



October 28, 2016

Kurt Messner, Regional Administrator
United States Department of Agriculture
Food and Nutrition Service
Northeast Regional Office
10 Causeway Street
Boston, MA 02222

Dear Administrator Messner:

Attached, per your request, is the data report through October 15, 2016. This includes work that is done on Saturday, October 15 through overtime. We continue to welcome your feedback and the opportunity to ensure that future weekly reports are responsive to your needs. While the vast majority of the 318,000 people we serve continue to experience no disruption in service, we have teams in place that have worked quickly to address any issues that have emerged and will continue to do so throughout this process. Quality customer service continues to be our top priority.

A few highlights from today's report:

- Call wait times are down 15 percent from the week of October 8. We continue to observe call wait time reductions.
- Approximately 13 percent of SNAP-related applications were submitted online through the customer portal.
- DHS continues to make progress improving expedited and non-expedited application processing timeliness.
 - While not reflected in this week's submission, we are pleased to inform you that as of today (October 28), all expedited SNAP applications that have been received 7 or more days ago have been processed. In addition, all SNAP applications that have been pending for 30 days will be completed by end of day today.
- As we perform continual evaluation and improvement of our data collection and reporting methodology, we have adjusted the "Date of Application" field in the "Applications by Type" tab. The data displayed in this field now represents the application submission date as opposed to the date of last action taken.

As we discussed on last week's conference call, we are preparing a plan of action describing more safeguards to ensure that all SNAP applicants are served within federal guidelines. If you have any questions about the data provided here, please do not hesitate to contact me or my office.

Sincerely,

A handwritten signature in blue ink, appearing to read "Melba", is written over a light blue circular stamp.

Melba Depeña Affigne
Director, Rhode Island Department of Human Services

cc: Bonnie Brathwaite, NERO SNAP Director

Enclosure

The data provided here is accurate to the best of our ability at this time. We conduct quality control and provide data updates on an ongoing basis and will let you know if any of this information changes. You may notice some slight differences in the historical data from last week's submission to this week's submission. This is due to our quality control/data update process.