Volume of SN/ Clients	АР					Ŧ													
SNAP Clien	it Vo	lum	e by	Off	ice[1	Task	s]												
								6,7	70	5									
Weekly View	by C	ffice	l																
Providence	88	28	47	52	56	112	77	120	84	139	199	149	90	55	77	147	95	217	173
Pawtucket	25	8	6	3	31	47	15	5	5	39	7	13	29	17	9	27	23	16	23
Warwick	55	30	49	32	38	48	54	39	29	72	65	48	34	8	9	31	26	13	31
Woonsocket	44	32	36	19	36	94	51	44	28	37	56	39	45	49	43	46	36	53	83
Wakefield	23	11	21	13	19	18	18	27	14	44	39	32	41	54	33	33	27	26	33
Middletown	23	15	25	20	25	18	18	12	14	49	32	1	18	19	14	18	29	18	28
All Offices	258	124	184	139	205	337	233	247	174	380	398	282	257	202	185	302	236	343	371

30 Oct 06 Nov 13 Nov 20 Nov 27 Nov 04 Dec 11 Dec 18 Dec 25 Dec 01 Jan 08 Jan 15 Jan 22 Jan 29 Jan 05 Feb 12 Feb 19 Feb 26 Feb 05 Mar

Week of Lobby Creation Date[2016]

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.

Avg. Wait Time of SNAP Clients

Average W	ait	Time	e of s	SNA	P Cli	ients	s by	Offi	ce [I	Minu	tes]								
									95										
Weekly View	/ by	Offic	е																
Providence	89	91	141	113	177	149	132	132	103	53	100	116	93	63	89	176	121	60	92
Pawtucket	129	164	130	141	135	282	121	271	118	172	105	86	167	94	227	179	229	137	138
Warwick	90	86	77	59	64	71	76	70	84	78	88	74	118	88	112	129	76	79	92
Woonsocket	77	89	104	113	93	71	79	65	78	86	74	85	80	141	113	86	108	101	71
Wakefield	87	75	82	87	80	90	107	67	88	83	101	91	59	83	85	58	73	86	76
Middletown	46	57	113	54	85	87	52	63	59	64	60	48	56	61	43	58	34	59	51
Avg. Wait Time Weekly (All Offices)	86	87	106	89	110	117	93	93	88	79	89	96	89	91	97	124	100	76	83

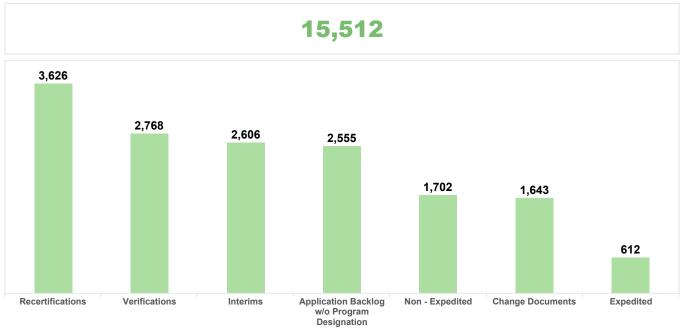
Week of Lobby Creation Date[2016]

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.



