Office of the Director
Melba Depeña Affigne

November 10, 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 29, 2016. We share your commitment of ensuring the needs of Rhode Island's SNAP recipients are met. Quality customer service continues to be our top priority.

My team appreciates the recent feedback we received from your office earlier this week on the format of the weekly report. As discussed on our most recent conference call, DHS will be updating its weekly reports beginning with our next submission to reflect the changes per recent FNS suggestions.

Regarding today's report:

• In the week ending Oct. 29, DHS experienced the lowest call volumes of any week since the system launch. Call wait times were down 11 percent from the previous week.

- Note: During the first week of November, DHS experienced higher than normal wait times because of the first of the month and the launch of open enrollment. We anticipate this will be reflected in next week's submission.

If you have any questions about the data provided here, please do not hesitate to contact me or my office.

Sincerely,

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.