

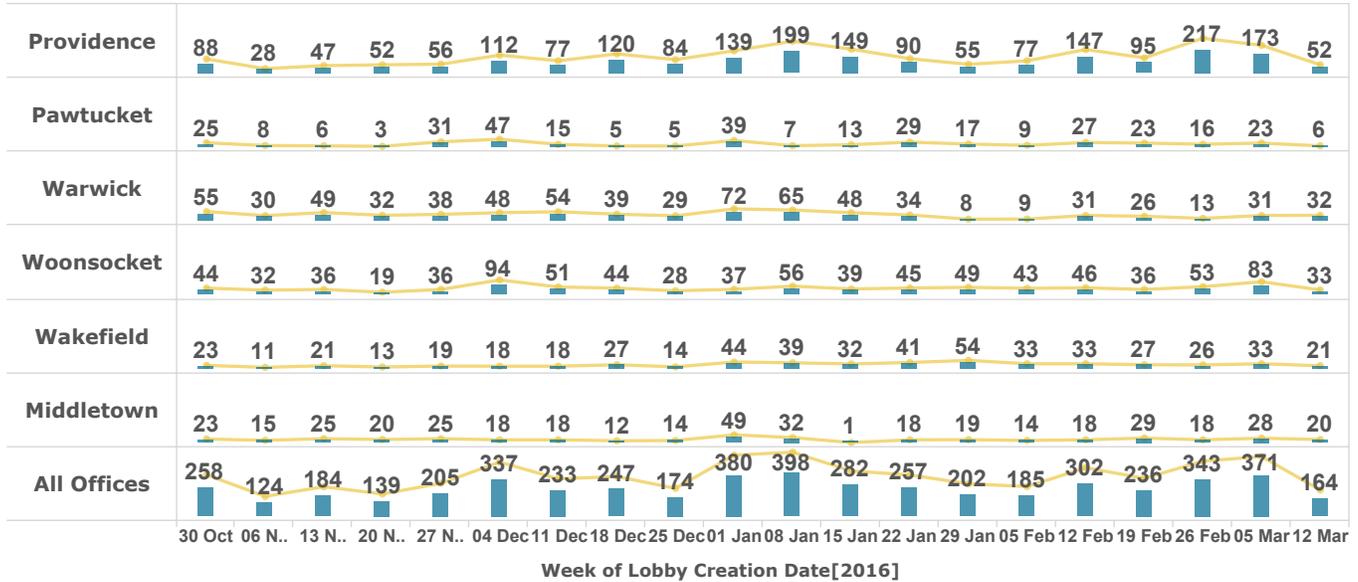
# FNS Report

Volume of SNAP Clients	Avg. Wait Time of SNAP Clients	SNAP Case documents	SNAP Cases Terminated	SNAP Benefit Issuance	FNS - 388
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## SNAP Client Volume by Office[Tasks]

**6,869**

### 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.

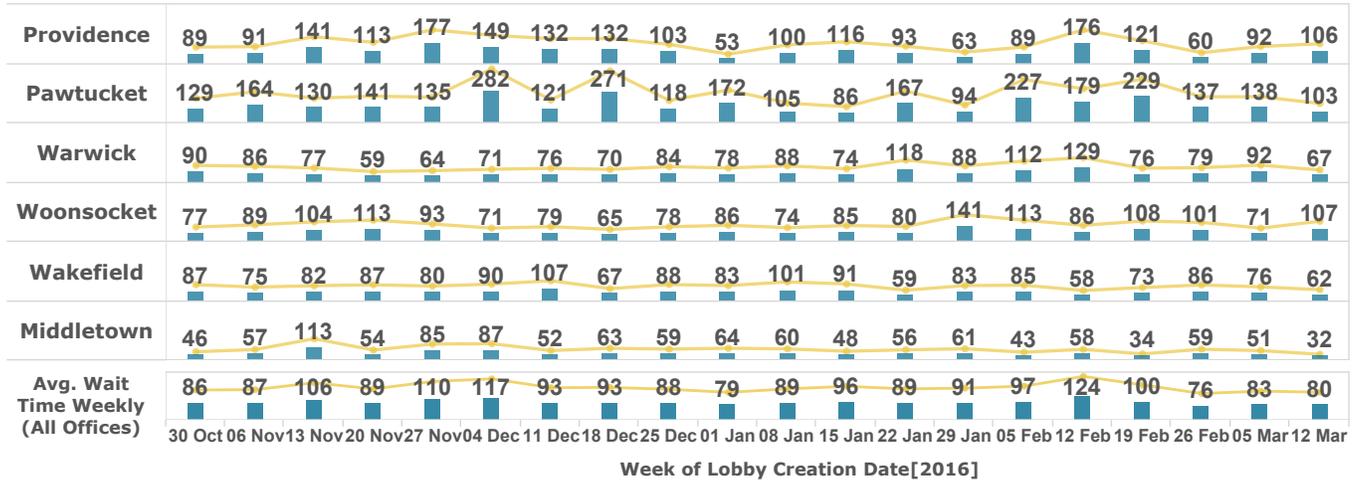
# FNS Report

Volume of SNAP Clients	Avg. Wait Time of SNAP Clients	SNAP Case documents	SNAP Cases Terminated	SNAP Benefit Issuance	FNS - 388
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## Average Wait Time of SNAP Clients by Office [Minutes]

