

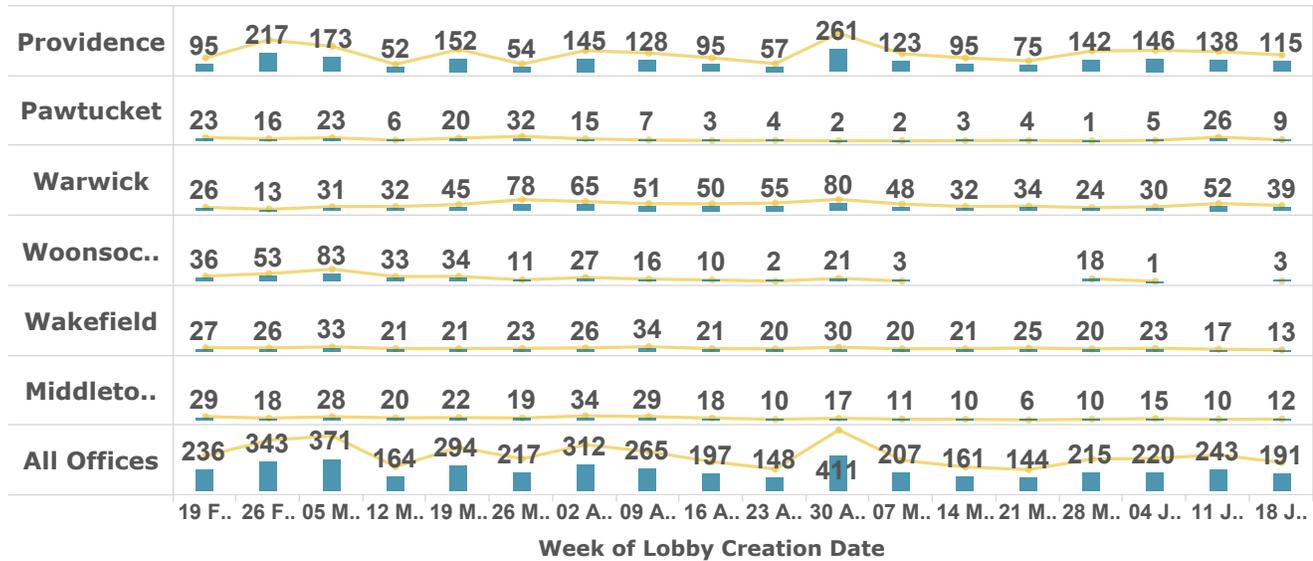
# FNS Report

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]

**10,176**

### 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. 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]

**98**

### Weekly View by Office

Providence	118	111	91	105	192	139	163	128	116	146	99	129	107	78
Pawtucket	143	420	183	227	112	172	159	45	92	98	28	87	421	170
Warwick	88	92	60	114	138	69	96	117	101	113	134	130	106	128
Woonsocket	97	111	93	69	82	33	75	143			77	77		35
Wakefield	83	78	55	85	96	100	84	88	95	79	65	65	46	65
Middletown	35	41	49	56	40	63	47	101	99	23	119	63	64	58
Avg. Wait Time Weekly (All Offices)	93	116	73	90	125	94	121	116	106	108	97	108	123	87
	Mar 19	Mar 26	Apr 2	Apr 9	Apr 16	Apr 23	Apr 30	May 7	May 14	May 21	May 28	Jun 4	Jun 11	Jun 18

