Hybrid Pilot Metrics  
As of: Wednesday August 31st, 2016

**Total Cases Worked**  
3,447  
- Pilot target is **2,800. 112%** progress to target.  
- 3,132 Completed End to End (91%)  
  - Intake: 485  
  - Renewal: 1,478  
  - Change: 1,169  
- 170 Pending Reprocessing, 145 Tested and Passed  
  - 115 Ready for re-processing  
  - DHS (65), HSRI (28), EOHHS (22)  
  - 55 Pending Fix  

**Total Lobby Tickets Issued**  
5,564  
- 3,992 Lobby Tickets were issued at Pawtucket office  
- 1,192 Lobby Tickets were issued at Providence office  
- 380 Lobby Tickets were issued at Middletown office

**Avg. Daily Workers Participating**  
60  
- DHS/EOHHS: 56 average daily workers  
- HSRI: 4 average daily workers  
*Average Daily Workers increased due to Providence Office participation in Pilot*

**Total Documents Scanned**  
9,288  
- Pawtucket Office Scanning started on 7/25  
- Central Scanning started on 8/1  
- Middletown Office Scanning started on 8/23  
- Currently, 0 pages to be indexed.

---

As of: Wednesday August 31st, 2016

**Total Lobby Tickets Issued**  
5,564  
- 3,992 Lobby Tickets were issued at Pawtucket office  
- 1,192 Lobby Tickets were issued at Providence office  
- 380 Lobby Tickets were issued at Middletown office

**Avg. Daily Workers Participating**  
60  
- DHS/EOHHS: 56 average daily workers  
- HSRI: 4 average daily workers  
*Average Daily Workers increased due to Providence Office participation in Pilot*

**Total Documents Scanned**  
9,288  
- Pawtucket Office Scanning started on 7/25  
- Central Scanning started on 8/1  
- Middletown Office Scanning started on 8/23  
- Currently, 0 pages to be indexed.
Hybrid Pilot Case Processing Progress – Summary
Wednesday August 31st, 2016

Daily Productivity

<table>
<thead>
<tr>
<th>Description</th>
<th>DHS</th>
<th>HSRI</th>
<th>EOHHS</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Completed</td>
<td>36</td>
<td>19</td>
<td>36</td>
<td>91</td>
</tr>
<tr>
<td>Target Completed Cases</td>
<td>82</td>
<td>22</td>
<td>-</td>
<td>104</td>
</tr>
<tr>
<td><strong>Delta</strong></td>
<td>-46</td>
<td>-3</td>
<td>+36</td>
<td>-13</td>
</tr>
<tr>
<td>Total Workers that Completed Cases</td>
<td>6</td>
<td>3</td>
<td>5</td>
<td>14</td>
</tr>
<tr>
<td>Cases per Worker Logged In</td>
<td>6</td>
<td>6.3</td>
<td>7.2</td>
<td>3.2</td>
</tr>
</tbody>
</table>

* DHS Pilot Activities for 8/30 focused on retest of existing defects, not case completion. 31 defects were rested and passed, 13 were rejected, 16 were unable to be tested (ex. No case number in JIRA).

Weekly Productivity Trend

<table>
<thead>
<tr>
<th>Day</th>
<th>DHS</th>
<th>HSRI</th>
<th>EOHHS</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>8/25/16</td>
<td>77</td>
<td>36</td>
<td>23</td>
<td>137</td>
</tr>
<tr>
<td>8/26/16</td>
<td>88</td>
<td>157</td>
<td>47</td>
<td>282</td>
</tr>
<tr>
<td>8/29/16</td>
<td>27</td>
<td>11</td>
<td>30</td>
<td>68</td>
</tr>
<tr>
<td>8/30/16</td>
<td>0</td>
<td>5</td>
<td>30</td>
<td>35</td>
</tr>
<tr>
<td>8/31/2016</td>
<td>36</td>
<td>19</td>
<td>36</td>
<td>91</td>
</tr>
<tr>
<td><strong>Daily Average</strong></td>
<td><strong>46</strong></td>
<td><strong>46</strong></td>
<td><strong>33</strong></td>
<td><strong>123</strong></td>
</tr>
</tbody>
</table>

