

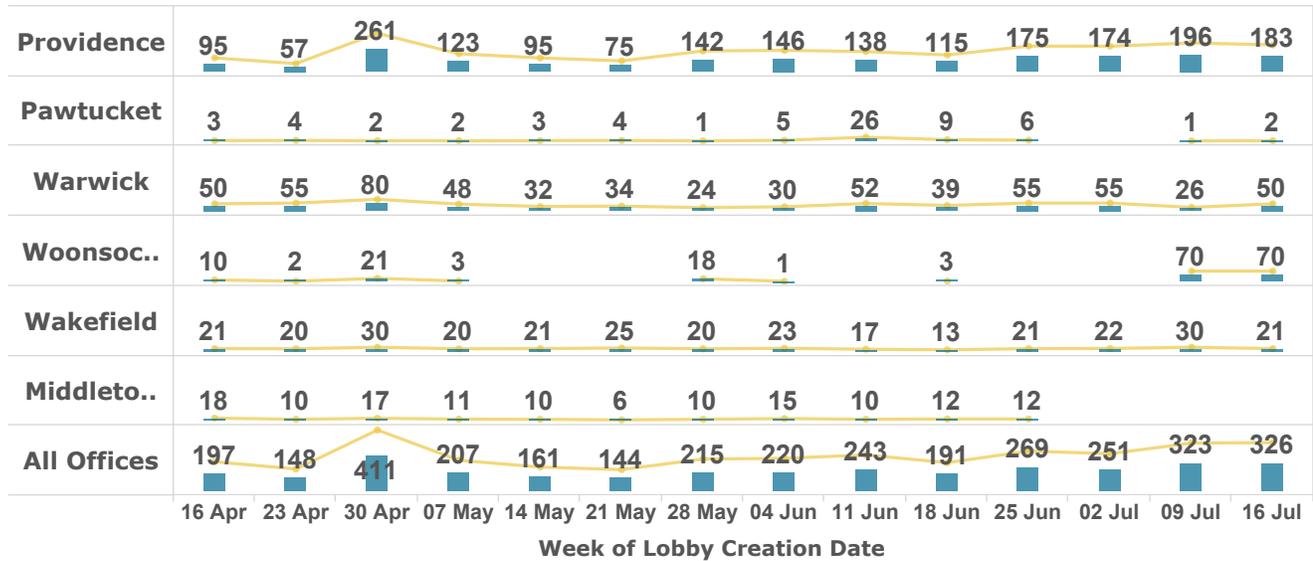
FNS Report

| | | | | | |
|------------------------|--------------------------------|---------------------|-----------------------|-----------------------|-----------|
| 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]

11,263

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.

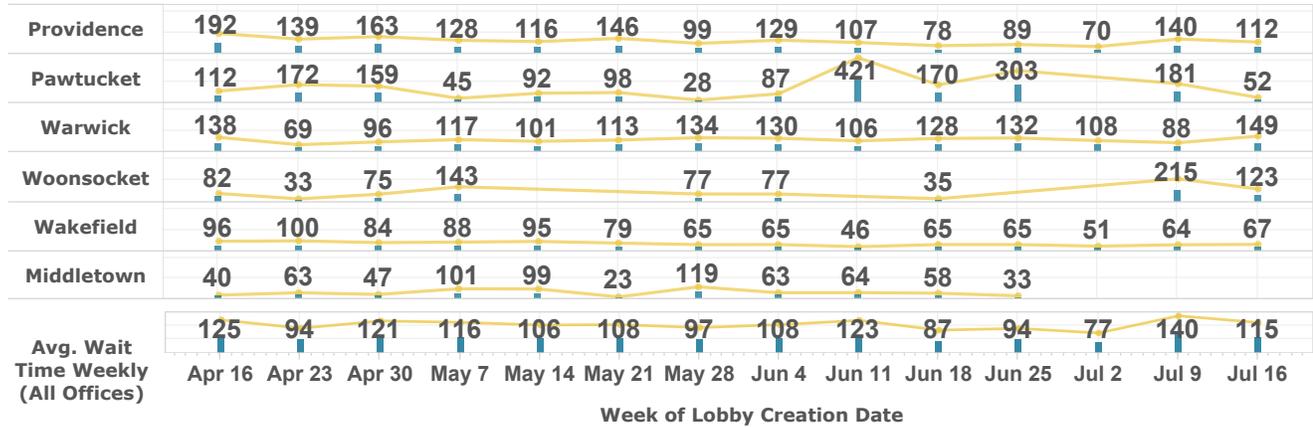
FNS Report

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

Average Wait Time of SNAP Clients by Office [Minutes]

