



STATE OF RHODE ISLAND AND PROVIDENCE PLANTATIONS
DEPARTMENT OF ADMINISTRATION

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November 4, 2016

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

Dear Chairman Abney and Chairwoman Serpa,

Thank you for the opportunity to share more information on the Unified Health Infrastructure Project (UHIP). Attached you will find the materials and summaries that are responsive to your most recent request.

Since our last submission on November 1st, we have continued to make progress:

- Starting on Monday, we will begin new lobby management practices in our Providence field office to help our customers reduce and in some cases avoid a long wait in the lobby. Sometimes, our clients do not need to see a worker, they just need to pick up an application, scan or drop off documents, make an appointment or call to check their application status. These changes are designed to help our customers get what they need quickly and conveniently, and cut down on the number of people waiting at the office to be seen.
- We will have a secured drop-box for customer applications and other supporting documents outside the Providence location. Drop boxes exist at other DHS field offices as well. The boxes will be checked frequently throughout the day by a DHS employee to ensure timely processing.
- Customers also can pick up applications to complete at home, or sit in a designated space to complete applications during their visit.
- Customers can use scanning stations in the lobby to immediately upload documents to their case file.
- Greeters will welcome customers, assess their needs, and help them get to the right place for assistance.
- Also, we are providing additional training for all of our workers to improve customer service and accurate, timely application processing.
- We have also deployed eligibility workers to the front lobby to triage and further assist our customers.
- These changes will help us cut down on wait times and prioritize urgent situations and needs. They also help customers use the right channel for faster, easier service. **Note: With**

these changes, you will see a short-term increase in our wait time data. We will now capture wait times starting as soon as a customer speaks to a greeter. This will more accurately reflect total wait times for our customers. Also note: we do expect it will take time for customers and workers to adapt to this new system.

- Every field office is different, so we will continue to explore ways to optimize our customer experience in each office based on its unique layout and needs.
 - For example, we are currently in conversations with our Woonsocket landlord on ways to expand in that location.

Please see the email that correlates with this cover letter for the list of documents that are responsive to your request. We hope these materials are helpful in answering your questions, and are happy to follow up with any additional data or information you need moving forward.

Sincerely,



Michael DiBiase
Director, Department of Administration



Secretary Elizabeth Roberts
Executive Office of Health and Human Services



Melba Depeña Affigne
Director, Department of Human Services

Enclosures