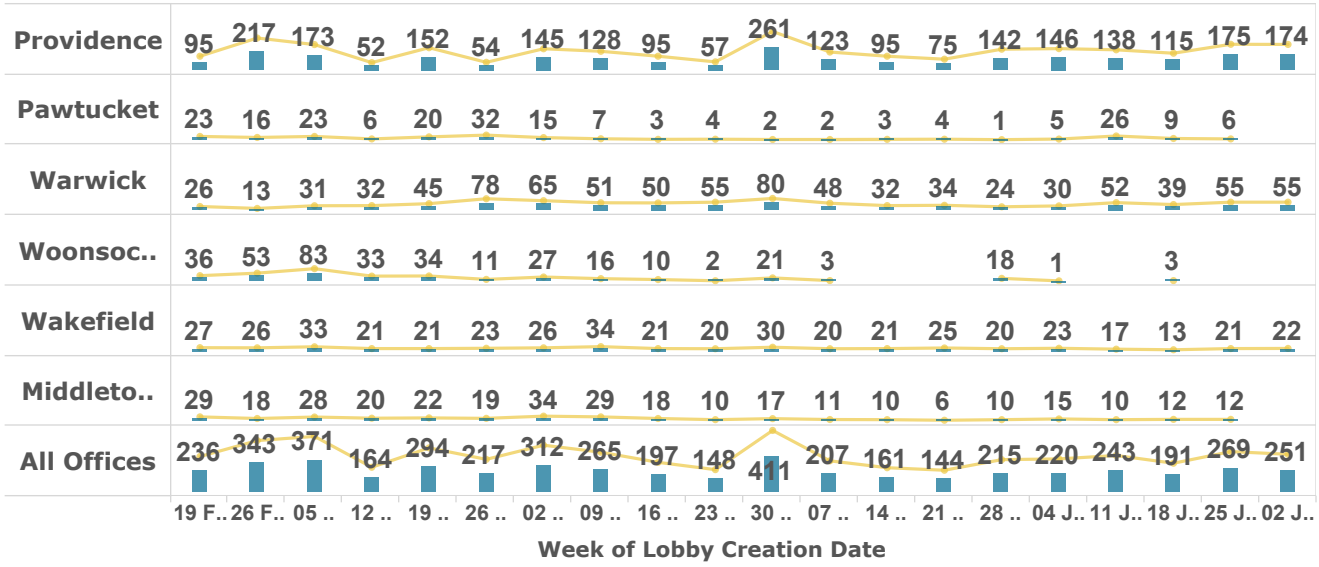
FNS Report

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

SNAP Client Volume by Office[Tasks]

10,614

Weekly View by Office



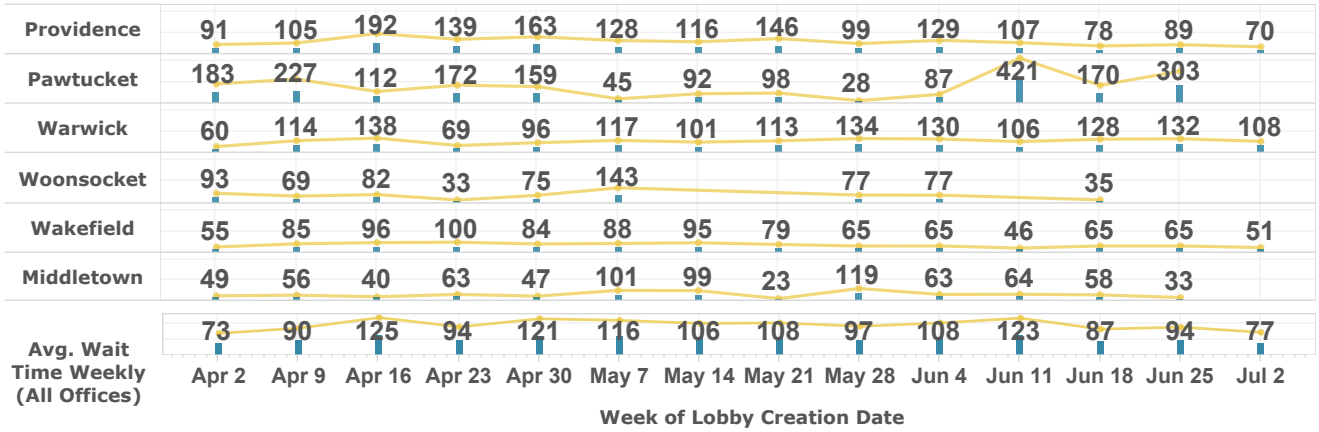
This graph shows the weekly view of client volume (number of tasks associated with a SNAP case) at each office. This data also displays the weekly volume of tasks across all offices. This data only accounts for SNAP clients where a task has been created when an individual has been checked into the lobby. A list of the actual tasks have been included in a separate spreadsheet.

