



**Rhode Island Department of Human Services**

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July 18, 2022

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 June 16, 2022 – July 15, 2022. This document provides monthly updates on the following topics:

- System performance and improvement
- RI Department of Human Services (DHS) Employee Training
- Pending Applications
- SNAP Timeliness and Lobby/DHS Call Center Summaries
- CCAP Off-Cycle Payments
- Correspondence with Federal Partners (if any)

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

A handwritten signature in black ink, appearing to read "Yvette Mendez".

Yvette M. Mendez, Acting Director  
RI Department of Human Services



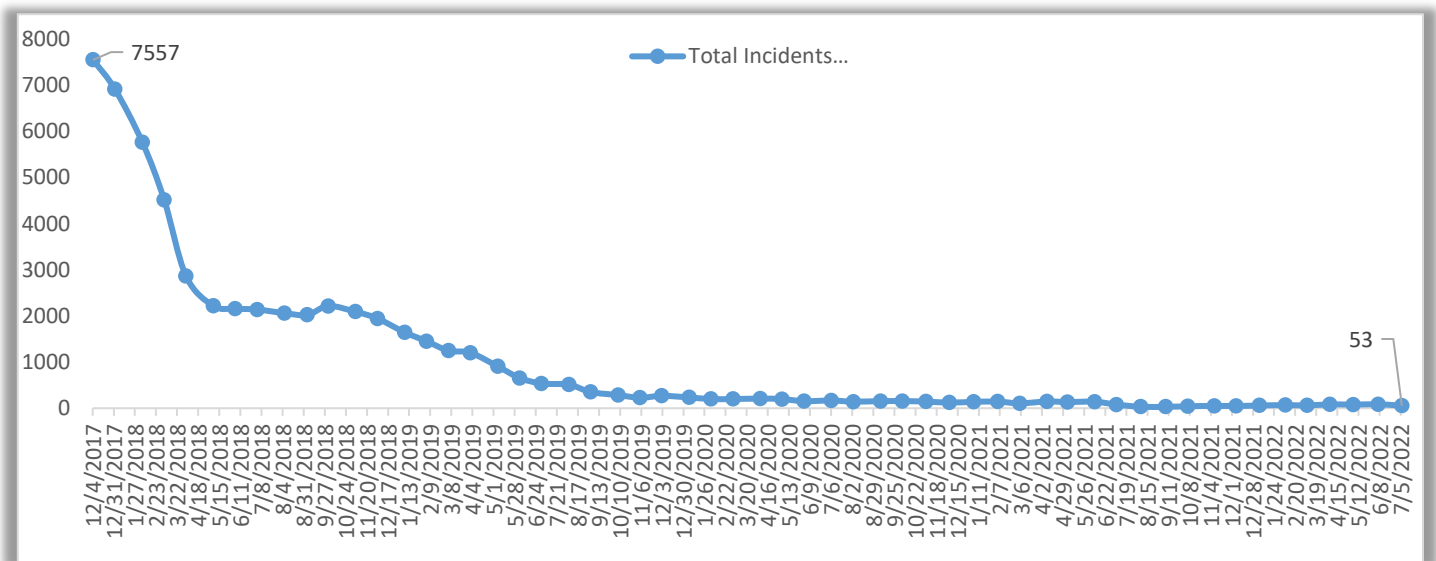
# RI Bridges: Monthly Update

## July 2022

Our team takes its charge seriously in promoting health, nurturing quality of life and being there for Rhode Islanders when needed. Our oversight of the work on the RI Bridges system is an important part of the equation. With system stabilization under our belt, we continue to focus on ensuring full compliance of the system. This report provides an update on our efforts and progress to date.

### SYSTEM PERFORMANCE + IMPROVEMENT

Due to a focused effort on consistent and stable system operations, the number of new and existing incidents (when the system does not operate as expected for a DHS customer, worker or provider) has **decreased by 99 percent** since December 2017. As of July 6, 2022, there were **53** open incidents.



### DHS STAFFING

DHS continues to make progress in hiring candidates for critical positions identified. Since June, DHS hired 8 employees.

