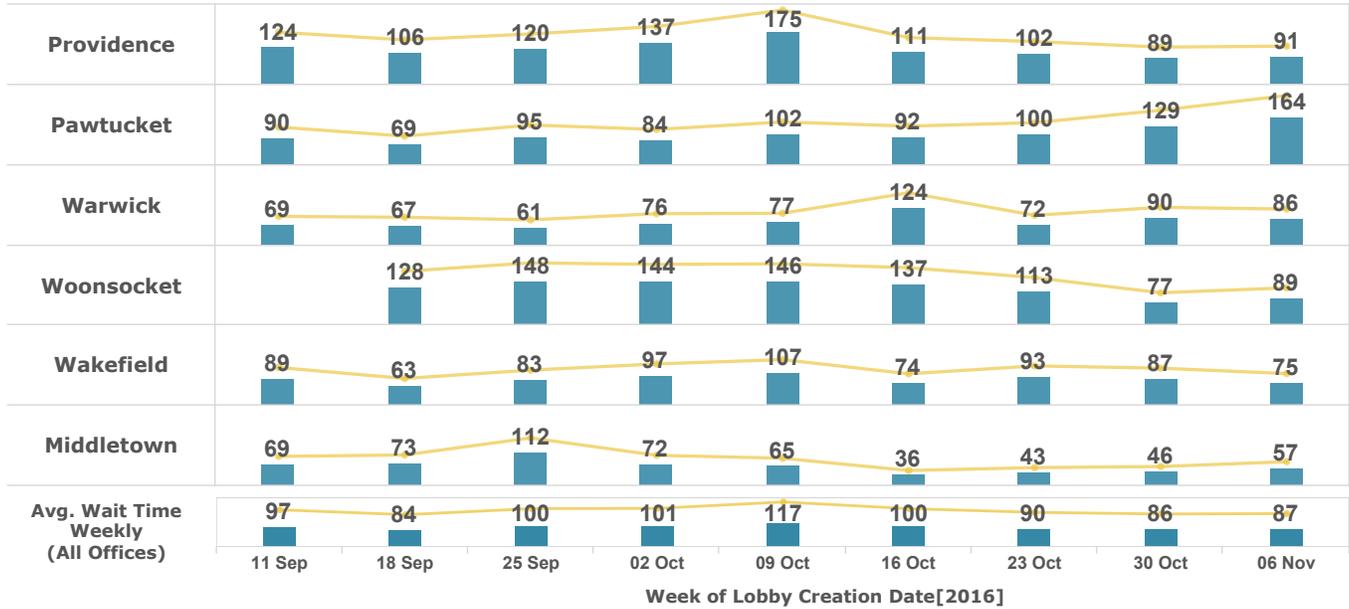
FNS Report

Volume of SNAP Clients	Avg. Wait Time of SNAP Clients	SNAP Case documents	EBT Priority Processing	Successful EBT Replacement Card	SNAP Cases..

Average Wait Time of SNAP Clients by Office [Minutes]

96

Weekly View by Office

|	11 Sep	18 Sep	25 Sep	02 Oct	09 Oct	16 Oct	23 Oct	30 Oct	06 Nov
Providence	124	106	120	137	175	111	102	89	91
Pawtucket	90	69	95	84	102	92	100	129	164
Warwick	69	67	61	76	77	124	72	90	86
Woonsocket		128	148	144	146	137	113	77	89
Wakefield	89	63	83	97	107	74	93	87	75
Middletown	69	73	112	72	65	36	43	46	57
Avg. Wait Time Weekly (All Offices)	97	84	100	101	117	100	90	86	87

Week of Lobby Creation Date[2016]

This graph shows the weekly view of the average time SNAP specific clients are waiting in each office. This data assumes that a family on multiple programs is coming into the office to be served for SNAP even if they are checking on the status of additional programs (i.e. Medicaid, Child Care, etc.).

FNS Report

| Volume of SNAP Clients | Avg. Wait Time of SNAP Clients | SNAP Case documents | EBT Priority Processing | Successful EBT Replacement Card | SNAP Cases.. |