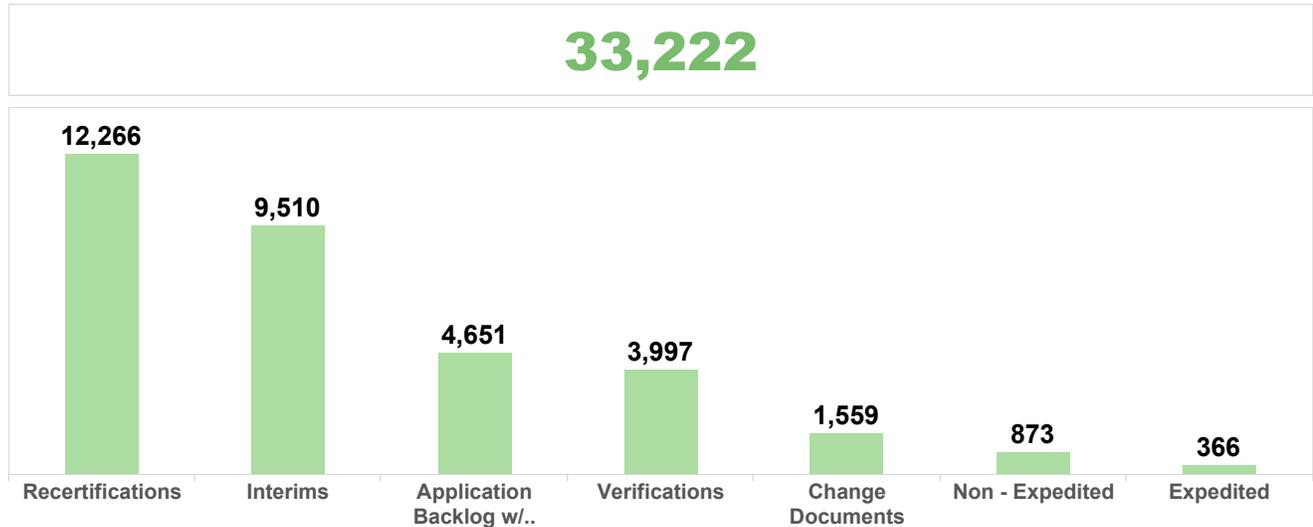
Week of Lobby Creation Date

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.

# 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 since September 2016– 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	SNAP Benefit Issuance	FNS - 388	S N.
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## SNAP Cases Terminated

**28,505**

### Weekly View

Providen..	84	111	74	111	1,165	102	146	1,546	112	96	113	1,738	97	138	197	177	148
Pawtucket	46	40	46	60	730	63	55	890	61	71	63	936	61	81	77	78	83
Woonso..	41	45	21	57	469	37	39	639	34	29	47	637	35	54	64	47	55
Wakefield	18	19	13	21	272	27	19	316	22	8	23	328	21	30	25	21	18
Warwick	27	34	20	36	251	29	26	340	27	23	26	335	15	30	29	33	30
Middleto..	11	17	13	16	149	9	15	157	11	9	11	166	12	20	14	20	19
DHS Cen..	1																
Grand Total	227	266	187	301	3,036	267	300	3,888	267	236	283	4,141	241	353	406	376	353
	Feb 26	Mar 05	Mar 12	Mar 19	Mar 26	Apr 02	Apr 09	Apr 16	Apr 23	Apr 30	May 07	May 14	May 21	May 28	Jun 04	Jun 11	Jun 18

### Week of Eligibility Authorization Date

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	C al l..
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## SNAP Monthly Benefit Issuance

MAR - 2017	APR - 2017	MAY - 2017	JUNE - 2017
<b>\$20,224,519</b>	<b>\$20,907,375</b>	<b>\$20,187,011</b>	<b>\$19,856,831</b>

## Daily Benefit Issuance

MAR - 2017	 \$2,083,627
APR - 2017	 \$1,729,833
MAY - 2017	 \$1,840,635
JUN - 2017	 \$2,440,267
<b>Grand Total</b>	 <b>\$17,691,230</b>

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 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

SN AP Ca..	SNAP Cases Terminated	SNAP Benefit Issuance	<b>FNS - 388</b>	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: 06/05/2017	
Report Period: 06/2017		Run Time: 5:56:55PM	
State Issuance and Participation Estimates	Current Month - June	Previous Month - May	Second Preceding Month - April
Issuance (Dollars)	\$20,314,839.36	\$21,684,185.41	\$22,254,908.55
Number of Participating People	147,686	157,662	161,921
(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	89,598	95,219	97,846
(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)			

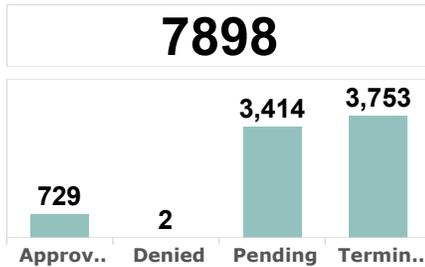
This displays the current FNS-388 report executed as of 06/03/2017.

# FNS Report

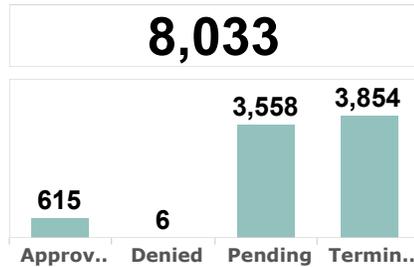
SNAP Cases Terminated	SNAP Benefit Issuance	FNS - 388	SNAP Recertification Packets Received	Call Center Metrics
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## Recertifications

