



October 21, 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 the data report through October 8, 2016, the first full week of the month. As mentioned last week, we welcome your feedback and the opportunity to ensure that future weekly reports are responsive to your needs. The vast majority of the 318,000 people we serve continue to experience no disruption in service. We have experienced issues, and we have teams in place to address these issues. Quality customer service continues to be our top priority. A few highlights from today's report:

- During the week of the 8<sup>th</sup>, we fine-tuned the process to accurately capture all supporting documentation related to SNAP cases. You can see a substantial increase in the amount of case maintenance documents as these case maintenance documents now include any SNAP-related documents, not just those accompanying an application.
- We have removed transition period data in this submission because that information was static.
- All documents have been scanned and indexed.
- We have enhanced our tracking for SNAP-related lobby traffic and wait times. These lobby traffic and wait times now encompass all SNAP-related waits, not just those associated with a SNAP application.

If you have any questions about the data provided here, please do not hesitate to contact me or my office.

Sincerely,

A handwritten signature in blue ink, appearing to read "Melba", is written over a blue horizontal line.

Melba Depeña Affigne  
Director, Rhode Island Department of Human Services

cc: Bonnie Brathwaite, NERO SNAP Director

*Enclosure*

*\*\*The data provided here is accurate to the best of our ability at this time. We conduct quality control and provide data updates on an ongoing basis and will let you know if any of this information changes. You may notice some slight differences in the historical data from last week's submission to this week's submission. This is due to our quality control/data update process.\*\**