Rhode Island Department of Human Services

57 Howard Avenue Louis Pasteur Building Cranston, RI 02920

Office of the Director
Melba Depeña-Affigne

January 9, 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 data requested per your letter dated 12/07/2016. We have made every effort to respond accurately and completely to your request. We look forward to discussing the data with your team and making continued changes as additional data become available. A few highlights from the report:

- You will see that for this report we have split the SNAP work-in-progress applications into four buckets: "Customer," "DHS," "RDOC Overdue" and "Other."
    - The items listed under "DHS" in these tables account for the items remaining to be worked by staff without needing further documentation from the customer or some other required action. According to the data that is currently available, the number of overdue expedited SNAP applications in this category is fewer than 300.
- As you know, registering applications is critical to the success of our operations. We have made significant progress in this area. You will see that in the first week of January, 80% of applications were received and registered within 3 calendar days. This is up significantly from the beginning of December, where we were at 61%.

Additionally, we have answered specific questions from your letter on the attached page.

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

Sincerely,

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.

Responses to FNS Questions

2.3 At what point does the State begin tracking wait time? If it is not from the time that the client arrives at the office, the State must develop a way to track the report wait times from the point of arrival.

The State tracks wait time from the point of arrival at the check-in booth. All clients are required to proceed to security before reaching the ticket booth. We are currently using the best means available of tracking, including the same tracking methodology used at other State offices such as the Rhode Island Division of Motor Vehicles. We look forward to any suggestions that you may have in helping us better track wait times in our offices.

3.3 The State should also report on documents that have been a) indexed but not registered, b) scanned but not indexed, and c) documents that have not yet been scanned.

We are able to report and include information on documents that are indexed but not registered. Documents are scanned and indexed in the same process step, therefore we do not break out scanned but not indexed. Documents that have not yet been scanned are not in the system, and therefore are not included. We have included a breakdown of all case documents and routinely ensure that there is not "loose paper" waiting to be scanned and indexed. Further, you can see from other data in response to 17.1 our significantly improved timeliness in scanning, indexing and registering new applications.