



Rhode Island Executive Office of Health and Human Services  
3 West Road, Virks Building, Cranston, RI 02920

January 5, 2018

The Honorable Representative Patricia A. Serpa  
Chairwoman, House Committee on Oversight  
101 State House  
Providence, RI 02903

Dear Chairwoman Serpa:

Thank you for the ongoing opportunity to share information on the progress the State is making towards improving RI Bridges and the way in which we deliver health and human services to Rhode Islanders. This submission shares data from December 18 – December 31, 2017.

Below, please find our monthly updates and attachments in addition to our standing bi-weekly submission points. The standard FNS data reports are not attached because, with FNS' permission, we have paused our submissions. When we resume submitting these reports we will include them in our bi-weekly submission.

**Standing Bi-Weekly Updates and Attachments:**

*Correspondence with federal partners*

- FNS submitted a letter to DHS on 12-18-17 to inform DHS of scheduling an Able-Bodied Adults Without Dependents (ABAWD) Management Evaluation (ME) for Federal Fiscal Year 2018.
- FNS submitted a letter to DHS on 12-19-17 regarding the revised non-merit system personnel guidance for call centers.
- FNS submitted a letter to DHS on 12-29-17 with comments on the semi-annual Corrective Action Plan (CAP) for November 2017.
- FNS submitted a letter to DHS 12-29-17 regarding State Target Areas for Management Evaluations memo for FFY 2018, as a follow-up to an 10-5-17 letter (previously submitted).
- FNS submitted a letter to DHS 12-29-17 responding to DHS's submission of Implementation Planning Document (IAPD).
- DHS submitted a letter to FNS requesting a twelve-month extension of Waiver Number 2170017 – Request to Postpone Expedited Service Interview.

*Number of off-cycle payments for the Child Care Assistance Program*

33 off-cycle payments were made during this period.

*Interim payments for Long Term Services and Supports*

45 off-cycle payments were made during this period.

## **Monthly Updates and Attachments:**

### *Update on staffing and training plans at the Department of Human Services*

Current Staff: During the last two weeks of 2017, the Staff Development Unit (SDU) provided an array of training to current staff members. Customer Service Aids were provided a one-day refresher training on a variety of topics related to their job responsibilities. Some of the topics included scanning and indexing, application registration, and interims and re-certifications. In addition, the SDU completed the first week of medical training for field staff members. Also, SDU and Deloitte provided two half-day learning labs for the FRAUD Unit related to RI Bridges functions. Furthermore, SDU has been facilitating a non-RI Bridges training for all staff members, focusing on organizational culture topics such as accommodating change and introduction of the Appreciative Workplace Model. Finally, quarterly meetings were held for all staff members; a total of six half-day sessions. The agenda included reviewing SNAP updates and other topics.

Curriculum Development: SDU is working to update and develop curriculum for the upcoming training. The SNAP training curriculum has been revamped to include changes in policy and on RIBridges. In addition, the trainers are working to develop a comprehensive leadership training for all supervisors.

### *Changes in State personnel involved with the project*

Our goal at EOHHS is to bring all our resources to bear to achieve our shared goals – holding Deloitte accountable and getting an eligibility system that works for Rhode Islanders. The RI Bridges project team, as part of the EOHHS governance structure, is being managed by Ben Shaffer, EOHHS Chief Operating Officer. Ben is coordinating day-to-day project activities, and work with IT, DHS, Medicaid and HSRI leadership to prioritize program requirements. Also on the EOHHS project support team are Matt Stark for finance, Rose Jones for public affairs, and Lisa Martinelli for legal.

For this project, Ben reports to a Project Steering Committee, which includes DHS Director Hawkins, HSRI Director Sherman, Medicaid Director Tigie, DOA Director DiBiase, Chief Information Officer Bijay Kumar, Lisa Vura-Weis of the Governor's Office, Jonathan Womer from the Office of Management and Budget, and myself.

### *Overall system improvements and focus areas*

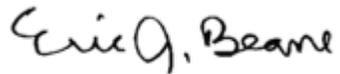
In December, the State and Deloitte put fixes into production to address issues related to SSI, Medicare Payment Premium Assistance, Rhode Island Works, and applications errors that occur when trying to run eligibility. These fixes are intended to address issues related to eligibility accuracy and processing timeliness. The State also continues to prioritize work for the current calendar year. In particular, we are developing new functionality choices to be added to the system in June 2018. Focus areas for such new functionality include, but are not limited to, improving SNAP timeliness, meeting CMS compliant functionality, and improving accuracy for electronic data management.

## **Attached Reports:**

Daily Health Report

Thank you for allowing us to provide details related to the State's RI Bridges improvement efforts. If you, or the Committee, have any further questions regarding the project, or any other matter, please do not hesitate to reach out to me directly.

Sincerely,

A handwritten signature in black ink that reads "Eric A. Beane". The signature is written in a cursive style with a large initial "E".

Eric Beane  
Secretary  
Executive Office of Health and Human Services

CC: Honorable Members of House Committee on Oversight