FNS Report

Average Wait Time of SNAP Clients by Office [Minutes]

95

Weekly View by Office

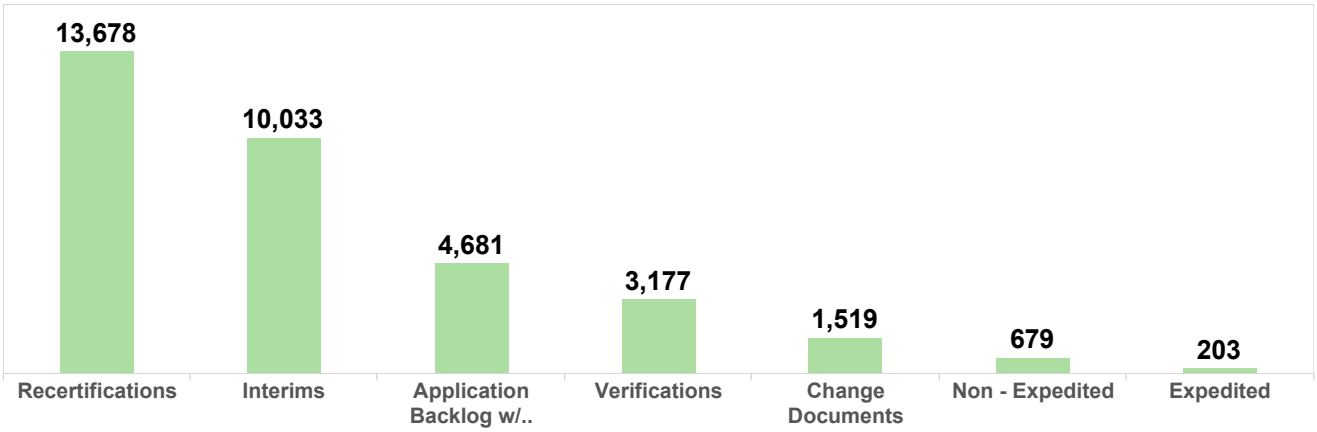


This graph shows the weekly view of the average time SNAP specific clients are waiting in each office. This data assumes that a family on multiple programs is coming into the office to be served for SNAP even if they are checking on the status of additional programs (i.e. Medicaid, Child Care, etc.). 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

SNAP Case Documents

33,970



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. .

SNAP Cases Terminated

31,398

Weekly View

	Feb 26	Mar 05	Mar 12	Mar 19	Mar 26	Apr 02	Apr 09	Apr 16	Apr 23	Apr 30	May ..	May ..	May ..	May ..	Jun 04	Jun 11	Jun 18	Jun 25	Jul 02
Providence	77	100	67	100	1,078	95	128	1,396	98	92	101	1,495	87	118	158	151	1,247	137	119
Pawtucket	68	65	60	90	960	77	89	1,217	85	90	89	1,194	79	106	112	103	1,018	120	87
Woonsock..	25	29	14	38	282	30	20	374	20	14	30	372	21	36	40	23	371	28	24
Wakefield	18	19	13	19	266	27	19	309	21	8	23	307	20	30	25	20	253	13	19
Warwick	27	34	20	34	250	29	26	330	27	23	26	319	15	29	26	31	291	33	16
Middletown	11	17	13	16	146	9	15	152	11	9	10	160	12	20	13	17	136	17	13
Grand Total	226	264	187	297	2,982	267	297	3,778	262	236	279	3,847	234	339	374	345	3,316	348	278

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.

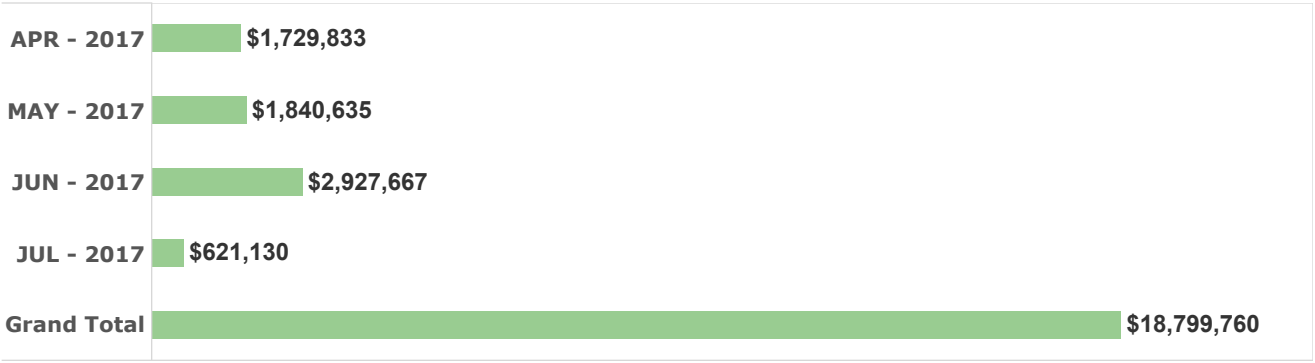
FNS Report

SNAP Case documents | SNAP Cases Terminated | **SNAP Benefit Issuance** | FNS - 388 | SNAP Recertification Packets Received | Cal..