96

Weekly View by Office

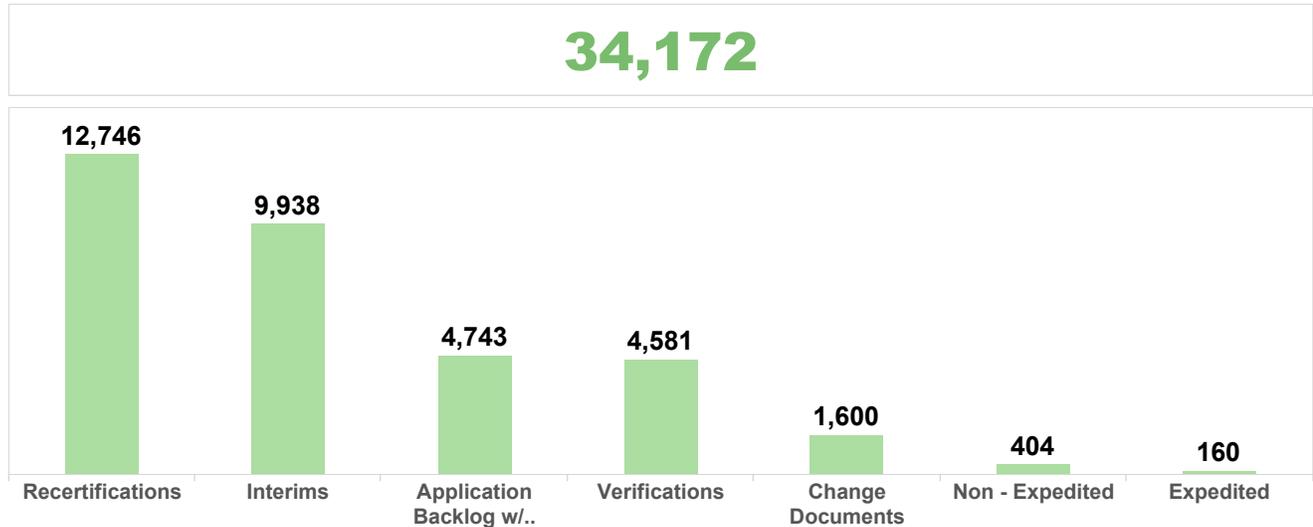


This graph shows the weekly view of the average time SNAP specific clients are waiting in each office. This data assumes that a family on multiple programs is coming into the office to be served for SNAP even if they are checking on the status of additional programs (i.e. Medicaid, Child Care, etc.).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

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

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. |
|--------------------------------|---------------------|------------------------------|-----------------------|-----------|------|

SNAP Cases Terminated

30,832

Weekly View

| | | | | | | | | | | | | | | |
|-------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Providence | 1,360 | 98 | 92 | 101 | 1,406 | 83 | 114 | 151 | 138 | 1,009 | 127 | 116 | 137 | 140 |
| Pawtucket | 1,184 | 85 | 88 | 89 | 1,139 | 79 | 104 | 109 | 100 | 844 | 116 | 85 | 90 | 118 |
| Woonsock.. | 361 | 20 | 14 | 30 | 347 | 20 | 35 | 37 | 20 | 299 | 22 | 20 | 38 | 40 |
| Wakefield | 299 | 21 | 8 | 22 | 286 | 20 | 29 | 23 | 18 | 218 | 13 | 18 | 24 | 30 |
| Warwick | 324 | 27 | 23 | 26 | 305 | 15 | 29 | 25 | 30 | 244 | 30 | 14 | 23 | 27 |
| Middletown | 147 | 11 | 9 | 10 | 154 | 12 | 18 | 12 | 17 | 121 | 17 | 13 | 19 | 11 |
| Grand Total | 3,675 | 262 | 234 | 278 | 3,637 | 229 | 329 | 357 | 323 | 2,735 | 325 | 266 | 331 | 366 |
| | Apr 16 | Apr 23 | Apr 30 | May 07 | May 14 | May 21 | May 28 | Jun 04 | Jun 11 | Jun 18 | Jun 25 | Jul 02 | Jul 09 | Jul 16 |

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 | C al l.. |
|---------------------|-----------------------|------------------------------|-----------|---------------------------------------|----------|

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

| | |
|--------------------|--|
| APR - 2017 |  \$1,729,833 |
| MAY - 2017 |  \$1,840,635 |
| JUN - 2017 |  \$2,927,667 |
| JUL - 2017 |  \$1,400,967 |
| Grand Total |  \$19,579,597 |

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 | FNS - 388 | SNAP Recertification Packets Received | Call Center Metrics |
|------------------|--------------------------|--------------------------|------------------|---|------------------------|

FNS - 388

| State Issuance and Participation Estimates | | Current Month - July | Previous Month - June | Second Preceding Month - May |
|---|----------------------|-----------------------|------------------------------|------------------------------|
|  State of Rhode Island Department of Human Services | | | | |
| 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.

