

July 18, 2017

The Honorable Marvin L. Abney, Chairman
House Committee on Finance
The Honorable Patricia A. Serpa, Chairwoman
House Committee on Oversight
Rhode Island House of Representatives
82 Smith Street
Providence, RI 02903

Dear Chairwoman Serpa and Chairman Abney:

Thank you for the ongoing opportunity to share information on the Unified Health Infrastructure Project (UHIP). Below and attached, please find materials and summaries responsive to your weekly request:

1. FNS Reports and Correspondence

Please see attachments labeled “FNS Report,” “Lobby Volume,” “SNAP Monthly Terminations with Reasons,” and “FNS Backlog.” Additionally, please find:

Two letters to the Department of Human Services (DHS) from U.S. Food & Nutrition Services (FNS), received this week on July 11 related to the following:

- A letter from Kurt Messner, Regional FNS Administrator, regarding follow-up to a March 15 correspondence that remains outstanding (the original March 15 correspondence is included here for your reference). A response from DHS is required and must include additional details related to UHIP system functionality and payments provided to Deloitte. While DHS has not yet submitted a formal response to FNS, DHS representatives have been in regular contact with FNS regarding the March 15 letter and other challenges the Department is working through. A formal response will be provided to FNS by August 7 in follow up to this new letter.
- A letter from Bonnie Brathwaite, SNAP Director of the Northeast Region, regarding DHS’s lack of compliance over the past four months with the FNS Quality Control System. DHS has not been in compliance with this requirement due to a combination of technical and personnel issues which are currently being addressed through the development of a corrective action plan which will be submitted to FNS by July 26.

2. Incorrect Benefits Identified this week by program Production Daily Health Reports (Updated responses to Original Questions #8 and #10 are below.)

Original Question #8: Precise numbers on how many existing clients did not receive any benefits; how many received some but not all that they were entitled to, and how many received incorrect payments.

Below is data, tracked and produced by Deloitte, regarding the number of existing clients who did not receive any benefits; the number who received some but not all that they were entitled to, and the number who received incorrect payments for the reporting period noted below.

Program	Missing/Incorrect Benefits Identified and Resolved (July 7th-July 13th)
SNAP	7
SSP	0
GPA	0
RIW	2
CCAP	65

Original Question # 10: How many providers did not receive payments they were accustomed to receiving?

Please see above. There were no regular payments scheduled to CCAP providers this period and 65 off-cycle payments made for this period.

Original Question #16: Glitches reports.

Please find attached the ‘Production Daily Health Reports’ used by Deloitte. These reports identify priority issues that need to be addressed. Please refer to slide two of the relevant Daily Report for priority issues.

3. Application and payment manual workarounds

Below is data, tracked and produced by Deloitte, on manual workarounds for each program as defined in our report to the Committee. As a reminder, this data encompasses manual actions taken on RI Bridges applications filed between July 7 and July 13.

Application Manual Work Arouds (July 7 - July 13)

Program	Manual Workaround Executed	Total Applications	% of Applications Completed via Manual Work Around Process
CCAP	0	24	0%
GPA	0	1	0%
Medicaid	0	1086	0%
RIW	0	35	0%
SNAP	0	208	0%
SSP	0	2	0%

Payment Manual Work Arounds (July 7 - July 13)

Program	Manual Payments Executed	Total Payments	% of Payments completed via Manual Work Around
RIW	2	3515	0.05%
SNAP	7	3102	0.22%
CCAP	65	65	100%
GPA	0	400	0%

4. UHIP Metrics

The State released an updated monthly data dashboard on June 9. We anticipate that the next data dashboard will be available to shortly and we will provide it to the Committee as soon as possible).

For your convenience, the highlights from the June dashboard are provided below:

- The total number of pending applications for benefits continues to decline. As of May 31, there were just over 8,000 pending applications, which is an 11% reduction for the month of May.
- Pending SNAP applications remained steady, indicating we are now beginning to keep pace with the incoming volume.
- The number of pending Supplemental Security Income, Supplemental Payment applications had been reduced from 202 on April 30, to 14 as of May 31. This represents a 93% reduction in pending applications.
- Pending cash application declined 33% over the course of May to 609 as of May 31.
- Pending child care applications declined 15% over the course of May to 224 as of May 31.
- Pending medical applications fell 9% from 6,621 to 6,003.