SNAP Monthly Benefit Issuance

APR - 2017	MAY - 2017	JUNE - 2017	JULY - 2017
$20,907,375	$20,187,011	$19,856,831	$19,831,282

Daily Benefit Issuance



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

FNS - 388

Rhode Island UHIP

State of Rhode Island
Department of Human Services

State Issuance and Participation Estimates

Report ID: FNS-388 **Run Date:** 07/03/2017

Report Period: 07/2017 **Run Time:** 5:56AM

State Issuance and Participation Estimates	Current Month - July	Previous Month - June	Second Preceding Month - May
Issuance (Dollars)	$21,070,870.91	$21,318,544.09	$21,888,374.37
Number of Participating People	146,648	154,195	158,549
(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	89,251	93,495	95,887
(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 07/03/2017.

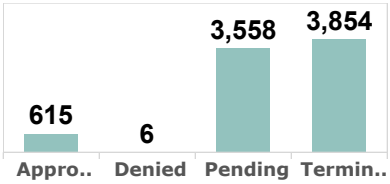
FNS Report

SN AP Ca.. | SNAP Cases Terminated | SNAP Benefit Issuance | FNS - 388 | **SNAP Recertification Packets Received** | Call Center Metrics

Recertifications

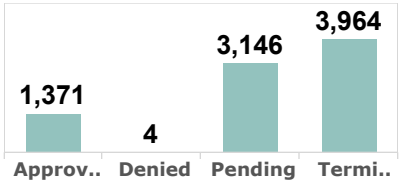
April - Recertifications

8,033



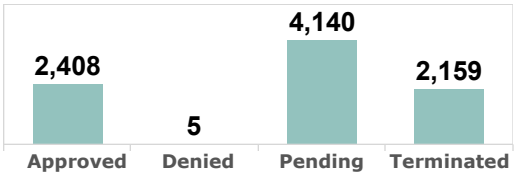
May - Recertifications

8,485



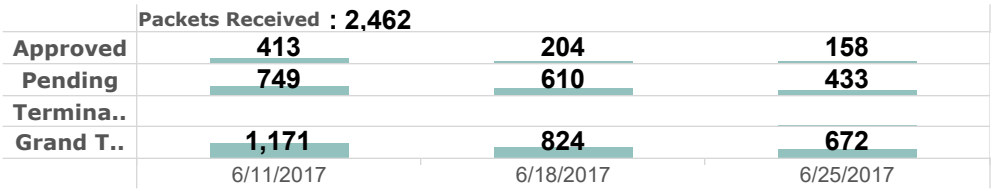
June - Recertifications

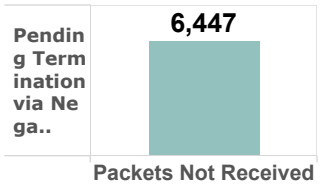
8,712



July - Recertifications

8,909



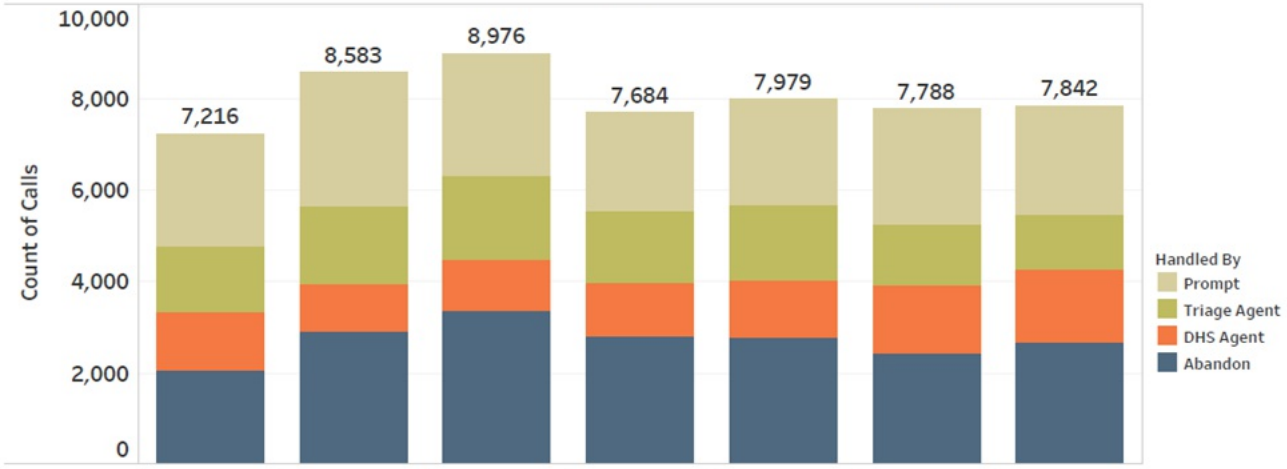


SNAP Recertification Packets Received - The data represented in this graph represents the number of individuals who were up for recertification in a given month. Data in past months remains consistent with what was reported historically for these months.Past recertification data is a snapshot of the 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

SNAP Ca..	SNAP Cases Terminated	SNAP Benefit Issuance	FNS - 388	SNAP Recertification Packets Received	Call Center Metrics

