



NOV 27 2018

**United States
Department of
Agriculture**

Food and
Nutrition
Service

Northeast Region

10 Causeway St.
Room 501
Boston, MA 02222

Courtney Hawkins, Director
RI Department of Human Services
Louis Pasteur Building
57 Howard Avenue
Cranston, RI 02920

Dear Director Hawkins:

This letter is in response to the amended investment plan that the Rhode Island Department of Human Services (RI DHS) submitted to the Food and Nutrition Service (FNS) on October 5, 2018. The October 5th submission amended a prior version of the investment plan that was submitted to FNS on May 14, 2018. FNS is approving the amended plan.

Pursuant to the Settlement Agreement dated February 13, 2018, RI DHS agreed to invest a total of \$805,197.00 in business process redesign (BPR) expertise and services to improve the effectiveness and efficiency of the delivery of the State's benefit programs. The original investment plan that was submitted on May 14 outlined a plan for hiring an outside vendor to provide recommendations for improving statewide access to assistance, decreasing office and telephone wait times, and improving the customer experience for those accessing services at RI DHS.

The amendment to the original proposal incorporates into the plan additional BPR work to be performed by the same vendor. That additional work includes assisting RI DHS in fully operationalizing the Claims Collections and Recoveries Unit (CCRU), eliminating CCRU's legacy backlog, and developing comprehensive procedural manuals and training curriculum for all staff required to utilize the claims functions within the State's new integrated eligibility system.

Please be advised that all associated project costs should be reported quarterly on the SF-425/FNS-778 in the 'New Investment' column until the full liability is achieved. This project should be funded 100% with State funds and the New Investment column can track these expenses without affecting the rest of the reports' Federal financial reimbursement. Additionally, in accordance with the Settlement Agreement, in its semi-annual corrective action plans, RI DHS must report on the expenditure of funds and the outcomes derived from the project.

If there are any questions regarding this letter, please contact Maria Volpe at 617-565-6390 or Maria.Volpe@fns.usda.gov.

Sincerely,

A handwritten signature in blue ink that reads "Bonnie A. Brathwaite". The signature is written in a cursive style with a large initial 'B'.

Bonnie Brathwaite, Director
Supplemental Nutrition Assistance Program
Northeast Region

cc: Maureen Donnelly
Deborah Barclay
Bethany Caputo
Iwona Ramian