

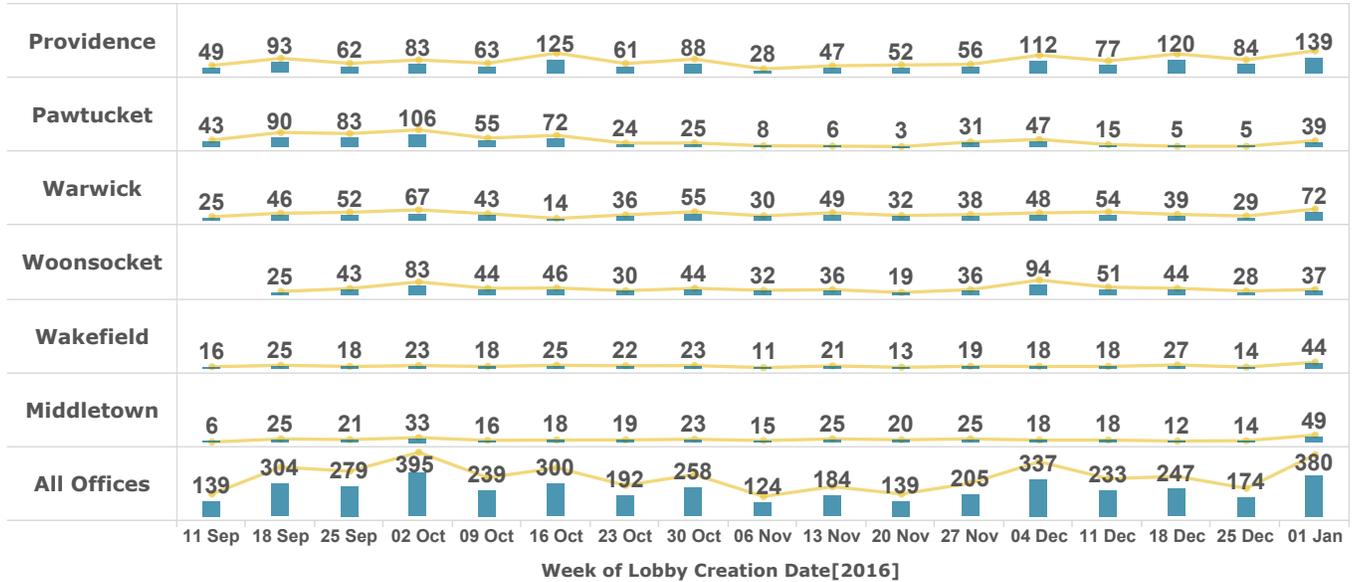
FNS Report

Volume of SNAP Clients	Avg. Wait Time of SNAP Clients	SNAP Case documents	SNAP Cases Terminated	Benefit Mismatch Analysis	SNA P Be nef..
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SNAP Client Volume by Office[Tasks]

4,129

Weekly View by Office



This graph shows the weekly view of client volume (number of tasks associated with a SNAP case) at each office. This data also displays the weekly volume of tasks across all offices. This data only accounts for SNAP clients where a task has been created when an individual has been checked into the lobby. The State welcomes additional feedback on best practices for tracking clients where no task is created through an automated process. A list of the actual tasks have been included in a separate spreadsheet.

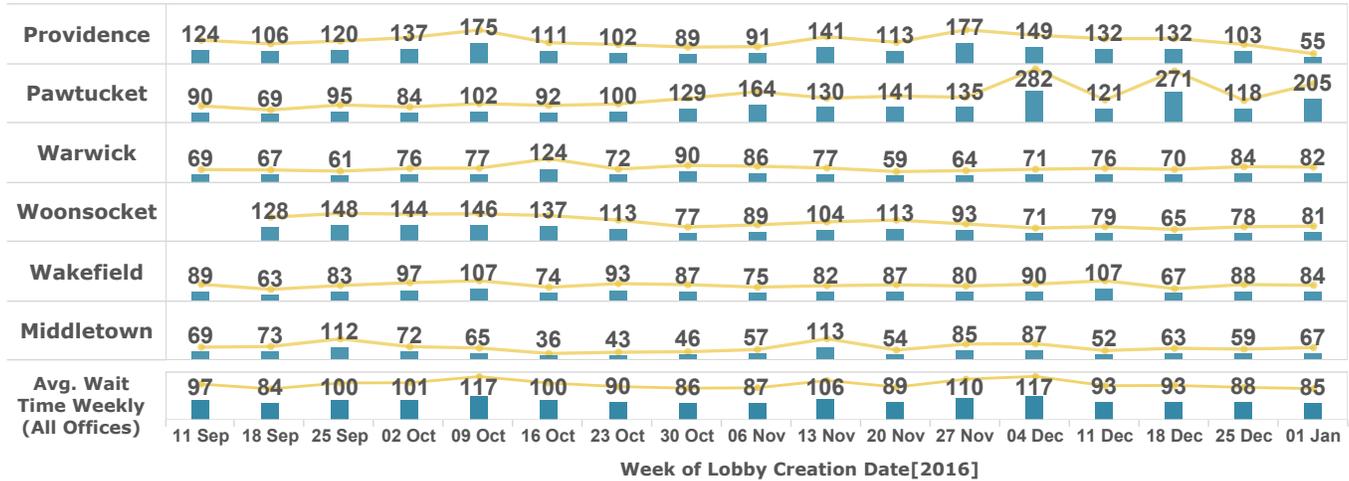
FNS Report

Volume of SNAP Clients	Avg. Wait Time of SNAP Clients	SNAP Case documents	SNAP Cases Terminated	Benefit Mismatch Analysis	SNA P Be nef..
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Average Wait Time of SNAP Clients by Office [Minutes]

96

Weekly View by Office



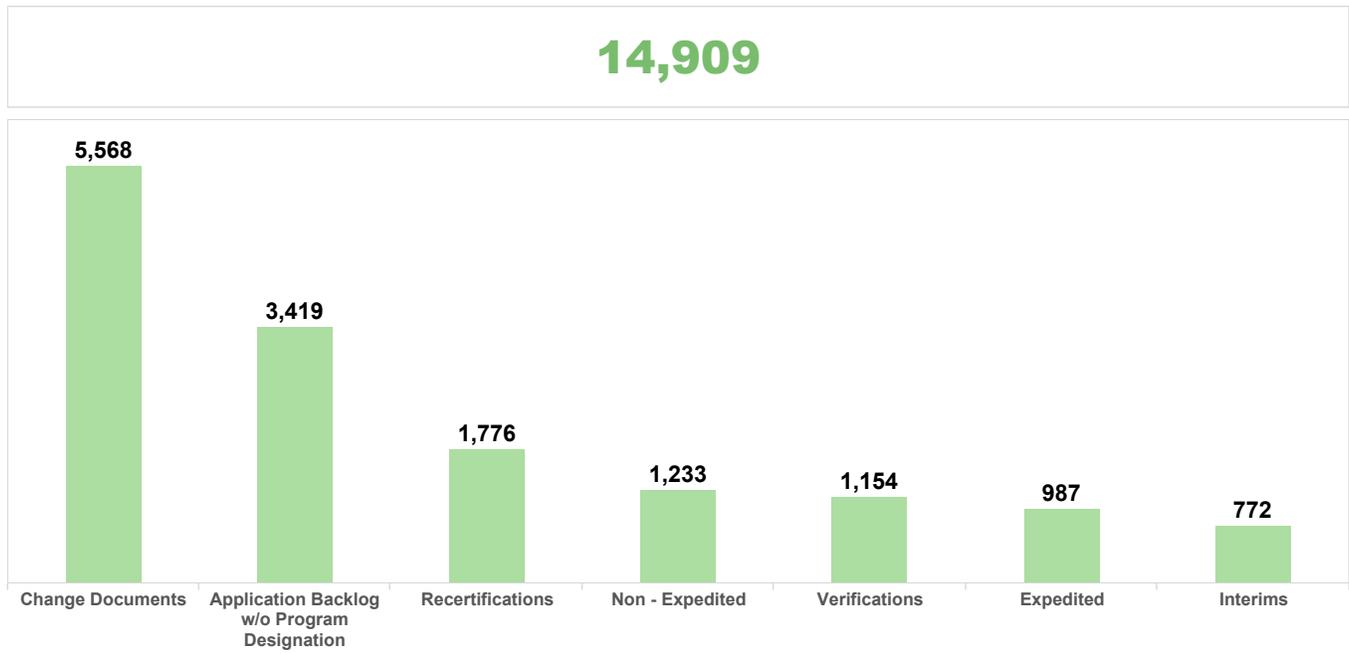
Avg. Wait time of SNAP clients - This graph shows the weekly view of the average time SNAP specific clients are waiting in each office. This data assumes that a family on multiple programs is coming into the office to be served for SNAP even if they are checking on the status of additional programs (i.e. Medicaid, Child Care, etc.). The wait times represented in this list are for the same population represented in the 'Volume of SNAP clients' report. Daily wait times are tracked in a separate spreadsheet which is included.