**95**

### Weekly View by Office



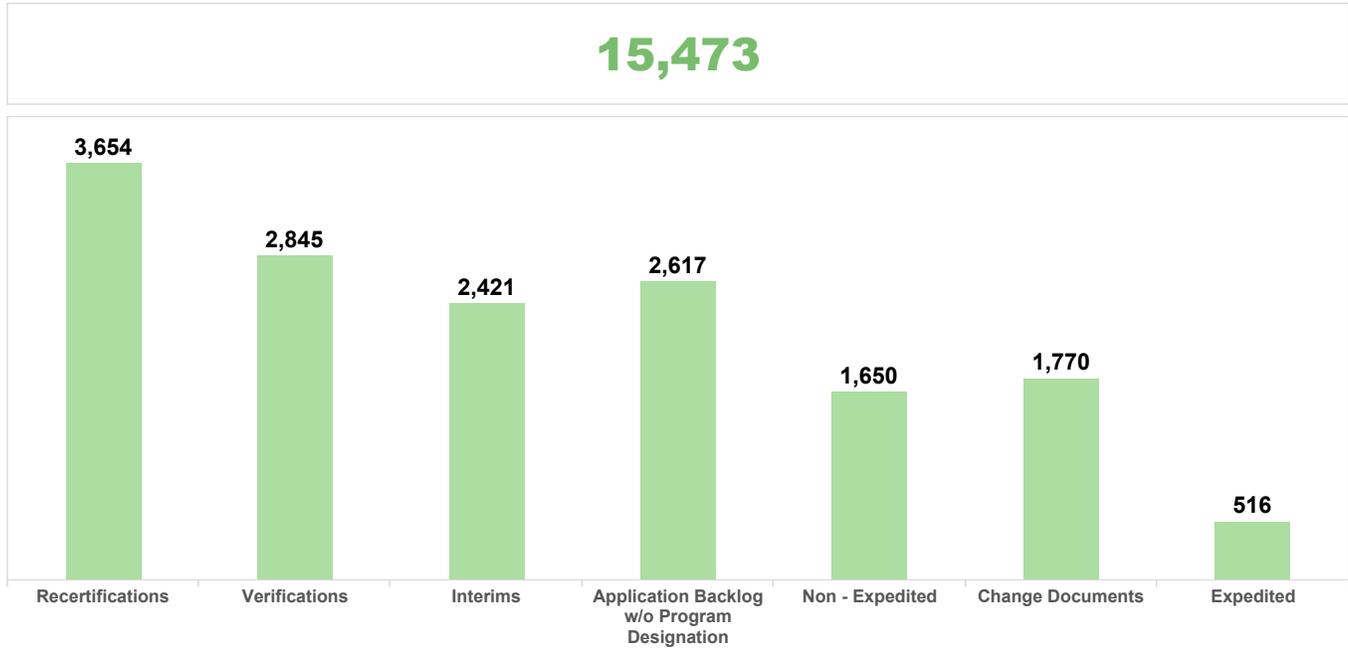
Avg. Wait time of SNAP clients - This graph shows the weekly view of the average time SNAP specific clients are waiting in each office. This data assumes that a family on multiple programs is coming into the office to be served for SNAP even if they are checking on the status of additional programs (i.e. 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	<b>SNAP Case documents</b>	SNAP Cases Terminated	SNAP Benefit Issuance	FNS - 388
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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	<b>SNAP Cases Terminated</b>	SNAP Benefit Issuance	FNS - 388	S N A..
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## SNAP Cases Terminated

17,102

### Weekly View

Providence	29	408	295	134	51	32	639	901	40	54	640	42	891	83	1,447	100	104	124	89	20
Pawtucket	20	205	139	57	20	15	316	482	22	24	346	26	536	33	873	40	59	43	58	14
Woonsocket	15	151	100	52	27	14	247	311	14	16	249	28	302	29	607	39	46	53	25	15
Wakefield	5	84	63	30	9	6	157	149	11	11	114	11	159	8	332	15	20	21	15	2
Warwick	4	81	51	34	4	10	149	187	10	7	137	14	200	15	372	32	33	41	24	3
Middletown		39	17	11	3	6	55	84	1	6	67	4	102	12	143	13	16	19	18	4
DHS Central Operations															2					
Grand Total	73	968	665	318	114	83	1,563	2,114	98	118	1,553	125	2,190	180	3,776	239	278	301	229	58
	Nov 06	Nov 13	Nov 20	Nov 27	Dec 04	Dec 11	Dec 18	Dec 25	Jan 01	Jan 08	Jan 15	Jan 22	Jan 29	Feb 05	Feb 12	Feb 19	Feb 26	Mar 05	Mar 12	Mar 19

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	<b>SNAP Benefit Issuance</b>	FNS - 388	SNAP Recertification Packets Received	Ca II C..
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## SNAP Monthly Benefit Issuance

NOV - 2016	DEC - 2016	JAN - 2017	FEB - 2017	MAR - 2017
<b>\$21,680,602</b>	<b>\$21,673,688</b>	<b>\$20,776,573</b>	<b>\$20,380,136</b>	<b>\$20,224,519</b>

## Daily Benefit Issuance

NOV - 2016	 <b>\$1,709,742</b>
DEC - 2016	 <b>\$1,773,949</b>
JAN - 2017	 <b>\$1,982,292</b>
FEB - 2017	 <b>\$2,005,023</b>
MAR - 2017	 <b>\$1,631,926</b>
<b>Grand Total</b>	 <b>\$9,596,868</b>

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.

# FNS Report

SNAP Cases Terminated	SNAP Benefit Issuance	<b>FNS - 388</b>	SNAP Recertification Packets Received	Call Center Metrics
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## FNS - 388

State Issuance and Participation Estimates		Current Month - March	Previous Month - February	Second Preceding Month - January
<b>Issuance (Dollars)</b>		\$21,135,695.11	\$22,254,456.36	\$22,872,202.24
<b>Number of Participating People</b>		153,106	161,936	168,521
(a) Non Assistance (see Special Instructions for March and September Reporting of this Item)				156,649
(b) Public Assistance (see Special Instructions for March and September Reporting of this Item)				11,872
<b>Number of Participating Households</b>		93,536	98,259	101,103
(a) Non Assistance (see Special Instructions for March and September Reporting of this Item)				98,782
(b) Public Assistance (see Special Instructions for March and September Reporting of this Item)				2,321

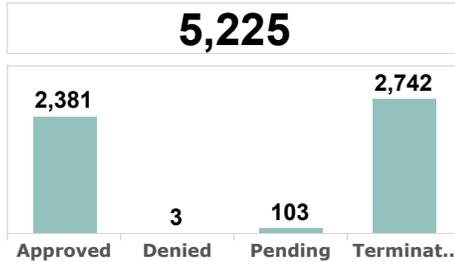
This displays the current FNS-388 report executed as of 03/06/2017.

