



Rhode Island Executive Office of Health and Human Services  
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November 20, 2018

Honorable Patricia A. Serpa, Chairwoman  
House Committee on Oversight  
101 State House  
Providence, RI 02903

Dear Chairwoman Serpa:

Please accept the attached report as the State's most recent update on the RIBridges system, which covers the reporting period October 16, 2018 – November 15, 2018. This document provides monthly updates on the following topics:

- System performance and improvement;
- DHS staffing and employee training;
- Pending applications;
- SNAP timeliness and lobby/Call Center summary;
- CCAP off-cycle payments; and
- LTSS interim payments.

We appreciate your continued advocacy on behalf of those we serve and your interest in the health of the RIBridges system and the progress made to address outstanding issues. As always, please contact me with any questions or concerns.

Sincerely,

Eric J. Beane, Secretary



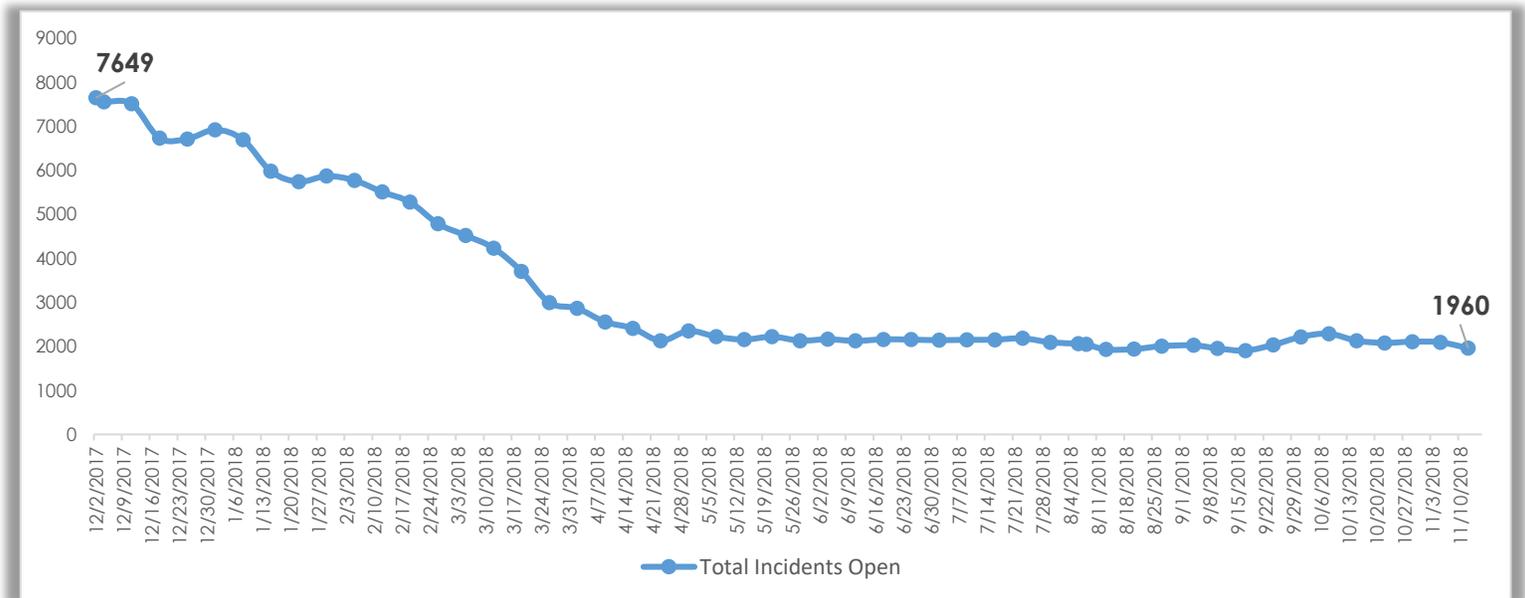
# RI Bridges: Monthly Update

## November 2018

The Executive Office of Health & Human Services coordinates and supports the delivery of programs and services across Rhode Island's health and human service agencies. Our team takes its charge seriously in promoting health, nurturing quality of life, and being there for Rhode Islanders when needed. Our oversight of work on RI Bridges is an important part of the equation. Progress continues to be made on this system. As we move along, we will continue to put the pieces in place to ensure timely access to benefits for Rhode Islanders. This report provides an update on our efforts and progress to date.

### SYSTEM PERFORMANCE + IMPROVEMENT

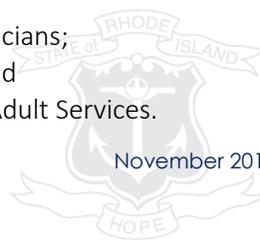
An important measure of system health and stability is the total number of incidents logged related to the RI Bridges system. An incident accounts for any concern experienced in the system that needs to be investigated and, as needed, resolved. IT systems generally require updates and enhancements during their useful life, so an incident number will never hit zero. However, the incident count in RI Bridges should gradually decline over time as the system is stabilized. The number of new and existing incidents logged into RI Bridges continues to remain relatively steady. As of November 12, 2018, open incidents totaled 1,960 – a 74 percent decrease since December 2017.