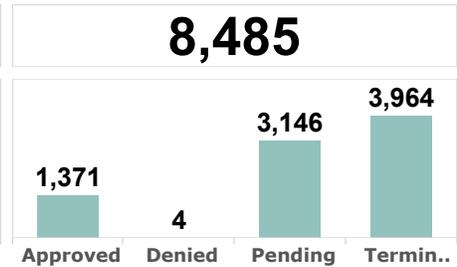
### March - Recertifications



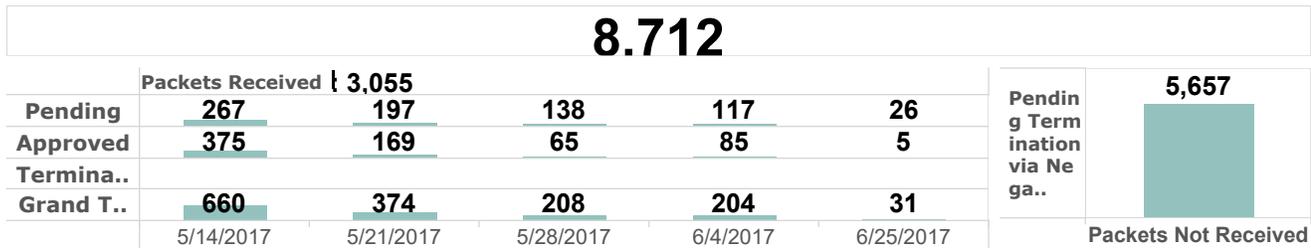
### April - Recertifications



### May - Recertifications



### June - Recertifications

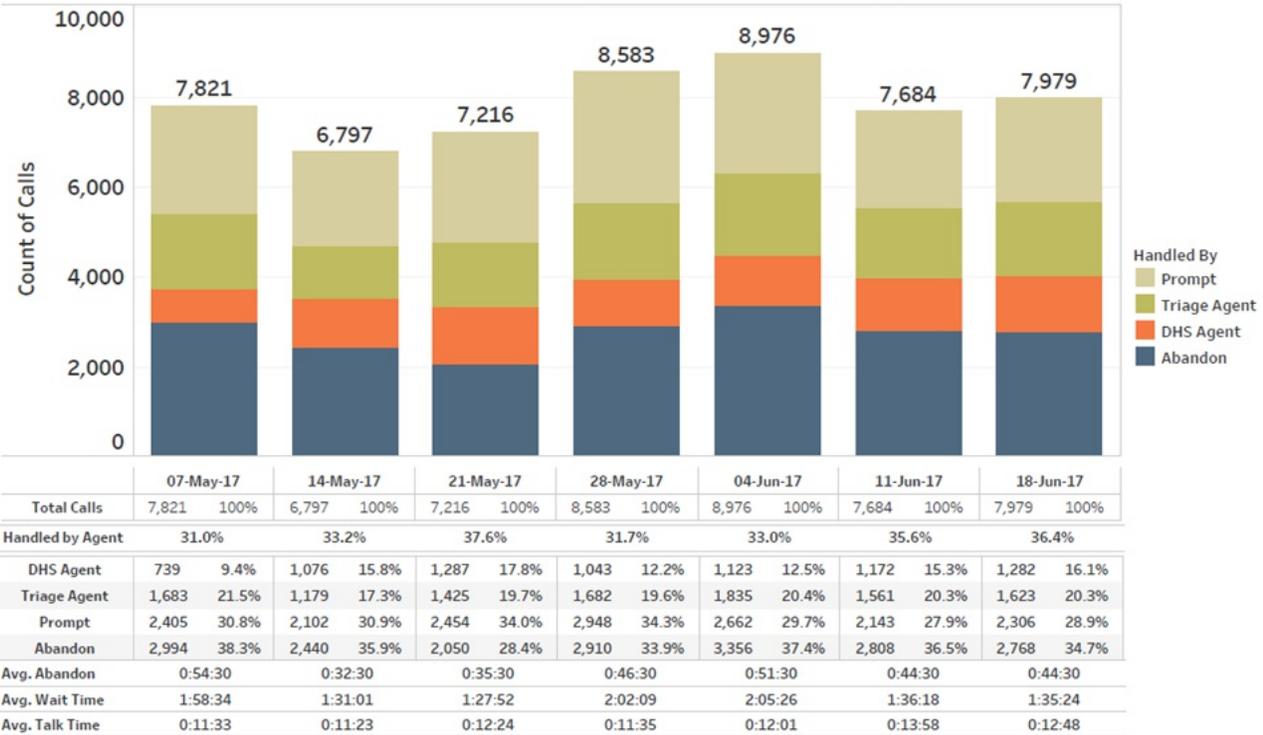


SNAP Recertification Packets Received - The data represented in this graph represents the number of individuals who were up for recertification in a given month. Data in past months remains consistent with what was reported historically for these months. Past recertification data is a snapshot of the data at the end of the month of the recertification period. The current month recertifications will represent the current status and the numbers will continue to change through the end of the month.