SNAP Case Documents

15,583
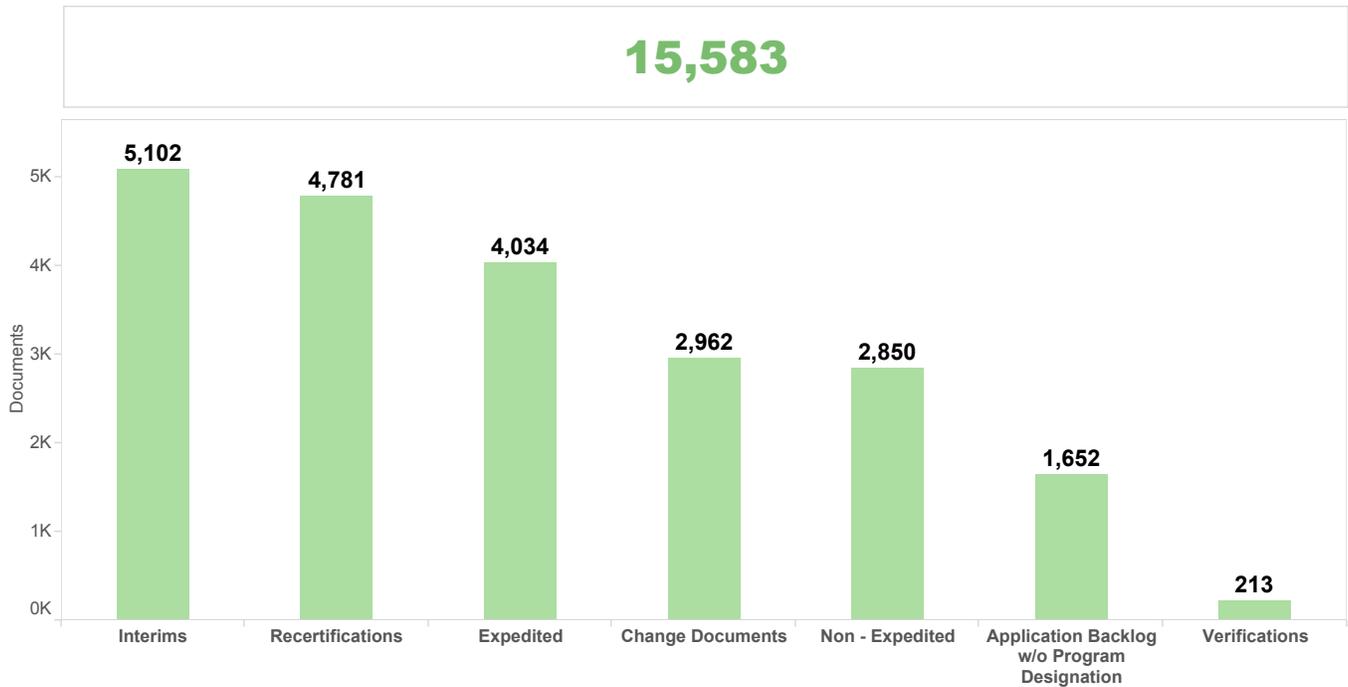
This graph shows the number of SNAP Case documents which have been scanned and indexed and falls under the following categories – Interims, Recertifications, Expedited SNAP, Change Documents, Verifications, and Non-Expedited SNAP. There is also a designation included called 'Application backlog w/out Program Designation which accounts for applications which have been scanned and indexed however no program has been assigned during the application registration process.

FNS Report

| Avg. Wait Time of SNAP Clients | SNAP Case documents | EBT Priority Processing | Successful EBT Replacement Card | SNAP Cases Terminated | Cases... |

Number of EBT Replacement Request Cards

The number of EBT replacement request cards was defined in the original FNS letter as EBT cards which were issued on a priority basis.

In the original report to FNS, we defined the priority as any EBT replacement card which was issued in the first 3 days post go-live since any previous EBT replacement applications were processed by that time.

On an on-going basis, all EBT replacement cards are prioritized and issued on the same day of the request.
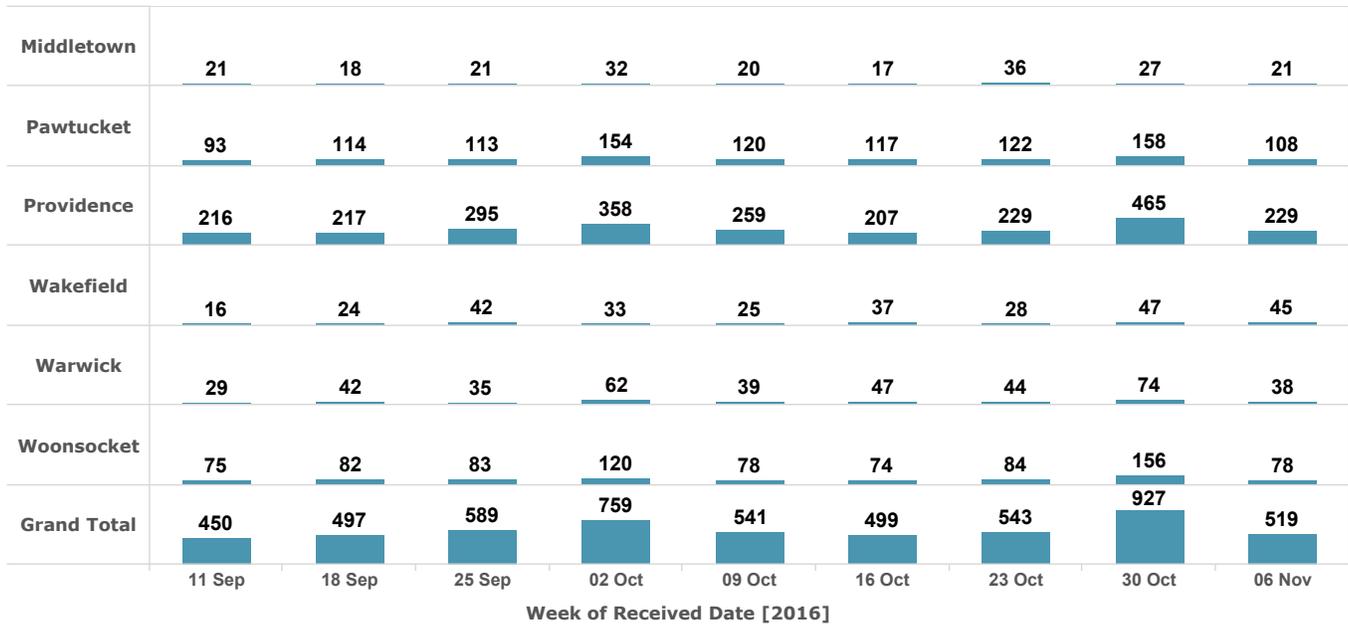
FNS Report

	SNAP Case documents	EBT Priority Processing	Successful EBT Replacement Card	SNAP Cases Terminated	Cases that did not convert from Legacy System	Be ne fi...