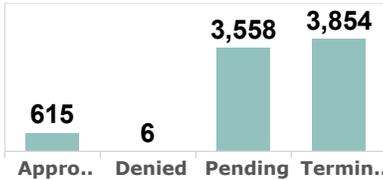
FNS Report

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

Recertifications

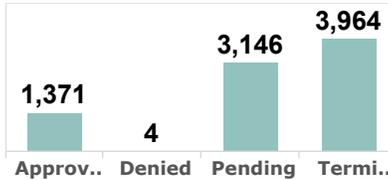
April - Recertifications

8,033



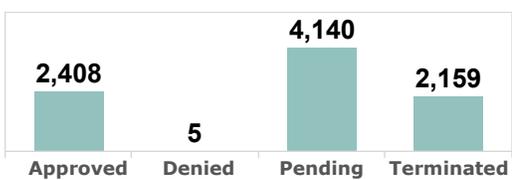
May - Recertifications

8,485



June - Recertifications

8,712



July - Recertifications

8,909

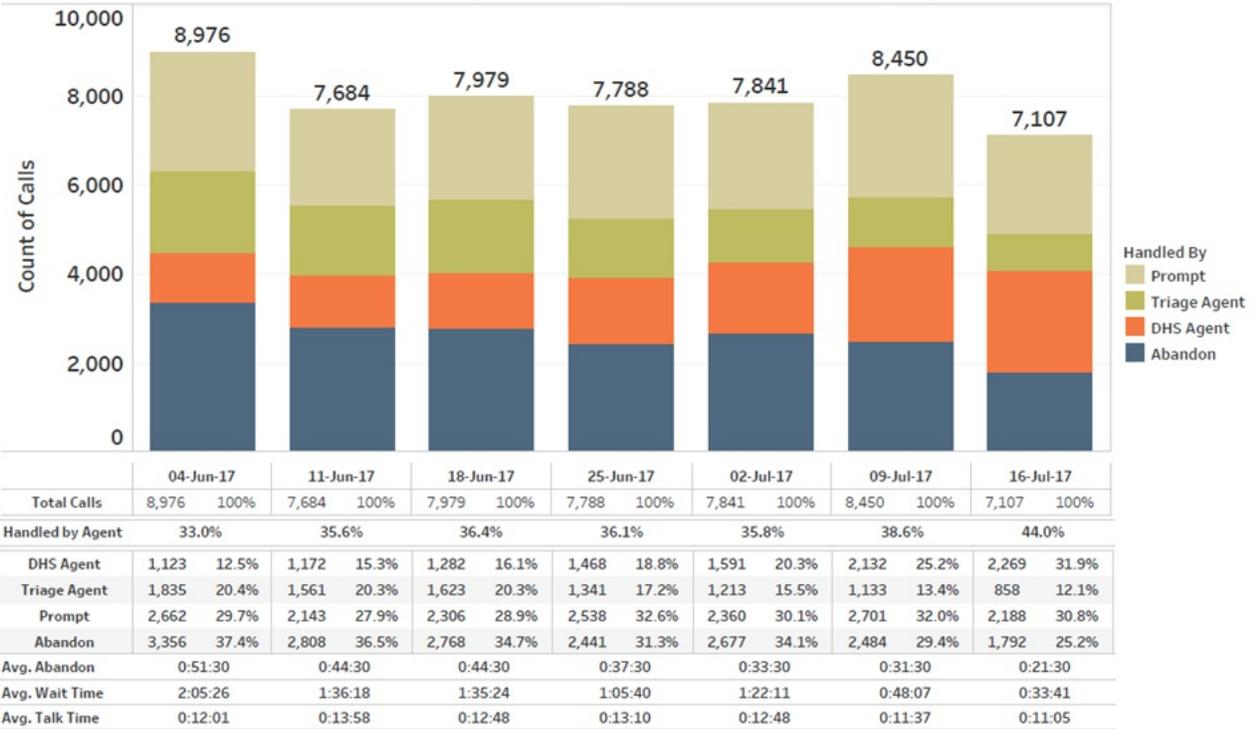
| | | | | | | |
|--------------------------|-----------|----------|----------|-----------|---------------------------------|----------------------|
| Packets Received † 2,908 | | | | | Pending Termination via Ne ga.. | 6,020 |
| Approved | 323 | 168 | 132 | 58 | | |
| Pending | 307 | 75 | 133 | 97 | | |
| Termina.. | | | | | | |
| Grand T.. | 687 | 275 | 287 | 164 | | Packets Not Received |
| | 6/25/2017 | 7/2/2017 | 7/9/2017 | 7/16/2017 | | |