# FNS Report

SN AP Ca..	SNAP Cases Terminated	SNAP Benefit Issuance	FNS - 388	SNAP Recertification Packets Received	Call Center Metrics
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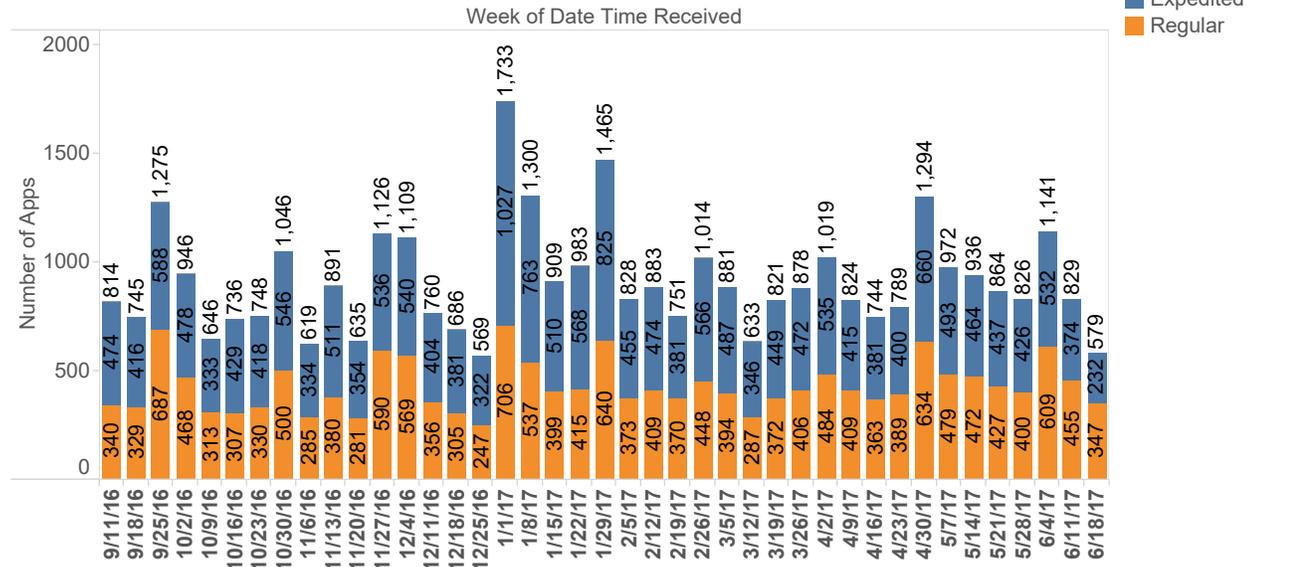
DHS Call Center Dashboard - Week Beginning 5/7/17 - Week Beginning 6/18/17



