The goal of the key deliverables outlined below is to achieve 96% timeliness for the processing of new SNAP applications at RI DHS.

Key Focus Areas	Target Date	Status	Comments
Improve Customer Portal Functionality			
▪ Upgrade current system design, including "program-based questions"	3/17/18	On-Track	
▪ Simplify and streamline the DHS-2	3/17/18	On-Track	
▪ Launch Community Partner Program	4/1/18	On-Track	
▪ Create collateral to support customer portal use	4/1/18	On-Track	
▪ Develop and host webinars for community agencies	5/1/18	On-Track	
Reduce DHS Call Center Wait Times			
▪ Upgrade Call Center Eligibility Technician positions	3/1/18	On-Track	
▪ Expand Call Center personnel	3/1/18	On-Track	
▪ Reduce pending case issues	6/30/18	On-Track	
Reduce DHS Lobby Wait Times			
▪ Improve data collection to have accurate wait time data	3/1/18	On-Track	
▪ Implement lobby kiosks	3/31/18	On-Track	
▪ Update business processes in field offices to improve customer experience	6/30/18	On-Track	
▪ Update lobby waiting areas to better accommodate typical volume	6/30/18	On-Track	
Improve Document Scanning Reliability and Efficiency			
▪ Improve quality control and supervision processes	2/28/18	On-Track	
▪ Introduce system enhancements to prevent user error	3/31/18	On-Track	
▪ Introduce business process improvements	3/31/18	On-Track	
Improve Worker Inbox Functionality			
▪ Upgrade worker inbox functionality	3/17/18	At Risk	
▪ Pilot and roll-out worker inbox across DHS offices	4/31/18	At Risk	
Improve Notice Quality			
▪ Introduce system enhancements to improve SNAP BDN	6/30/18	On-Track	
Improve Methodology for Calculating Timeliness			
▪ Ensure auto-closure functionality is fully functioning	1/31/18	On-Track	
▪ Implement methodologies to incorporate various SNAP policy regulations	3/31/18	On-Track	

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Version updated 1.15.18