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

FNS Report

Volume of SNAP Clients	Avg. Wait Time of SNAP Clients	SNAP Case documents	SNAP Cases Terminated	Benefit Mismatch Analysis	SNA P Be nef..
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SNAP Case Documents



SNAP Case Documents - This graph shows the number of SNAP Case documents which have been scanned and indexed and falls under the following categories – Interims, Recertification’s, Expedited SNAP, Change Documents, Verifications, and Non-Expedited SNAP. There is also a designation included called ‘Application backlog w/out Program Designation which accounts for applications which have been scanned and indexed however no program has been assigned during the application registration process (application registration still in progress for this population). The data is included in this report and will be incorporated into the FNS backlog template following the submission of the corrective action plan responses.

FNS Report

Avg. Wait Time of SNAP Clients	SNAP Case documents	SNAP Cases Terminated	Benefit Mismatch Analysis	SNAP Benefit Issuance	FNS
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SNAP Cases Terminated

11,051

Weekly View

	Sep 11	Sep 18	Sep 25	Oct 02	Oct 09	Oct 16	Oct 23	Oct 30	Nov 06	Nov 13	Nov 20	Nov 27	Dec 04	Dec 11	Dec 18	Dec 25	Jan 01
Providence	7	698	22	21	20	25	39	60	31	485	346	152	56	39	1,130	1,403	52
Pawtucket	6	363	15	11	6	25	14	29	21	234	173	66	22	19	587	765	23
Woonsocket	3	237	6	8	8	12	15	37	15	172	123	57	28	14	444	521	19
Wakefield	3	231	3	5	5	8	7	15	5	101	74	37	9	6	257	238	14
Warwick	1	137	1	3	5	6	4	9	4	95	66	42	6	11	252	290	11
Middletown	1	49	3	6	2	10	6	5		46	25	17	3	7	95	142	2
Grand Total	21	1,715	50	54	46	86	85	155	76	1,133	807	371	124	96	2,765	3,359	121

Week of Eligibility Authorization Date [2016]

SNAP Cases Terminated - This graph shows the number of SNAP Cases terminated as a result of a processed change or other ineligibility factor (to include non-receipt of recertification packets). The date displayed is the date that eligibility is authorized for a cases which was terminated. The requested terminations and reasons are included in a separate more detailed report as requested. Please note that an individual case can be terminated for more than one reason. For example if an individual exceeds the gross income limit, net income limit, and has an FPL > 130% then three records will be counted in the detailed reason report however this summary report shows the case terminated one time.

FNS Report

SNAP Case documents	SNAP Cases Terminated	Benefit Mismatch Analysis	SNAP Benefit Issuance	FNS - 388	S N A..
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Benefit Mismatch

Benefit Mismatch

15,154

Benefit Mismatch Cases - Corrected	Different Benefit Amount Confirmed as Corrected by a Worker
13,996	1,146

Cases with Benefit Mismatch Not Corrected by Worker Action



Benefit Mismatch Analysis - This view shows the number of SNAP Cases which had a benefit mismatch at the time of conversion. The corrected benefit mismatch cases represent the number of cases which were a benefit mismatch at the time of conversion however the cases are now receiving the same benefits previously received prior to the RI Bridges deployment. The Benefit Mismatch Cases - Not Corrected, represents the cases which are still not receiving the same benefits the clients were previously receiving. A large subset of the cases which are not receiving the same benefits now as they were prior to the RI Bridges deployment, have been worked by a case worker **and are now receiving the corrected benefits**. Of the originally reported 12 cases which are not receiving the same benefits and a worker has not corrected the benefits received, these cases have been assigned to a worker to resolve the benefit mismatch.

FNS Report

SNAP Cases Terminated	Benefit Mismatch Analysis	SNAP Benefit Issuance	FNS - 388	SNAP Recertification Packets Received	Ca II C..
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SNAP Monthly Benefit Issuance

OCT - 2016	NOV - 2016	DEC - 2016	JAN - 2017
\$20,808,519	\$21,680,602	\$21,673,688	\$20,776,573

Daily Benefit Issuance

SEP - 2016	\$417,690
OCT - 2016	\$1,708,172
NOV - 2016	\$1,709,742
DEC - 2016	\$1,773,949
JAN - 2017	\$404,623
Grand Total	\$6,014,176

SNAP Benefit Issuance - This view shows the amount of Monthly Benefit Issuance for the month of October, November, December, and January along with its corresponding daily issuance amount. The monthly numbers represent the amount issued at the time of the monthly batch issuance process where as the daily number represents daily transactions which occur throughout the month. The total number of cases with duplicate issuance since the last report was 7 cases. All 7 cases were as a result of manual issuances and none as a result of system issues.

FNS Report

SNAP Cases..	Benefit Mismatch Analysis	SNAP Benefit Issuance	FNS - 388	SNAP Recertification Packets Received	Call Center Metrics
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FNS - 388

		State of Rhode Island Department of Human Services	
State Issuance and Participation Estimates			
Report ID: FNS-388		Run Date: 12/16/2016	
Report Period: 12/2016		Run Time: 12:32:06PM	
State Issuance and Participation Estimates	Current Month - December	Previous Month - November	Second Preceding Month - October
Issuance (Dollars)	\$22,841,422.50	\$23,032,246.48	\$22,805,820.42
Number of Participating People	167,072	170,046	168,651
(a) Non Assistance (see Special Instructions for March and September Reporting of this Item)			
(b) Public Assistance (see Special Instructions for March and September Reporting of this Item)			
Number of Participating Households	100,953	102,429	101,105
(a) Non Assistance (see Special Instructions for March and September Reporting of this Item)			
(b) Public Assistance (see Special Instructions for March and September Reporting of this Item)			

This displays the current FNS-388 report executed as of 12/16/2016.

