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Jocum@hts200e1kplFhiled 02/16/18	Gemmel v. Hawkins
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The goal of the key deliverables outlined below is to achieve 96% timeliness for the processing of new SNAP applications at RI DHS.

Improve Custome Fortal Functionality         Improve Custome Fortal Functionality <ul> <li>Simplify and Streamling the BS-2</li></ul>	Rey Focus Areas	ו מו מכו עמנה	0-14-140	CONTRELLES
am-based questions"     3/17/18       3/17/18     3/17/18       4/1/18     4/1/18       5/1/18     3/1/18       15     3/1/18       15     3/1/18       16     3/1/18       17     3/1/18       17     3/1/18       18     3/1/18       19     3/1/18       10     3/31/18       11     3/31/18       11     3/31/18       12     3/31/18       13     3/31/18       14     3/31/18       15     3/31/18       16     3/31/18       17     3/31/18       18     3/31/18       19     3/31/18       11     3/31/18       11     3/31/18       11     3/31/18       11     3/31/18       11     3/31/18       11     3/31/18       11     3/31/18       11     3/31/18       11     3/31/18       11     3/31/18       11     3/31/18       11     3/31/18       11     3/31/18       11     3/31/18       11     3/31/18       11     3/31/18       11     3/31/18   <	Improve Customer Portal Functionality	_		
3/17/18 4/1/18 4/1/18 5/1/18 5/1/18 5/1/18 5/1/18 6/30/18 6/30/18 6/30/18 6/30/18 6/30/18 7/18 7/18 7/18 7/18 6/30/18 6/30/18 7/18 8/31/18 8/3	<ul> <li>Upgrade current system design, including "program-based questions"</li> </ul>	3/17/18	On-Track	
4/1/18       4/1/18       4/1/18       4/1/18       5/1/18       5/1/18       3/1/18       3/1/18       3/1/18       5/30/18       6/31/18  <		3/17/18	On-Track	
ies /1/18 ies /1/18	<ul> <li>Launch Community Partner Program</li> </ul>	4/1/18	On-Track	
ies 5/1/18 15 3/1/18 3/1/18 14/18 3/1/18 6/30/18 14/18 3/31/18 3/31/18 14/30/18 3/31/18 3/31/18 15/2000 customer experience 6/30/18 6/30/18 15/2018 3/31/18 3/31/18 17/18 3/31/18 3/31/18 17/18 3/31/18 3/31/18 17/18 3/31/18 3/31/18 3/31/18 3/31/18 3/31/18 3/31/18 3/31/18 2/31/18 3/31/18 3/31/18 2/31/18 3/31/18 2/31/31/11/31/31/31/18 2/31/18 2/31/11/31/11/31/31/11/31/18 2/3		4/1/18	On-Track	
15     3/1/18       3/1/18     3/1/18       3/1/18     5/30/18       6/30/18     3/31/18       ne data     3/31/18       ne data     3/31/18       rove customer experience     6/30/18       ate typical volume     6/30/18       error     3/31/18       site typical volume     6/30/18       error     3/31/18       site typical volume     6/30/18       interval     3/31/18       site typical volume     6/30/18       interval     3/31/18       site typical volume     3/31/18		5/1/18	On-Track	
15     3/1/18       3/1/18     3/1/18       6/30/18     6/30/18       ne data     3/1/18       ne data     3/1/18       ne data     3/1/18       rove customer experience     6/30/18       rove customer experience     6/30/18       ste typical volume     6/30/18       error     3/31/18       ste typical volume     6/30/18       error     3/31/18       ste typical volume     6/30/18       error     3/31/18       ste typical volume     3/31/18       error     3/31/18       ste typical volume     3/31/18       sterror     3/31/18       sterror     3/31/18       sterror     3/31/18       sterror     3/31/18       sterror     3/31/18				
ns     3/1/18       3/1/18     5/30/18       ne data     3/1/18       ne data     3/31/18       ne data     3/31/18       rove customer experience     6/30/18       rove customer experience     6/30/18       ste typical volume     6/30/18       error     3/31/18       se     2/28/18       error     3/31/18       shout a state typical volume     6/30/18       error     3/31/18       se     3/31/18       error     3/31/18       state typical volume     3/31/18       se     3/31/18       serror     3/31/18	Reduce DHS Call Center Wait Times			
3/1/18       6/30/18         6/30/18       3/1/18         ne data       3/1/18         rove customer experience       6/30/18         ate typical volume       6/30/18         ss       2/28/18         error       3/31/18         ss       2/28/18         should be bold       3/31/18         st       3/31/18	<ul> <li>Upgrade Call Center Eligibility Technician positions</li> </ul>	3/1/18	On-Track	