# FNS Report

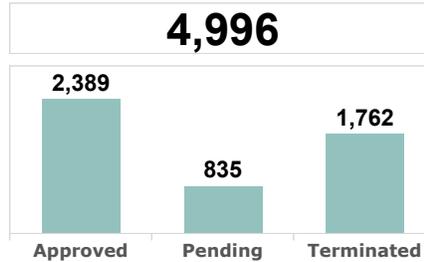
SNA P Ca se ..	SNAP Cases Terminated	SNAP Benefit Issuance	FNS - 388	<b>SNAP Recertification Packets Received</b>	Call Center Metrics
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## Recertifications

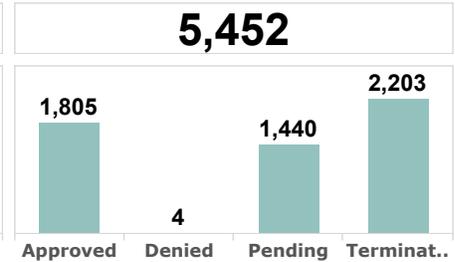
### December - Recertifications



### January - Recertifications



### February - Recertifications



### March - Recertifications

**7,898**

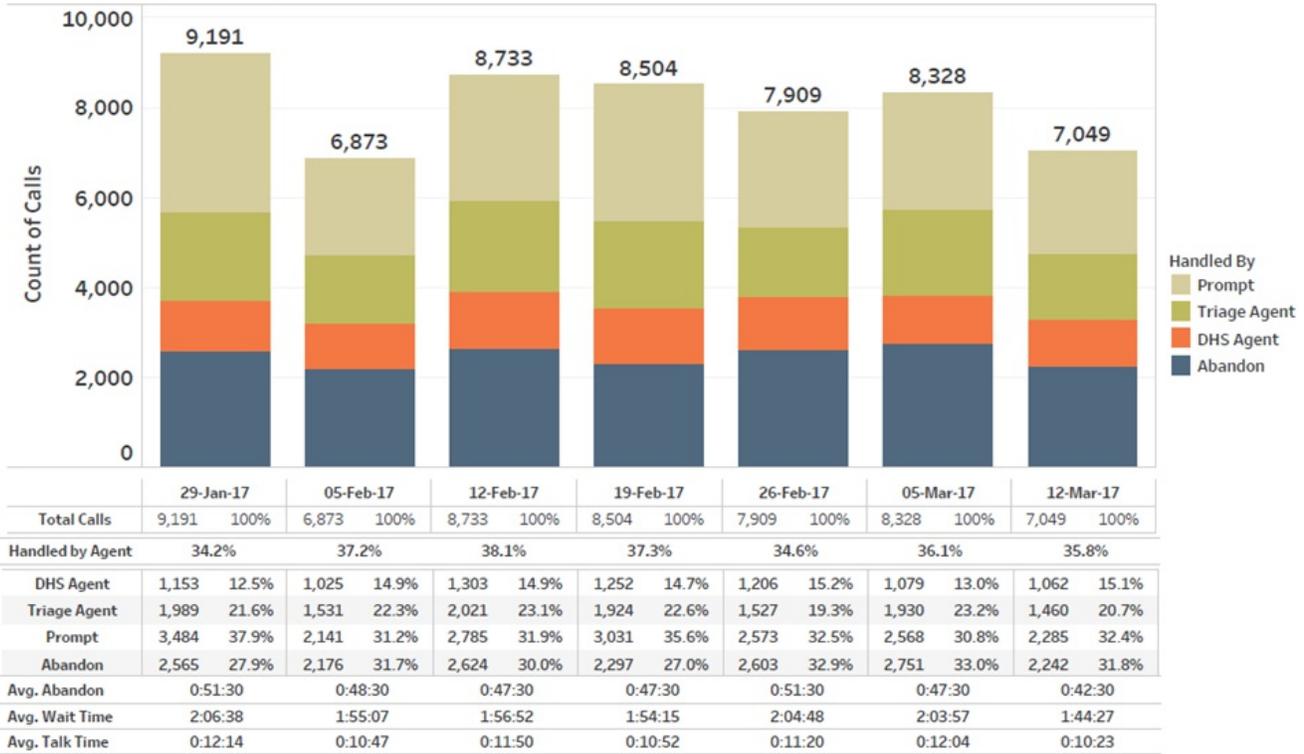
Packets Received : 2,241										Pending Termination via Negative Action 5,657 Packets Not Received
Approved	2	2	3	39	83	41	18			
Pending	6	13	6	8	15	263	819	708	207	
Terminated	1	1	1	2	1	1	1			
Grand Total	6	16	7	11	18	304	903	750	226	
	01 Jan	08 Jan	15 Jan	22 Jan	29 Jan	05 Feb	12 Feb	19 Feb	26 Feb	

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.