DHS Call Center Dashboard - Week Beginning 5/21/17 - Week Beginning 7/2/17

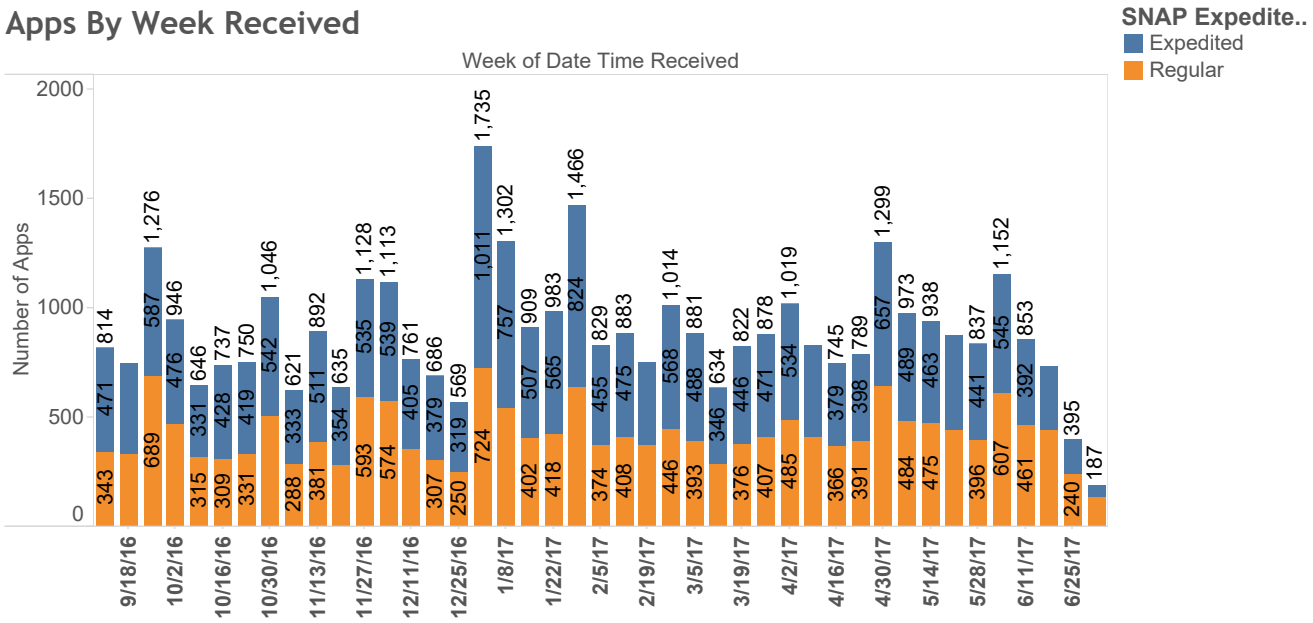


	21-May-17		28-May-17		04-Jun-17		11-Jun-17		18-Jun-17		25-Jun-17		02-Jul-17	
Total Calls	7,216	100%	8,583	100%	8,976	100%	7,684	100%	7,979	100%	7,788	100%	7,842	100%
Handled by Agent	37.6%		31.7%		33.0%		35.6%		36.4%		36.1%		35.8%	
DHS Agent	1,287	17.8%	1,043	12.2%	1,123	12.5%	1,172	15.3%	1,282	16.1%	1,468	18.8%	1,591	20.3%
Triage Agent	1,425	19.7%	1,682	19.6%	1,835	20.4%	1,561	20.3%	1,623	20.3%	1,341	17.2%	1,213	15.5%
Prompt	2,454	34.0%	2,948	34.3%	2,662	29.7%	2,143	27.9%	2,306	28.9%	2,538	32.6%	2,361	30.1%
Abandon	2,050	28.4%	2,910	33.9%	3,356	37.4%	2,808	36.5%	2,768	34.7%	2,441	31.3%	2,677	34.1%
Avg. Abandon	0:35:30		0:46:30		0:51:30		0:44:30		0:44:30		0:37:30		0:33:30	
Avg. Wait Time	1:27:52		2:02:09		2:05:26		1:36:18		1:35:24		1:05:40		1:22:11	
Avg. Talk Time	0:12:24		0:11:35		0:12:01		0:13:58		0:12:48		0:13:10		0:12:48	