EBT Replacement Cards Successfully Loaded with Benefits and Received by Clients

5,324

Weekly View by Office

	11 Sep	18 Sep	25 Sep	02 Oct	09 Oct	16 Oct	23 Oct	30 Oct	06 Nov
Middletown	21	18	21	32	20	17	36	27	21
Pawtucket	93	114	113	154	120	117	122	158	108
Providence	216	217	295	358	259	207	229	465	229
Wakefield	16	24	42	33	25	37	28	47	45
Warwick	29	42	35	62	39	47	44	74	38
Woonsocket	75	82	83	120	78	74	84	156	78
Grand Total	450	497	589	759	541	499	543	927	519

Week of Received Date [2016]

This graph shows the number of successful EBT replacement cards that have been loaded with benefits and have been received by the clients broken down by field office. The date used is based upon the date in which the EBT replacement card was issued.

FNS Report

EBT Priority Processing	Successful EBT Replacement Card	SNAP Cases Terminated	Cases that did not convert from Legacy System	Benefit Mismatch Analysis	S N A...

SNAP Cases Terminated

2,766

Weekly View

	11 Sep	18 Sep	25 Sep	02 Oct	09 Oct	16 Oct	23 Oct	30 Oct	06 Nov
Providence	10	832	30	26	25	29	55	73	36
Pawtucket	6	408	16	16	7	28	24	36	26
Woonsocket	6	284	5	10	9	17	21	49	23
Wakefield	4	256	6	5	7	12	8	22	10
Warwick	1	168	3	5	6	11	10	14	6
Middletown	1	56	5	7	3	13	9	15	1
Grand Total	28	2,004	65	69	57	110	127	209	102

Week of Eligibility Authorization Date [2016]

This graph shows the number of SNAP Cases terminated as a result of a processed change or other ineligibility factor (to include non-receipt of recertification packets). The date displayed is the date that eligibility is authorized for a cases which was terminated.

FNS Report

EBT Prio rity..	Successful EBT Replacement Card	SNAP Cases Terminated	Cases that did not convert from Legacy System	Benefit Mismatch Analysis	SNAP Benefit Issuance

Cases that did not convert from the legacy system and that have now been entered into RIBridges

There are **no** SNAP cases that did not convert from Legacy system

FNS Report

EBT Prio rity..	Successful EBT Replacement Card	SNAP Cases Terminated	Cases that did not convert from Legacy System	Benefit Mismatch Analysis	SNAP Benefit Issuance

Benefit Mismatch

Benefit Mismatch

15,154

Benefit Mismatch Cases - Corrected	Benefit Mismatch Cases - Not Corrected
13,996	**1,158**

Cases with Benefit Mismatch Not Corrected by Worker Action

Bar chart showing:
- Cases - Not Corrected Benefit - Touched by Worker: 1,146
- Cases - Not Corrected Benefit - Not Touched by Worker: 12

This view shows the number of SNAP Cases which had a benefit mismatch at the time of conversion. The corrected benefit mismatch cases represent the number of cases which were a benefit mismatch at the time of conversion however the cases are now receiving the same benefits previously received prior to the RI Bridges deployment. The Benefit Mismatch Cases – Not Corrected, represents the cases which are still not receiving the same benefits the clients were previously receiving. A large subset of the cases which are not receiving the same benefits now as they were prior to the RI Bridges deployment, have been worked by a case worker and are now receiving the corrected benefits. Only 12 cases remain where the cases are not receiving the same benefits or where a worker has not corrected the benefits received.

FNS Report

EBT Prio rity..	Successful EBT Replacement Card	SNAP Cases Terminated	Cases that did not convert from Legacy System	Benefit Mismatch Analysis	SNAP Benefit Issuance

SNAP Monthly Benefit Issuance

NOV-2016	OCT-2016
$21,680,602	$20,808,519

Daily Benefit Issuance

SEP-2016	$417,690
OCT-2016	$1,708,172
NOV-2016	$843,905
Grand Total	$2,969,768

This view shows the amount of Monthly Benefit Issuance for the month of October and November and its corresponding daily issuance amount.

The total number of cases with duplicate issuance was 16 cases. Of these 16 cases, 5 were as a result of system issues and another 11 duplicate issuances were as a result of manual issuances.

All transactions for the 5 cases were cancelled with the exception of $11. The 11 cases were found during reconciliation where overpayments were identified and all of these transactions are cancelled except for $1384.75. However, per process, an overpayment claim will be established to recover $1384.75.