# FNS Report

SNA P Ca se ..	SNAP Cases Terminated	SNAP Benefit Issuance	FNS - 388	SNAP Recertification Packets Received	Call Center Metrics
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DHS Call Center Dashboard - Week Beginning 1/29/17 - Week Beginning 3/12/17

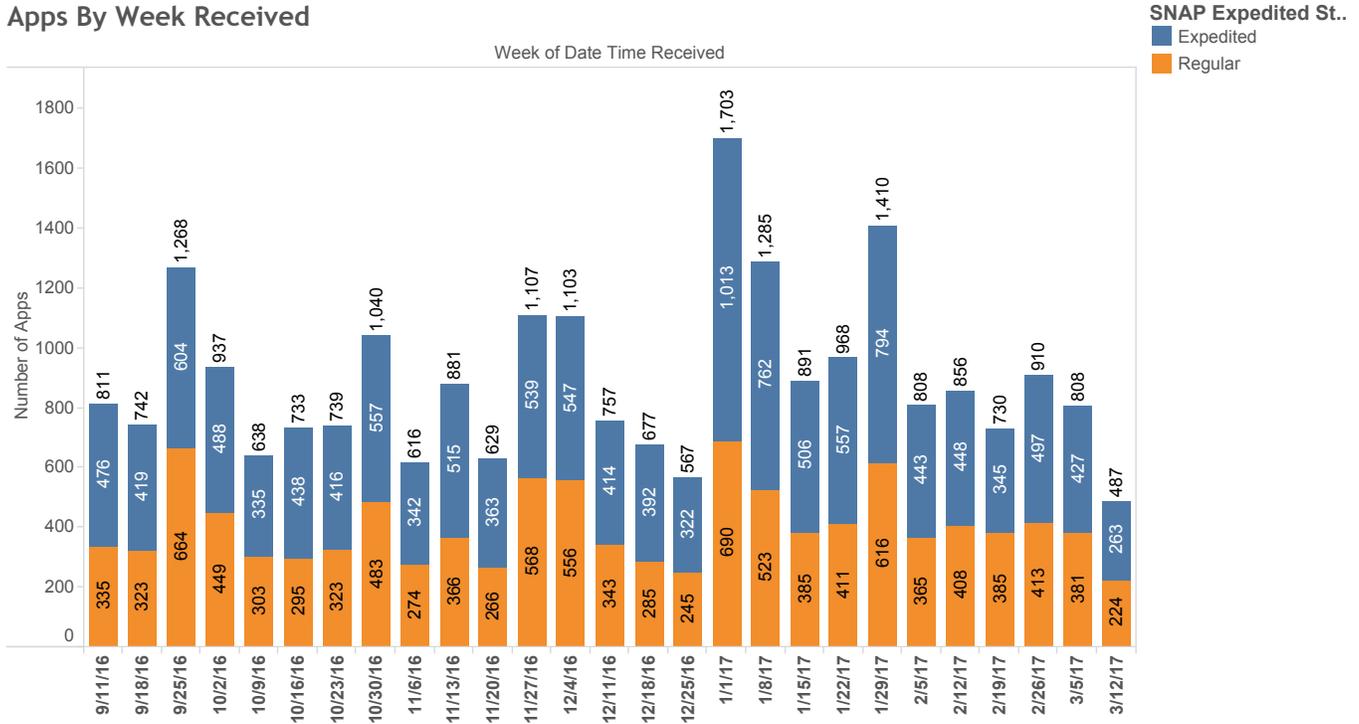


	29-Jan-17	05-Feb-17	12-Feb-17	19-Feb-17	26-Feb-17	05-Mar-17	12-Mar-17
<b>Total Calls</b>	9,191 100%	6,873 100%	8,733 100%	8,504 100%	7,909 100%	8,328 100%	7,049 100%
<b>Handled by Agent</b>	34.2%	37.2%	38.1%	37.3%	34.6%	36.1%	35.8%
DHS Agent	1,153 12.5%	1,025 14.9%	1,303 14.9%	1,252 14.7%	1,206 15.2%	1,079 13.0%	1,062 15.1%
Triage Agent	1,989 21.6%	1,531 22.3%	2,021 23.1%	1,924 22.6%	1,527 19.3%	1,930 23.2%	1,460 20.7%
Prompt	3,484 37.9%	2,141 31.2%	2,785 31.9%	3,031 35.6%	2,573 32.5%	2,568 30.8%	2,285 32.4%
Abandon	2,565 27.9%	2,176 31.7%	2,624 30.0%	2,297 27.0%	2,603 32.9%	2,751 33.0%	2,242 31.8%
<b>Avg. Abandon</b>	0:51:30	0:48:30	0:47:30	0:47:30	0:51:30	0:47:30	0:42:30
<b>Avg. Wait Time</b>	2:06:38	1:55:07	1:56:52	1:54:15	2:04:48	2:03:57	1:44:27
<b>Avg. Talk Time</b>	0:12:14	0:10:47	0:11:50	0:10:52	0:11:20	0:12:04	0:10:23

# 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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## Apps By Week Received