This includes:

- 2 Assistant Administrator, Community and Planning Services
- 2 Consultant Public Health Nurse
- 1 Eligibility Technician
- 1 Quality Control Review Supervisor
- 2 Supervising Eligibility Technician

## DHS TRAINING

Training Topic	Training Date	# of Training Hours	# of New Staff	# of Current Staff
Interface Walkthrough: Bendex (Two one-hour sessions)	6/16/2022 6/21/2022	2	0	36
Interface Walkthrough: PARIS (Three one-hour sessions)	6/23/2022 6/24/2022 6/28/2022	6	0	53
Multicultural Competency Training Series: Module Two and Three (Two -one and half-hour session)	6-7-2022	1.5	0	6
ORR Knowledge Transfer (Two one-hour session)	6/16/2022 6/17/2022	2	0	21
Rhode Island Works Eligibility Basics One full day session	6/27/2022	5	0	8
New Hire Orientation (Three full day trainings)	7/11/2022 7/12/2022 7/13/2022	13.5	4	0
Supplemental Nutrition Assistance Program (SNAP) (Five full day sessions)	7/11/2022 7/12/2022 7/13/2022 7/14/2022 7/15/2022	27.5	7	5
	<b>Totals</b>	<b>57.5</b>	<b>11*</b>	<b>129*</b>
Rhode Island Learning Center Trainings (These trainings are self-directed)	<ul style="list-style-type: none"> <li>• 'DHS FTI, HIPAA, and Confidentiality' -- 670 staff enrolled</li> <li>• 'Telephonic Signature' -- 126 staff enrolled</li> <li>• 'Telephonic Signature -Elderly and Disabled Adults (EAD)' -- 40 staff enrolled</li> <li>• 'Asset Verification System (AVS)' -- 119 staff enrolled</li> <li>• 'Customer Portal' -- 414 staff enrolled</li> <li>• 'SNAP Reinvestment Updates' -- 411 staff enrolled</li> </ul>	Combined total of <b>1,713*</b> staff trained on LMS: <ul style="list-style-type: none"> <li>• 442 Completed 'FTI'</li> <li>• 40 Completed 'Telephonic Signature'</li> <li>• 21 'Telephonic Signature EAD'</li> <li>• 86 Completed 'AVS'</li> <li>• 290 Completed 'Customer Portal'</li> <li>• 183 Completed 'SNAP Reinvestment Training'</li> <li>• 230 Completed 'Visit Record Training'</li> <li>• 59 Completed 'the RIW Mini-Series'</li> <li>• 205 Completed 'Scheduling Refresher'</li> <li>• 157 completed 'Medicaid Renewal refresher'</li> </ul>		

	<ul style="list-style-type: none"> <li>• 'Visit Record' -- 413 staff enrolled</li> <li>• 'RIW Mini-Series Completed' -- 100 staff enrolled</li> <li>• 'Scheduling Refresher' -- 332 staff enrolled</li> <li>• 'Medicaid Renewal Refresher' -- 276 staff enrolled</li> </ul>	
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\* This number is duplicate and based on number of staff enrolled to attend training.

### Workshop Descriptions

**New Hire Orientation:** The goal of the session is to provide new employees with all the pertinent information they need to begin working at DHS and to familiarize them with organizational policies and procedures. Besides introducing employees to the RIBridges system, participants learn:

- The organizational hierarchy
- DHS' mission and vision
- A broader understanding of DHS programs and services
- Policies and procedures regarding payroll, dress code, and other practices
- the LEAN initiative
- Rules, regulations and laws surrounding Federal Tax Information (FTI), Civil Rights, Voter Registration, and the Health Insurance Portability and Accountability Act (HIPAA)
- Basic navigation and data collection methods in RIBridges

**Knowledge Transfer Training:** This workshop provides an overview of the Interface Review QRG associated with the upgrades.

**Multicultural Competency Training Series:** The Multicultural Competence Modules offer contextualized, scaffolded anti-oppression educational workshops for DHS employees. There are four foundational modules that introduce participants to frameworks, concepts, and strategies so DHS personnel are better equipped to advance its diversity, equity, and inclusion strategic goals individually and collectively. The workshops are offered virtually. Each session meets for 1.5-2 hours. The format for the sessions includes facilitated dialogue with individual and group activities.