# FNS Report

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

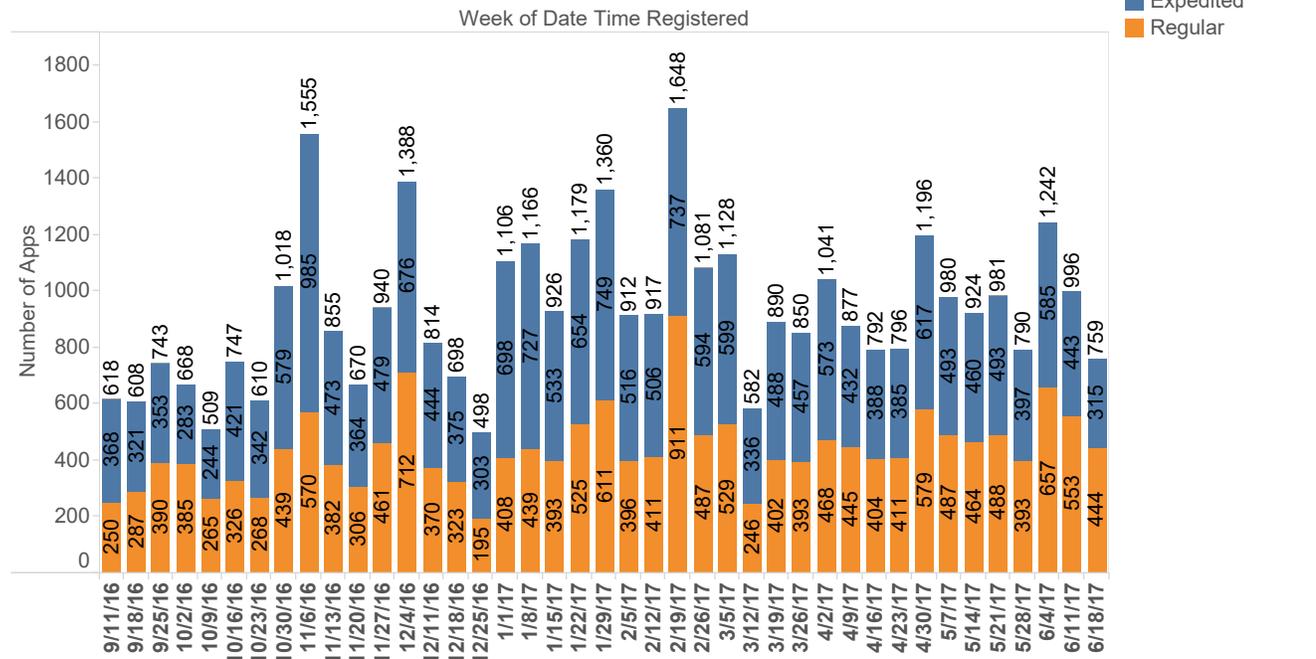


This graph shows the number of SNAP applications by the week in which they were received. Received date is defined based on the date stamp on the application corresponding to the day when the applicant filed their paperwork with DHS. Applications are defined as DHS-2 Applications, or those documents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

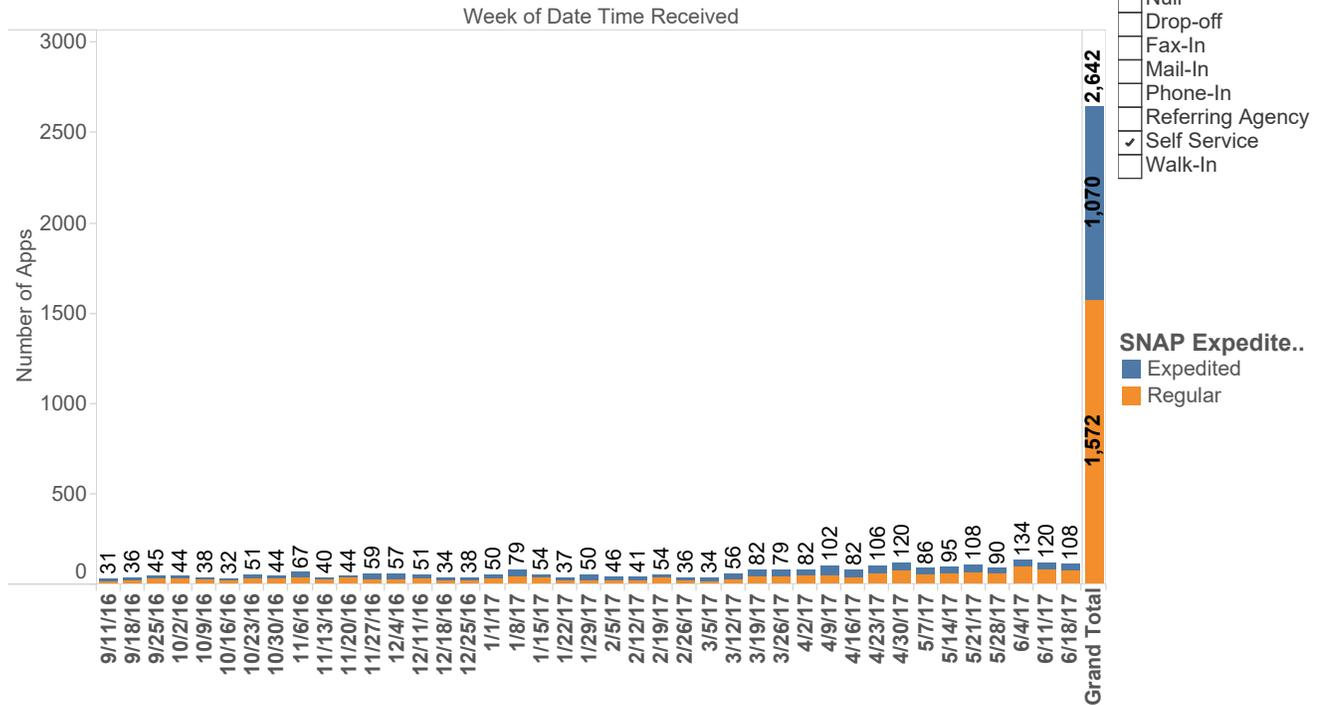


This graph shows the number of SNAP applications by the week in which they were registered (put in to RI Bridges). Registered date is the date on which a clerical worker took the paper form and entered it in to the system to be worked by an eligibility technician. This graph shows all applications, work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