#### **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.

ses	Term	ninat	ed															
							17	,29	95									
ew																		
29	410	297	135	51	33	651	910	40	55	668	42	908	85	1,537	101	106	125	3
20	208	141	58	20	15	324	488	22	24	355	27	552	34	954	42	60	44	
15	151	101	52	27	14	252	317	14	17	256	28	306	29	650	42	46	54	1
5	85	63	30	9	6	160	153	12	11	119	11	161	8	355	15	20	21	3
4	81	51	36	4	10	150	189	10	7	143	14	207	15	388	32	33	41	
	41	17	11	3	6	57	85	1	6	69	4	102	13	153	14	17	19	1
														2				
73	976	670	322	114	84	1,594	2,142	99	120	1,610	126	2,236	184	4,039	246	282	304	8
	29 20 15 4	ses Term 29 410 20 208 15 151 5 85 4 81 41	ew 29 410 297 20 208 141 15 151 101 5 85 63 4 81 51 41 17	docume   ses Terminated   29 410 297 135   20 208 141 58   15 151 101 52   5 85 63 30   4 81 51 36   41 17 11	documents ses Terminated 29 410 297 135 51 20 208 141 58 20 15 151 101 52 27 5 85 63 30 9 4 81 51 36 4 41 17 11 3	documents     ses Terminated     29   410   297   135   51   33     20   208   141   58   20   15     15   151   101   52   27   14     5   85   63   30   9   6     4   81   51   36   4   10     41   17   11   3   6	documents   T     ses Terminated   33   651     29   410   297   135   51   33   651     20   208   141   58   20   15   324     15   151   101   52   27   14   252     5   85   63   30   9   6   160     4   81   51   36   4   10   150     41   17   11   3   6   57	documents   Termin     Termin     Ses Terminated     17     29   410   297   135   51   33   651   910     20   208   141   58   20   15   324   488     15   151   101   52   27   14   252   317     5   85   63   30   9   6   160   153     4   81   51   36   4   10   150   189     41   17   11   3   6   57   85	documents   Terminated     Terminated     Ses Terminated     17,23     Ses Terminated     29   410   297   135   51   33   651   910   40     20   208   141   58   20   15   324   488   22     15   151   101   52   27   14   252   317   14     5   85   63   30   9   6   160   153   12     4   81   51   36   4   10   150   189   10     41   17   11   3   6   57   85   1	documents   Terminated     Terminated     Ses Terminated     17,295     29 410 297 135 51 33 651 910 40 55     20 208 141 58 20 15 324 488 22 24     15 151 101 52 27 14 252 317 14 17     5 85 63 30 9 6 160 153 12 11     4 81 51 36 4 10 150 189 10 7     41 17 11 3 6 57 85 1 6	Terminated Termin	Item   Iterminated   Iterminated   Iterminated     Iterminated	Inits   documents   Terminated   Issuance     Sees Terminated     17,295     avv     29   410   297   135   51   33   651   910   40   55   668   42   908     20   208   141   58   20   15   324   488   22   24   355   27   552     15   151   101   52   27   14   252   317   14   17   256   28   306     5   85   63   30   9   6   160   153   12   11   119   11   161     4   81   51   36   4   10   150   189   10   7   143   14   207     41   17   11   3   6   57   85   1   6   69   4   102	Item   Iter   Issuance     Issuance     Iterminated   Issuance     Iterminated   Iterminated     Iterminated   Iterminated     Iterminated   Iterminated     Iterminated   Iterminated     Iterminated   Iterminated     Iterminated   Iterminated   Iterminated     Iterminated   Iterminated   Iterminated     Iterminated   Iterminated     Iterminated   Iterminated     Iterminated   Iterminated     Iterminated   Iterminated     Iterminated   Iterminated     Iterminated   Iterminated     Iterminated   Iterminated     Iterminated   Iterminated     Iterminated   Iterminated     Iterminated   Iterminated   Iterminated     Iterm	Ints   documents   Terminated   Issuance     sees Terminated     17,295     aw     29   410   297   135   51   33   651   910   40   55   668   42   908   85   1,537     20   208   141   58   20   15   324   488   22   24   355   27   552   34   954     15   151   101   52   27   14   252   317   14   17   256   28   306   29   650     5   85   63   30   9   6   160   153   12   11   119   11   161   8   355     4   81   51   36   4   10   150   189   10   7   143   14   207   15   388     41   17   11   3   6   57   85   1   6   69   4   102   13   153     <	Ints   documents   Terminated   Issuance     Issuance     Issuance     Issuance     Inted   Issuance     Issuance     Issuance     Issuance     Inted   Issuance     Inted   Issuance     Inted   Issuance     Inted   Issuance     Inted   Issuance     Inted   Inted   Issuance     Integration of the state o	Ints   documents   Terminated   Issuance     sess Terminated     17,295     29   410   297   135   51   33   651   910   40   55   668   42   908   85   1,537   101   106     20   208   141   58   20   15   324   488   22   24   355   27   552   34   954   42   60     15   151   101   52   27   14   252   317   14   17   256   28   306   29   650   42   46     5   85   63   30   9   6   160   153   12   11   119   11   161   8   355   15   20     4   81   51   36   4   10   150   189   10   7   143   14   207   15   388   32   33     41   17   11   3   6   57   85	Ints   documents   Terminated   Issuance     ses Terminated     17,295     29 410 297 135 51 33 651 910 40 55 668 42 908 85 1,537 101 106 125     20 208 141 58 20 15 324 488 22 24 355 27 552 34 954 42 60 44     15 151 101 52 27 14 252 317 14 17 256 28 306 29 650 42 46 54     5 85 63 30 9 6 160 153 12 11 119 11 161 8 355 15 20 21     4 81 51 36 4 10 150 189 10 7 143 14 207 15 388 32 33 41     41 17 11 3 6 57 85 1 6 69 4 102 13 153 14 17 19     2