FNS Report

FNS - 388

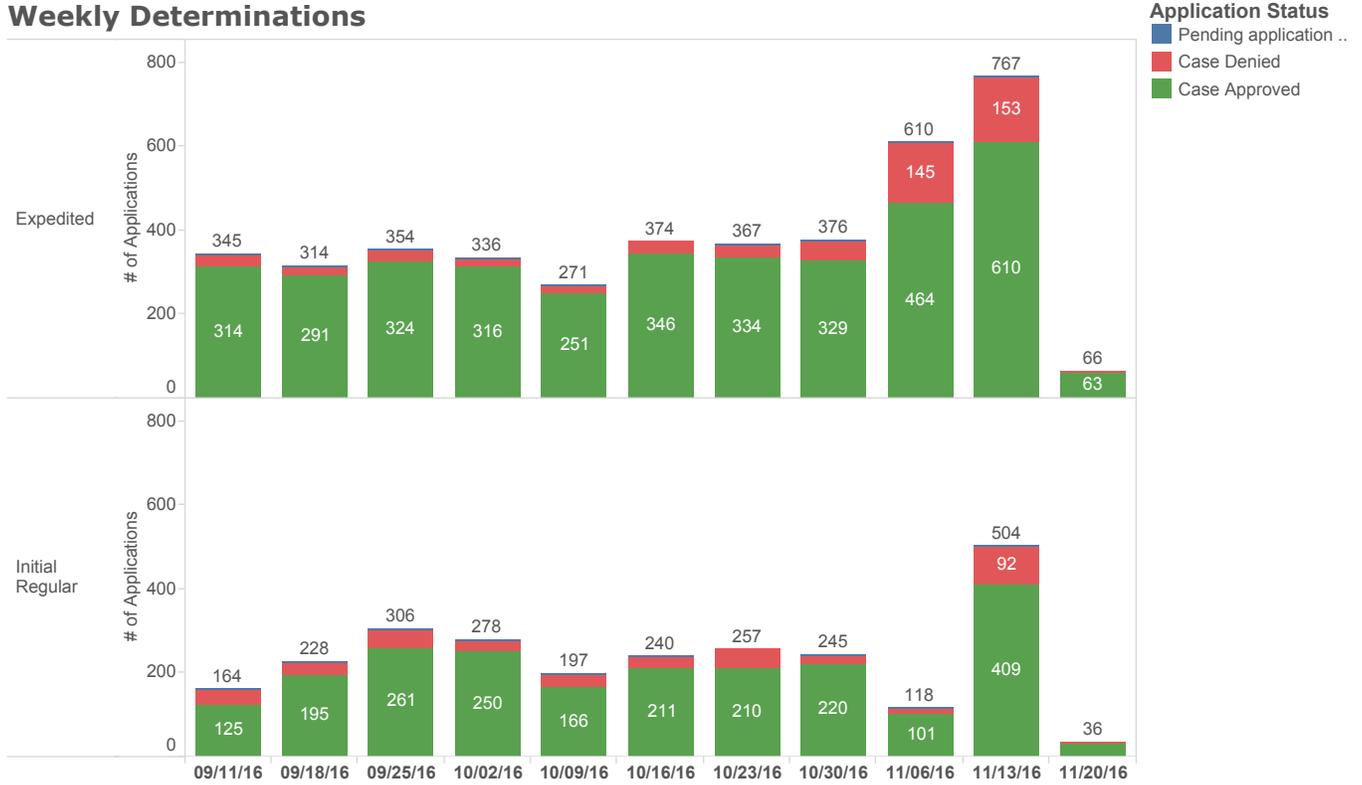| Rhode Island UHIP | State of Rhode Island Department of Human Services |

State Issuance and Participation Estimates

Report ID: FNS-388
Report Period: 11/2016

Run Date: 11/17/2016
Run Time: 12:24:39PM

State Issuance and Participation Estimates	Current Month - November	Previous Month - October	Second Preceding Month - September
Issuance (Dollars)	$22,524,507.43	$22,516,691.30	$22,329,036.97
Number of Participating People	167,349	166,365	168,973
(a) Non Assistance (see Special Instructions for March and September Reporting of this Item)			
(b) Public Assistance (see Special Instructions for March and September Reporting of this Item)			
Number of Participating Households	100,560	100,350	100,592
(a) Non Assistance (see Special Instructions for March and September Reporting of this Item)			
(b) Public Assistance (see Special Instructions for March and September Reporting of this Item)			

This displays the current FNS-388 report executed as of 11/17.

FNS Report

Weekly Determinations

Application Status
- Pending application ..
- Case Denied
- Case Approved

Expedited

Date	Total	Case Denied	Case Approved
09/11/16	345		314
09/18/16	314		291
09/25/16	354		324
10/02/16	336		316
10/09/16	271		251
10/16/16	374		346
10/23/16	367		334
10/30/16	376		329
11/06/16	610	145	464
11/13/16	767	153	610
11/20/16	66		63

Initial Regular

Date	Total	Case Denied	Case Approved
09/11/16	164		125
09/18/16	228		195
09/25/16	306		261
10/02/16	278		250
10/09/16	197		166
10/16/16	240		211
10/23/16	257		210
10/30/16	245		220
11/06/16	118		101
11/13/16	504	92	409
11/20/16	36		

This graph shows the number of determinations made per week for SNAP applications, split by expedited and inital regular, colored by the determination (approved, denied or application withdrawn). The week shown is the week the determination was made.