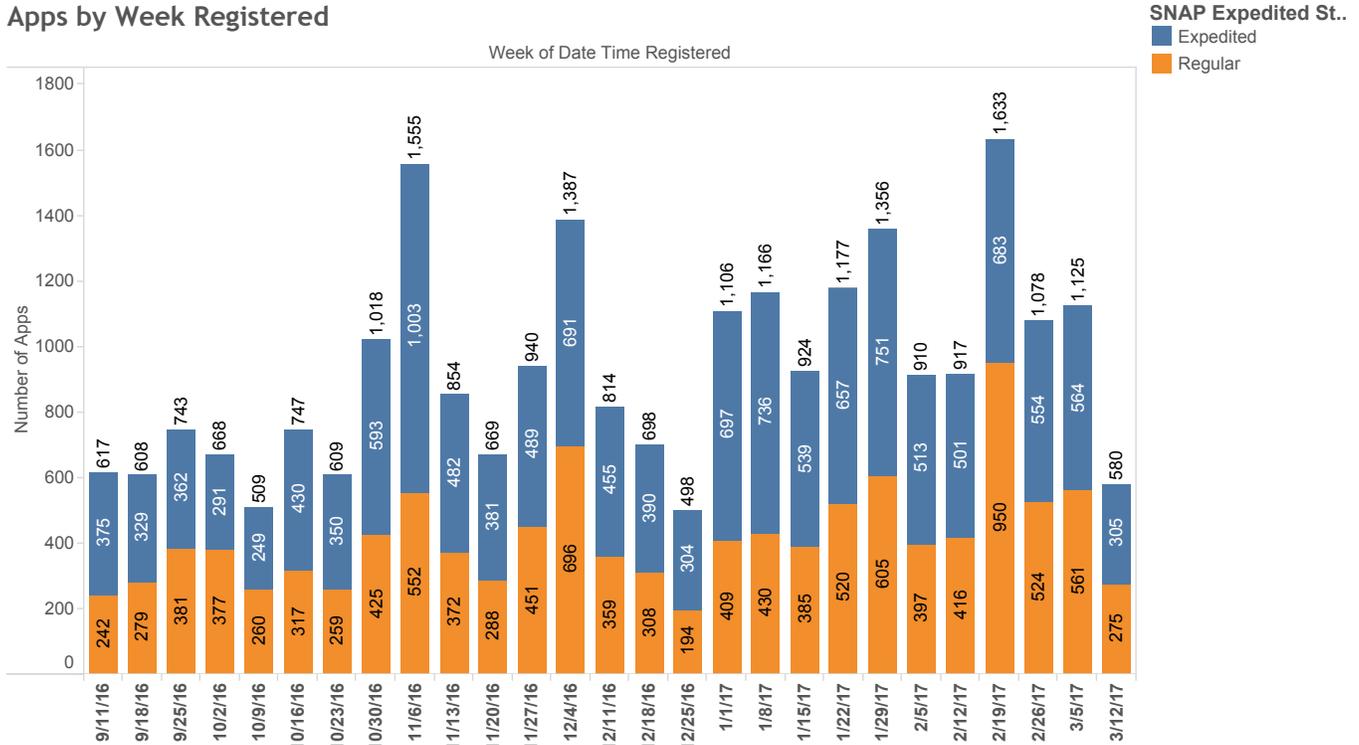


This graph shows the number of SNAP applications by the week in which they were received. Received date is defined based on the date stamp on the application corresponding to the day when the applicant filed their paperwork with DHS. Applications are defined as DHS-2 Applications, or those documents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

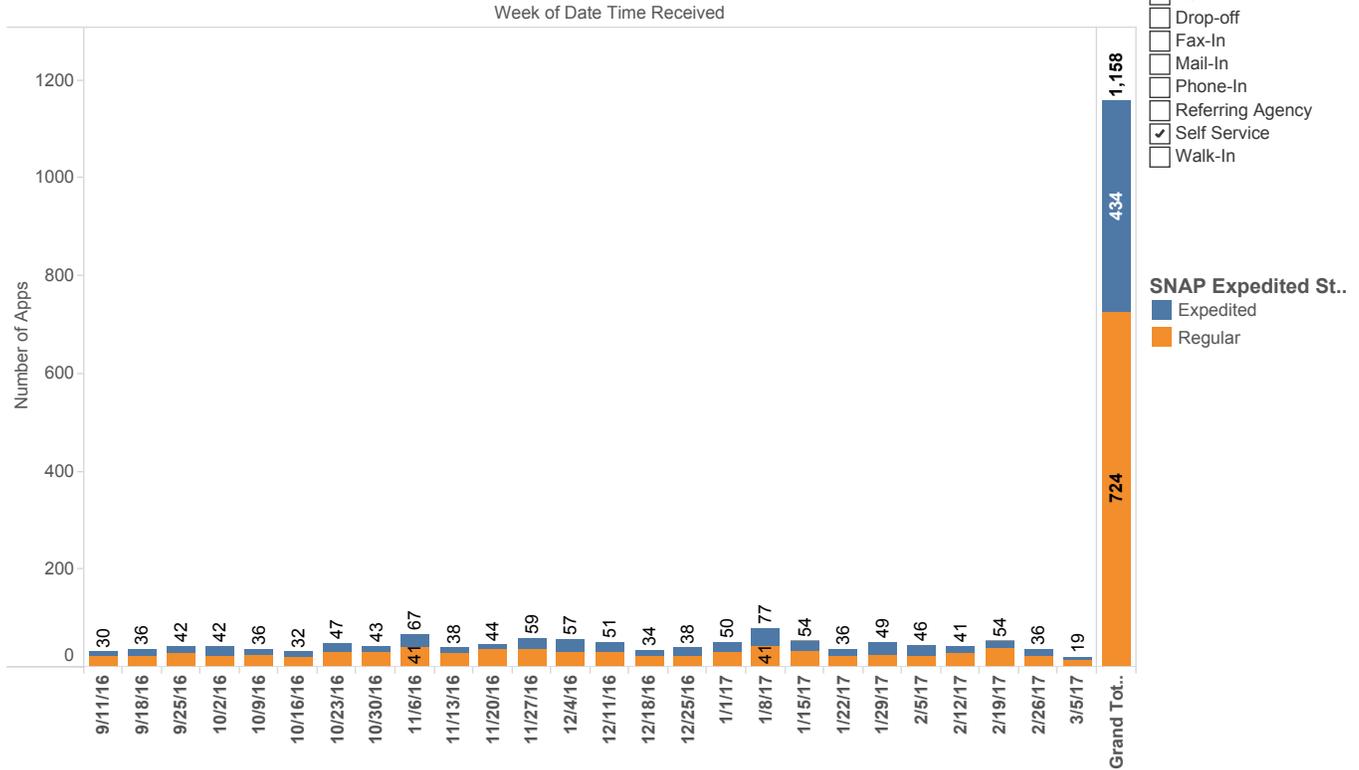


This graph shows the number of SNAP applications by the week in which they were registered (put in to RI Bridges). Registered date is the date on which a clerical worker took the paper form and entered it in to the system to be worked by an eligibility technician. This graph shows all applications, work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

# FNS Report

Applications by Week Received	Applications by Week Registered	<b>Online Applications Received by Week</b>	Weekly Determinations	Weekly Determinations by Channel	Expedit ed ..
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## Online Apps by Week Received

