

FNS Report

Volume of SNAP Clients	Volume of SNAP Tasks	Avg. Wait Time of SNAP Clients	SNAP Case documents	SNAP Cases Terminated	SNAP Benefit Issuance
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SNAP Client Volume by Office

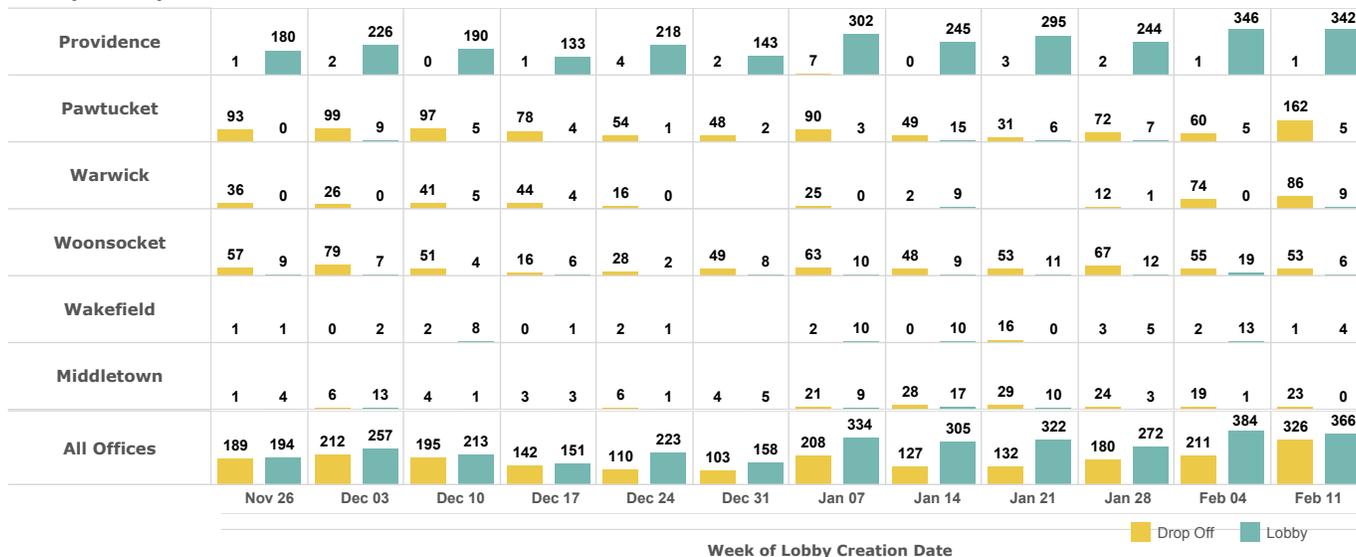
Drop Off

Lobby

14,958

19,285

Weekly View by Office



This graph shows the weekly view of SNAP client volume at each office. The top number summarizes the total client volume since system's go live. This data accounts for SNAP clients where an individual has been checked into the lobby and waited to see a case worker. A separate bar is created showing the number of individuals who checked into the lobby and dropped off a document. 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 axis displays the week of the lobby creation date starting from every Sunday. This metric is currently under review and being tracked under RIB ticket RIB-65052 to completion.

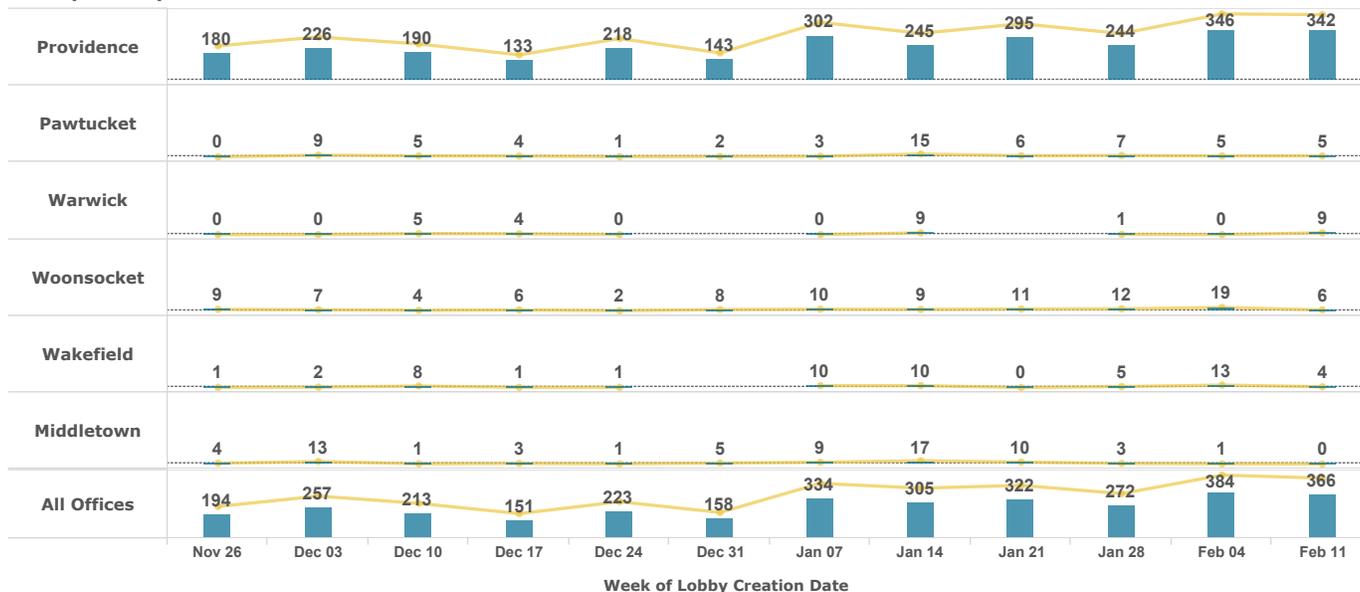
FNS Report

Volume of SNAP Clients	Volume of SNAP Tasks	Avg. Wait Time of SNAP Clients	SNAP Case documents	SNAP Cases Terminated	SNAP Benefit Issuance
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SNAP Task Volume by Office