FNS Report

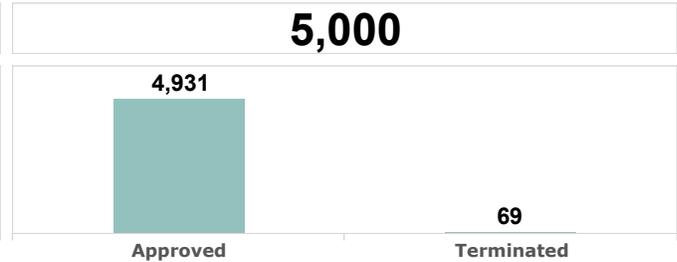
SNA P Ca ses..	Benefit Mismatch Analysis	SNAP Benefit Issuance	FNS - 388	SNAP Recertification Packets Received	Call Center Metrics
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Recertifications

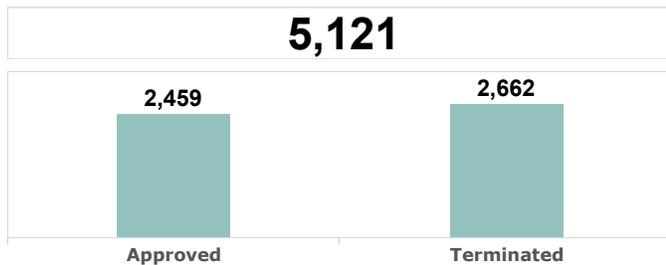
September - Recertifications



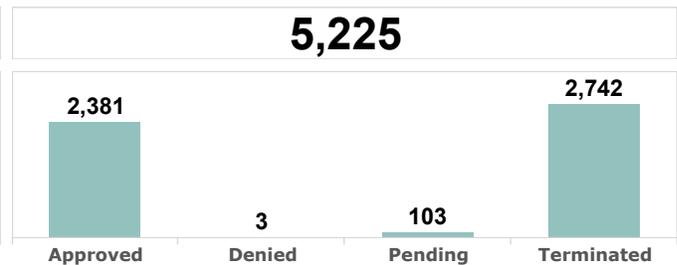
October Recertifications



November - Recertifications



December - Recertifications



SNAP Recertification Packets Received - The data represented in this graph represents the number of individuals who were up for recertification in a given month. Data in past months remains consistent with what was reported historically for these months. Data in the months of November and December represent the most recent eligibility determination for these cases since both months were not complete at the time of the last submission. For November and December if a client was originally terminated due to a packet not being received and have since re-applied or submitted a packet that has been completed, the data represents their current eligibility status. Cases displayed as pending for the month of December represent cases where a recertification packet was received and a pending verification still exists for a worker to process.

FNS Report

SNA P Cases..	Benefit Mismatch Analysis	SNAP Benefit Issuance	FNS - 388	SNAP Recertification Packets Received	Call Center Metrics
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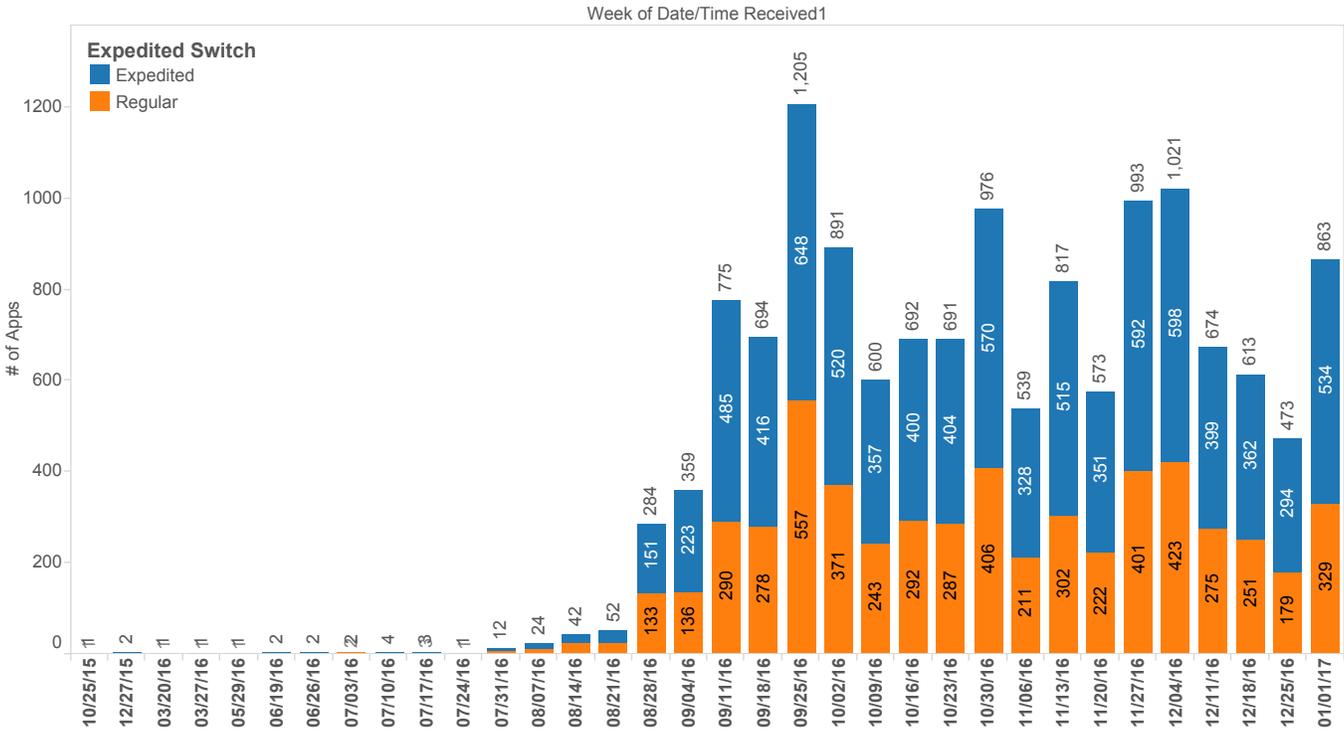
Call Center Metrics

Week Ending	Total Calls	Handled by Prompts	Calls Entering Queue	Callers Requesting Callback	Callers Choosing to Wait	Chose to Wait, Abandoned	Avg. Wait Until Abandoned mm:ss	Chose to Wait, Avg. Wait hh:mm:ss	Avg. Callback Time hh:mm:ss	Avg. Handle Time mm:ss
9/10/2016	5,628	2,006	3,622	1,333	2,289	1,603	9:47	0:14:40	2:00:14	4:13
9/17/2016	9,477	3,352	6,125	2,587	3,538	3,206	13:29	0:27:35	8:53:32	4:22
9/24/2016	10,406	3,998	6,408	2,589	3,819	3,397	17:30	0:39:15	10:40:09	5:20
10/1/2016	12,582	4,760	7,771	3,299	4,472	4,433	19:55	1:20:15	19:12:13	4:33
10/8/2016	11,610	5,265	6,345	--	6,345	6,041	40:30	1:12:30	--	6:14
10/15/2016	9,210	4,483	4,727	--	4,727	3,512	20:11	1:02:31	--	9:27
10/22/2016	8,880	4,088	4,754	115	4,639	2,790	13:05	0:35:37	0:32:03	6:24
10/29/2016	8,787	4,246	4,493	1,848	2,645	2,016	12:00	0:31:48	1:22:11	7:08
11/5/2016	11,298	5,471	5,760	1,957	3,803	3,090	17:59	0:34:19	6:48:24	7:15
11/12/2016	6,912	2,931	3,981	38	3,943	3,153	23:42	1:11:55	1:22:10	10:22
11/19/2016	10,308	4,521	5,787	1,602	4,185	2,879	13:25	0:34:02	86:44:06	10:23
11/26/2016	6,218	2,776	3,442	734	2,708	1,694	15:27	0:29:02	62:56:53	10:26
12/3/2016	10,968	4,474	6,494	1,725	4,769	3,635	18:53	0:48:02	88:48:47	10:00
12/10/2016	9,596	4,353	5,243	1,359	3,884	2,472	16:47	0:36:58	150:16:04	9:13
12/17/2016	8,365	3,513	4,852	961	3,891	2,546	20:25	0:37:02	19:21:59	9:32
12/24/2016	6,533	1,264	5,269	506	4,763	3,443	25:08	0:59:54	12:48:58	9:34
12/31/2016	5,187	1,140	4,047	536	3,511	2,625	38:47	1:19:10	76:01:36	10:21