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 |
|------------|-----------------------|-----------------------|-----------|---------------------------------------|---------------------|
|------------|-----------------------|-----------------------|-----------|---------------------------------------|---------------------|

DHS Call Center Dashboard - Week Beginning 6/4/17 - Week Beginning 7/16/17

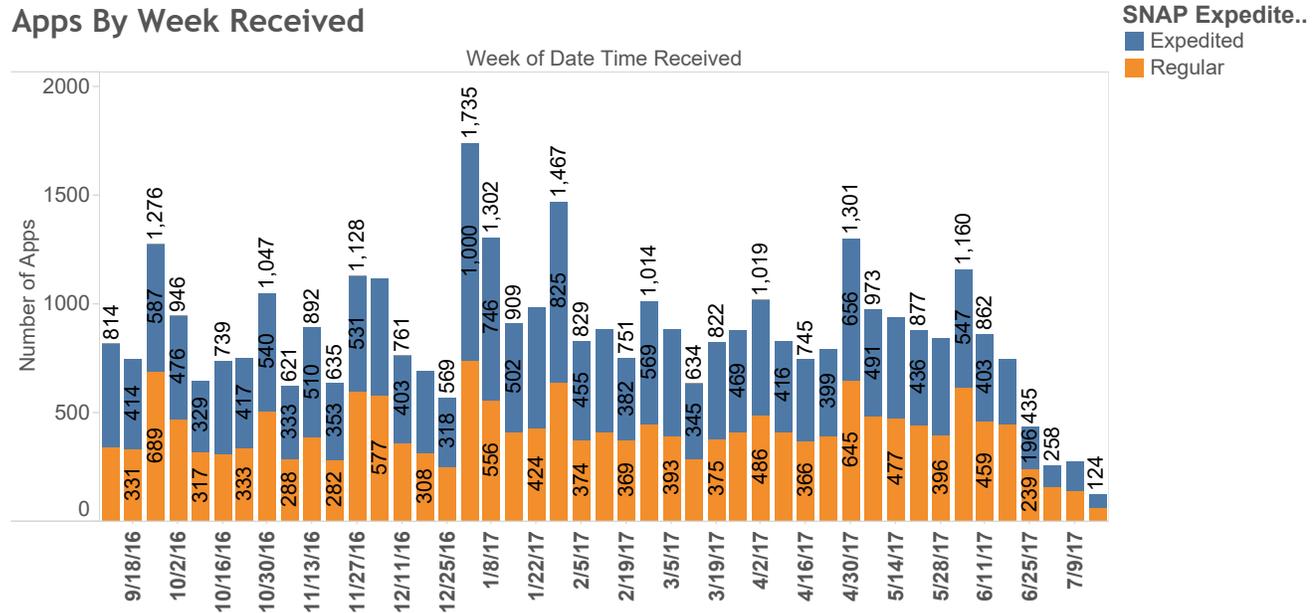


| | 04-Jun-17 | | 11-Jun-17 | | 18-Jun-17 | | 25-Jun-17 | | 02-Jul-17 | | 09-Jul-17 | | 16-Jul-17 | |
|-------------------------|-----------|-------|-----------|-------|-----------|-------|-----------|-------|-----------|-------|-----------|-------|-----------|-------|
| Total Calls | 8,976 | 100% | 7,684 | 100% | 7,979 | 100% | 7,788 | 100% | 7,841 | 100% | 8,450 | 100% | 7,107 | 100% |
| Handled by Agent | 33.0% | | 35.6% | | 36.4% | | 36.1% | | 35.8% | | 38.6% | | 44.0% | |
| DHS Agent | 1,123 | 12.5% | 1,172 | 15.3% | 1,282 | 16.1% | 1,468 | 18.8% | 1,591 | 20.3% | 2,132 | 25.2% | 2,269 | 31.9% |
| Triage Agent | 1,835 | 20.4% | 1,561 | 20.3% | 1,623 | 20.3% | 1,341 | 17.2% | 1,213 | 15.5% | 1,133 | 13.4% | 858 | 12.1% |
| Prompt | 2,662 | 29.7% | 2,143 | 27.9% | 2,306 | 28.9% | 2,538 | 32.6% | 2,360 | 30.1% | 2,701 | 32.0% | 2,188 | 30.8% |
| Abandon | 3,356 | 37.4% | 2,808 | 36.5% | 2,768 | 34.7% | 2,441 | 31.3% | 2,677 | 34.1% | 2,484 | 29.4% | 1,792 | 25.2% |
| Avg. Abandon | 0:51:30 | | 0:44:30 | | 0:44:30 | | 0:37:30 | | 0:33:30 | | 0:31:30 | | 0:21:30 | |
| Avg. Wait Time | 2:05:26 | | 1:36:18 | | 1:35:24 | | 1:05:40 | | 1:22:11 | | 0:48:07 | | 0:33:41 | |
| Avg. Talk Time | 0:12:01 | | 0:13:58 | | 0:12:48 | | 0:13:10 | | 0:12:48 | | 0:11:37 | | 0:11:05 | |