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.

. SNAP Case documents		SNAP Cases Terminated	SNAP Benefit Issuance	FNS - 388	SNAP Recertification Packets Received	
	-	efit Issuance				
NOV - 201	.6	DEC - 2016	JAN - 2017	FEB - 2017	MAR - 2017	
\$21,680,	602	\$21,673,688	\$20,776,573	\$20,380,136	\$20,224,519	
Daily Benefi	t Issua	ance				
NOV - 2016		\$1,709,742				
DEC - 2016		\$1,773,949				
JAN - 2017		\$1,982,292				
FEB - 2017		\$2,005,023				
MAR - 2017		\$1,348,369				
Grand Total					\$9,596,868	

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 daily issuance amount would change due to retroactivity taking place on the daily basis. 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.

SNA P Ca se ..

### FNS - 388

Rhode Island			e of Rhode Island ent of Human Services
	State Issuance and Partic	cipation Estimates	
Report ID: FNS-388			Run Date: 03/06/2017
Report Period: 03/2017			Run Time: 10:35:08AM
State Issuance and Participation Estimates	Current Month - March	Previous Month - February	Second Preceding Month - January
Issuance (Dollars)	\$21,135,695.11	\$22,254,456.36	\$22,872,202.24
Number of Participating People	153,106	161,936	168,521
(a) Non Assistance (see Special Instructions for Ma	arch and September Reporting of this Item)		156,649
(b) Public Assistance (see Special Instructions for M	March and September Reporting of this Item)		11,872
Number of Participating Households	93,536	98,259	101,103
(a) Non Assistance (see Special Instructions for Ma	arch and September Reporting of this Item)		98,782
(b) Public Assistance (see Special Instructions for N	March and September Reporting of this Item)	)	2,321

This displays the current FNS-388 report executed as of 03/06/2017.

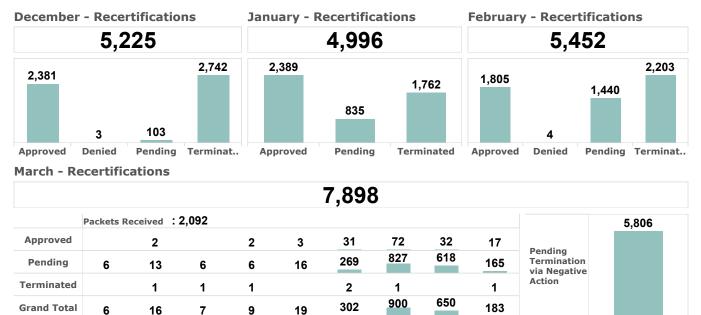
			SNAP Benefit Issuance		SNAP Recertification Packets Received	
--	--	--	--------------------------	--	--	--

### Recertifications

01 Jan

08 Jan

15 Jan



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.Past recertification data is a snapshot of the data at the end of the month of the recertification period. The current month recertifications (February) will represent the current status and the numbers will continue to change through the end of the month.