FNS Report

Applications by Week Received	Applications by Week Registered	Online Applications Received by Week	Weekly Determinations	Weekly Determinations by Channel	Expedit ed ..
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Apps by Week Received

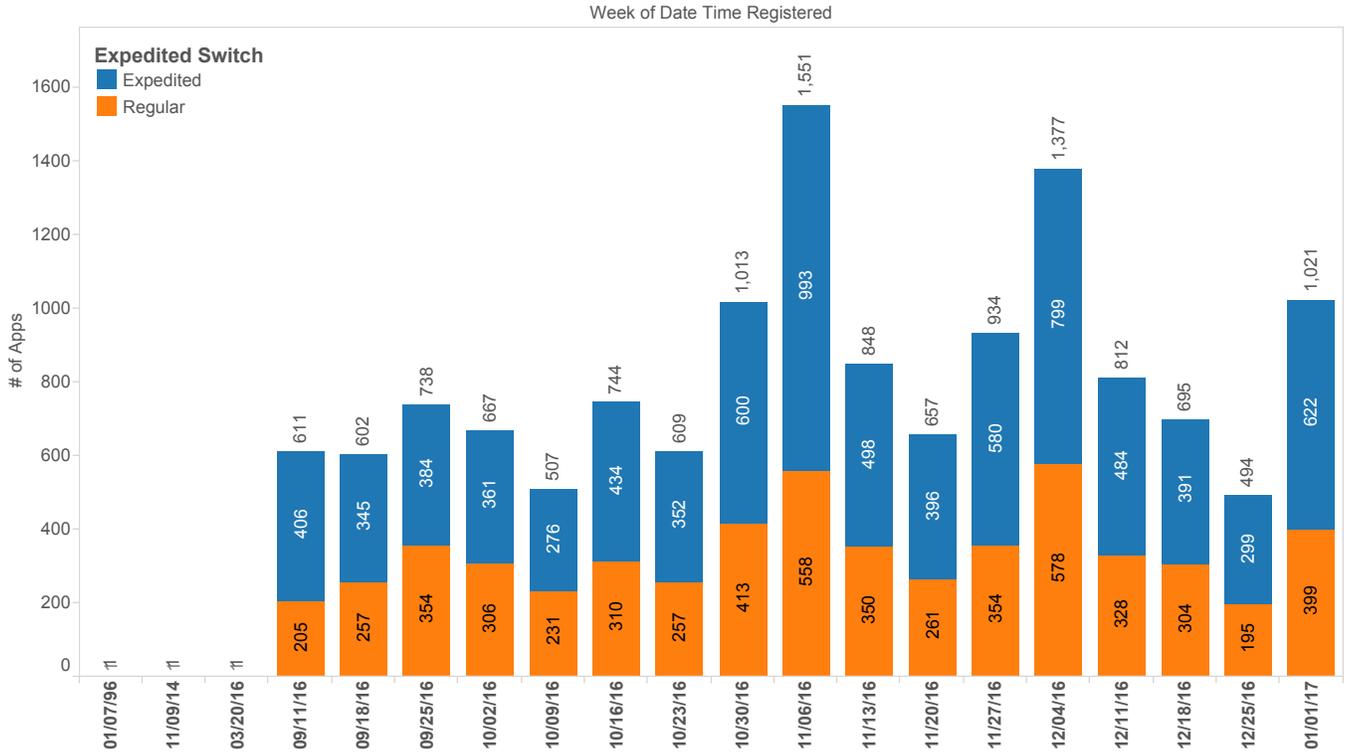


This graph shows the number of SNAP applications by the week in which they were received. Received date is defined based on the date stamp on the application corresponding to the day when the applicant filed their paperwork with DHS. Applications are defined as DHS-2 Applications, or those documents indexed as DHS-2 Applications. It is possible that mis-indexed documents will show up in this count, and if they are re-indexed these values will change. This graph shows all applications, work in progress and determined.

FNS Report

Applications by Week Received	Applications by Week Registered	Online Applications Received by Week	Weekly Determinations	Weekly Determinations by Channel	Expedit ed ..
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Apps by Week Registered