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

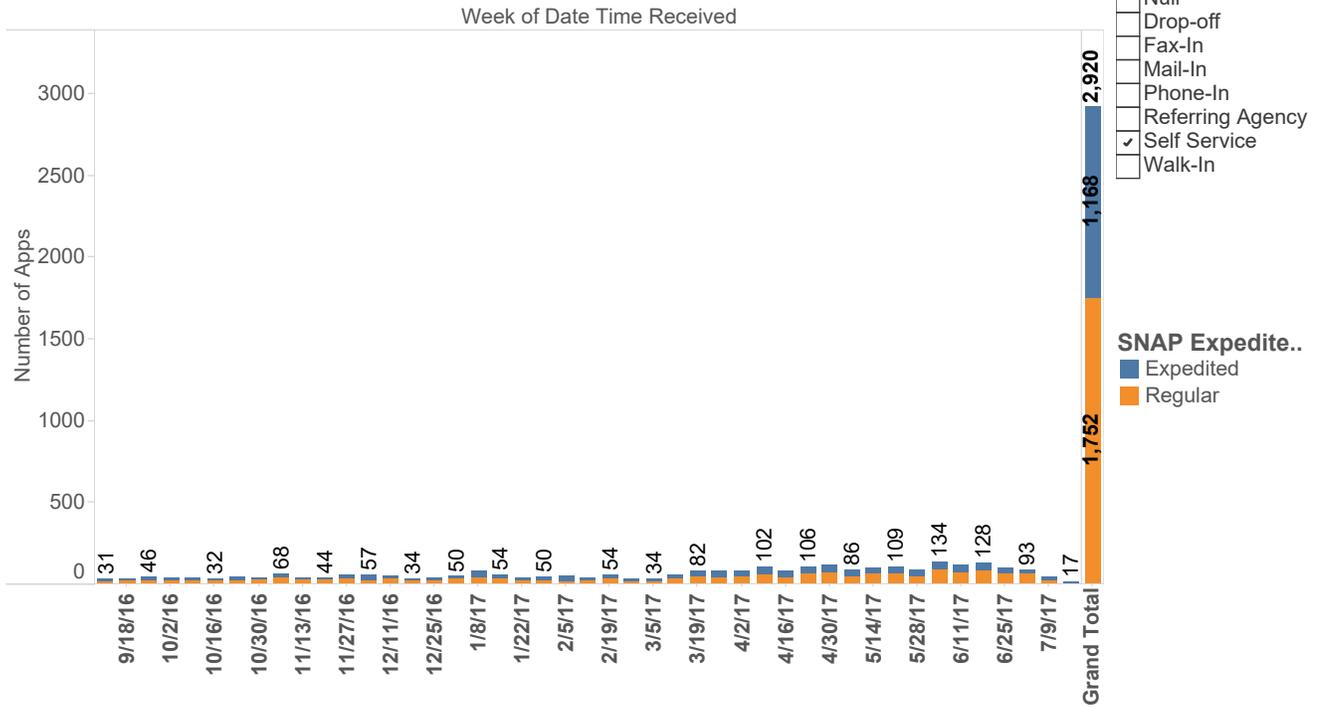


This graph shows the number of SNAP applications by the week in which they were received. Received date is defined based on the date stamp on the application corresponding to the day when the applicant filed their paperwork with DHS. Applications are defined as DHS-2 Applications, or those documents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