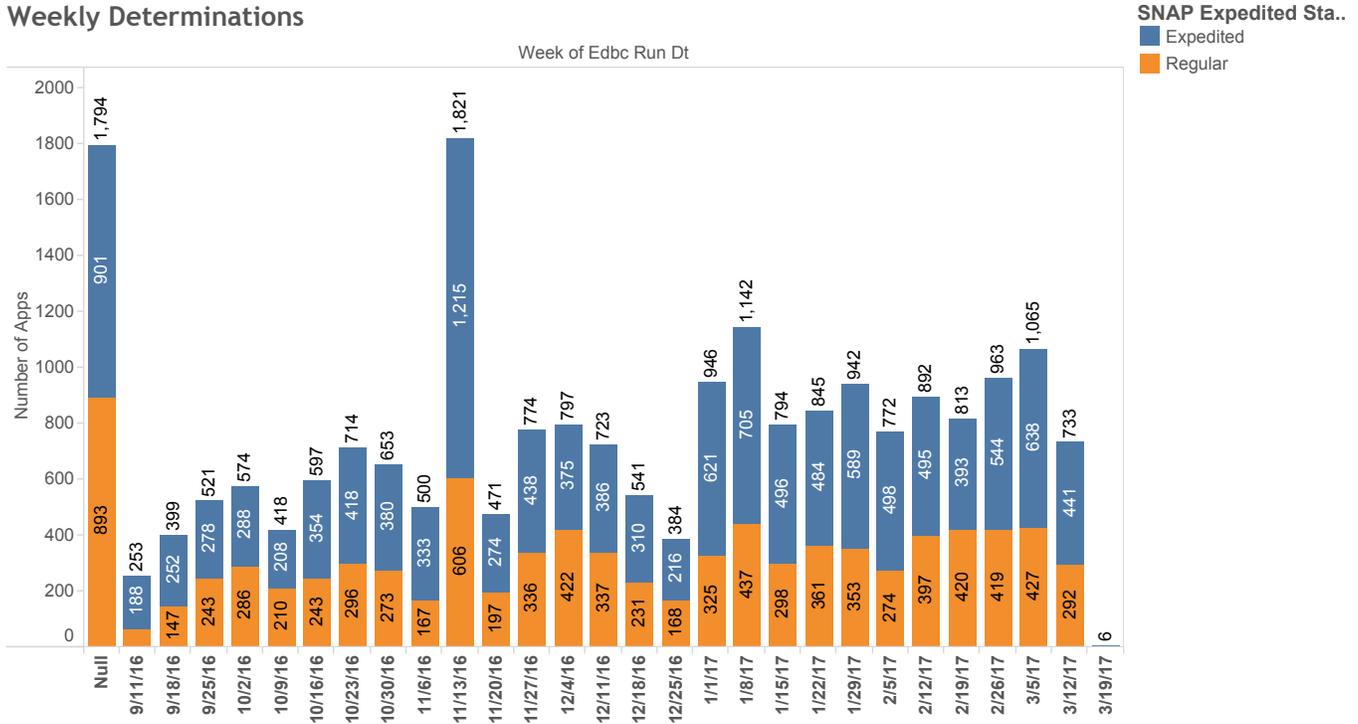


This graph shows the number of SNAP applications submitted through the self service portal by the week in which they were received. This graph shows all applications, work in progress and determined.

# FNS Report

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

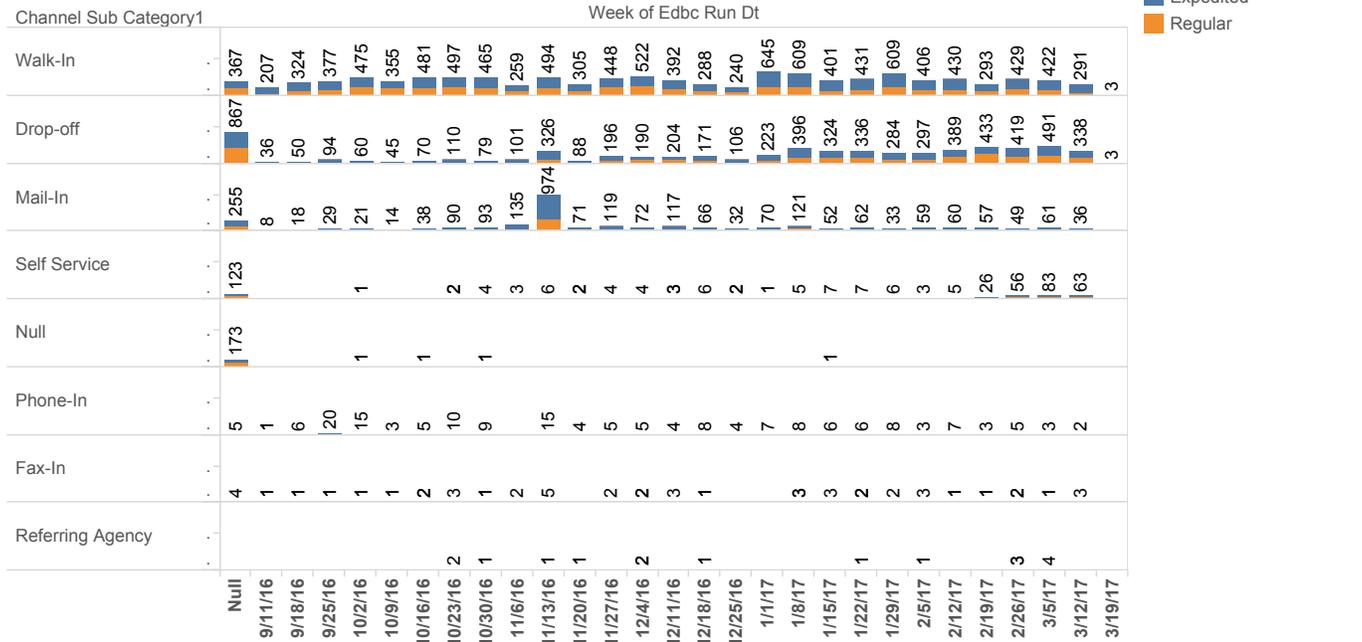


This graph shows the number of determinations by week for SNAP applications, and whether those applications were expedited or regular. The date used is the last date eligibility was run according to a custom extract from RI Bridges created in December 2016 for management purposes. This date is different 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 f..
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## Weekly Determinations by Channel