FNS Report

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

Apps By Week Received

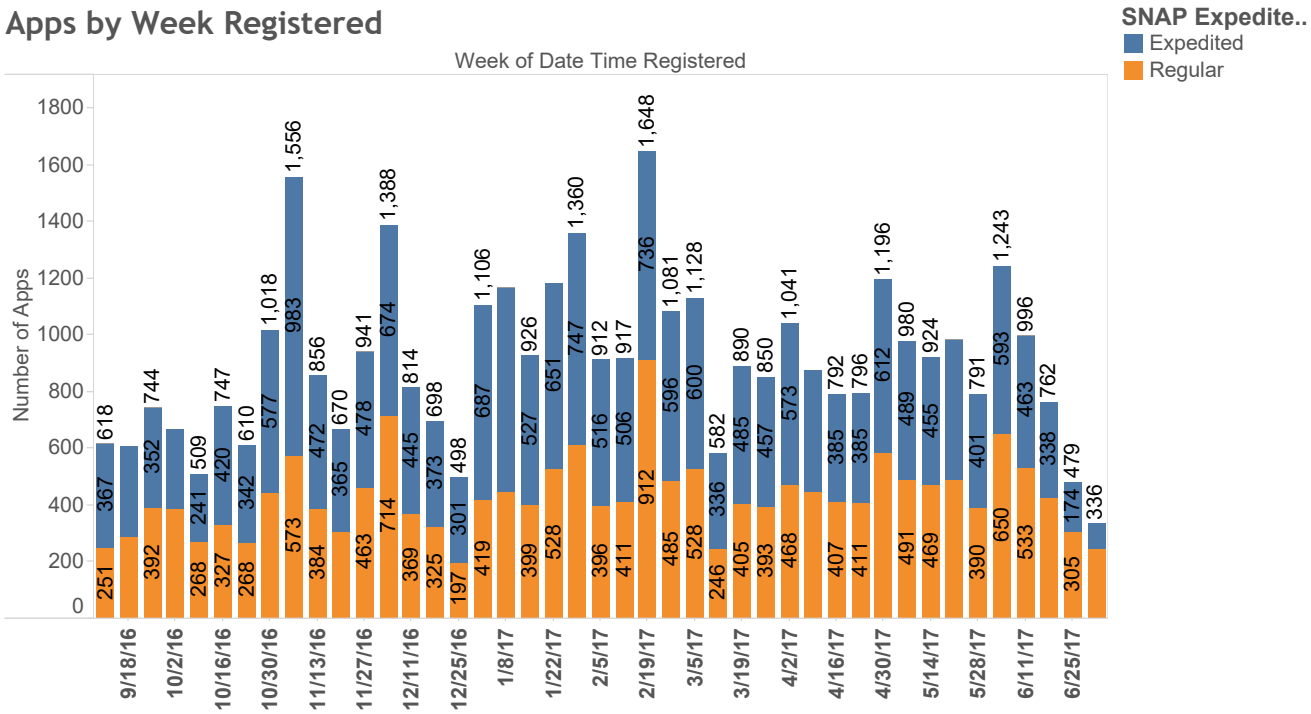


This graph shows the number of SNAP applications by the week in which they were received. Received date is defined based on the date stamp on the application corresponding to the day when the applicant filed their paperwork with DHS. Applications are defineded as DHS-2 Applications, or those documents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