Weekly View by Office

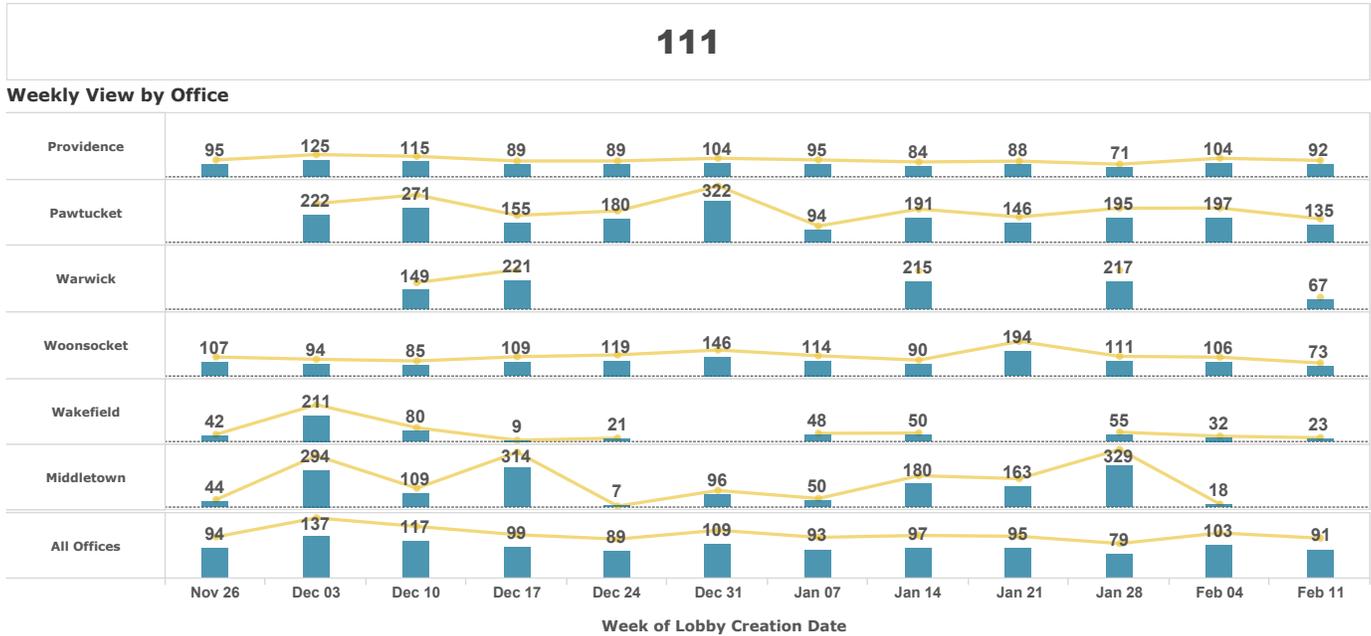


This graph shows the weekly view of task volume (number of tasks associated with a SNAP client) at each office. The top number summarizes the total SNAP tasks generated since system's go live. Tasks associated with drop off lobby visits are excluded. This data also displays the weekly volume of tasks across all offices. The view displays the total number of tasks associated with one client's lobby visit. For example, when a client visits the lobby, a new task will be created for this lobby visit, meanwhile, the case worker will search for any open tasks associated with this client and link the new task with the existing tasks together. 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.). A list of the actual tasks have been included in a separate spreadsheet. This metric is currently under review and being tracked under RIB ticket RIB-65053 to completion.

FNS Report

Volume of SNAP Clients	Volume of SNAP Tasks	Avg. Wait Time of SNAP Clients	SNAP Case documents	SNAP Cases Terminated	SNAP Benefit Issuance
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Average Wait Time of SNAP Clients by Office [Minutes]



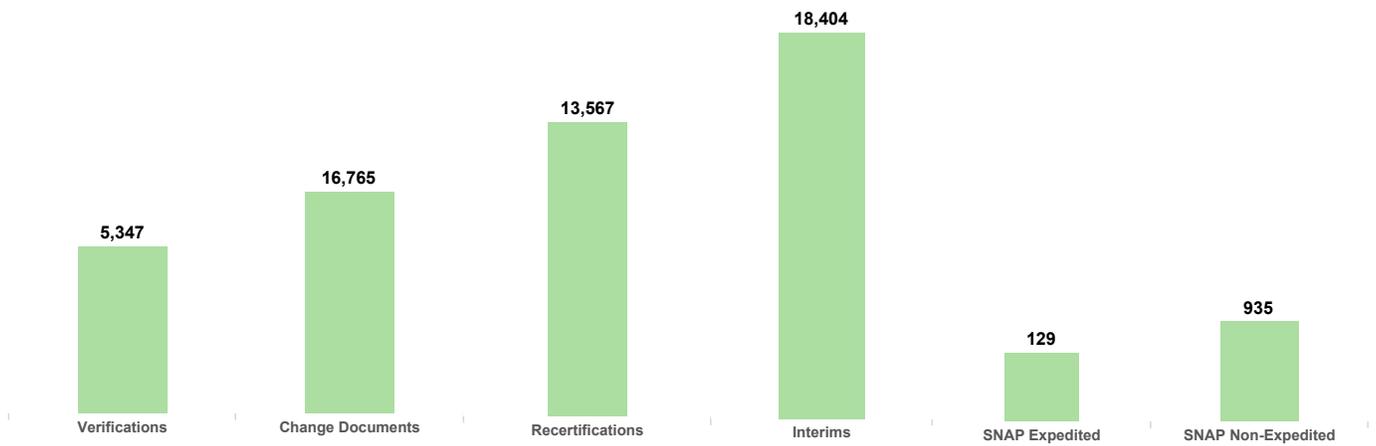
This graph shows a weekly view of the average time SNAP specific clients are waiting in each office. This data assumes that a family on multiple programs is coming into the office to be served for SNAP even if they are checking on the status of additional programs (i.e. Medicaid, Child Care, etc.). The wait times represented in this list are for the same population represented in the 'Volume of SNAP clients' report and not those who just dropped off a document. The number on top shows the average client wait time since go-live. The 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. The axis displays the week of the lobby creation date, the week starts from Sunday and ends on a Saturday. This metric is currently under review and being tracked under RIB ticket RIB-65052 and RIB-65053 to completion.