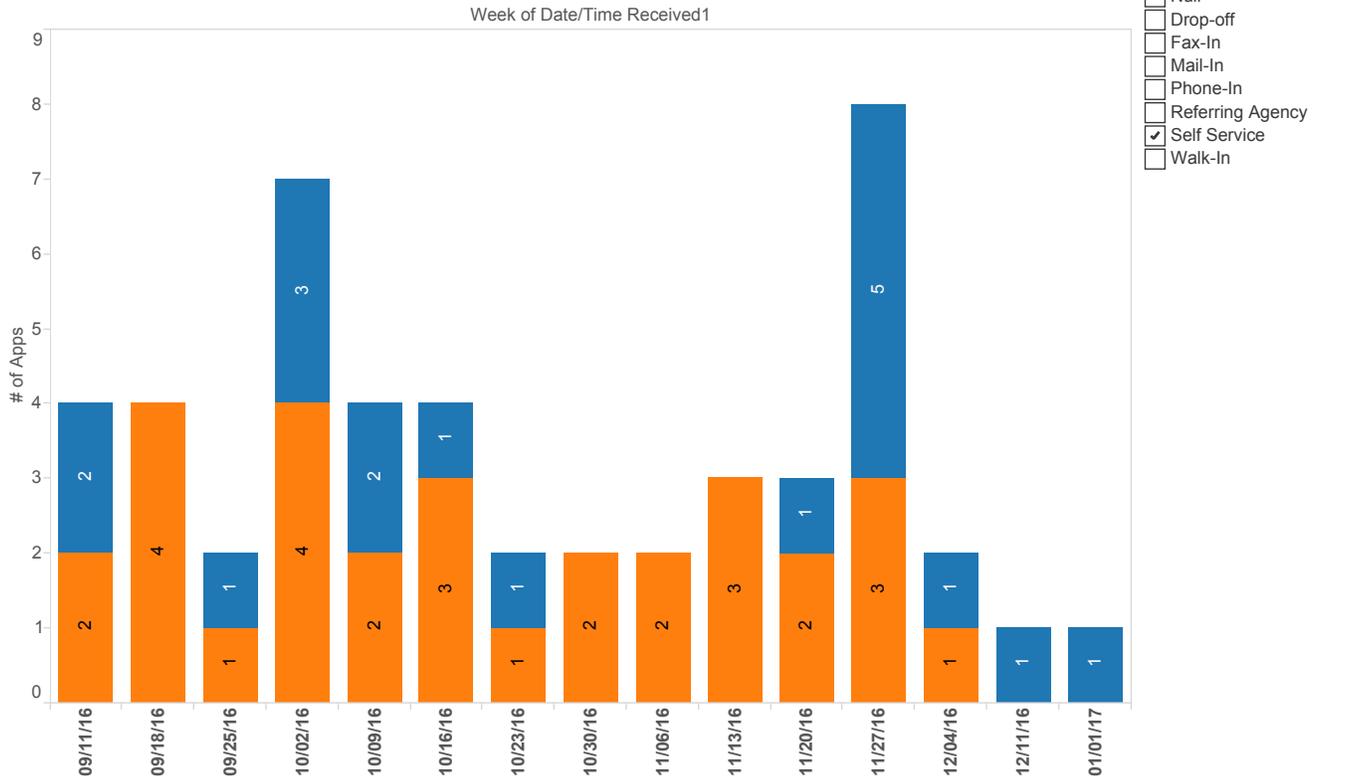


This graph shows the number of SNAP applications by the week in which they were registered (put in to RI Bridges). Registered date is the date on which a clerical worker took the paper form and entered it in to the system to be worked by an eligibility technician. This graph shows all applications, work in progress and determined.

FNS Report

Applications by Week Received	Applications by Week Registered	Online Applications Received by Week	Weekly Determinations	Weekly Determinations by Channel	Exp edit ed ..
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Online Apps Received Week

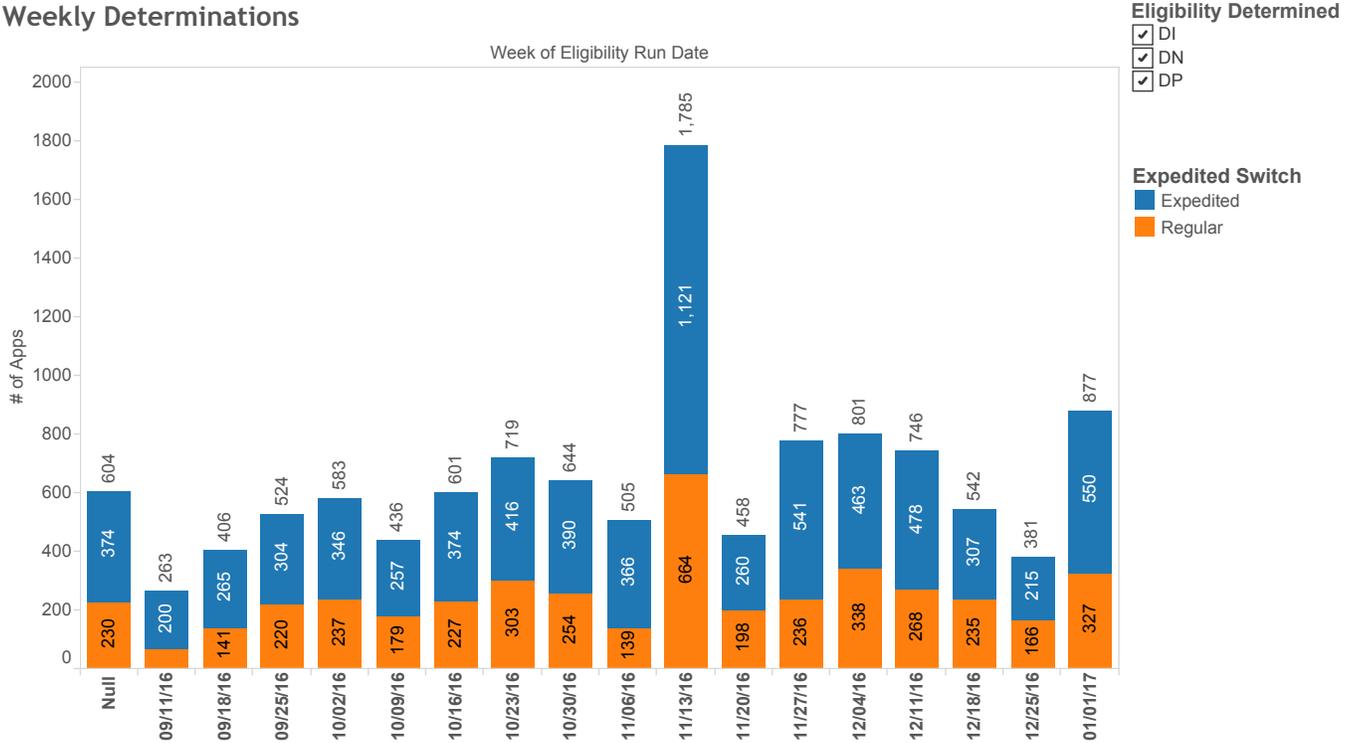


This graph shows the number of SNAP applications submitted through the self service portal by the week in which they were received. This graph shows all applications, work in progress and determined.

FNS Report

Applications by Week Registered	Online Applications Received by Week	Weekly Determinations	Weekly Determinations by Channel	Expedited SNAP Timeliness	Regu l..
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Weekly Determinations

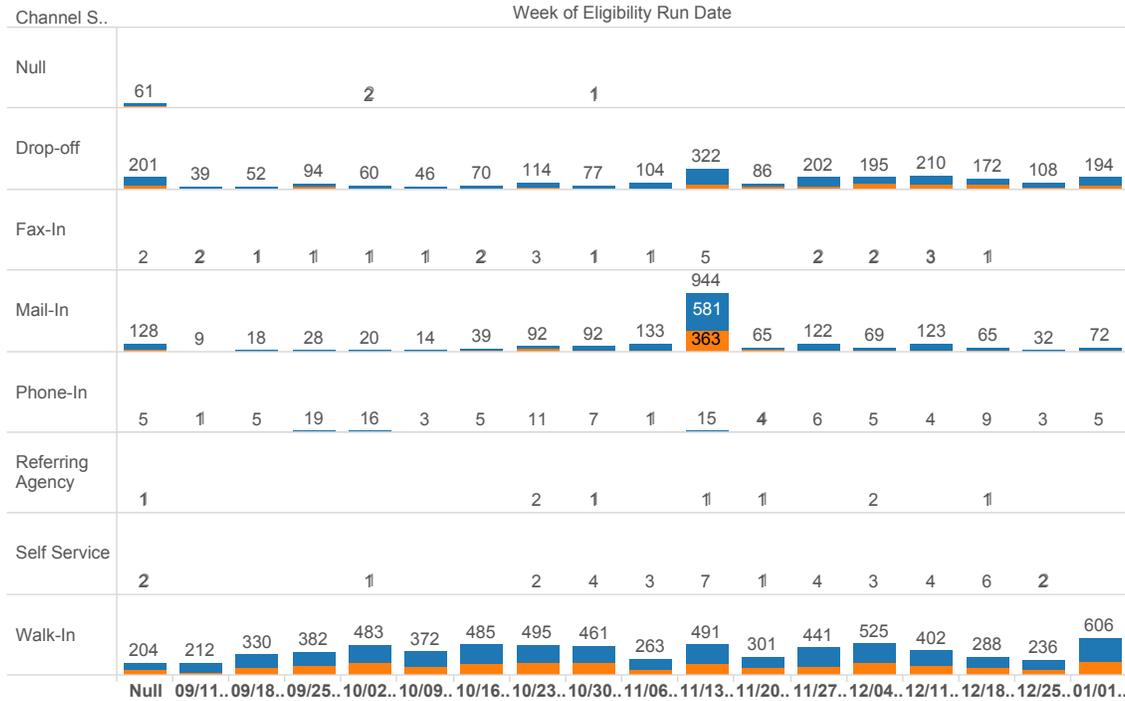


This graph shows the number of determinations by week for SNAP applications, and whether those applications were expedited or regular. The date used is the last date eligibility was run according to a custom extract from RI Bridges created in December 2016 for management purposes. This date is different from previous reports, and therefore data may differ. We continue to refine this data and extract to be as accurate as possible, and are investigating any "null" results or idiosyncrasies.