Overall Progress Towards Target

**112% Progress to Target**

Key Definitions

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Completed Cases</td>
<td>Case transaction has been completed or is pending client verification</td>
</tr>
<tr>
<td>Workers that Completed Cases</td>
<td>Number of workers who completed at least one case on Case Results Sheet</td>
</tr>
</tbody>
</table>
Hybrid Pilot Case Processing Progress – Details
Wednesday August 31st, 2016

DHS & EOHHS

- **Target Completed**
- **Actual Completed**
- **Worked**

DHS: 1658 Actual Cases
- Intake: 321
- Renewal: 844
- Change: 493

EOHHS: 700 Actual Cases
- Intake: 76
- Renewal: 570
- Change: 54

107% Progress to Target

HSRI

- **Target Completed**
- **Actual Completed**
- **Worked**

774 Actual Cases
- Intake: 88
- Renewal: 64
- Change: 622

129% Progress to Target
Appendix
Weekly Trend – New Cases Processed per week

All 3 Sites

<table>
<thead>
<tr>
<th>Week</th>
<th>Completed</th>
<th>Initiated</th>
<th>% Complete</th>
</tr>
</thead>
<tbody>
<tr>
<td>Week 1</td>
<td>62%</td>
<td>61%</td>
<td>83%</td>
</tr>
<tr>
<td>Week 2</td>
<td>77%</td>
<td>83%</td>
<td>90%</td>
</tr>
<tr>
<td>Week 3</td>
<td>83%</td>
<td>90%</td>
<td>91%</td>
</tr>
</tbody>
</table>

DHS

<table>
<thead>
<tr>
<th>Week</th>
<th>Completed</th>
<th>Worked</th>
<th>% Complete</th>
</tr>
</thead>
<tbody>
<tr>
<td>Week 1</td>
<td>60%</td>
<td>60%</td>
<td>81%</td>
</tr>
<tr>
<td>Week 2</td>
<td>60%</td>
<td>60%</td>
<td>85%</td>
</tr>
<tr>
<td>Week 3</td>
<td>60%</td>
<td>60%</td>
<td>91%</td>
</tr>
</tbody>
</table>

HSRI

<table>
<thead>
<tr>
<th>Week</th>
<th>Completed</th>
<th>Worked</th>
<th>% Complete</th>
</tr>
</thead>
<tbody>
<tr>
<td>Week 1</td>
<td>57%</td>
<td>66%</td>
<td>88%</td>
</tr>
<tr>
<td>Week 2</td>
<td>88%</td>
<td>85%</td>
<td>60%</td>
</tr>
</tbody>
</table>

EOHHS

<table>
<thead>
<tr>
<th>Week</th>
<th>Completed</th>
<th>Worked</th>
<th>% Complete</th>
</tr>
</thead>
<tbody>
<tr>
<td>Week 1</td>
<td>64%</td>
<td>67%</td>
<td>82%</td>
</tr>
<tr>
<td>Week 2</td>
<td>82%</td>
<td>68%</td>
<td>95%</td>
</tr>
<tr>
<td>Week 3</td>
<td>95%</td>
<td>91%</td>
<td></td>
</tr>
</tbody>
</table>
Hybrid Pilot Case Execution By Program
Wednesday August 31st, 2016

DHS / EOHHS Case Execution by Program

- Medicaid (EOHHS), 725
- SNAP, 1168
- CCAP, 67
- RIWorks, 109
- MPP, 43
- Medicaid, 115
- Other, 6

*Other includes SSP (0), GPA (1), GPA Burial (2)

For mixed households, each program is counted individually in the above totals

DHS / EOHHS Case Execution by Program

- Medicaid (EOHHS), 725
- SNAP, 1168
- CCAP, 67
- RIWorks, 109
- MPP, 43
- Medicaid, 115
- Other, 6

*Other includes SSP (0), GPA (1), GPA Burial (2)

For mixed households, each program is counted individually in the above totals

HSRI Case Execution By Program

- QHP, 281
- MAGI, 546
- CSR, 107
- APTC, 133