FNS Report

Volume of S..	Volume of SNAP Tasks	Avg. Wait Time of SNAP Clients	SNAP Case documents	SNAP Cases Terminated	SNAP Benefit Issuance	FNS - 388
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SNAP Case Documents

56,558



This graph shows the number of pending SNAP Case documents in the following categories: Recertification, interims, verifications, change documents, Expedited SNAP and Non-Expedited SNAP.

FNS Report

Vo lu me of S..	Avg. Wait Time of SNAP Clients	SNAP Case documents	SNAP Cases Terminated	SNAP Benefit Issuance	FNS - 388	SN AP Re cer ti..
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SNAP Cases Terminated



Weekly View

Office	Nov 26	Dec 03	Dec 10	Dec 17	Dec 24	Dec 31	Jan 07	Jan 14	Jan 21	Jan 28	Feb 04	Feb 11
Providence	249	62	39	413	386	31	59	606	67	449	87	1,110
Pawtucket	232	46	25	348	311	21	43	487	35	378	70	720
Woonsocket	65	15	11	102	90	7	12	138	8	104	29	264
Wakefield	92	22	6	91	96	12	14	119	20	111	23	188
Warwick	80	18	3	95	104	12	16	165	14	150	29	240
Middletown	27	8	4	47	44	3	5	72	8	55	17	137
All Offices	745	171	88	1,096	1,031	86	149	1,588	152	1,249	255	2,659

Week of Eligibility Authorization Date

This graph shows the number of SNAP Cases terminated since go-live as a result of a processed change or other ineligibility factor (to include non-receipt of recertification packets) and these cases are still terminated **as of today**. The top number shows the total number of terminations occurred since system go-live. 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

Av g. W ait T..	SNAP Case documents	SNAP Cases Terminated	SNAP Benefit Issuance	FNS - 388	SNAP Recertification Packets Received	Cal I C ent er M..
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SNAP Monthly Benefit Issuance

October 2017	November 2017	December 2017	January 2018	February 2018
20,235,179	19,746,141	19,930,862	19,304,598	19,014,407

Daily Benefit Issuance

Oct - 2017	2,856,472
Nov - 2017	2,672,712
Dec - 2017	2,172,836
Jan - 2018	5,570,734
Feb - 2018	1,873,461
Total Daily Issuance	40,778,734

SNAP Benefit Issuance - This view shows the amount of Monthly Benefit Issuance 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 daily issuance amount would change due to retroactivity taking place on the daily basis. The total daily issuance number represents the sum of daily issuance since go-live.

FNS Report

SNAP Case d..	SNAP Cases Terminated	SNAP Benefit Issuance	FNS - 388	SNAP Recertification Packets Received	Call Center Metrics	Ap ps By We e..
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FNS - 388

		State of Rhode Island Department of Human Services		
State Issuance and Participation Estimates				Run Date: 02/05/2018
Report ID: FNS-388		Run Date: 02/05/2018		
Report Period: 02/2018		Run Time: 1:20PM		
State Issuance and Participation Estimates	Current Month - February	Previous Month - January	Second Preceding Month - Decemb	
Issuance (Dollars)	21,823,911	21,619,116	22,095,665	
Number of Participating People	161,069	159,556	161,766	
(a) Non Assistance				
(b) Public Assistance				
Number of Participating Households	94,809	94,290	95,642	
(a) Non Assistance		71,689	72,858	
(b) Public Assistance		22,601	22,784	

This displays the current FNS-388 report executed as of 02/05/2018.

FNS Report

SNAP Cases	SNAP Benefit Issuance	FNS - 388	SNAP Recertification Packets Received	Call Center Metrics	Apps By Week Received	Apps by Week
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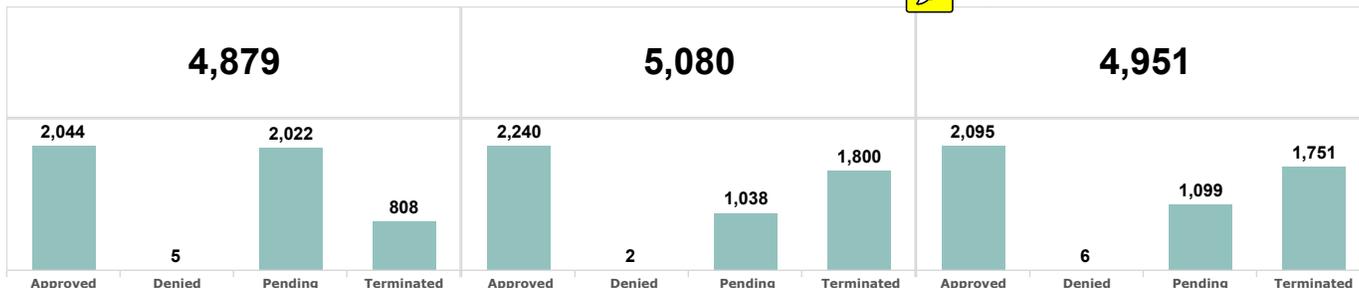
Recertifications