# FNS Report

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

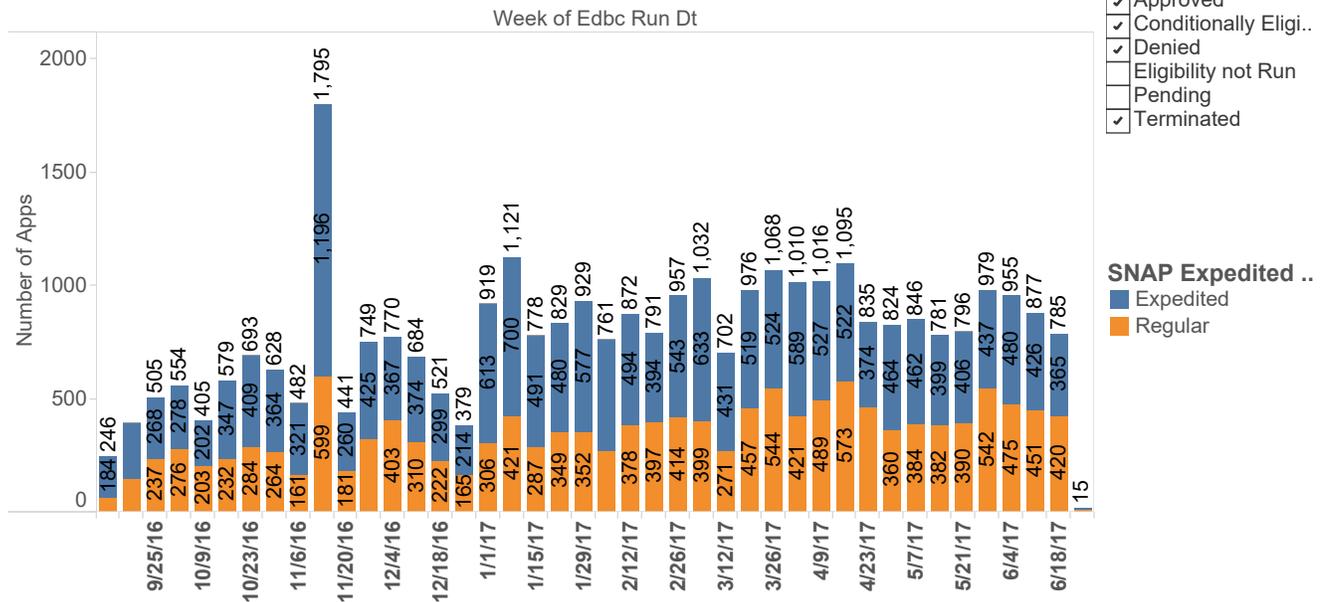


This graph shows the number of SNAP applications submitted through the self service portal by the week in which they were received. This graph shows all applications, work in progress and determined.

# FNS Report

Applications by Week Registered	Online Applications Received by We..	Weekly Determinations	Weekly Determinations by Channel	Expedited SNAP Timeliness	R e.
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## Weekly Determinations

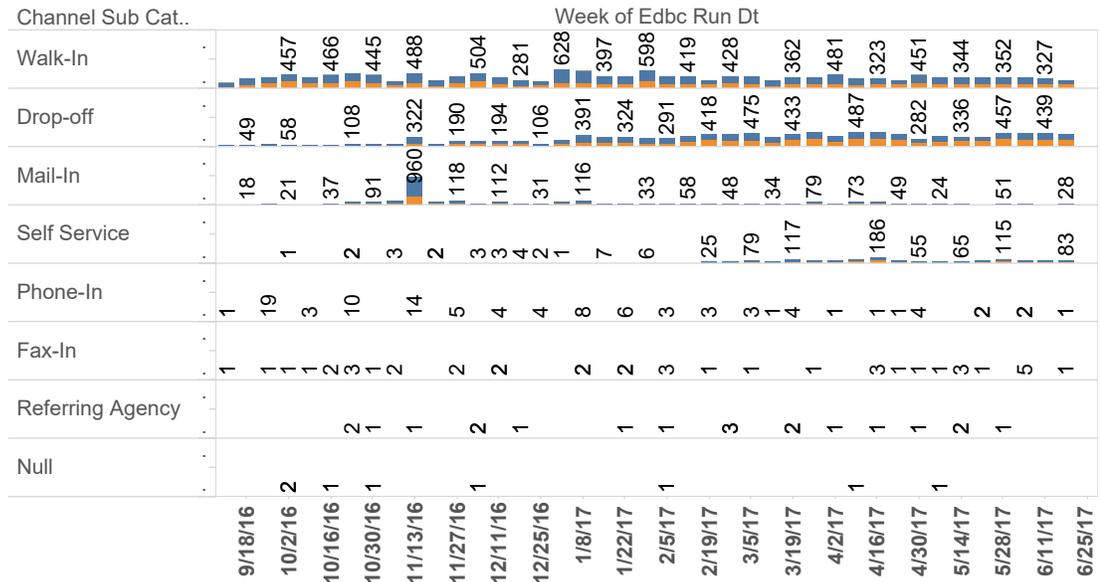


This graph shows the number of determinations by week for SNAP applications, and whether those applications were expedited or regular. The date used is the last date eligibility was run according to a custom extract from RI Bridges created in December 2016 for management purposes. This date is different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