Online Apps by Week Received

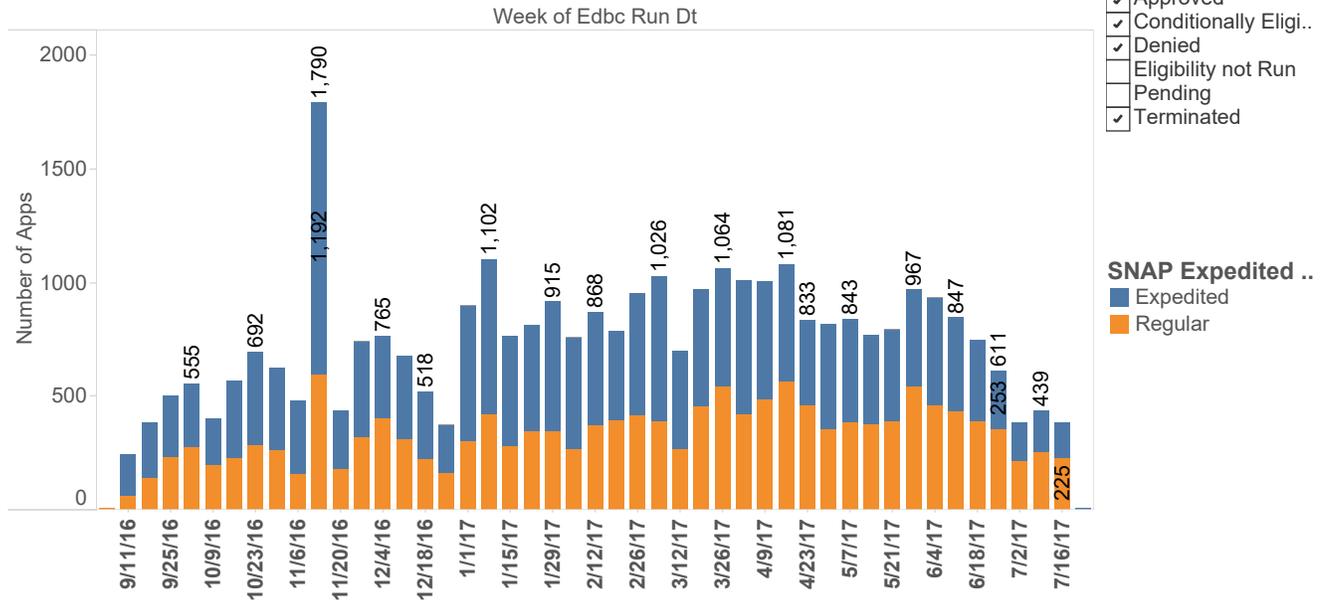


This graph shows the number of SNAP applications submitted through the self service portal by the week in which they were received. This graph shows all applications, work in progress and determined.

FNS Report

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

Weekly Determinations

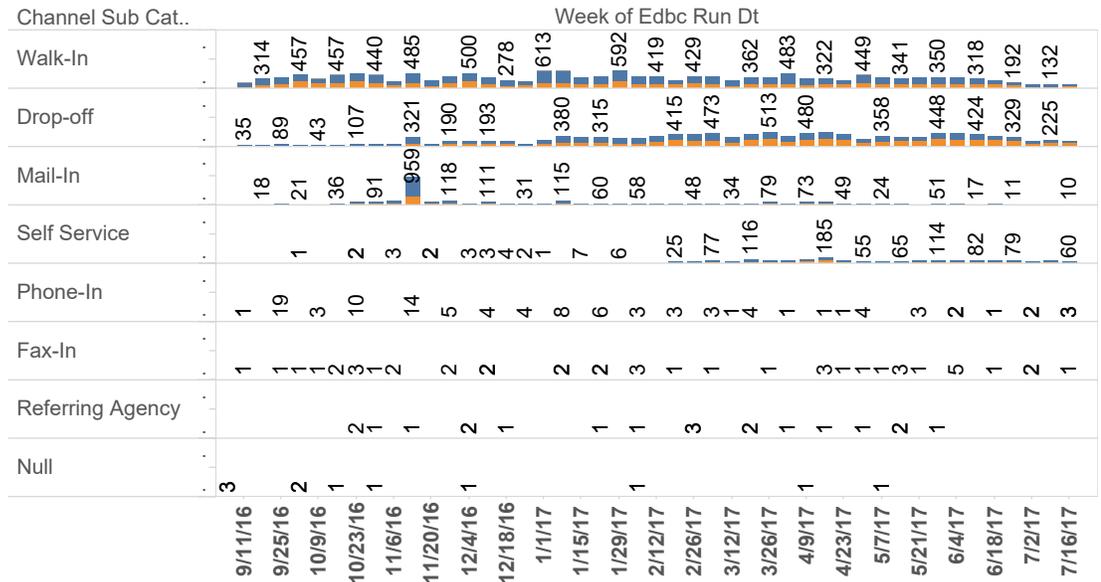


This graph shows the number of determinations by week for SNAP applications, and whether those applications were expedited or regular. The date used is the last date eligibility was run according to a custom extract from RI Bridges created in December 2016 for management purposes. This date is different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

Weekly Determinations by Channel



Eligibility Status

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

SNAP Expedited..