November - Recertifications

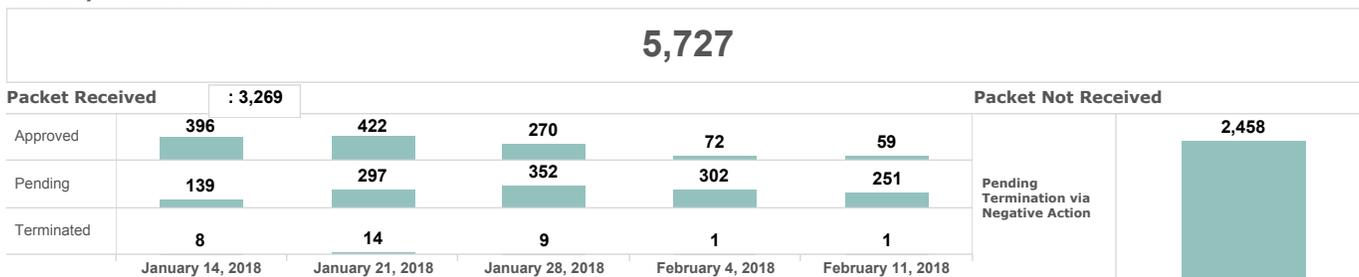
December - Recertifications



January - Recertifications



February - Recertifications

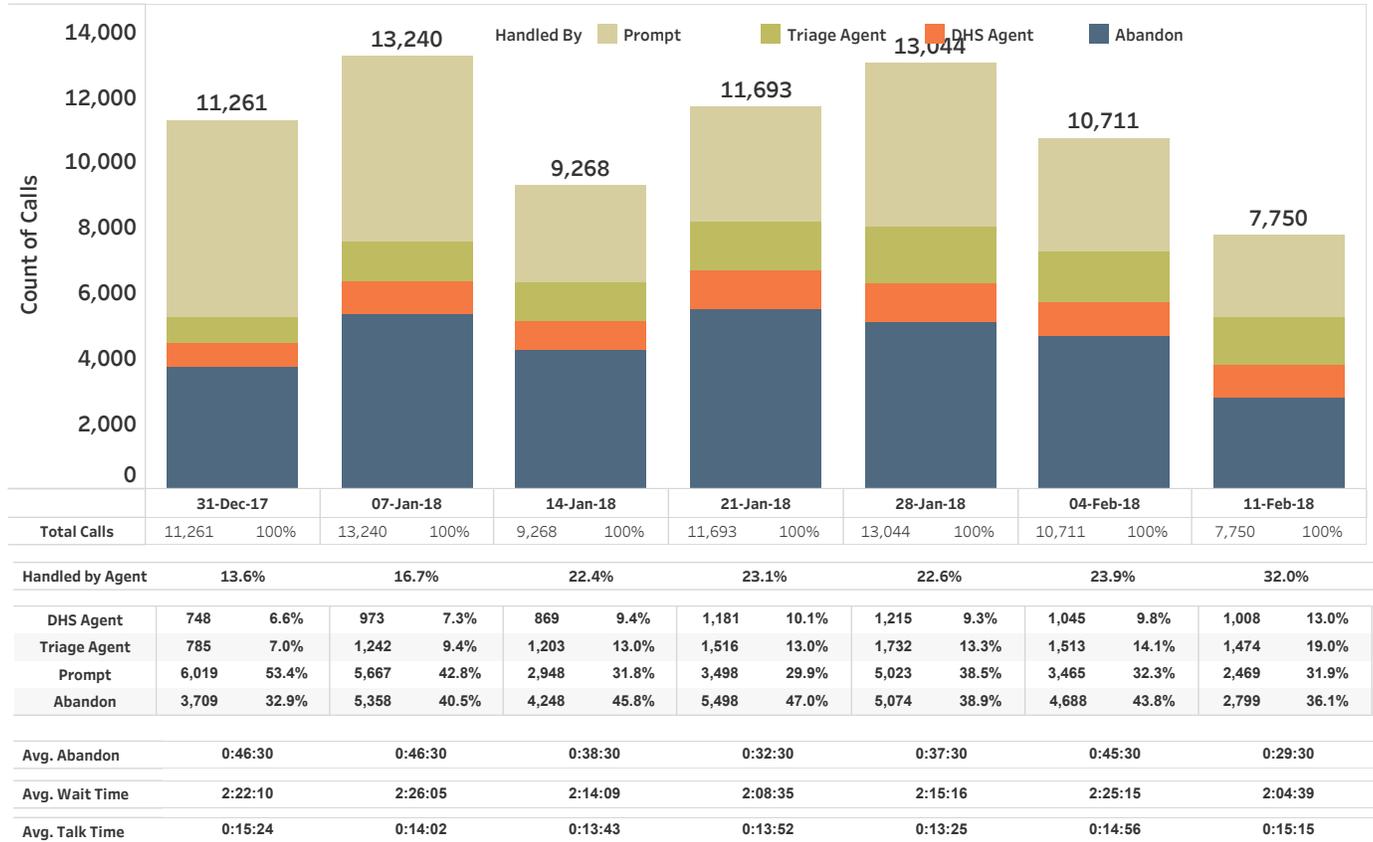


SNAP Recertification Packets Received - The data shown in this graph represents the number of individuals who were up for recertification in a given month and the eligibility status of these cases. Data in past months reflects the snapshot of the eligibility status at the point in time the report is refreshed. These number will continue to change as the report is refreshed every week. The current month recertifications include information regarding the number of packet received/not received over time and these number will change through the end of the month.

FNS Report

SN AP Be ne fi..	FNS - 388	SNAP Recertification Packets Received	Call Center Metrics	Apps By Week Received	Apps by Week Registered	On lin e A pp s..
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DHS Call Center Dashboard - Week Beginning 12/31/17 - Week Beginning 02/11/18