# FNS Report

Online Applications Received by We..	Weekly Determinations	Weekly Determinations by Channel	Expedited SNAP Timeliness	Regular SNAP Timeliness	D a.
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## Weekly Determinations by Channel



### Eligibility Status

- Approved
- Conditionally Elig..
- Denied
- Eligibility not Run
- Pending
- Terminated

### SNAP Expedited..

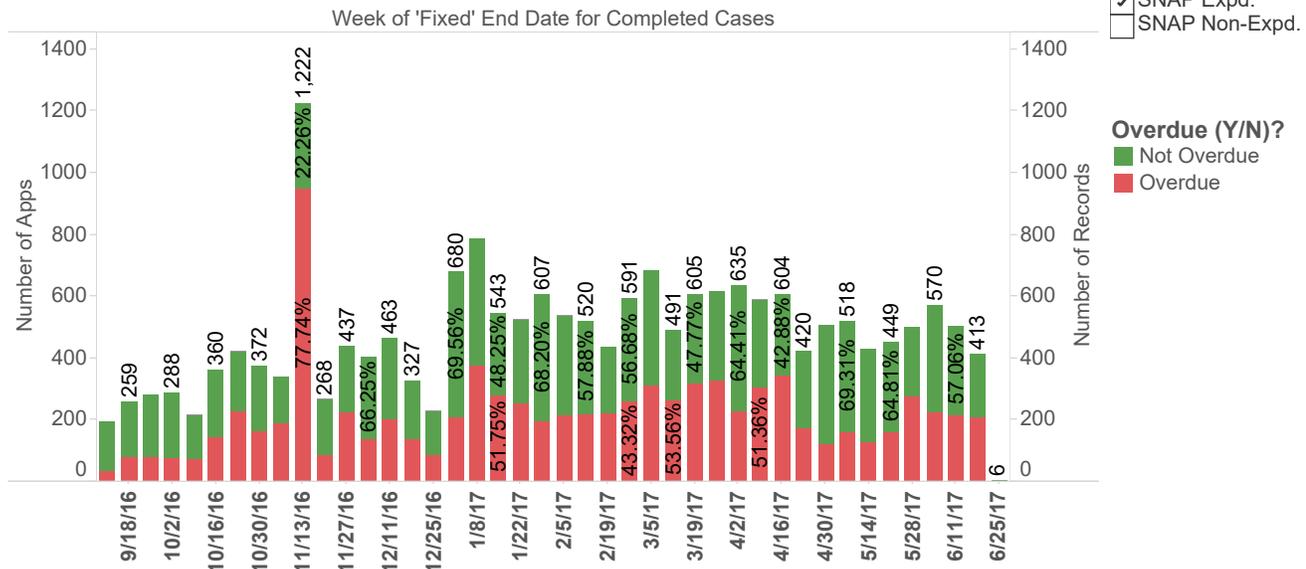
- Expedited
- Regular

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 from Registered to Received	W I.
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## Expedited SNAP Timeliness by Week



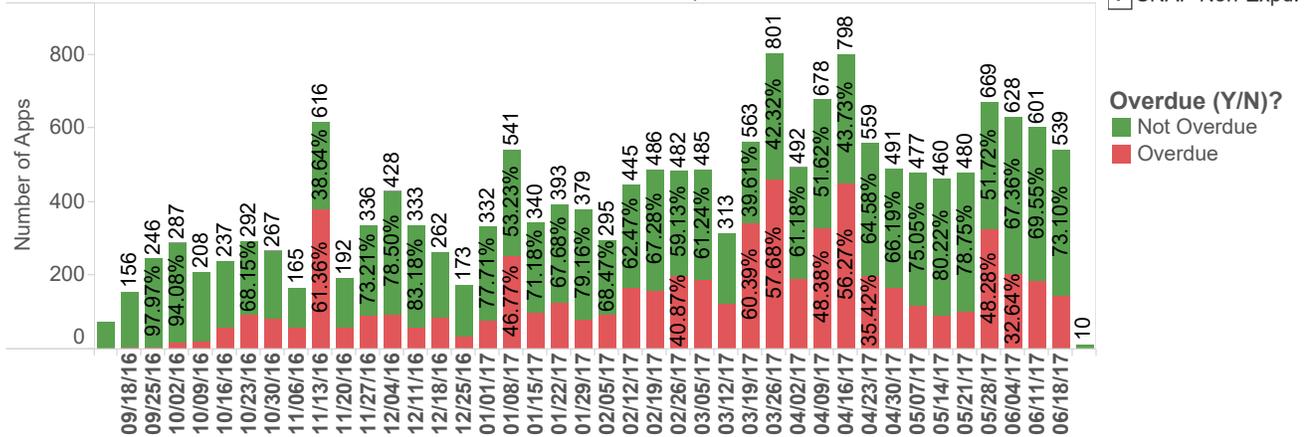
This graph shows the number of determinations by week for SNAP applications, and whether those applications were expedited or regular, by the channel through which that application was submitted. The date used is the last date eligibility was run according to a custom extract from RI Bridges created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