**Supplemental Nutrition Assistance Program (SNAP) Training Series:** The SNAP Training Series is designed to introduce new Eligibility Technicians to SNAP program policy and RIBridges. A wide range of operational tasks are covered and/or discussed to help ensure Eligibility Technicians are prepared for the variety of questions and challenges they may encounter in their role.

**Interface Walkthrough: Bendex:** The goal of the Interface walkthrough is to increase knowledge for participants on how to read and apply the information found on the Bendex interface screen.

**Interface Walkthrough: PARIS:** This session will review all 3 interfaces matched within the PARIS matching system and how the interface can be reviewed and utilized within RI Bridges.

**Rhode Island Works (RIW) Basics Training:** This training will provide a basic overview of the RI Works program and its eligible participants.

- **FTI/HIPAA:** This is a required training for all DHS employees. This refresher training covers the federal regulations and internal procedures that staff need to follow in protecting customer information.
- **Telephonic Signature/Telephonic Signature - EAD:** To work new documents such as applications, recerts, interims (with a change) and employment plans over the phone, it is imperative that either a signed document is present in the case file OR the worker records a telephonic signature while the customer is on the phone.
- **Asset Verification Training System:** This training provides guidance to staff processing EAD and LTSS requests for Medicaid determinations at the time of application and renewals.
- **SNAP Reinvestment:** This course is designed as a refresher for operations staff on SNAP six-month interim processing. The intent of this course is to review best practices for interim processing.
- **Customer Portal:** This training provides a walk-through of the front and back end of the Customer Portal.
- **Visit Record Refresher:** This course will provide an overview of the Visit Record functionality in RIBridges. The purpose of the training is to increase knowledge on the Visit Record function in RIBridges that will be included in all field offices, enhancing consistency in our processes by appreciating the customer journey.
- **Scheduling Refresher:** This course provides a review of how to use the scheduling functionality in RIBridges.
- **Medicaid Renewal Refresher:** This training provides an overview on how to process Medicaid enrollment.