FNS Report

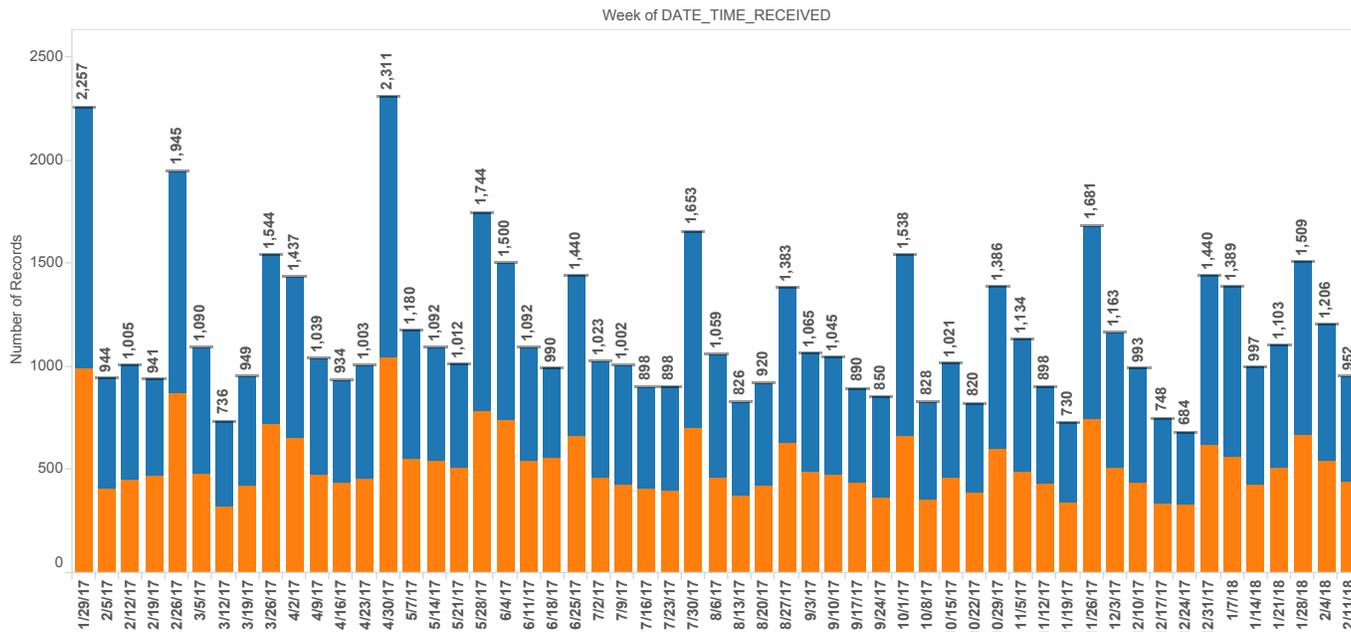
FN S - 38 8	SNAP Recertification Packets Received	Call Center Metrics	Apps By Week Received	Apps by Week Registered	Online Apps by Week Received	We ekl y D ete r..
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DATE_TIME_RECEIVED
1/29/2017 12:00:00 AM to 2/17/2018 12:00:00 AM

Program Name
■ SNAP Expedited
■ SNAP Non-Expedited

Program Name
All

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

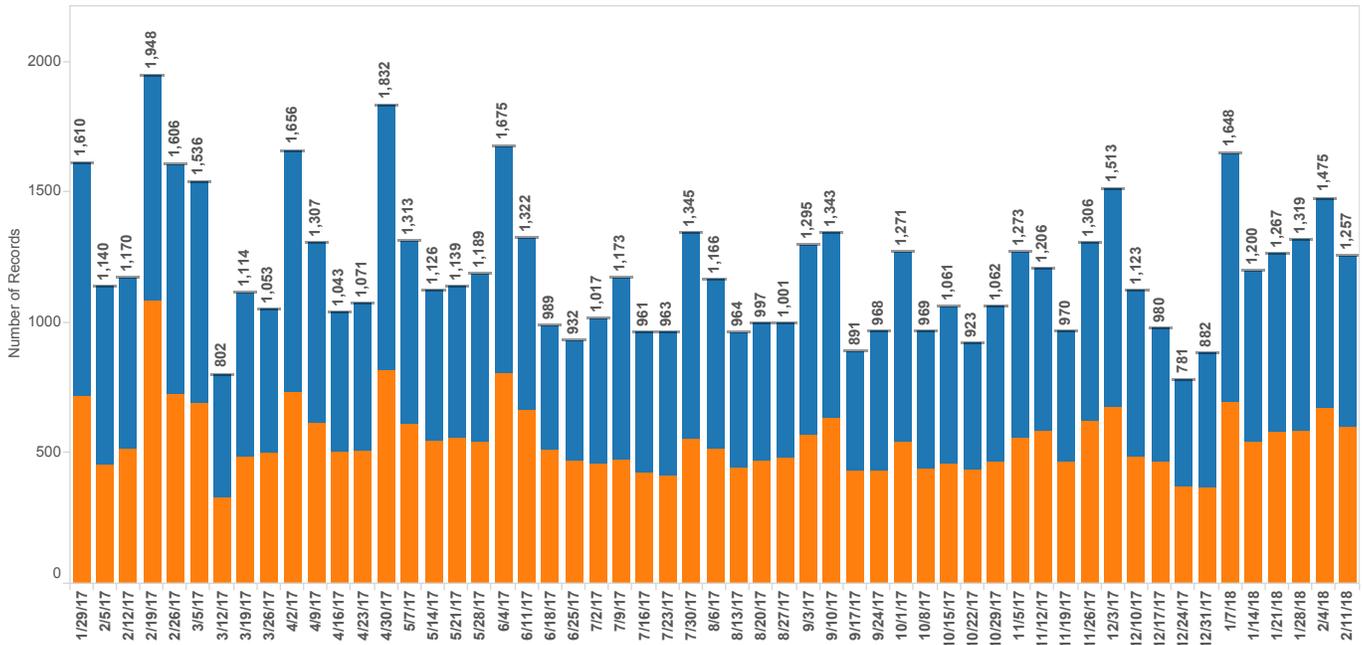
SNAP Receipt..	Call Center Metrics	Apps By Week Received	Apps by Week Registered	Online Apps by Week Received	Weekly Determinations	Weekly Determinations
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DATE_TIME_REGISTERED
1/29/2017 12:00:00 AM to 2/17/2018 11:59:59 PM