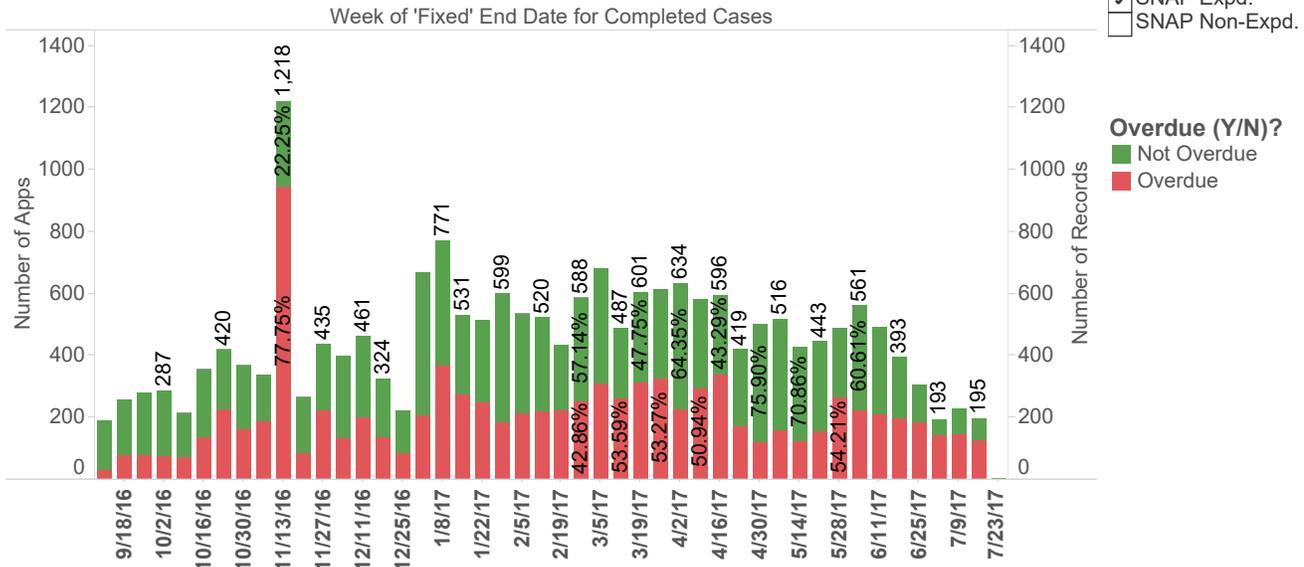
- Expedited
- Regular

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. |
|-----------------------|----------------------------------|---------------------------|-------------------------|----------------------------------|------|
|-----------------------|----------------------------------|---------------------------|-------------------------|----------------------------------|------|

Expedited SNAP Timeliness by Week



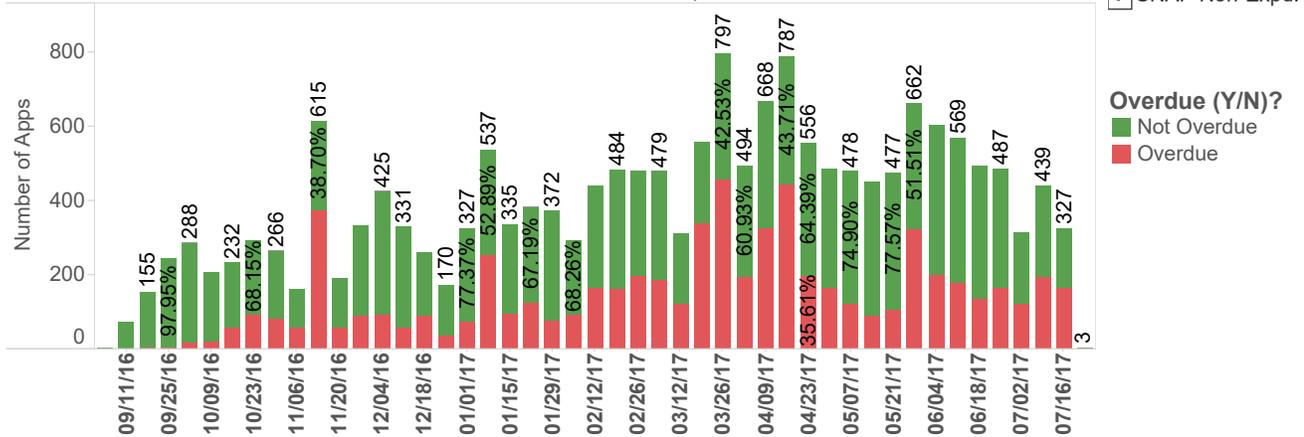
This graph shows the number of determinations by week for SNAP applications, and whether those applications were expedited or regular, by the channel through which that application was submitted. The date used is the last date eligibility was run according to a custom extract from RI Bridges created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

