



Rhode Island Department of Human Services
Supplemental Nutrition Assistance Program
57 Howard Avenue, Louis Pasteur Building, Cranston, RI 02920

July 26, 2017

Bonnie Brathwaite, Director
U.S. Department of Agriculture
Supplemental Nutrition Assistance Program
Northeast Region
10 Causeway Street
Boston, MA 02222

RE: Corrective Action Plan for Quality Control

Dear Ms. Brathwaite:

The Rhode Island Department of Human Services (RI DHS) is in receipt of your letter dated July 11, 2017, requesting a Corrective Action Plan to address the deficiencies currently present in the state's quality control case review process and untimely case transmissions. Below please find the proposed Corrective Action Plan (CAP) for the Quality Control (QC) unit.

Sampling Issues:

1. Complete sampling plan and resubmit by August 15th;
2. Validate sampling methods with new eligibility system vendor by August 30th;
3. Enforce Sampling Plan with new eligibility system vendor;
4. Review all open and unresolved QC sampling tickets with SNAP Administrator by August 15th and prioritize tickets as part of the RI DHS Top 10 issues based on urgency, impact, and importance. Include any urgent fixes in the August 29th release.
5. Ensure that all outstanding QC tickets are addressed as part of September runway release at the latest.

Untimely Transmission of QC Cases

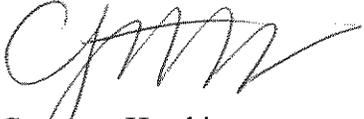
1. As of August 1, assign two QC reviewers to current months' samples, while three QC reviewers will be assigned to review backlog months;
2. Authorize morning overtime for the QC unit; and encourage evening and weekend overtime;
3. Post QC Supervisor position by August 15th and hire supervisor by September 30th;
4. Post two QC Reviewer positions by August 15th and hire two reviewers by September 30th;
5. Analyze procedures for reviewing cases in new eligibility system with vendor's training staff and seasoned SNAP QC reviewer by August 21st to identify best

- practices as well as document any gaps in functionality. Open tickets for any system's issues or gaps identified as part of this exercise.
6. Develop a Quick Reference Guide for QC Reviewers to navigate new system as they conduct their reviews by September 30th.
 7. Share detailed SNAP QC Review procedures with Federal Reviewers by e-mail by October 15th and request feedback on best practices and areas where procedures could be streamlined and made more efficient. Follow up with a FNS site visit if needed;
 8. Develop internal procedural manual for QC Reviewers by December 31st.

It is our hope that the proposed corrective action plan allows RI DHS to catch up with the overdue QC reviews and start transmitting cases on time.

Should you have any questions or concerns, or would like to schedule a call/meeting to discuss further, please do not hesitate to contact me or the SNAP Administrator, Iwona Ramian, at 401-462-6410 or by e-mail at Iwona.Ramian@dhs.ri.gov.

Sincerely,



Courtney Hawkins
RI DHS Director

cc: Yvette Mendez, Deputy Director, RI DHS
Maureen Donnelly, Associate Director, RI DHS
Iwona Ramian, SNAP Administrator, RI DHS
Kimberly Nikolaidis, Assistant SNAP Administrator, RI DHS
Dana Denman, Senior QC Supervisor, RI DHS
Matthew Henschel, Policy Team Lead, USDA, FNS
Pamela Griffin, RI State Desk, USDA, FNS