6/30/18 ne data 3/1/18 rove customer experience 6/30/18 ate typical volume 6/30/18 error 3/31/18 error 3/31/18 3/31/18 s /17/18 s /17/18 s /131/18 s /131/1	<ul> <li>Expand Call Center personnel</li> </ul>	3/1/18	On-Track	
ne data 3/1/18 3/31/18 rove customer experience 6/30/18 ate typical volume 6/30/18 error 3/31/18 error 3/31/18 s /17/18 s /17/18 s /131/18 s SNAP policy regulations 3/31/18		6/30/18	On-Track	
ne data 3/1/18 3/31/18 rove customer experience 6/30/18 ate typical volume 6/30/18 error 3/31/18 error 3/31/18 s 9/31/18 s 9/31/18 s 2/28/18 s 2/28/18 s 3/31/18 s 3/31/18 s 3/31/18 s 5/30/18 s 5/30/18 s 3/31/18				
ne data 3/1/18 3/31/18 rove customer experience 6/30/18 ate typical volume 6/30/18 error 3/31/18 error 3/31/18 s/17/18 s 4/31/18 b BDN 6/30/18 error 1/31/18 s SNAP policy regulations 3/31/18	Reduce DHS Lobby Wait Times			
3/31/18         rove customer experience       6/30/18         ate typical volume       6/30/18         es       2/28/18         error       3/31/18         s       3/31/18         s       3/31/18         p BDN       6/30/18         p BDN       6/30/18         ing       1/31/18         s SNAP policy regulations       3/31/18	<ul> <li>Improve data collection to have accurate wait time data</li> </ul>	3/1/18	On-Track	
rove customer experience 6/30/18 ate typical volume 6/30/18 s 2/28/18 error 3/31/18 s/17/18 s 3/31/18 f 4/31/18 s SNAP policy regulations 3/31/18 s SNAP policy regulations 3/31/18	<ul> <li>Implement lobby kiosks</li> </ul>	3/31/18	On-Track	
ate typical volume 6/30/18 es 2/28/18 error 3/31/18 3/31/18 9/31/18 9/31/18 6/30/18 PBDN 6/30/18 ing 1/31/18 s SNAP policy regulations 3/31/18	<ul> <li>Update business processes in field offices to improve customer experience</li> </ul>	6/30/18	On-Track	
error 3/31/18 error 3/31/18 3/31/18 3/31/18 s 2/28/18 3/31/18 error 3/31/18 6/30/18 6/30/18 s SNAP policy regulations 3/31/18		6/30/18	On-Track	
error 2/28/18 error 3/31/18 3/31/18 3/17/18 s 2/17/18 a/17/18 b BDN 6/30/18 6/30/18 s SNAP policy regulations 3/31/18				
error 2/28/18 error 3/31/18 3/31/18 3/17/18 s 4/31/18 P BDN 6/30/18 6/30/18 ing 1/31/18 s SNAP policy regulations 3/31/18	Improve Document Scanning Reliability and Efficiency			
user error 3/31/18 3/31/18 3/17/18 3/17/18 4/31/18 e SNAP BDN 6/30/18 crioning 1/31/18 arious SNAP policy regulations 3/31/18	<ul> <li>Improve quality control and supervision processes</li> </ul>	2/28/18	On-Track	
3/31/18 a)/17/18 3/17/18 4/31/18 5/30/18 5/30/18 5/30/18 ctioning 1/31/18 arious SNAP policy regulations 3/31/18	<ul> <li>Introduce system enhancements to prevent user error</li> </ul>	3/31/18	On-Track	
iffices       3/17/18         affices       4/31/18         a SNAP BDN       6/30/18         ctioning       1/31/18         arious SNAP policy regulations       3/31/18	<ul> <li>Introduce business process improvements</li> </ul>	3/31/18	On-Track	
3/17/18     3/17/18       A/31/18     4/31/18       SNAP BDN     6/30/18       SNAP BDN     6/30/18       ctioning     1/31/18       arious SNAP policy regulations     3/31/18				
3/17/18       offices     3/17/18       4/31/18     4/31/18       SNAP BDN     6/30/18       SIAP BDN     6/30/18       citioning     1/31/18       arious SNAP policy regulations     3/31/18	Improve Worker Inbox Functionality			
ffices 4/31/18 = SNAP BDN 6/30/18 = SNAP BDN 1/31/18 = ctioning 1/31/18 = rious SNAP policy regulations 3/31/18	<ul> <li>Upgrade worker inbox functionality</li> </ul>	3/17/18	At Risk	
e SNAP BDN 6/30/18 6/30/18 ctioning 1/31/18 arious SNAP policy regulations 3/31/18		4/31/18	At Risk	
e SNAP BDN 6/30/18 6/30/18 ctioning 1/31/18 arious SNAP policy regulations 3/31/18				
e SNAP BDN 6/30/18 ctioning 1/31/18 arious SNAP policy regulations 3/31/18	Improve Notice Quality			
ctioning 1/31/18 arious SNAP policy regulations 3/31/18	<ul> <li>Introduce system enhancements to improve SNAP BDN</li> </ul>	6/30/18	On-Track	
ctioning 1/31/18 arious SNAP policy regulations 3/31/18				
1/31/18 3/31/18	Improve Methodology for Calculating Timeliness			
3/31/18	<ul> <li>Ensure auto-closure functionality is fully functioning</li> </ul>	1/31/18	On-Track	
	<ul> <li>Implement methodologies to incorporate various SNAP policy regulations</li> </ul>	3/31/18	On-Track	

1 Version updated 1.15.18 Case 1:16-cv-00650-WES-LDA Docum@htS209eftkplfiniled 02/16/18 Page 2 of 2 PageID #: 557 Gemmel v. Hawkins

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