FNS Report

Online Applications Received by Week	Weekly Determinations	Weekly Determinations by Channel	Expedited SNAP Timeliness	Regular SNAP Timeliness	Days t..
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Weekly Determinations by Channel



Eligibility Determined

- DI
- DN
- DP

Expedited Switch

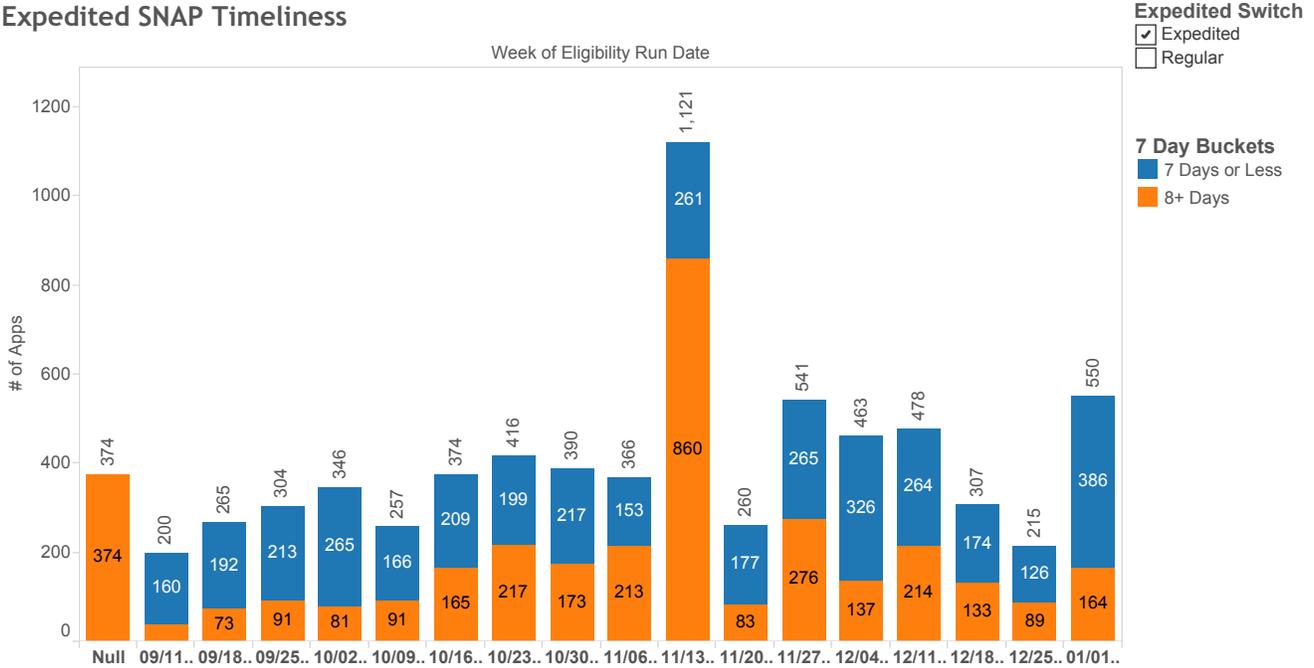
- Expedited
- Regular

This graph shows the number of determinations by week for SNAP applications, and whether those applications were expedited or regular, by the channel through which that application was submitted. The date used is the last date eligibility was run according to a custom extract from RI Bridges created in December 2016 for management purposes. This date is different from previous reports, and therefore data may differ. We continue to refine this data and extract to be as accurate as possible, and are investigating any "null" results or idiosyncracies.

FNS Report

Weekly Determinations	Weekly Determinations by Channel	Expedited SNAP Timeliness	Regular SNAP Timeliness	Days to Register from Received - Raw Numbers	Days to Register from Received - Raw Numbers
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Expedited SNAP Timeliness

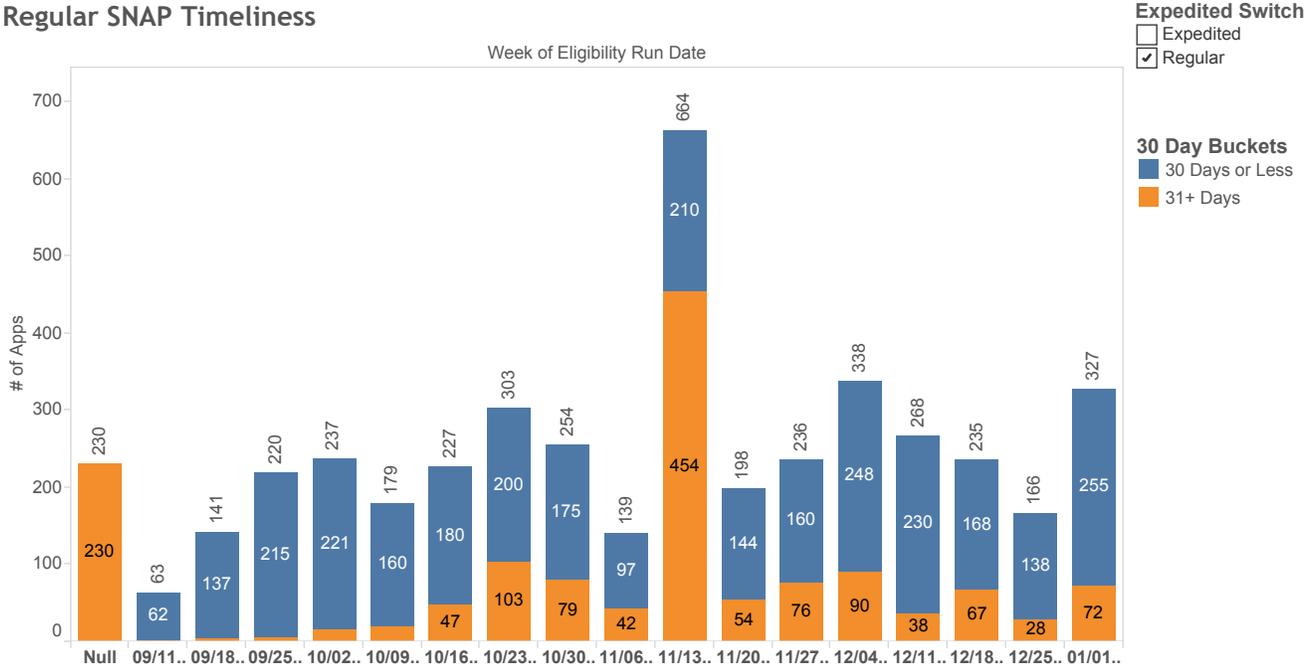


This graph shows the number of expedited determinations by week for SNAP applications, and whether those applications were determined within 7 days or receipt, or not. The days are calculated as the number of days from date application received and the date the final eligibility determination was rendered. This does not take in to account any weekends, holidays or anything else. It simply counts the number of days from received to eligibility rendered. Consequently, it is the most aggressive timeliness measure that we could use. The date used is the last date eligibility was run according to a custom extract from RI Bridges created in December 2016 for management purposes. This date is different from previous reports, and therefore data may differ. We continue to refine this data and extract to be as accurate as possible, and are investigating any "null" results or idiosyncracies.