5. An update on DHS’s hiring plan

In February, due to the ongoing system challenges, DHS developed a hiring surge plan to address the demands of our customers and pending applications. The goal was to hire 143 new employees, consisting of 59 permanent full time positions and 84 limited term positions. To date, we have hired 141 new employees and they have started in their positions with the Department.

We anticipate hiring the following remaining 2 position by the end July 2017:

- 2 Eligibility Technicians

Below is a breakdown of the 143 positions for this hiring surge:

Role	Number of Positions
Eligibility Technicians (ET)	79
Senior ET	7
Customer Service Aides	15
Supervising ET’s	11
Social worker I	13
Emp. Career Advisor	6
Case Work Supervisor	3
Sr. Case Work Supervisor	7
Clinical Training Specialist	2

6. Update on training for both new hires and current employees

DHS’s Staff Development Unit (SDU) continues to work on fully developing a staff training curriculum for all nine programs. Support and training for staff is critical for the Department’s success.

This past week, SDU has been working on developing the Rhode Island Works Training Curriculum. In addition, SDU trainers are working closely with the Long-Term Services and Supports unit on developing a comprehensive training. Furthermore, SDU is working with Deloitte and members of DHS staff members on reviewing training materials for the release of new functionality in the UHIP system.

SDU is currently in the process of completing a one-week introductory system training. The training consists of hands-on training and discussion of policy. The purpose of the training is to increase the trainers' knowledge, skills, and abilities with the system, which will allow them to transfer the knowledge they’ve gained to the workforce.

Deloitte has submitted a training plan for consideration by DHS. This will be approved in the next week. The Joint Committee will be updated upon its approval.

7. Is there a weekly work plan/project management update?

Details on weekly progress toward improving some areas of functionality are described in the next section (8).

8. Update on the non-functioning elements plan for the below listed four non-functioning elements and any others.

The Honorable Joint Committee has identified four elements of system functionality that are of particular concern; 1) the MMIS connection to RI Bridges, 2) the Child Care Portal, 3) the Customer Portal, and 4) the Worker Inbox. Each of these areas are addressed in turn below.

- 1) MMIS Connection – This week, Deloitte and the State worked towards quality control of the population to be terminated on 7/31 for Medicaid reconciliation.
- 2) Child Care Portal – This week, Deloitte provided the State with a detailed report of provider payments. Additionally, the State continues to verify data coming out of the Federal Poverty Level adjustment runs.
- 3) Customer Portal – This week, Deloitte continued System Integration Testing for future Customer Portal changes. Functional Design Documents were approved for additional, future changes.
- 4) Worker Inbox – This week, the State identified problems in the application registration queue that will require a software fix from Deloitte.

9. Long term care application information

There are a total of 2,175 pending long term care applications. Of these applications, 1,382 have been pending for over 90 days.

10. How many staff people from other departments are assisting with UHIP? List of these people including their job titles, which departments they came from and what their responsibilities are in regards to UHIP?

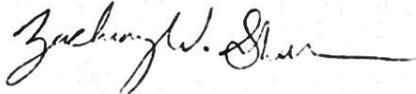
The following individuals from other departments continue to assist with UHIP:

1. Celia Blue is the Chief of Staff at the Department of Transportation and is assisting with the management of DHS.
2. Andrew Braca is a Senior Management and Methods Analyst at the Office of Management and Budget and is assisting with data analysis for the UHIP.
3. Deborah Castellano is a Chief Case Work Supervisor at DCYF and is assisting with management of the Long Term Services and Supports (LTSS) unit at DHS.
4. Dylan Daniels is a Performance Management Analyst at OMB and is assisting with data analysis for UHIP.
5. Lisa Martinelli is an Executive Counsel at DOT and is assisting with legal work and labor relations related to UHIP.

6. John Raymond is a Supervising Budget Analyst at OMB who is currently serving as the Chief Financial Officer for UHIP.
7. Marti Rosenberg is the Project Director for the State Innovation Model Test Grant, and is currently assisting part time with stakeholder engagement and outreach.
8. Ben Shaffer is the Director of the Office of Performance Management at OMB and is currently leading project management for UHIP.
9. Mia Patriarca, of the Physical Activity and Nutrition Program at the Department of Health (DOH), is currently assisting part time with the stakeholder engagement team.

As always, please let us know if we can provide any additional data or information related to this submission.

Sincerely,



Director, HealthSource RI