Program Name
■ SNAP Expedited
■ SNAP Non-Expedited

Apps by Week Registered

Week of DATE_TIME_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

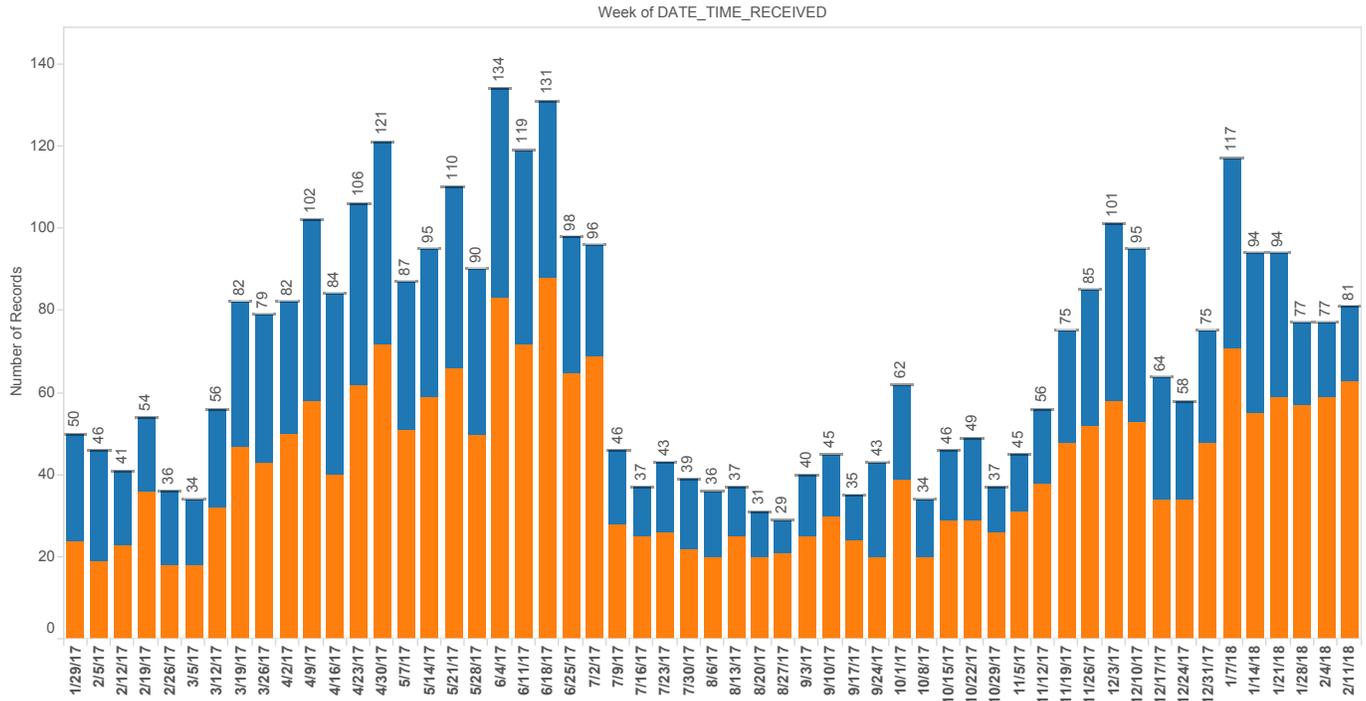
Cal I C en ter M..	Apps By Week Received	Apps by Week Registered	Online Apps by Week Received	Weekly Determinations	Weekly Determinations by Channel	Ex pe dit ed S..
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DATE_TIME_RECEIVED
1/29/2017 12:00:00 AM to 2/17/2018 12:00:00 AM

Program Name
■ SNAP Expedited
■ SNAP Non-Expedited

CHANNEL_SUB_CATEGORY
Self Service

Online Apps by Week Received



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

Apps By Week	Apps by Week Registered	Online Apps by Week Received	Weekly Determinations	Weekly Determinations by Channel	Expedited SNAP Timeliness by Week	Regular SNAP A...
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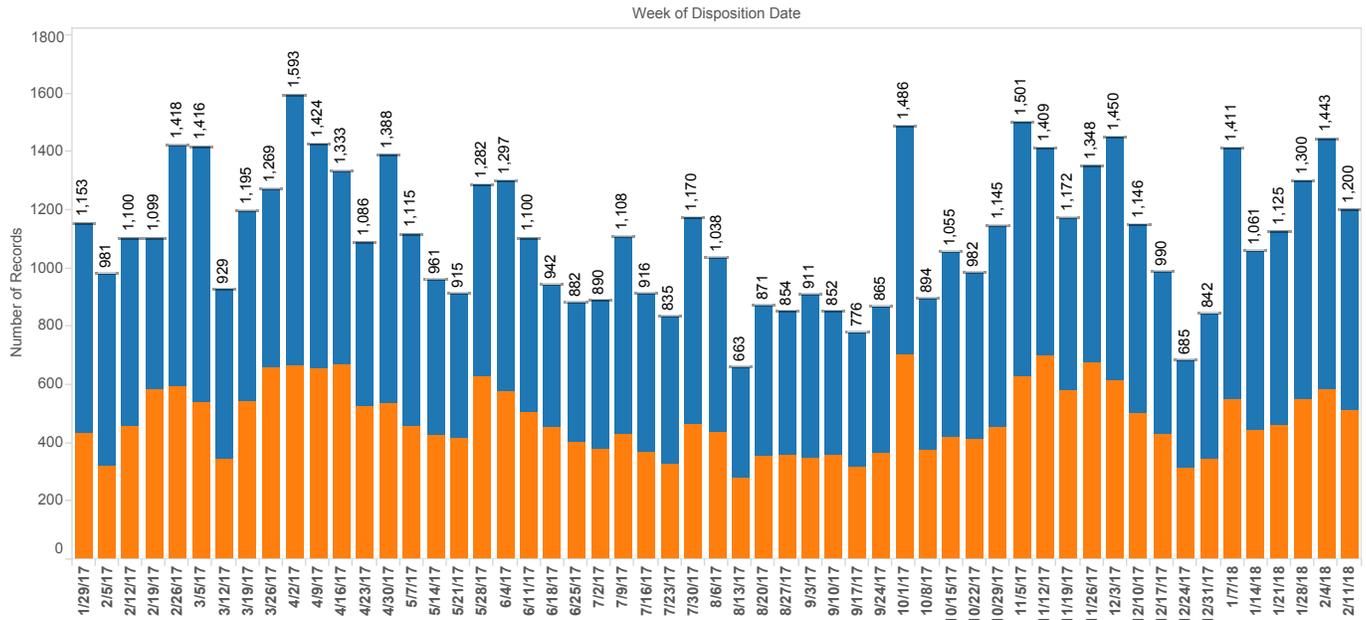
Disposition Date
1/29/2017 12:00:00 AM to 2/17/2018 11:59:59 PM