### DHS STAFFING + TRAINING

DHS continues to make progress in strengthening its workforce. Since October 15, 2018, the department hired 10 employees, with several starting this month. These include:

- Two Employment and Career Advisors in Pawtucket;
- One Social Caseworker dedicated to Long-Term Services and Supports;
- One Customer Service Aide;
- Three Supervising Eligibility Technicians;
- Two Quality Control Reviewers; and
- One Administrator of Family and Adult Services.



## Training Overview

During this reporting period, DHS facilitated some 80 hours of cross-training for field office workforce. Trainings included:

- Quarterly Meetings: These meetings provided training to staff members on HIPAA confidentiality regulations and a presentation on the Child Care Assistance Program (CCAP) for eligibility technicians and supervisors.
- Immigration Training: Dorcas International Institute and the DHS Staff Development Unit facilitated a training to provide an overview of DHS policy and regulations related to immigration status and benefit eligibility.
- Customer Service Aide (CSA) Training: The CSA training focused on RIBridges processes. The training combined instructor-led portions, demonstrations, and hands-on exercises to provide a complete integrated policy and system learning experience.
- Asset Verification System Training: This training was set up by the Executive Office of Health & Human Services for DHS staff members who will be working with a new system used to check asset verification tasks.
- Supervisor Worker Inbox Training: This training focused on Supervisor access to the worker inbox and Key Performance Indicators (KPI), dashboard knowledge and tools needed to navigate a day-in-the-life of a Supervisor. Supervisors were trained to measure the daily workload, using the worker inbox, and assign available staff to complete unassigned work. Supervisors were also trained to monitor escalations, aging tasks, and team productivity using the KPI dashboard; triage and research aging tasks that need to be immediately worked; and to report to other Supervisors any unresolved issues that need to be addressed during overtime hours.

## PENDING NEW APPLICATIONS

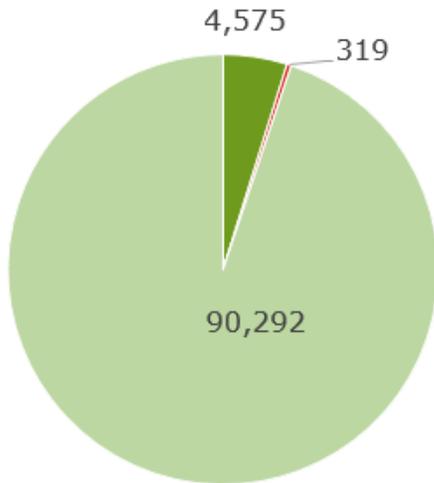
	Not Overdue			Overdue			Total
	Client	State	Total	Client	State	Total	
SNAP Exp	9	28	37	2	5	7	44
SNAP Non	330	266	596	9	3	12	608
CCAP	18	181	199	7	6	13	212
GPA Burial	0	19	19	0	22	22	41
SSP	0	40	40	0	7	7	47
GPA	72	11	83	90	23	113	196
RIW	132	110	242	24	54	78	320
Undet. Cash	4	0	4	2	1	3	7
Undet. Med	23	768	791	56	608	664	1455
MAGI	38	60	98	78	86	164	262
MPP	7	327	334	17	145	162	496
Complex Med.	32	111	143	56	338	394	537
LTSS	56	782	838	137	790	927	1765
Totals	721	2703	3424	478	<b>2088</b>	2566	5990

The State continues to prioritize access to benefits. The number of pending new applications across all programs is 5,990. Overdue pending applications awaiting State action total 2,088.