05 Feb

12 Feb

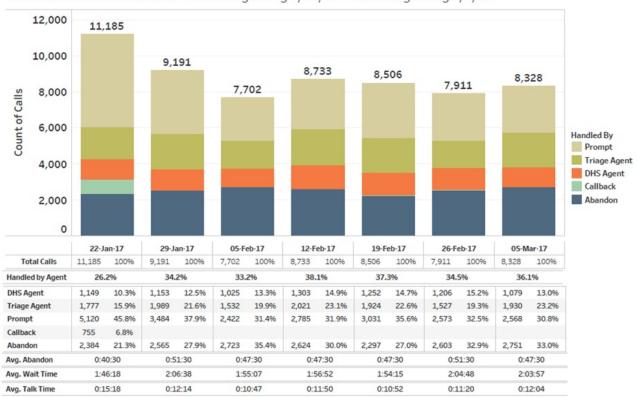
19 Feb

26 Feb

Packets Not Received

22 Jan

29 Jan

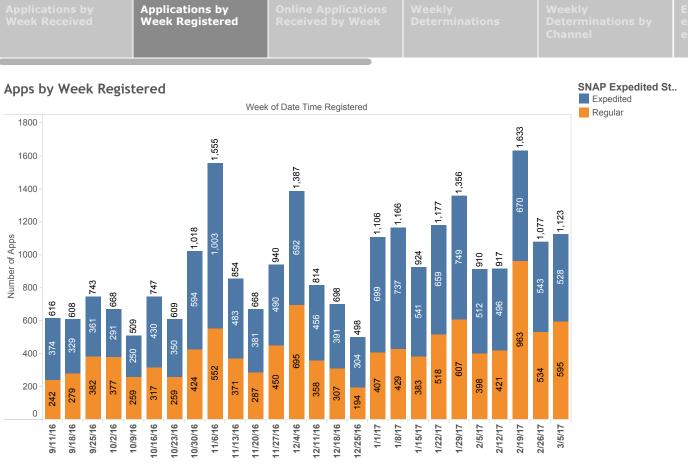


DHS Call Center Dashboard - Week Beginning 1/22/17 - Week Beginning 3/5/17

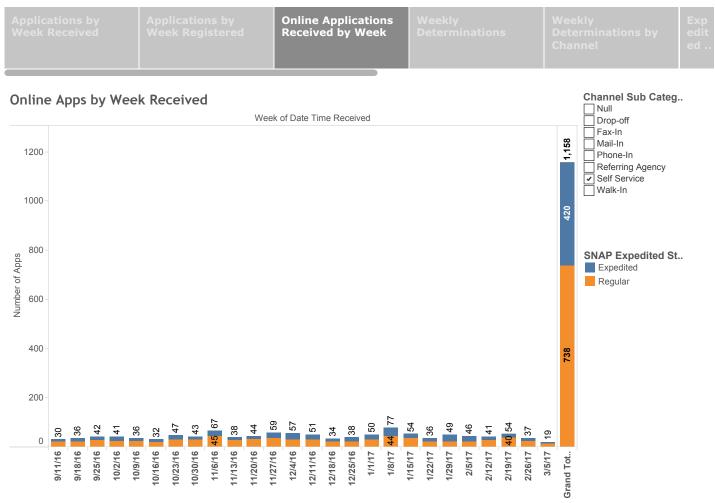
Applications by Week Received

SNAP Expedited St.. Apps By Week Received Expedited Week of Date Time Received Regular 1,697 1800 1600 1,403 1,283 1400 ,268 1,107 1,103 1200 Sddy 1000 800 1200 1,040 965 792 936 890 878 887 763 853 806 8 548 755 742 739 732 558 677 485 637 629 616 566 507 600 439 477 413 420 364 400 687 611 566 555 520 409 42 388 200 367 417 364 342 24 296 301 278 282 245 0 10/9/16 10/23/16 11/6/16 11/13/16 12/4/16 12/18/16 1/1/17 1/15/17 1/29/17 10/2/16 1/8/17 1/22/17 2/26/17 9/11/16 9/18/16 9/25/16 10/16/16 10/30/16 11/20/16 11/27/16 12/11/16 12/25/16 2/5/17 2/12/17 2/19/17 3/5/17