FNS Report

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

Apps by Week Registered

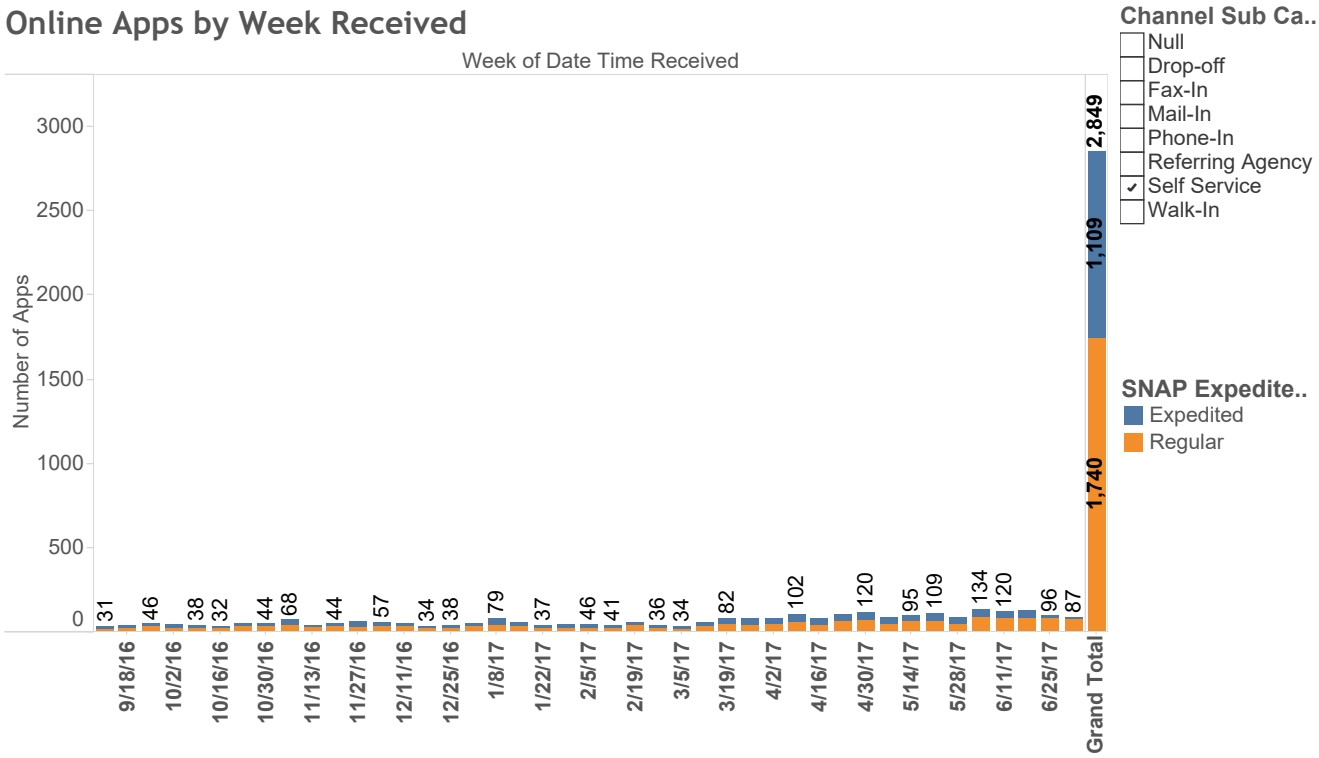


This graph shows the number of SNAP applications by the week in which they were registered (put in to RI Bridges). Registered date is the date on which a clerical worker took the paper form and entered it in to the system to be worked by an eligibility technician. This graph shows all applications, work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

