

# UHIP Daily Media Updates

## Monday, Nov. 14 – Friday, Nov. 18

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### **UHIP Media Update -- Monday, November 14, 2016**

Good afternoon –

Beginning this week, the state’s communications team is introducing new weekly metrics, which will replace the daily email with a more comprehensive weekly breakdown of the status of applications in each program that move through our new eligibility system. You can expect the first weekly metrics release on Friday morning.

We will continue to provide full updates on UHIP Governance Meetings, FNS data releases and correspondence between our team and the House Finance and Oversight committees throughout the week. We also are continuing the weekly media availability with Secretary Roberts, and Directors DiBiase and Depeña, and will advise as to the timing of the briefings each week.

**Legislative Update** – As a reminder, our next submission to the legislature is scheduled for EOD today. We will share this submission with the media once it has been received and reviewed by the legislature.

**Transparency Portal** – As a reminder, we continue to update the Transparency Portal with UHIP documentation: <http://www.transparency.ri.gov/uhip/>. Members of the media and the public can use this site to download this public information.

Thanks.

- Ashley & Brenna

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### **UHIP Update -- Tuesday, November 15, 2016**

Good morning –

The latest weekly UHIP legislative data submission has been uploaded to the [Transparency Portal](#).

This project continues to be our top priority, and our team is working hard to promptly resolve technology issues. We continue to provide additional support and training to our workers, and are focusing on improving customer service. We also are laser-focused on working pending applications and enhancing our Call Center operations.

As a reminder for planning purposes, the UHIP communications team meets daily at 2:30 p.m. to review media inquiries with subject matter experts. If you have any UHIP-related questions, please try to provide them to us by 1 p.m. so we can gather the information you need before your deadlines.

Thank you!

-Brenna & Ashley

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### **UHIP Update -- Wednesday, November 16, 20**

Good morning –

Today's UHIP governance meeting touched on a number of topics, including:

#### **FNS:**

- **Weekly Report** – We plan to send FNS our weekly report on Friday and will share this submission with the media once it goes to FNS.
- **Plan of Action** – The team is preparing a response to the recent FNS letter asking for additional data and a plan of action for SNAP recipients, due November 22<sup>nd</sup>. The USDA has acknowledged our efforts to address technical and business process issues as they emerge, and we appreciate the support of both the USDA and the FNS Northeast Regional Office as we work together to address these challenges during the implementation of our new eligibility system.

#### **Legislative Update:**

- Our next legislative update will be submitted by EOD on Friday and we will share this submission with the media once it is received by the legislature.

#### **Weekly Metrics:**

- As a previously mentioned, we are introducing new weekly metrics which will include a comprehensive weekly breakdown of the status of applications in each program that move through our new eligibility system. You can expect the first weekly metrics release on Friday.

A reminder again for planning purposes, the UHIP communications team meets daily at 2:30 p.m. to review media inquiries with subject matter experts. Please try to provide any additional questions by 1 p.m. so we can gather the information you need before your deadlines.

Thanks.

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Note: There was no update on Thursday, November 17, 2016.

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### **UHIP Update -- Friday, November 18, 2016**

Good morning –

Just a reminder that today's weekly UHIP briefing will be held at 1:30 p.m. on the 2<sup>nd</sup> floor of the Department of Administration's Conference Room 2B.

Please let us know if you have any questions.

Thanks.

-Ashley and Brenna

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**Post-UHIP Briefing – Friday, November 18, 2016**

Good afternoon:

Attached you will find the new UHIP metrics, which show the status of applications in the RI Bridges system. In an effort to provide more comprehensive information, we have broken down these numbers by program and by each week going back to the launch date. Moving forward, we will continue to provide updates in this format on a weekly basis.

Additionally, you can find the latest copy of our weekly FNS report and cover letter on the Transparency Portal: <http://www.transparency.ri.gov/uhip/>.

We will be forwarding the link to today's legislative submission after the Legislature has received it.

Thank you.

-Ashley & Brenna