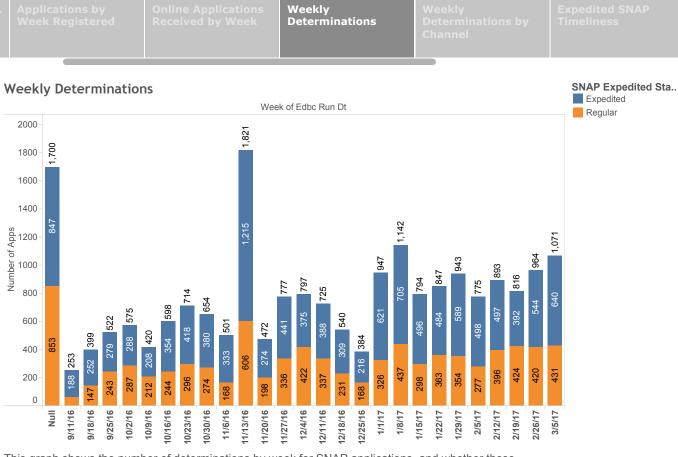
This graph shows the number of SNAP applications by the week in which they were received. Received date is defined based on the date stamp on the application corresponding to the day when the applicant filed their paperwork with DHS. Applications are defineded as DHS-2 Applications, or those documents 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.



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.



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.



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 idiosyncracies.

Online Applications Received by Week Weekly Determinations Weekly Determinations by Channel Expedited SNAP Timeliness

Regular SNAP Timeliness

SNAP Expedited Sta..

#### Weekly Determinations by Channel

veekiy Delei		ιαι	101	12 1	IJу	CII	am	IIEI																					Exp
Channel Sub Catego	ry1												Wee	ek of	Edb	c Ru	un D	t											Reg
Walk-In		357	207	324	378	476	356	482	497	466	259	494	306	450	522	394	288	240	646	609	401	432	609	408	429	293	428	424	
Drop-off		812	36	50	94	60	46	70	110	79	101	326	88	197	190	204	171	106	223	396	324	337	285	298	390	436	420	493	
/ail-In		253	8	18	29	21	14	38	06	93	136	974	71	119	72	117	65	32	20	121	52	62	33	59	61	57	50	62	
Self Service		104				-			7	4	e	9	7	4	4	e	9	2	-	5	7	7	9	З	5	26	56	84	
Phone-In		5	-	9	20	15	e	5	10	6		15	4	5	5	4	8	4	7	80	9	9	8	в	7	ю	5	ю	
Null		165				-		-		-											-								
Fax-In		4	-	-	-	-	-	2	e	-	2	5		7	2	e	-			ю	e	2	7	e	-	-	7	-	
Referring Agency									5	-		-	-		7		-					-		-			e	4	
		Null	9/11/16	9/18/16	9/25/16	10/2/16	10/9/16	10/16/16	10/23/16	10/30/16	11/6/16	11/13/16	11/20/16	11/27/16	12/4/16	12/11/16	12/18/16	12/25/16	1/1/17	1/8/17	1/15/17	1/22/17	1/29/17	2/5/17	2/12/17	2/19/17	2/26/17	3/5/17	

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.