Week of Disposition Date
All

ELIGIBILITY_STATUS
Multiple values

Program Name
■ SNAP Expedited
■ SNAP Non-Expedited

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 system generated DI Action Date, which is the date on which eligibility was executed and authorized for the first time after the application was received. In the event that this date is blank, the system generated Program Complete Date is used, which is the date on which the program was approved, denied, terminated, or withdrawn. These dates are 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

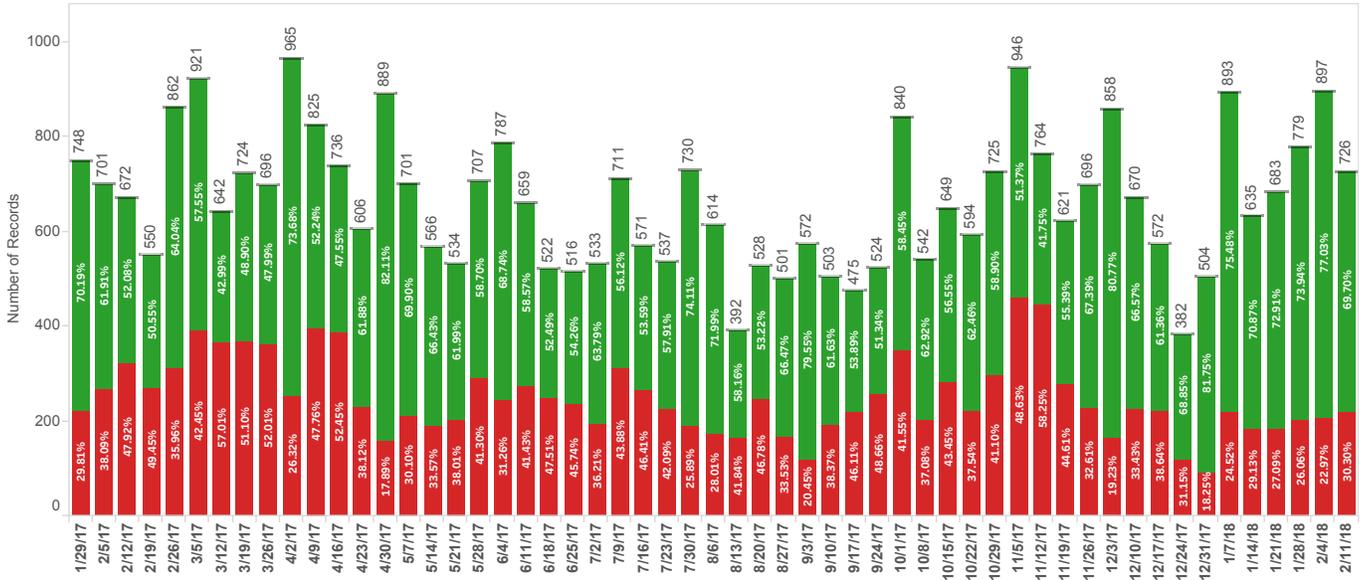
Online App...	Weekly Determinations	Weekly Determinations by Channel	Expedited SNAP Timeliness by Week	Regular SNAP Timeliness by Week	Days From Received to Registered	WI P R eg ula r ..
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'Fixed' End Date for Completed Cases_NEW
1/29/2017 12:00:00 AM to 2/17/2018 11:59:59 PM

Overdue (Y/N)? (copy)
■ Not Overdue
■ Overdue

Expedited SNAP Timeliness by Week

Week of 'Fixed' End Date for Completed Cases_NEW



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, and following the discovery of issues with the original extract, Deloitte has modified the original extract to fix those defects. 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

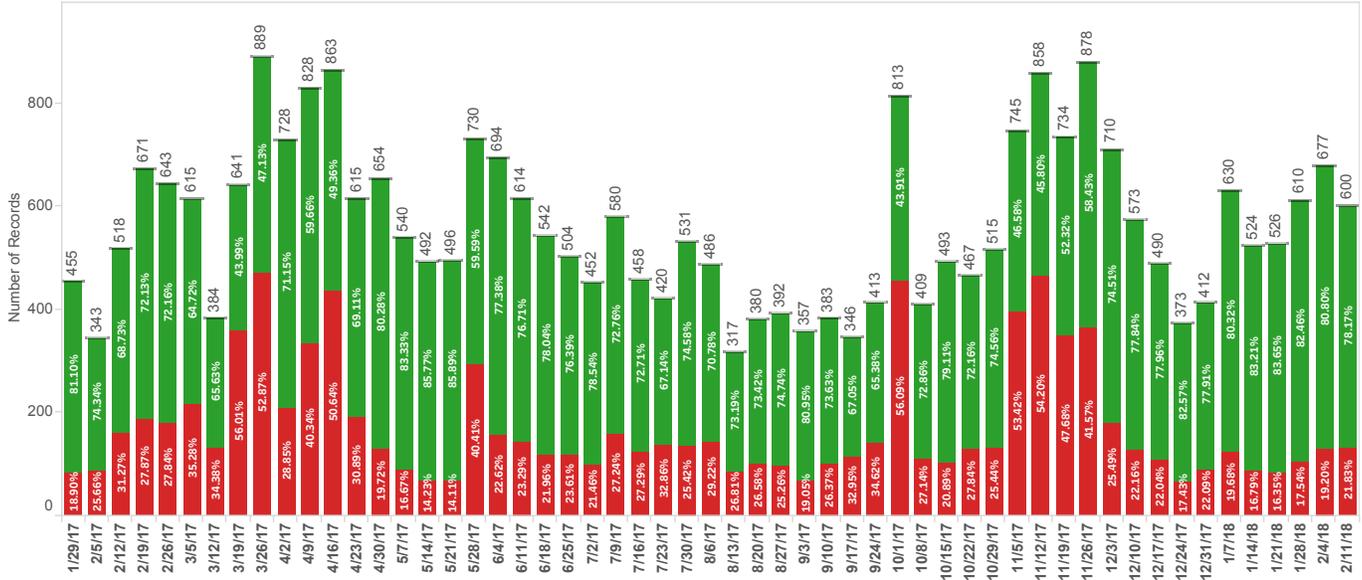
Weekly Determinations by Channel	Expedited SNAP Timeliness by Week	Regular SNAP Timeliness by Week	Days From Received to Registered	WIP Regular Applications Excel	WIP Expedited...
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Disposition Date
1/29/2017 12:00:00 AM to 2/17/2018 11:59:59 PM

