



## Rhode Island Department of Human Services

57 Howard Avenue Louis Pasteur Building Cranston, RI 02920

Office of the Director  
**Melba Depeña Affigne**

November 18, 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 November 6, 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.

Per our most recent discussion, we will be updating the overall weekly submission format to coincide with our corrective action plan.

One highlight from today's report: despite an increase in call volume – typical for the first week of the month – for individuals who prefer to wait on the phone rather than receive a return phone call, hold times remained relatively consistent with previous lower-volume weeks. The average wait time was 34 minutes. We continue to work on improving accessibility and DHS Call Center operations throughout this process.

We also have reason to believe the number of SNAP applications marked as "expedited" may be overstated by almost half, based on historical trends. Our team is looking into this matter and will follow up with you when we have more information to share.

If you have any additional 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", with a long horizontal flourish extending to the right.

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.\*\**