FNS Report

Weekly Determinations by Channel	Expedited SNAP Timeliness	Regular SNAP Timeliness	Days to Register from Received - Raw Numbers	Days to Register from Received - Percentages	Days to Register - Percentages
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Regular SNAP Timeliness

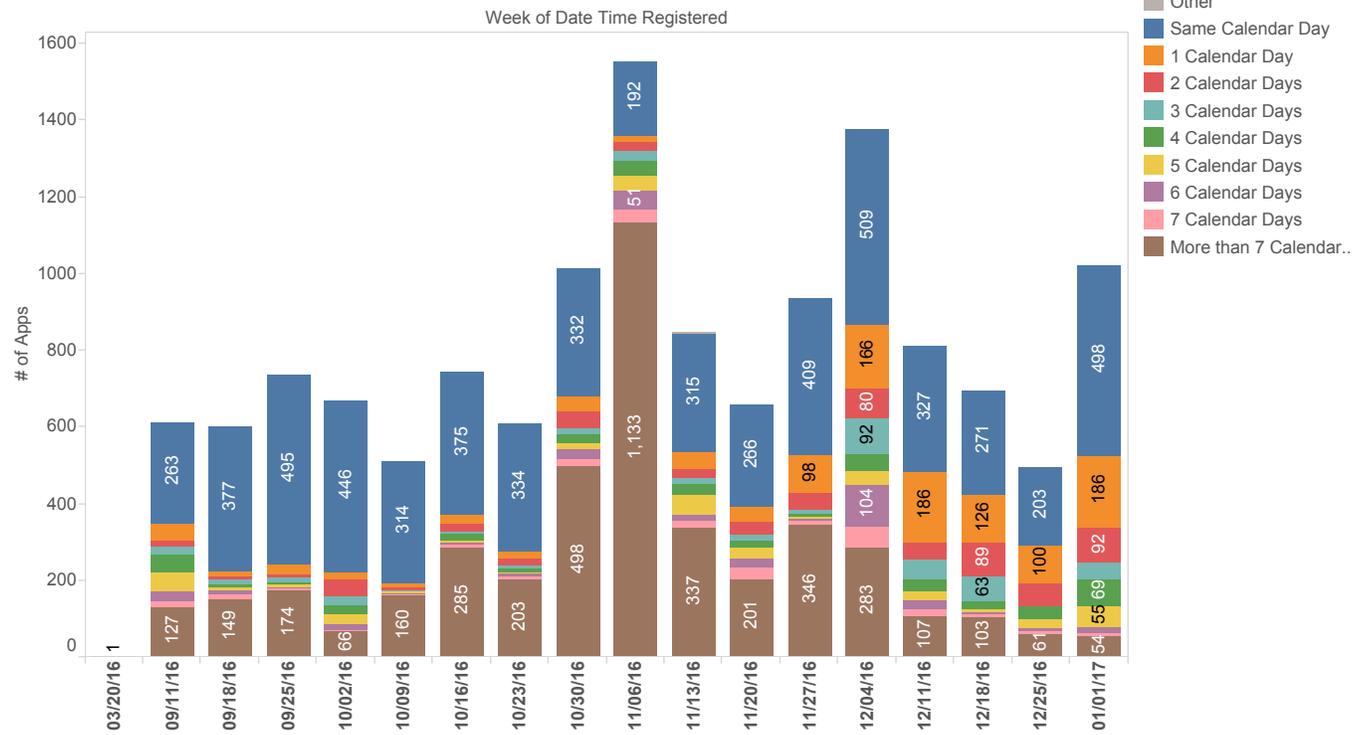


This graph shows the number of regular determinations by week for SNAP applications, and whether those applications were determined within 7 days of receipt, or not. The days are calculated as the number of days from date application received and the date the final eligibility determination was rendered. This does not take in to account any weekends, holidays or anything else. It simply counts the number of days from received to eligibility rendered. Consequently, it is the most aggressive timeliness measure that we could use. The date used is the last date eligibility was run according to a custom extract from RI Bridges created in December 2016 for management purposes. This date is different from previous reports, and therefore data may differ. We continue to refine this data and extract to be as accurate as possible, and are investigating any "null" results or idiosyncrasies.

FNS Report

Expedited SNAP Timeliness	Regular SNAP Timeliness	Days to Register from Received - Raw Numbers	Days to Register from Received - Percentages	Days to Register from Received - Consolidated Bins	W IP R..
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Days to Register from Received - Raw Numbers

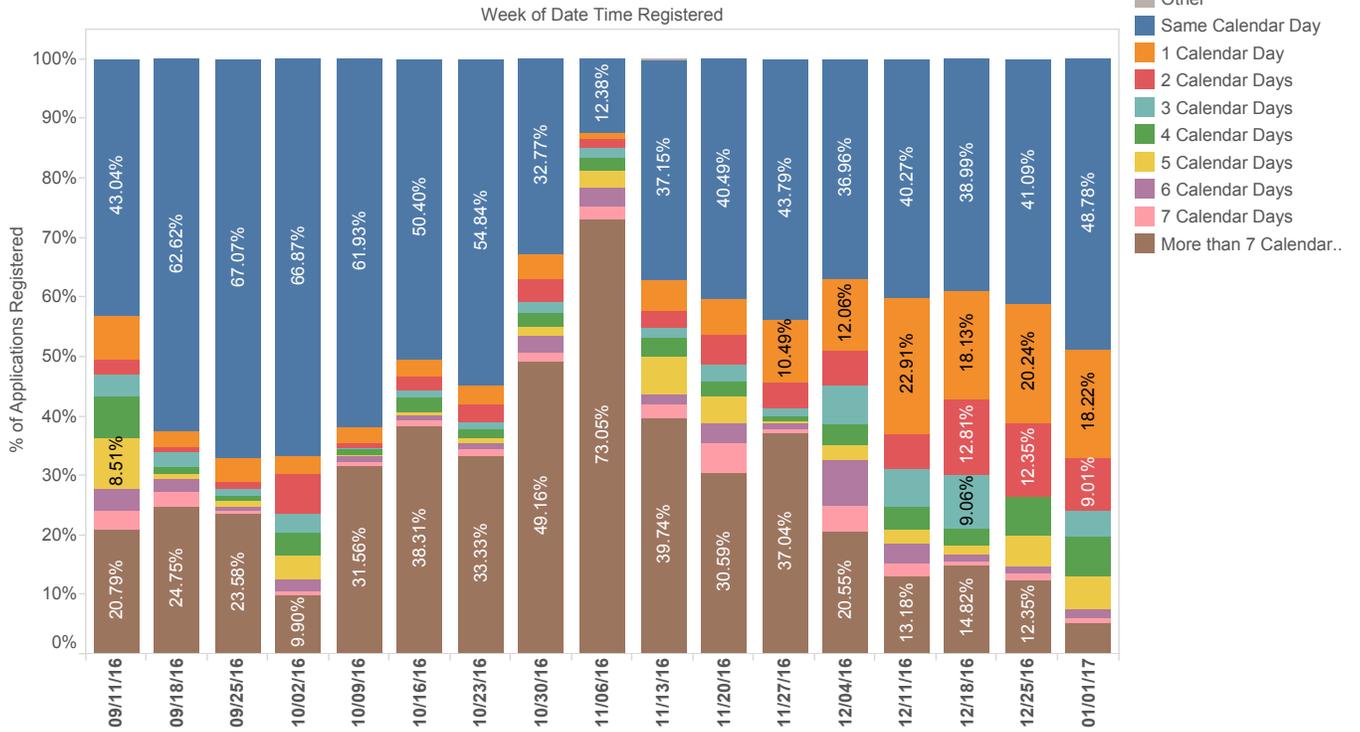


This graph shows the percent of applications that were registered in that week, by the number of days it took from received date to registered date. The formula counts the number of days, regardless of weekends or holidays. Anything marked same calendar day was received and registered the same day; 1 calendar day the next day, etc. Our goal is to register everything within 2 calendar days.