FNS Report

Weekly Determination by Channel

Channel	Type	9/11/16	9/18/16	9/25/16	10/2/16	10/9/16	10/16/16	10/23/16	10/30/16	11/6/16	11/13/16	11/20/16
Drop-off	Expedited	69	30	57	36	31	57	48	47	131	176	12
Drop-off	Initial Regular	27	36	55	19	28	28	37	34	14	71	4
Fax-In	Expedited	1	1					2	1		1	
Fax-In	Initial Regular	3	1			2	2	2			2	
Mail-In	Expedited	9	10	17	8	10	33	65	72	317 / 231	351 / 251	7
Mail-In	Initial Regular	12	16	28	12	9	17	53	26	26	311 / 252	8
Phone-In	Expedited	1	2	15	4	2	4	3	3		6	
Phone-In	Initial Regular	3	3	13	11	3	1	4	5		4	1
Self Service	Expedited				1				3		3	
Self Service	Initial Regular							1	5	4		
Walk-In	Expedited	265 / 246	270 / 253	265 / 243	286 / 273	226	278 / 264	247 / 231	248 / 228	159	228 / 218	46
Walk-In	Initial Regular	119	171	209	233 / 214	155	191	159	173	74	114	23
Referring ..	Expedited							1	1			
Referring ..	Initial Regular							1	1			

Application Status
- Pending application ..
- Case Denied
- Case Approved

This graph shows the number of determinations made per week for SNAP applications, split by expedited and inital regular, colored by the determination (approved, denied or application withdrawn). The dates shown are the week the determination was made. It is further split by channel (mode of application).

FNS Report

September - Recertifications

3,760

Approved	2,252
Denied	26
Terminated	1,482

October Recertifications

5,000

Approved	4,931
Terminated	69

November - Recertifications

5,121

	Packets Received : 2,043							Packets not received
							Pending Termination via negative action	**3,078**
Approved	4	175	382	128	44	13		
Pending	3	154	491	284	297	13		
Terminated		14	10	3	11	17		
Grand Total	7	343	883	415	352	43		
	16 Oct	23 Oct	30 Oct	06 Nov	13 Nov	20 Nov		November

The data represented in this graph represents the number of individuals who were up for recertification in a given month broken out by their most recent eligibility determination. For September and October, if a client was originally terminated due to a packet not being received and have since re-applied or submitted a packet that has been completed, the data represents their current eligibility status. For the month of November, the data represents the date in which their 1010 form was received and the data displays whether their packet has been received or not. Any packet currently not received for November is subject to negative action and termination on 11/30.