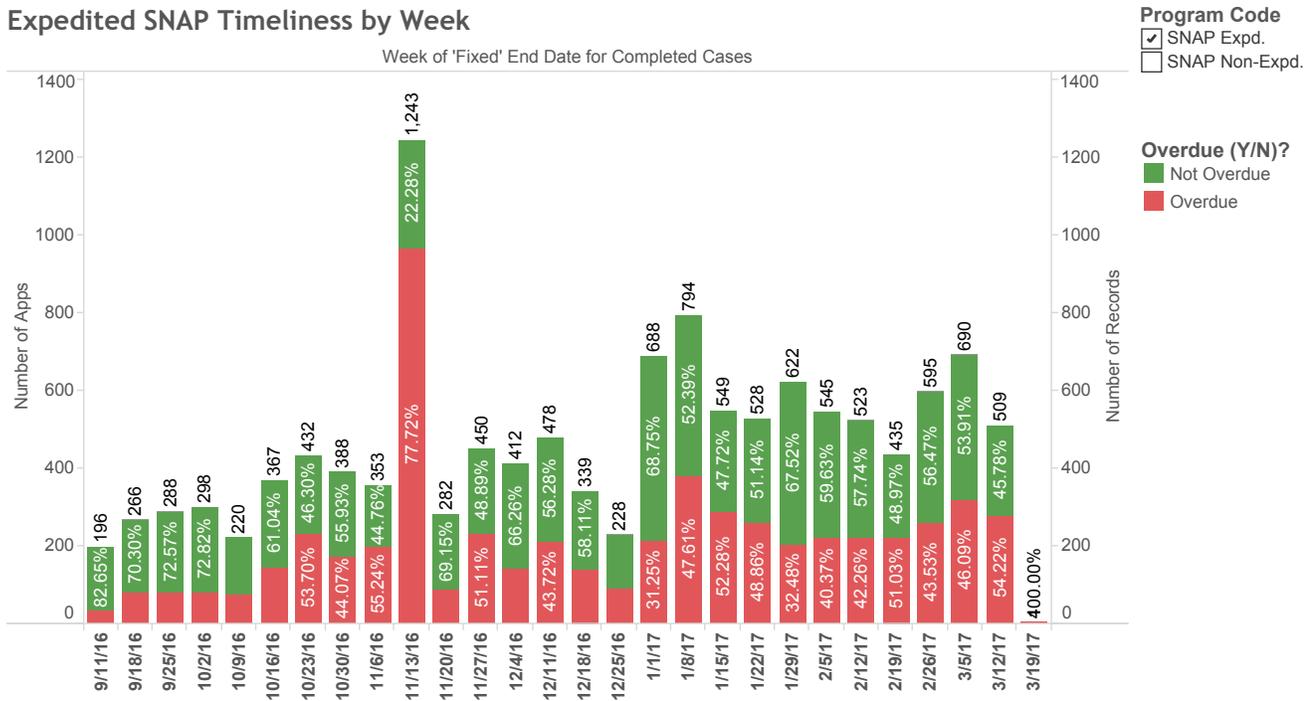


This graph shows the number of determinations by week for SNAP applications, and whether those applications were expedited or regular, by the channel through which that application was submitted. The date used is the last date eligibility was run according to a custom extract from RI Bridges created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

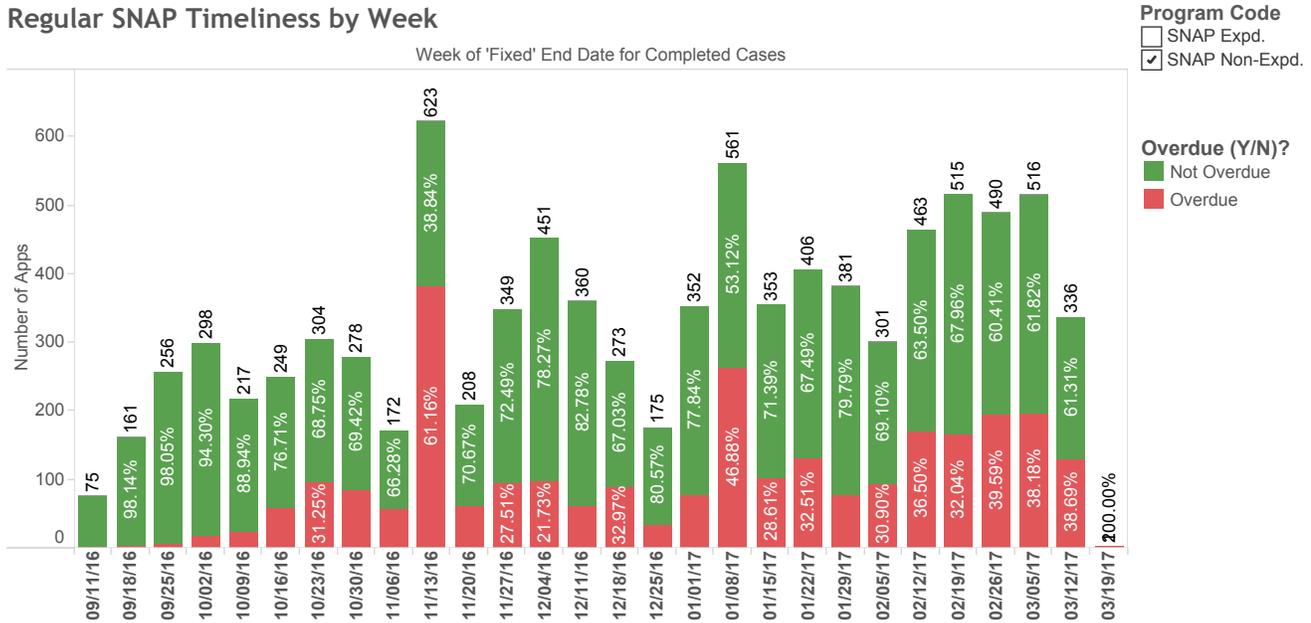


This graph shows the number of determinations by week for SNAP applications, and whether those applications were expedited or regular, by the channel through which that application was submitted. The date used is the last date eligibility was run according to a custom extract from RI Bridges created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