## SNAP TIMELINESS

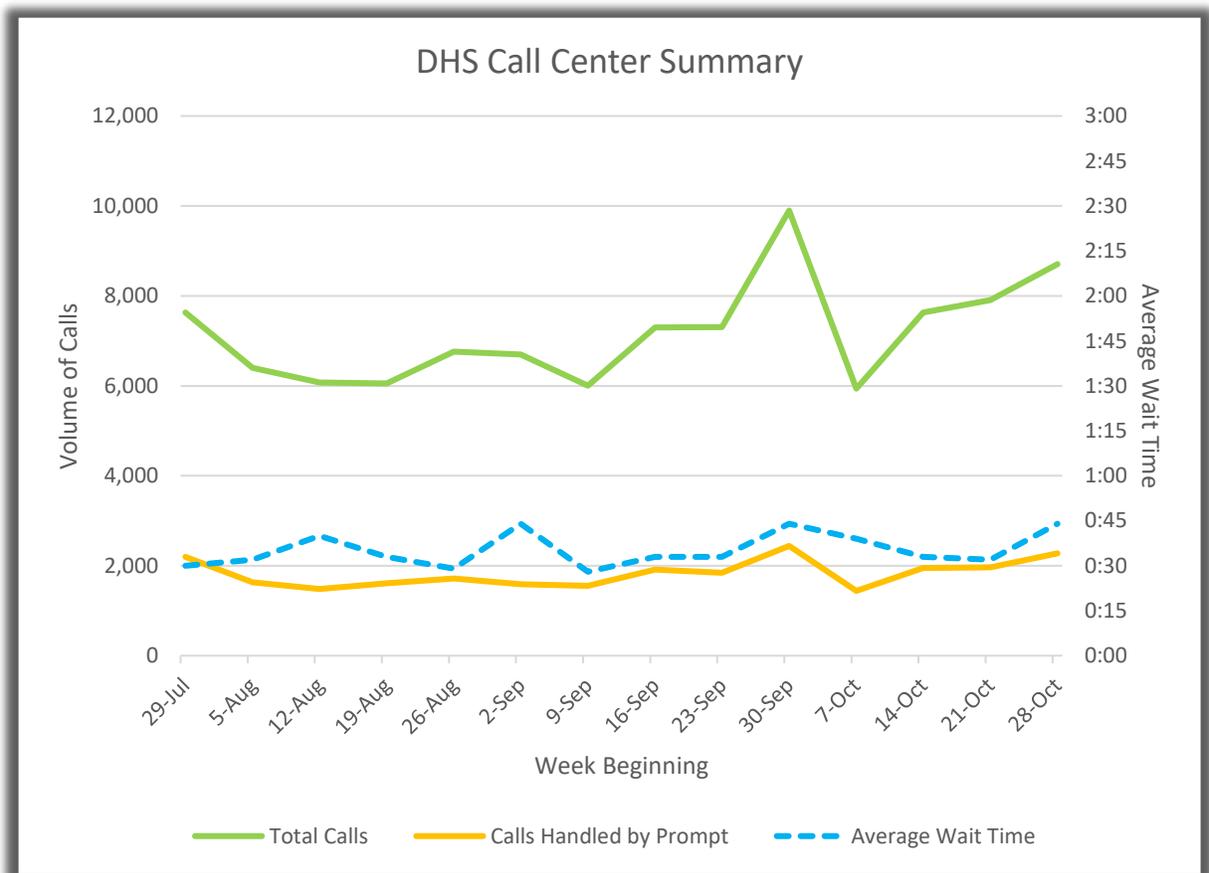
DHS continues to make progress in improving customer service. According to the Special Master's report, the combined timeliness for SNAP applications was 96.3 percent (96.0 percent for expedited and 96.6 percent for non-expedited) for October. This is the seventh consecutive month of timeliness over 90 percent.





In October, SNAP benefits were issued to more than 90,200 households. While the number of applications not processed timely represents less than 1 percent of the total SNAP population, the State remains focused on ensuring all customers receive timely access to benefits.

Untimely October Applications | Timely Applications | Total SNAP Population



## CCAP OFF-CYCLE PAYMENTS

Below are the total number of batch payments made to child care providers since the week of October 15, 2018.

	Providers	Payments
Total Batch (9, 9A & 9B)	743	\$2,831,182.69
Off Cycle (9A & 9B)	37	\$116,077.16
Providers Off-Cycle/Total	4.98%	N/A
Payments Off-Cycle/Total	4.10%	N/A

	Providers	Payments
Total Batch (10, 10A & 10B)	772	\$2,805,081.27
Off-Cycle (10A & 10B)	69	\$54,326.35
Providers Off-Cycle/Total	8.94%	N/A
Providers Off-Cycle/Total	1.94%	N/A

## LTSS INTERIM PAYMENTS

We continue to make progress in reducing the LTSS backlog of applications. As of this submission, there are 790 overdue LTSS applications pending State action. In November, through the contingency payment process, which ensures nursing and assisted-living facilities receive prompt reimbursement from the State, the State paid out \$1,851,276. Please see the attached payment schedule labeled “SFY ’19 NH (nursing homes) & AL (assisted living facilities) Interim Payments.”

## CORRESPONDENCE WITH FEDERAL PARTNERS AND SPECIAL MASTER

The Centers for Medicare & Medicaid Services (CMS) and the USDA Food and Nutrition Service (FNS) are important partners to the State. We continue to meet regularly to review progress on RIBridges. Below is a list of federal correspondence during this reporting period:

- October 18, 2018: FNS’ response to Rhode Island’s “Benchmarks” letter
- October 19, 2018: DHS’ Corrective Action Response (CAR) to the FFY 2018 Local Program Access Review (LPAR) and State Program Access Review (SPAR)
- October 19, 2018: DHS’ Response to FFY 2019 Management Evaluation Review Plan
- November 7, 2018: FNS’ approval of RIBridges Maintenance & Operation Services Request for Proposals (RFP)
- November 9, 2018: FNS’ response to DHS’ October 19, 2018 CAR
- November 15, 2018: Special Master’s 12<sup>th</sup> report to the courts
- November 15, 2018: October 2018 SNAP Application Timeliness Report as part of Gemmell agreement