FNS Report

Expedited SNAP Timeliness
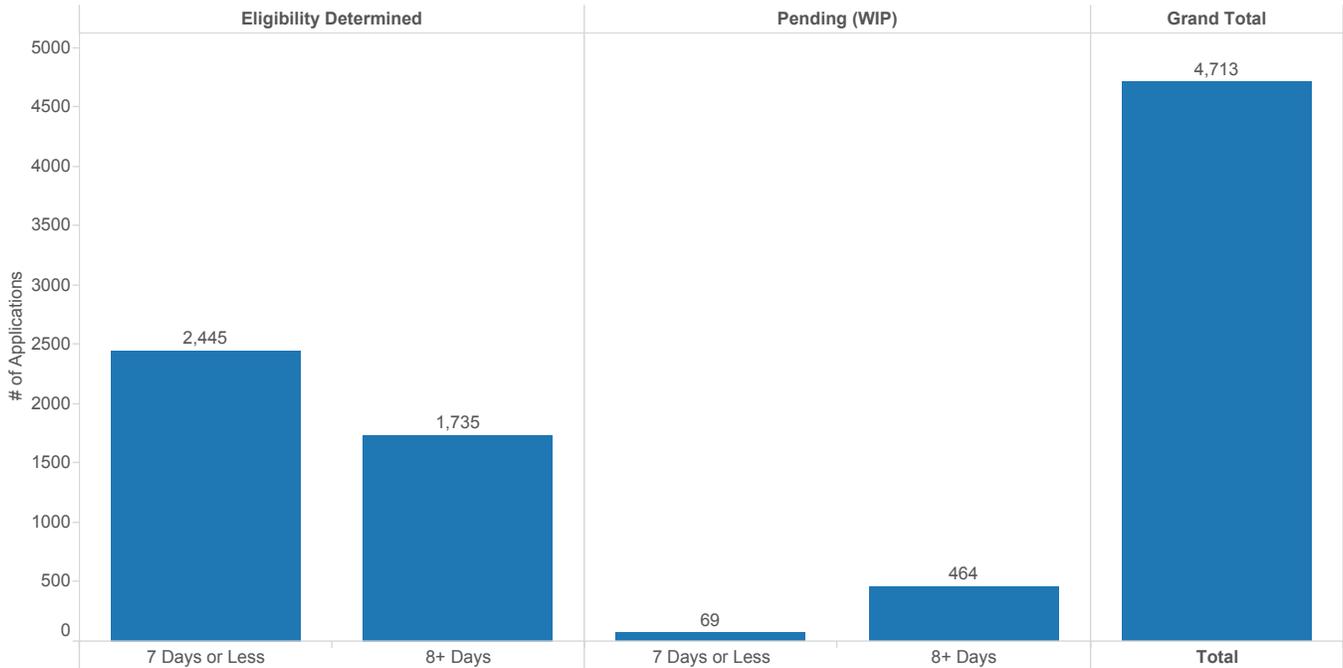
This graph shows the number of expedited SNAP applications with an eligibility determination, split by whether or not those applications were deteremined in 7 days or less, or 8+ days. This is counted from the date the application was received. In future reports, we will revise this metric to remove time spent awaiting additional information from customers. However, in this report, we simply calculated the number of days between the date the application was received and the date eligibility was determined.
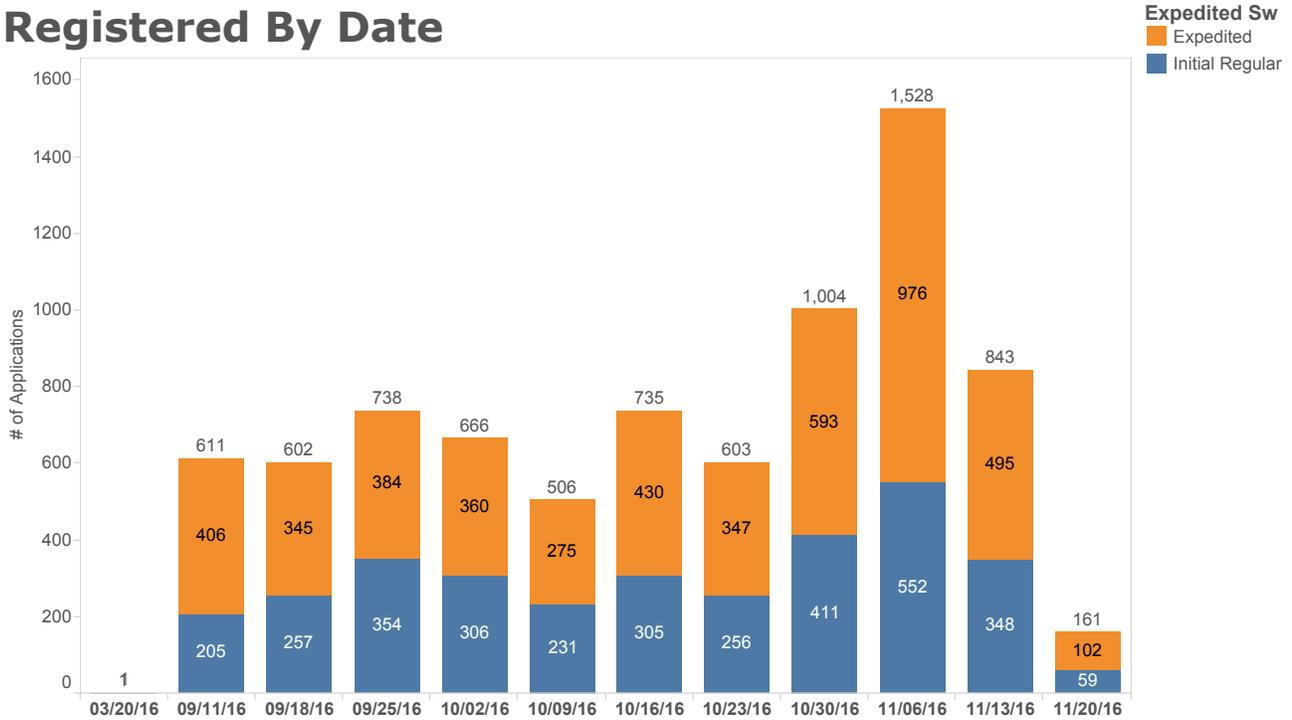
FNS Report

Pending Applications 11-20

This graph shows the number of pending inital regular and expedited SNAP applications as of the date in the title.   We are refining our ability to split these pending counts by applications awaiting additional information and will update this report when the data is available.

