



Rhode Island Department of Human Services

57 Howard Avenue Louis Pasteur Building Cranston, RI 02920

Office of the Director

Melba Depeña-Affigne

November 22, 2016

Kurt Messner, Regional Administrator
United States Department of Agriculture
Food and Nutrition Service
Northeast Regional Office
10 Causeway Street - Boston, MA 02222

Dear Administrator Messner:

Attached, per your request, is Rhode Island's Corrective Action Plan in response to FNS's Advance Notice letter from November 8, 2016.

This plan addresses:

- Technical Issues
- Ongoing Training and Development
- The Improvement of Business Processes
- Our efforts to reduce overcrowding and wait times in the DHS field offices
- The development of accurate and timely notices
- Access to interpreters and translated materials
- Our quality control process and program measures
- A deferred functionality timeline
- Data collection and reporting

Rhode Island remains confident that the technology, process and infrastructure improvements already in place, along with those scheduled and in process, will enable Rhode Island to operate a fully compliant SNAP program and best serve the needs of Rhode Islanders who rely upon SNAP to enhance their food security.

If you have any questions about this plan, please do not hesitate to contact me or my office.

Sincerely,

A handwritten signature in blue ink, appearing to read "Melba", with a long horizontal flourish extending to the right.

Melba Depeña Affigne
Director, Rhode Island Department of Human Services
cc: Bonnie Brathwaite, NERO SNAP Director

Enclosure