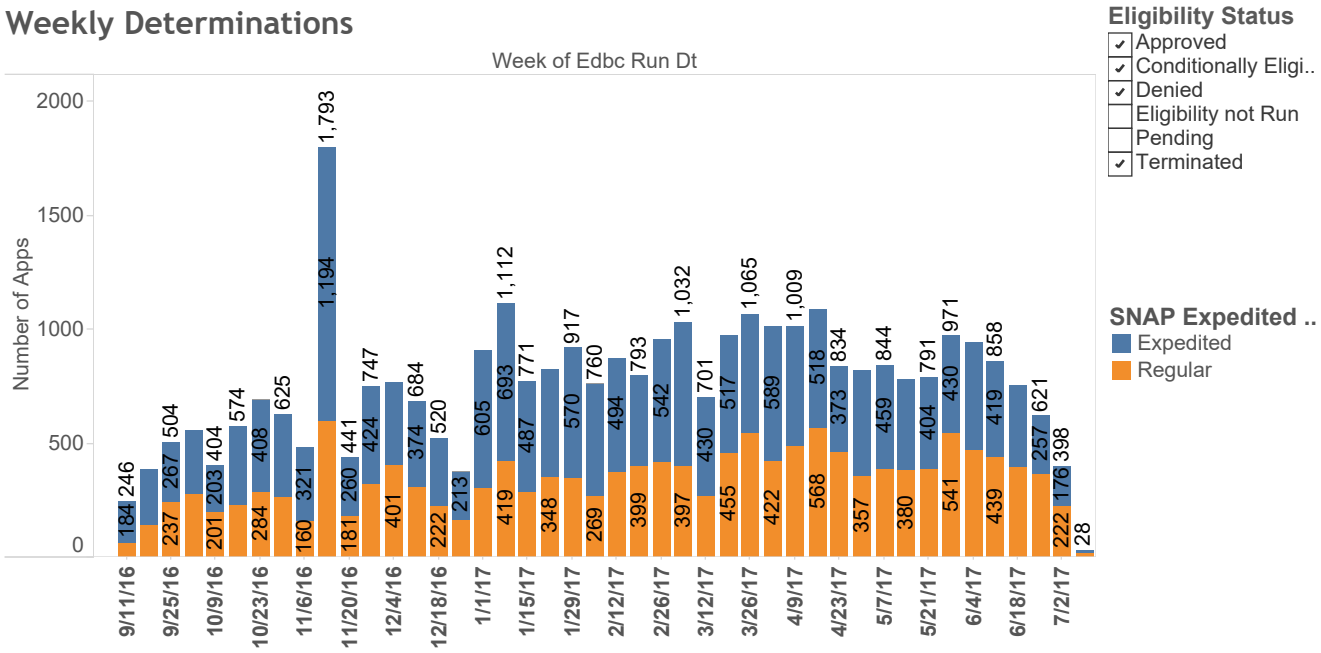
Online Apps by Week Received



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

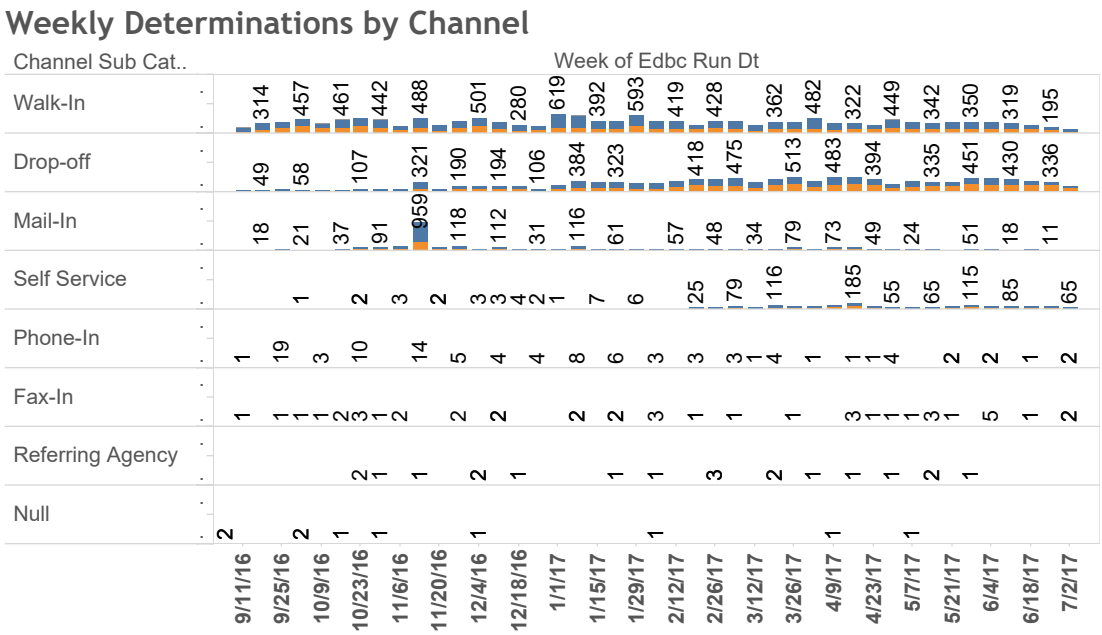
Weekly Determinations



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

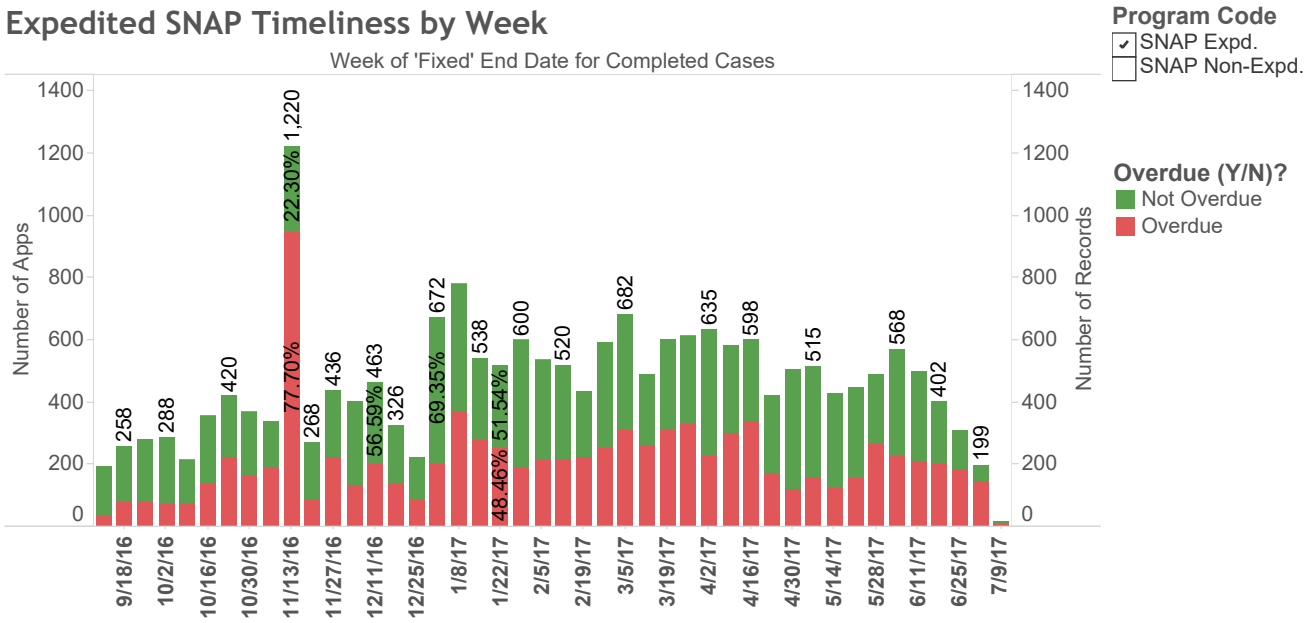
Weekly Determinations by Channel



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

Expedited SNAP Timeliness by Week



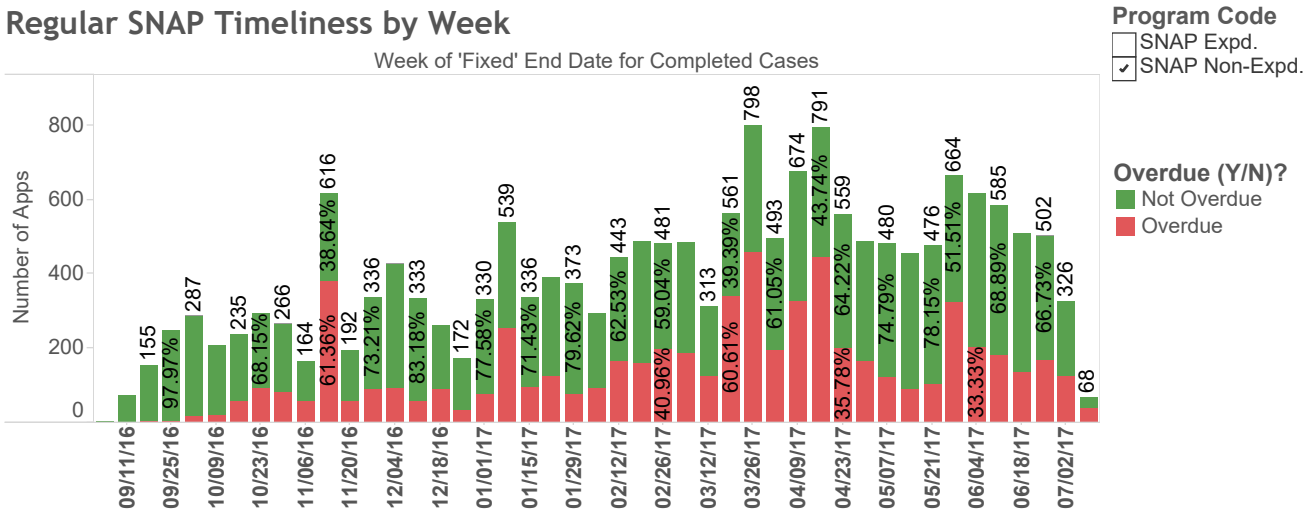
Program Code
- ☑ SNAP Expd.
- ☐ SNAP Non-Expd.