FNS Report

Pending Applications by Channel 11-20
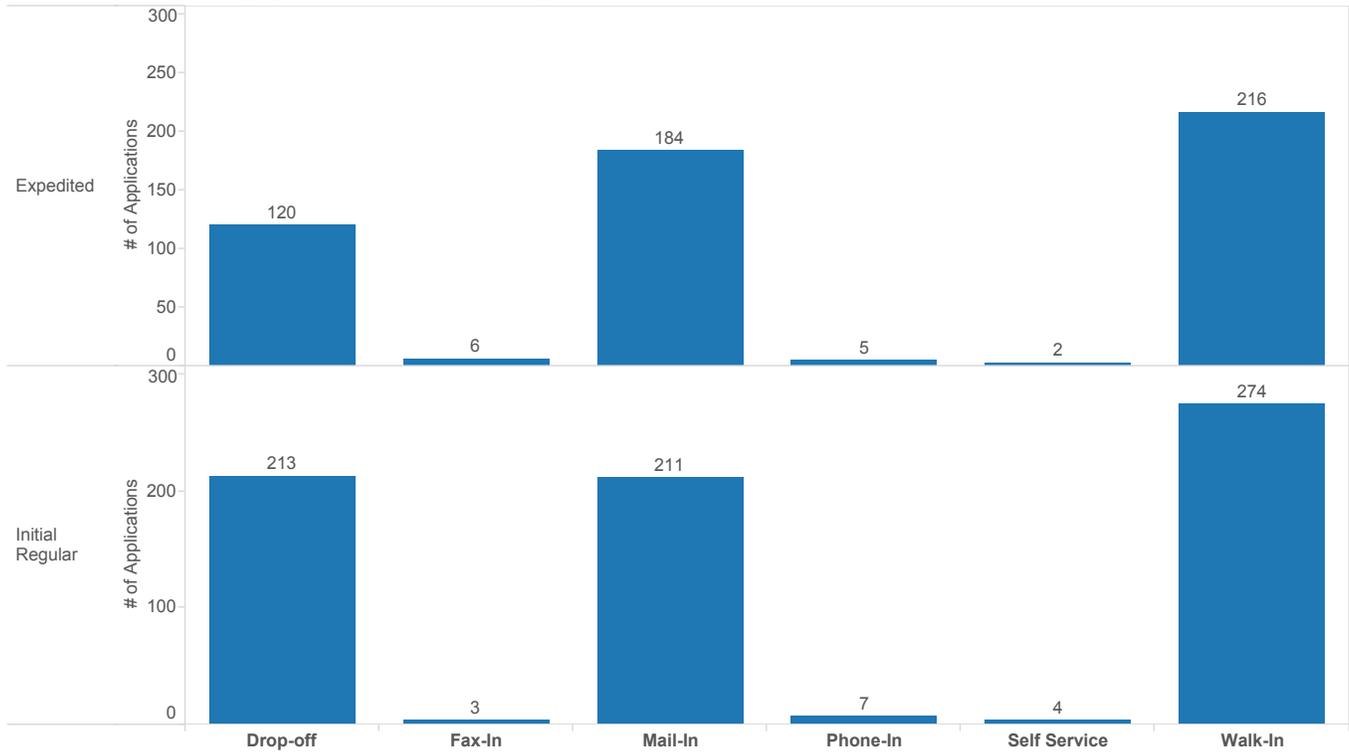
This graph shows the number of pending inital regular and expedited SNAP applications as of the date in the title. It is then split by channel.

FNS Report

Registered By Date
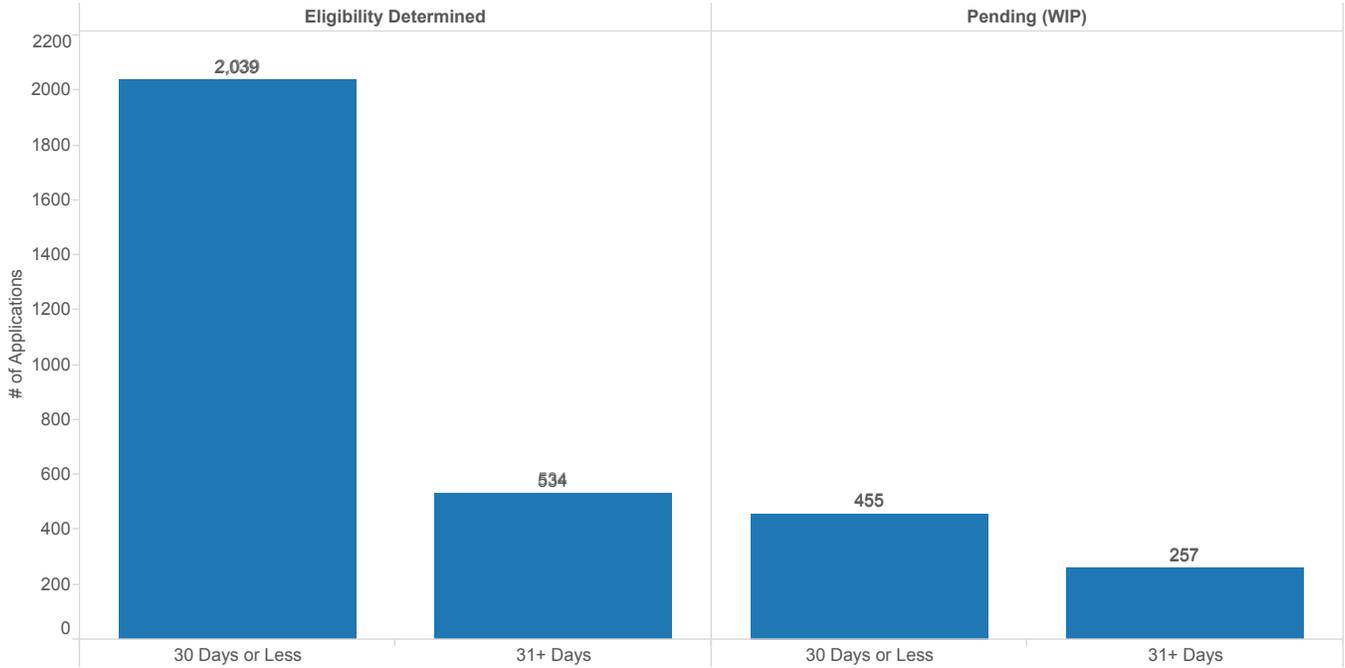
Expedited Sw
- Expedited
- Initial Regular