Expedited SNAP Timeliness **Program Code Expedited SNAP Timeliness by Week** SNAP Expd. Week of 'Fixed' End Date for Completed Cases SNAP Non-Expd. 1400 1400 1,243 Overdue (Y/N)? 1200 1200 22.28% Not Overdue Overdue 1000 1000 Number of Records 795 Number of Apps 800 800 692 689 622 593 549 546 600 600 F0 22 529 525 480 49.01% 453 47.72% 435 68.80% 46.30% 432 412 56.669 56.19% 388 367 51.23% 44.76% 353 59.71% 67.52 400 400 338 48.97% 298 69.15% 282 289 266 .28% 61\_04% 229 220 196 72.66% 200 200 32.65% 0 0 10/23/16 11/20/16 11/27/16 9/18/16 10/9/16 11/13/16 12/11/16 12/18/16 12/25/16 1/1/17 1/8/17 1/15/17 1/22/17 1/29/17 2/5/17 2/12/17 2/19/17 2/26/17 3/5/17 9/11/16 10/30/16 11/6/16 9/25/16 10/2/16 0/16/16 12/4/16

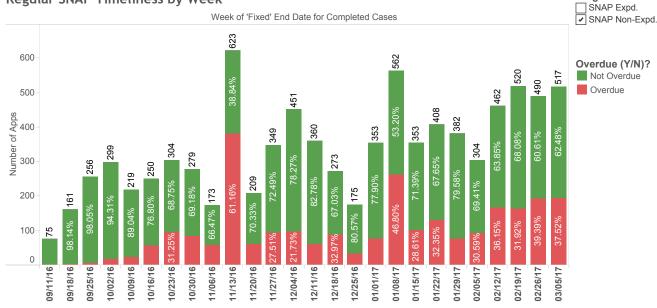
This graph shows the number of determinations by week for SNAP applications, and whether those applications were expedited or regular, by the channel through which that application was submitted. The date used is the last date eligibility was run according to a custom extract from RI Bridges created 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.

Weekly Determinations by Channel Expedited SNAP Timeliness Regular SNAP Timeliness

ays from egistered to eceived VIP Regular Applications Excel

**Program Code** 

#### **Regular SNAP Timeliness by Week**



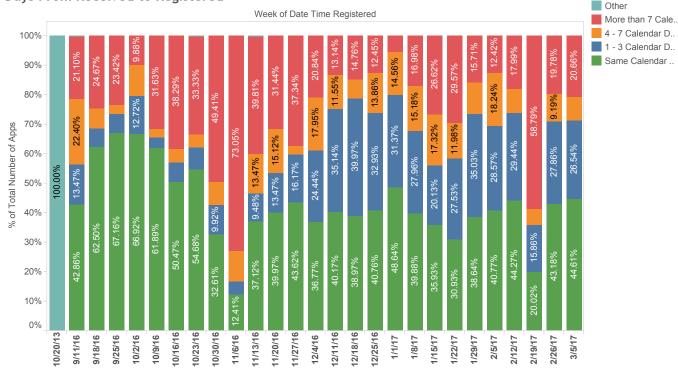
This graph shows the number of regular determinations by week for SNAP applications, and whether those applications were determined within 30 days or receipt, or not. The days are calculated as the number of days from date application received and the date the final eligibility determination was rendered. 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 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

Wee kly Det.. Regular S Timelines Days from Registered to Received

WIP Regular Applications Excel WIP Expedited Applications Excel

Received to Regi..

#### 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, regarless 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.

Wee kly Det		Days from Registered to Received	WIP Regular Applications Excel	WIP Expedited Applications Excel

FNS Regular Bins

#### WIP Regular Applications Excel

Responsibility Status	30 Days or Fewer	31 - 60 Days	61 - 90 Days	91 - 120 Days	121 + Days	Grand Total
Client	374	229	179	100	65	947
DHS	338	105	57	82	162	744
Not assigned	6	3	2			11
Grand Total	718	337	238	182	227	1,702

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 asigned - 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.

|--|

#### WIP Expedited Applications Excel

Responsibility Status	7 Days or Less	8 - 30 Days	31 - 60 Days	61 - 90 Days	91 - 120 Days	120 + Days	Grand Total
Client	37	59	155	94	24	21	390
DHS	24	31	76	25	19	39	214
Not assigned	1		3	1	1	2	8
Grand Total	62	90	234	120	44	62	612

FNS Expedited Bins

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.