Overdue (Y/N)?
- Not Overdue
- Overdue

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

Regular SNAP Timeliness by Week



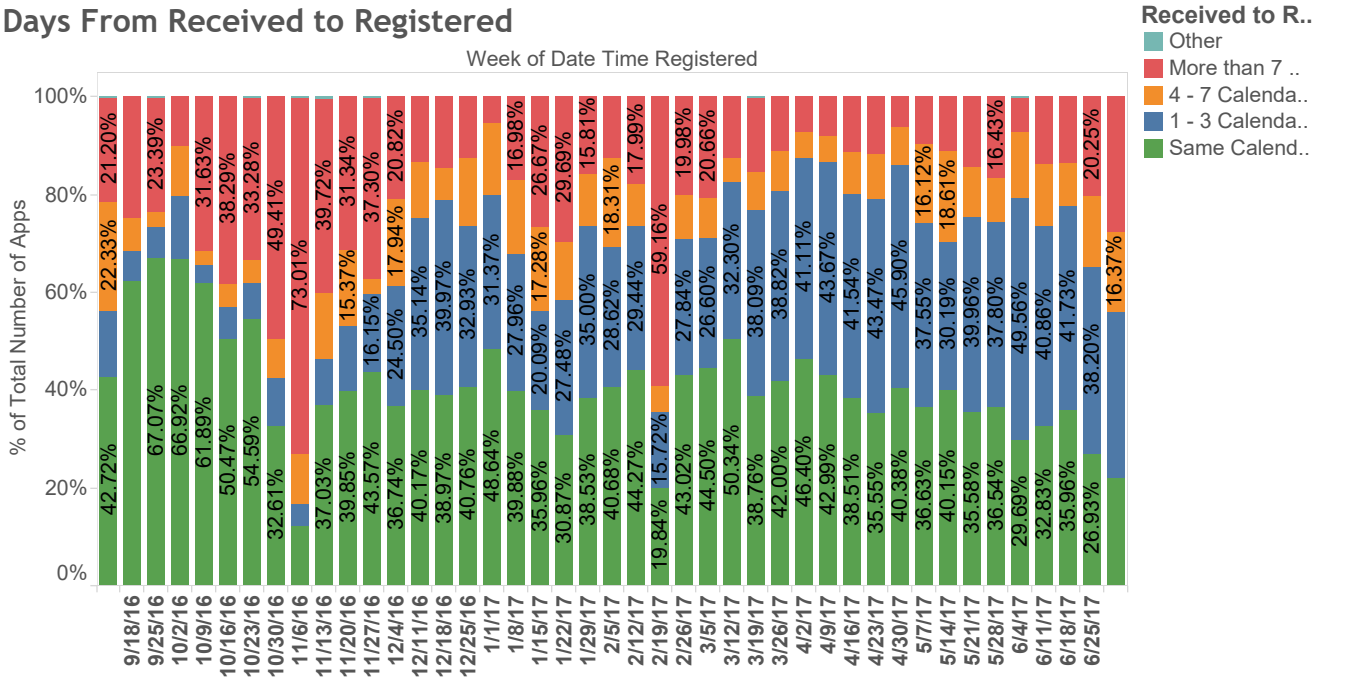
Program Code
- ☐ SNAP Expd.
- ☑ SNAP Non-Expd.

Overdue (Y/N)?
- Not Overdue
- Overdue

This graph shows the number of regular determinations by week for SNAP applications, and whether those applications were determiend 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

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.

FNS Report

WIP Regular Applications Excel

FNS Regular Bins

	30 Days or Fewer	31 - 60 Days	61 - 90 Days	91 - 120 Days	121 + Days	Grand Total
Client	283	56	6	3	4	352
DHS	238	48	10	2	29	327
Grand T..	521	104	16	5	33	679

Backlog (Y/N)?
- ☐ Authorized
- ☑ Backlog
- ☐ Processed

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 defintions 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.

FNS Report

WIP Expedited Applications Excel

FNS Expedited Bins

	7 Days or Less	8 - 30 Days	31 - 60 Days	61 - 90 Days	120 + Days	Grand Total
Client	8	94	24	2		128
DHS	8	36	18	6	7	75
Grand Total	16	130	42	8	7	203

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 defintions 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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