This graph shows the number of SNAP applications registered that week, broken down by regular initial and expedited. Registration week is the week that each application is put in to the RI Bridges system to be worked by an ET. We track the received date separately but consider the registration date to be the most accurate, as it comes directly from the RI Bridges database and can be tracked by management and supervisors.
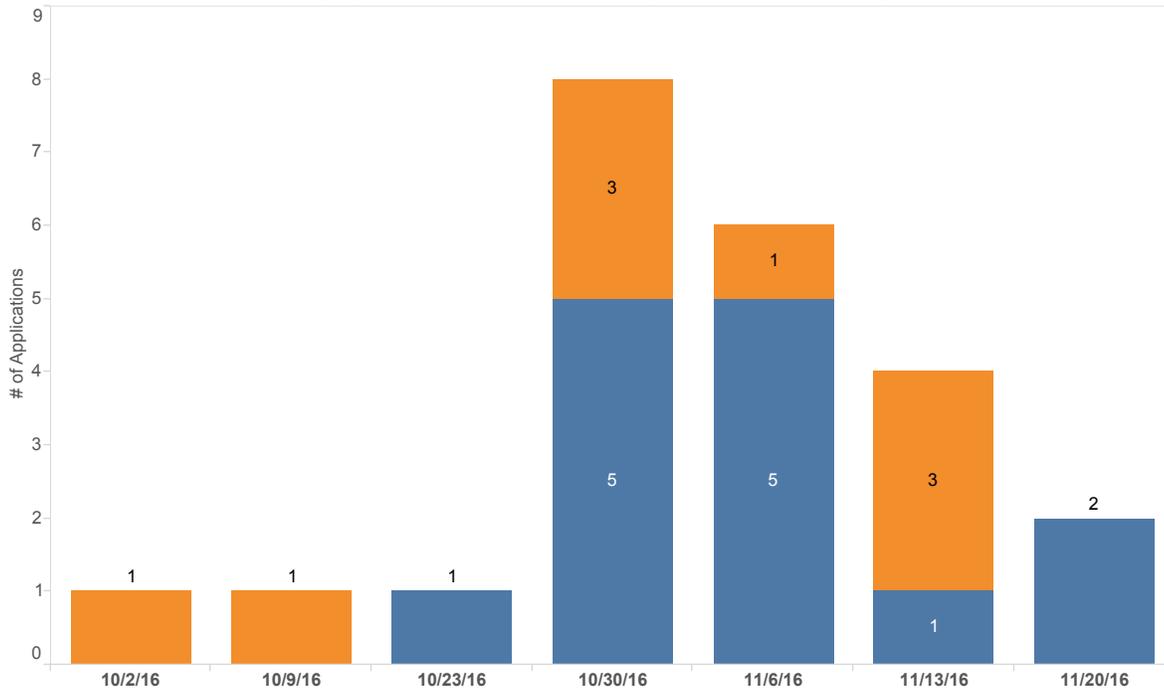
FNS Report

Regular SNAP Timeliness

This graph shows the number of initial regular SNAP applications with an eligibility determination, split by whether or not those applications were deteremined in 30 days or less, or 31+ days. This is counted from the date the application was received. In future reports, we will revise this metric to remove time spent awaiting additional information from customers. However, in this report, we simply calculated the number of days between the date the application was received and the date eligibility was determined.

FNS Report

Self Service Applications Registered by Date

Expedited?
- Expedited
- Initial Regular

This graph shows the number of SNAP applications registered that week that came in through our self-service portal or a referring agency. This definition of online differs from previous defintions in that it focuses only on the self service portal. As we educated our clients on the system, we want to increase these numbers.

FNS Report

Call Center Metrics

Week Ending	Total Calls	Handled by Prompts	Calls Entering Queue	Callers Requesting Callback	Callers Choosing to Wait	Chose to Wait, Abandoned	Avg. Wait Until Abandoned mm:ss	Chose to Wait, Avg. Wait hh:mm:ss	Avg. Callback Time hh:mm:ss	Avg. Handle Time mm:ss
9/10/2016	5,628	2,006	3,622	1,333	2,289	1,603	9:47	0:14:40	2:00:14	4:13
9/17/2016	9,477	3,352	6,125	2,587	3,538	3,206	13:29	0:27:35	8:53:32	4:22
9/24/2016	10,406	3,998	6,408	2,589	3,819	3,397	17:30	0:39:15	10:40:09	5:20
10/1/2016	12,582	4,760	7,771	3,299	4,472	4,433	19:55	1:20:15	19:12:13	4:33
10/8/2016	11,610	5,265	6,345	--	6,345	6,041	40:30	1:12:30	--	6:14
10/15/2016	9,210	4,483	4,727	--	4,727	3,512	20:11	1:02:31	--	9:27
10/22/2016	8,880	4,088	4,754	115	4,639	2,790	13:05	0:35:37	0:32:03	6:24
10/29/2016	8,787	4,246	4,493	1,848	2,645	2,016	12:00	0:31:48	1:22:11	7:08
11/5/2016	11,298	5,471	5,760	1,957	3,803	3,090	17:59	0:34:19	6:48:24	7:15
11/12/2016	9,229	5,213	3,983	38	3,945	3,155	23:44	1:11:55	1:22:10	9:58
11/19/2016	10,308	4,521	5,787	1,602	4,185	2,879	13:25	0:34:02	56:17:06	7:45