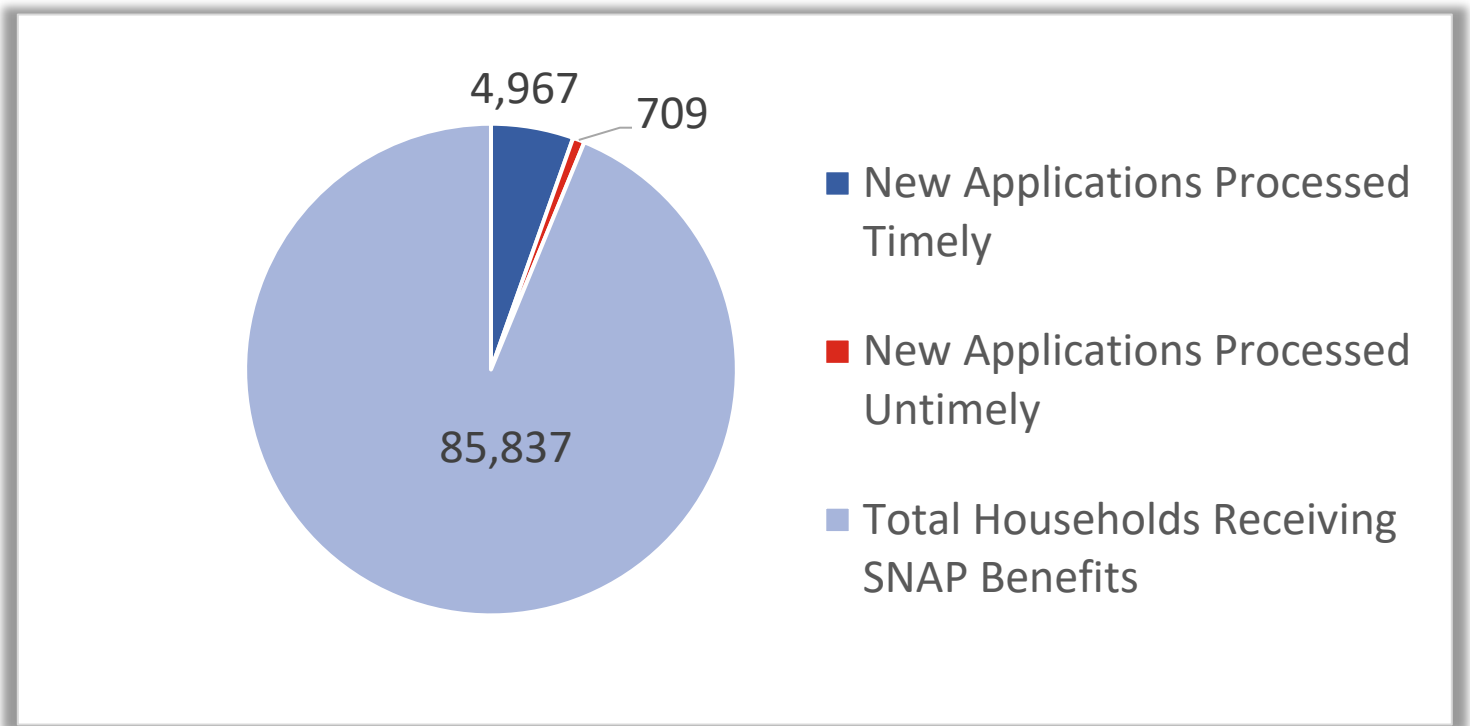
## PENDING NEW APPLICATIONS

The State continues to prioritize access to benefits. As of **July 8, 2022**, the number of pending new applications across all programs was **6,475**. The total of overdue, pending applications awaiting State action was **2,410**.

	Not Overdue			Overdue			Total
	Client	State	Total	Client	State	Total	
<b>SNAP Expedited</b>	28	334	362	16	53	69	<b>431</b>
<b>SNAP Non-Expedited</b>	486	737	1223	34	28	62	<b>1,285</b>
<b>CCAP</b>	17	303	320	4	31	35	<b>355</b>
<b>SSP</b>	0	48	48	0	4	4	<b>52</b>
<b>GPA</b>	13	46	59	4	14	18	<b>77</b>
<b>RIW</b>	127	238	365	19	31	50	<b>415</b>
<b>Undetermined Medical</b>	30	421	451	168	1,845	2,013	<b>2,464</b>
<b>Medicaid-MAGI</b>	32	39	71	123	140	263	<b>334</b>
<b>Medicare Premium Payments</b>	12	193	205	43	102	145	<b>350</b>
<b>Medicaid Complex</b>	11	48	59	20	270	290	<b>349</b>
<b>LTSS</b>	15	311	326	5	32	37	<b>363</b>
<b>Grand Total</b>	<b>739</b>	<b>2,680</b>	<b>3,419</b>	<b>313</b>	<b>2,410</b>	<b>2,986</b>	<b>6,475</b>