Overdue (Y/N)? (copy)
■ Not Overdue
■ Overdue

Regular SNAP Timeliness by Week

Week of 'Fixed' End Date for Completed Cases_NEW



This graph shows the number of regular determinations by week for SNAP applications, and whether those applications were determined within 30 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, and following the discovery of issues with the original extract, Deloitte has modified the original extract to fix those defects. 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.

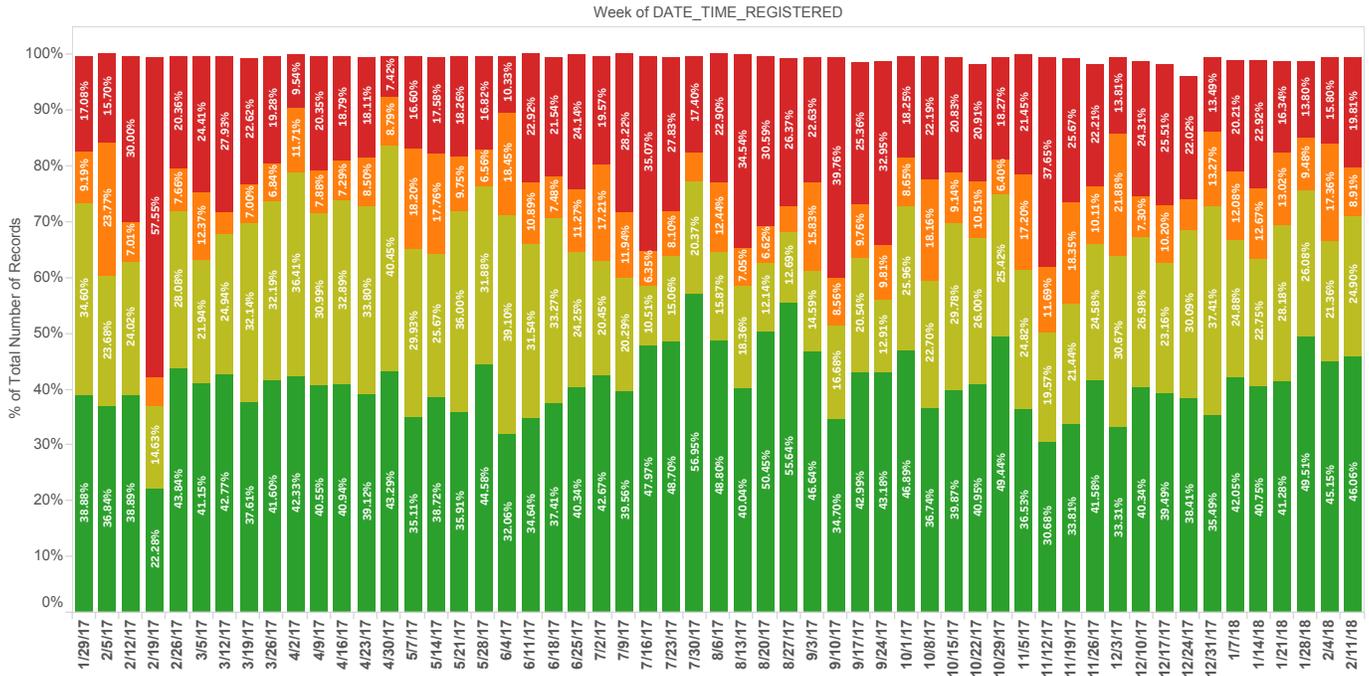
FNS Report

Weekly Determinations by Char..	Expedited SNAP Timeliness by Week	Regular SNAP Timeliness by Week	Days From Received to Registered	WIP Regular Applications Excel	WIP Expedited Applications Excel
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DATE_TIME_REGISTERED
1/29/2017 12:00:00 AM to 2/17/2018 11:59:59 PM

Received to Registered Bins
 Data Issue 4 - 7 Calendar Days Same Calendar D..
 More than 7 Calen.. 1 - 3 Calendar Days

Days From Received to Registered



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.

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Weekly Determinations by Cha..	Expedited SNAP Timeliness by Week	Regular SNAP Timeliness by Week	Days From Received to Registered	WIP Regular Applications Excel	WIP Expedited Applications Excel
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WIP Regular Applications Excel - 2/22/2018

FNS Regular Bins (copy)

	30 Days or Fewer	31 - 60 Days	61 - 90 Days	91 - 120 Days	121 + Days	Grand Total
Client	640	43	40	6	68	797
DHS	49	3	2	9	75	138
Grand Total	689	46	42	15	143	935

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:

Client - 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. This category also includes any application where RDOC was issued and the due date for that RDOC submission has passed. However, these applications have not yet been denied by an eligibility technician or by RI Bridges for failure to submit documentation

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.

Not assigned - 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.

FNS Report

Weekly Determinations by Cha..	Expedited SNAP Timeliness by Week	Regular SNAP Timeliness by Week	Days From Received to Registered	WIP Regular Applications Excel	WIP Expedited Applications Excel
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WIP Expedited Applications Excel - 2/22/2018

FNS Expedited Bins (copy)

	7 Days or Less	8 - 30 Days	31 - 60 Days	61 - 90 Days	91 - 120 Days	120 + Days	Grand Total
Client	12	37	12	4		2	67
DHS	19	2	2	1	3	35	62
Grand Total	31	39	14	5	3	37	129

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.

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