# FNS Report

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

Week of 'Fixed' End Date for Completed Cases

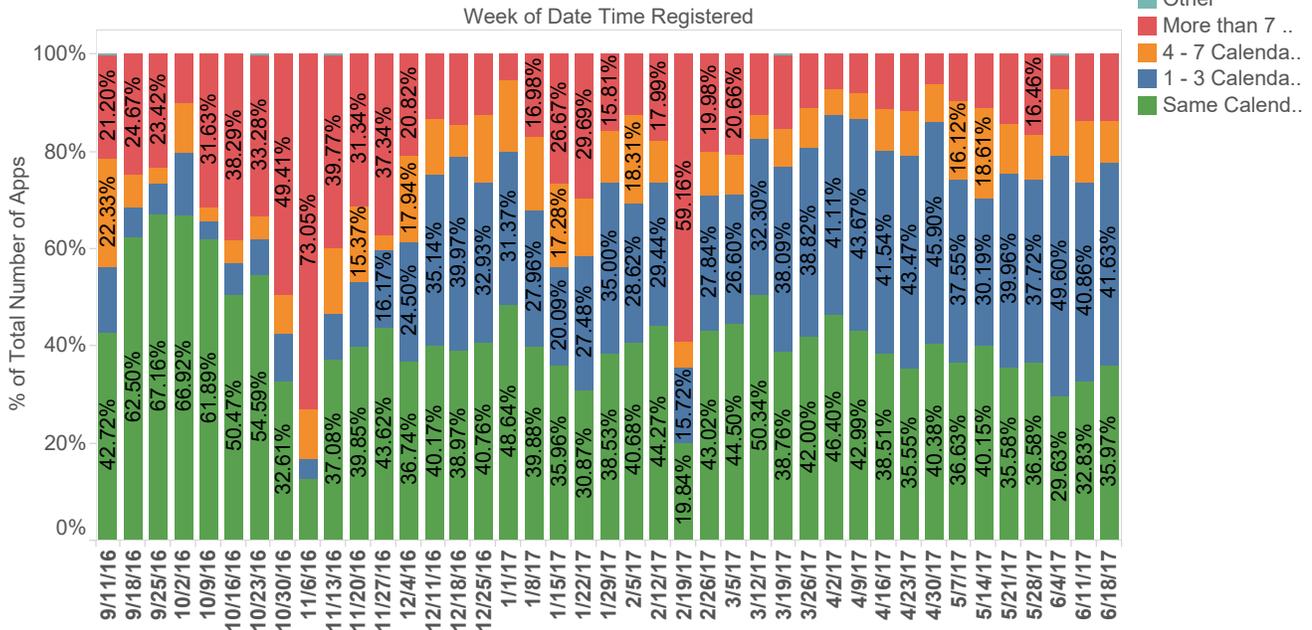


This graph shows the number of regular determinations by week for SNAP applications, and whether those applications were determined within 30 days or receipt, or not. The days are calculated as the number of days from date application received and the date the final eligibility determination was rendered.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

# FNS Report

Weekly ..	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



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 ..	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

Backlog (Y/N)?

- Authorized
- Backlog
- Processed

	FNS Regular Bins					Grand Total
	30 Days or Fewer	31 - 60 Days	61 - 90 Days	91 - 120 Days	121 + Days	
Client	499	67	4	3	4	577
DHS	233	34	7	5	17	296
Grand T..	732	101	11	8	21	873

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 ..	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						Grand Total
	7 Days or Less	8 - 30 Days	31 - 60 Days	61 - 90 Days	91 - 120 Days	120 + Days	
Client	35	137	37	5	1	3	218
DHS	55	61	17	5	1	9	148
Grand Total	90	198	54	10	2	12	366

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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