# FNS Report

Weekly Determinations by Channel	Expedited SNAP Timeliness	Regular SNAP Timeliness	Days from Registered to Received	WIP Regular Applications Excel	WIP E..
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## Regular SNAP Timeliness by Week

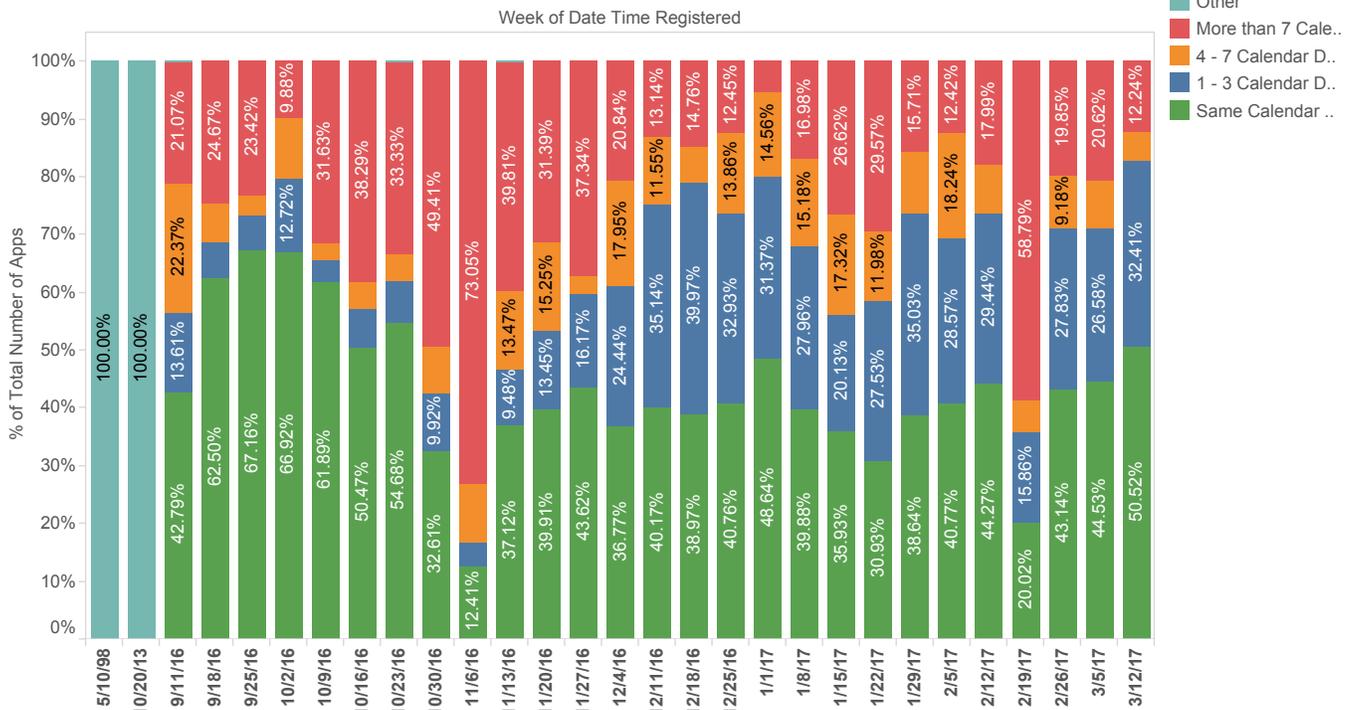


This graph shows the number of regular determinations by week for SNAP applications, and whether those applications were determined within 30 days of receipt, or not. The days are calculated as the number of days from date application received and the date the final eligibility determination was rendered.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

Weekly Det..	Expedited SNAP Timeliness	Regular SNAP Timeliness	Days from Registered to Received	WIP Regular Applications Excel	WIP Expedited Applications Excel
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## Days From Received to Registered (2)



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

Weekly Det..	Expedited SNAP Timeliness	Regular SNAP Timeliness	Days from Registered to Received	WIP Regular Applications Excel	WIP Expedited Applications Excel
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## WIP Regular Applications Excel

Responsibility Status	FNS Regular Bins					Grand Total
	30 Days or Fewer	31 - 60 Days	61 - 90 Days	91 - 120 Days	121 + Days	
Client	311	219	189	117	88	924
DHS	317	126	53	71	147	714
Not assigned	6	4	2			12
<b>Grand Total</b>	<b>634</b>	<b>349</b>	<b>244</b>	<b>188</b>	<b>235</b>	<b>1,650</b>

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 Det..	Expedited SNAP Timeliness	Regular SNAP Timeliness	Days from Registered to Received	WIP Regular Applications Excel	WIP Expedited Applications Excel
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## WIP Expedited Applications Excel

FNS Expedited Bins

Responsibility Status	7 Days or Less	8 - 30 Days	31 - 60 Days	61 - 90 Days	91 - 120 Days	120 + Days	Grand Total
Client	27	57	91	94	32	41	342
DHS	32	30	37	35	11	21	166
Not assigned		2	3	1	1	1	8
<b>Grand Total</b>	59	89	131	130	44	63	516

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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