FNS Report

Regular SNAP Timeliness	Days to Register from Received - Raw Numbers	Days to Register from Received - Percentages	Days to Register from Received - Consolidated Bins	WIP Regular Applications Excel	WIP E..
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Days to Register from Received - Percentages

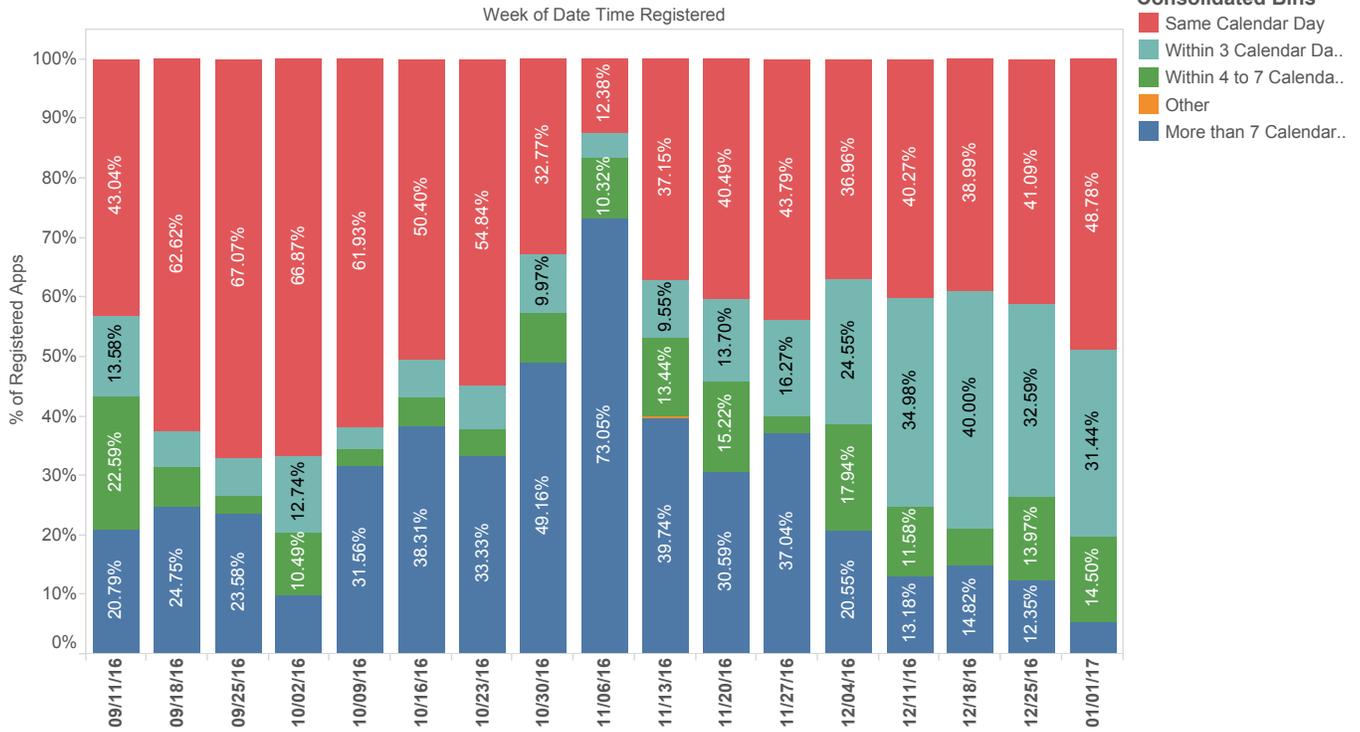


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FNS Report

Regular SN..	Days to Register from Received - Raw Numbers	Days to Register from Received - Percentages	Days to Register from Received - Consolidated Bins	WIP Regular Applications Excel	WIP Expedited Applications Excel
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Days to Register from Received - Consolidated Bins



This graph shows the percent of applications that were registered in that week, by the number of days it took from received date to registered date. The formula counts the number of days, regardless of weekends or holidays. Anything marked same calendar day was received and registered the same day; 1 calendar day the next day, etc. Our goal is to register everything within 2 calendar days.

FNS Report

Regular SN..	Days to Register from Received - Raw Numbers	Days to Register from Received - Percentages	Days to Register from Received - Consolidated Bins	WIP Regular Applications Excel	WIP Expedited Applications Excel
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WIP Regular Apps Excel

Responsibility Status	FNS Regular Bins					Grand Total
	30 Days or Fewer	31 - 60 Days	61 - 90 Days	91 - 120 Days	121 + Days	
Customer	139	70	20	1		230
DHS	231	256	128	33	5	653
Other	59	64	41	8		172
RDOC Overdue		9	7	3		19
Grand Total	429	399	196	45	5	1,074

Combo App Fs Complete

- N
 Y

Expedited Switch

- Expedited
 Regular

Work in Progress

- AC
 AP
 CP

This table shows for all work-in-progress (applications awaiting determination) the number of calendar days they have been pending since receipt. This is divided in to "responsibility status." To better define application status, we have developed a custom data query and split the responsibility based on the definitions below. We anticipate continuing to refine these statuses. We are actively using this chart to investigate why applications have been work in progress for a significant period of time, including any technical, system or operational issues.

Responsibility status is defined as follows:

Customer - Includes any application where an application is pending more information from a client, or where an interview has been scheduled, or an interview was missed by the client.

DHS - Includes any application awaiting initial processing (intake) or final processing once an interview has been held or an applicant supplied additional information and an eligibility determination can now be made.

Other - Includes applications that have been authorized for payment, and/or reached an eligibility determination but not authorized, but remain in a "case pending" status. We are working through any applications that fall in to this category to understand any system, process or technical issues that may be holding up the application.

RDOC Overdue - Includes any application where RDOC was issued and the due date for that RDOC submission has passed. However, application has not yet been denied by an eligibility technician or by RI Bridges for failure to submit documentation.

FNS Report

Regular SN..	Days to Register from Received - Raw Numbers	Days to Register from Received - Percentages	Days to Register from Received - Consolidated Bins	WIP Regular Applications Excel	WIP Expedited Applications Excel
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WIP Expedited Apps Excel

Responsibility Status	FNS Expedited Bins						Grand Total
	7 Days or Less	8 - 30 Days	31 - 60 Days	61 - 90 Days	91 - 120 Days	120 + Days	
Customer	54	106	52	3	3	1	219
DHS	68	122	108	26	30	3	357
Other	22	72	81	14	6	2	197
RDOC Overdue			3				3
Grand Total	144	300	244	43	39	6	776

Combo App Fs Complete

- N
 Y

Expedited Switch

- Expedited
 Regular

Work in Progress

- AC
 AP
 CP

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