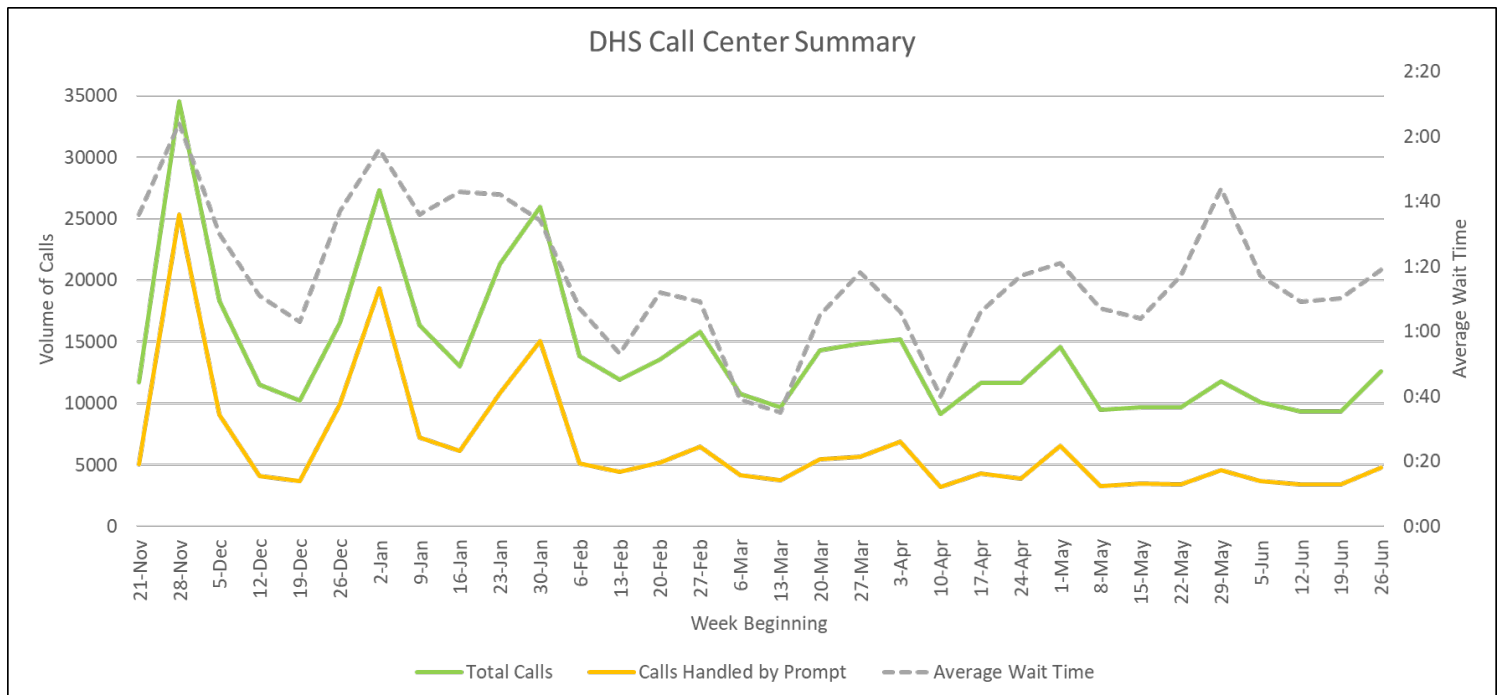
## SNAP TIMELINESS

Despite the impact of COVID-19, **85,837** households received benefits in June 2022. About **88** percent of new SNAP applications were timely processed. About 12 percent of applications were processed untimely.



### CALL CENTER

For the period between **May 29, 2022, through the week that started on July 3, 2022**, the average wait time to DHS staff was about **1 hour and 24 minutes**. DHS recognizes this average wait time is longer than it should be due to pressure points. The busiest week at the Call Center was the week beginning June 26, 2022, and there were **12,596** calls then.



### CCAP OFF-CYCLE PAYMENTS

Below are the total number of batch payments made to child care providers between May 16, 2022 through June 15, 2022.

Batch	Date Issued	# of Providers	Amount after Union/PAC removed
1	6/16/2022	536	\$2,135,607.26
1A	6/17/2022	25	\$54,303.12
1B	6/24/2022	28	\$81,019.24
2	6/30/2022	542	\$2,188,769.15
2A	7/1/2022	11	\$18,363.91
2B	7/8/2022	30	\$194,608.79

	Providers	Payments
Total Batch (1, 1A & 1B)	589	\$2,270,929.62
Off-cycle (1A & 1B)	53	\$135,322.36
Provider off-cycle/total	9.89%	-
Payments off-cycle/total	6.34%	-
	Providers	Payments
Total Batch (25, 25A & 25B)	583	\$2,401,741.85
Off-cycle (25A & 25B)	41	\$212,972.70
Provider off-cycle/total	7.56%	-
Payments off-cycle/total	9.73%	-

## UPDATE ON RECERTIFICATIONS PROCESS

The State has verified that Medicaid renewals were appropriately initiated by the RIBridges System in compliance with the CMS approved renewal plan.

## CORRESPONDENCE WITH FEDERAL PARTNERS

The Centers for Medicare & Medicaid Services (CMS) and the USDA Food and Nutrition Service (FNS) are important partners to the State. We continue to communicate regularly to review progress with the RIBridges system. There wasn't any communication during this reporting period.