Regular SNAP Timeliness by Week

Week of 'Fixed' End Date for Completed Cases

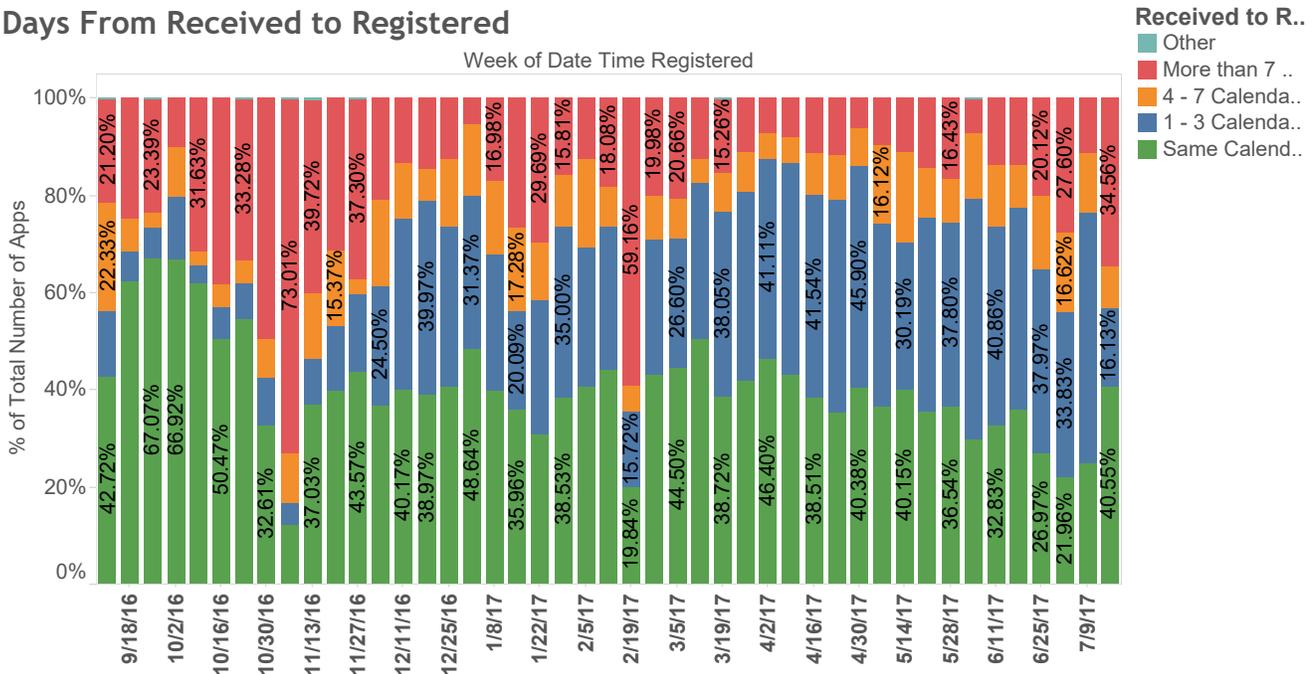


This graph shows the number of regular determinations by week for SNAP applications, and whether those applications were determined within 30 days or receipt, or not. The days are calculated as the number of days from date application received and the date the final eligibility determination was rendered.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

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 |
|-----------|---------------------------|-------------------------|----------------------------------|--------------------------------|----------------------------------|
|-----------|---------------------------|-------------------------|----------------------------------|--------------------------------|----------------------------------|

WIP Regular Applications Excel

Backlog (Y/N)?

- Authorized
- Backlog
- Pending Signatu..
- Processed

| | FNS Regular Bins | | | | | Grand Total |
|-----------|------------------|--------------|--------------|---------------|------------|-------------|
| | 30 Days or Fewer | 31 - 60 Days | 61 - 90 Days | 91 - 120 Days | 121 + Days | |
| Client | 173 | 78 | 7 | 2 | 3 | 263 |
| DHS | 59 | 48 | 14 | 2 | 18 | 141 |
| Grand T.. | 232 | 126 | 21 | 4 | 21 | 404 |

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 |
|-----------|---------------------------|-------------------------|----------------------------------|--------------------------------|----------------------------------|
|-----------|---------------------------|-------------------------|----------------------------------|--------------------------------|----------------------------------|

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 | 6 | 50 | 32 | 1 | | 1 | 90 |
| DHS | 11 | 23 | 20 | 5 | 3 | 8 | 70 |
| Grand Total | 17 | 73 | 52 | 6 | 3 | 9 | 160 |

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.