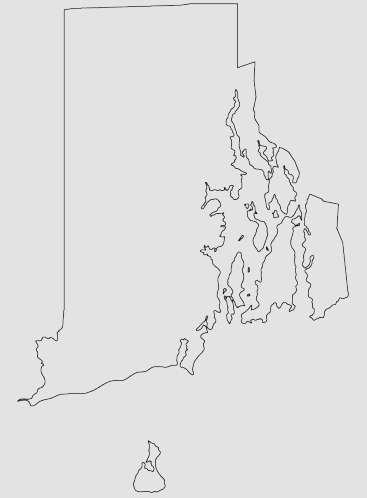


# RI Bridges Stabilization

Performance and progress dashboard



Presented by:

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RI Department of Human Services

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Our highest priority at the Department of Human Services is to provide Rhode Islanders with timely access to benefits. Regular access to accurate, meaningful data is key to achieving this mission.

The State has been working with Deloitte to improve and refine its data. The data included in this dashboard has been reviewed and reflects the best available information at this time. Data is subject to change as improvements are made to the system.

July saw continued progress on the overdue backlog of new applications. The total number of pending applications declined to 4,380 as of August 1, a 24 percent decline in one month. Next, the State will prioritize updating existing customers' accounts with status changes, such as new income or address.

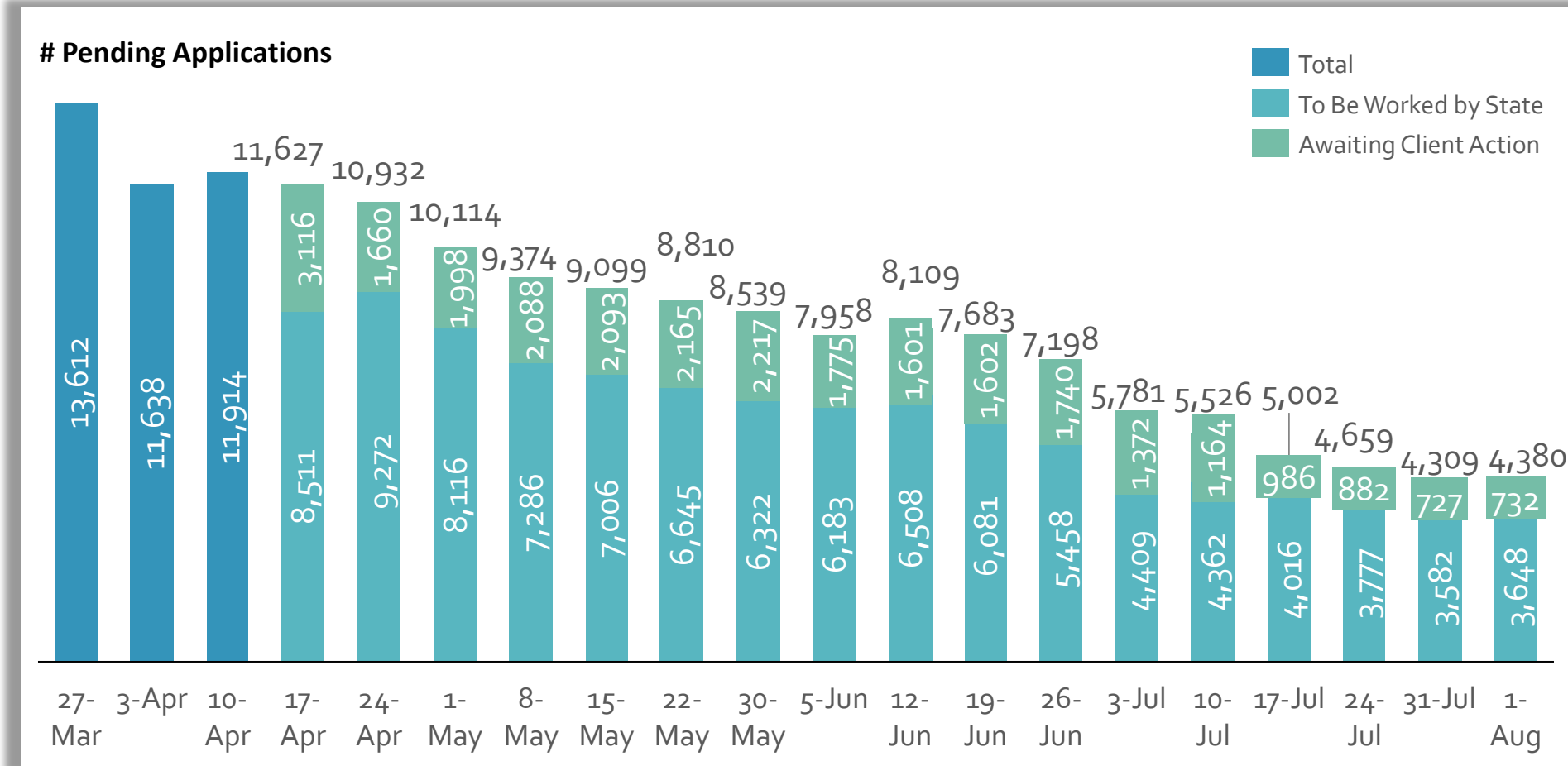
This month, we have also added data to show better application processing times and system improvements made. More metrics are planned for future months.

We will continue to strive for the modern, efficient system envisioned for Rhode Island and to address issues quickly, share timely information, and provide quality service to our customers.

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# Total Pending Applications

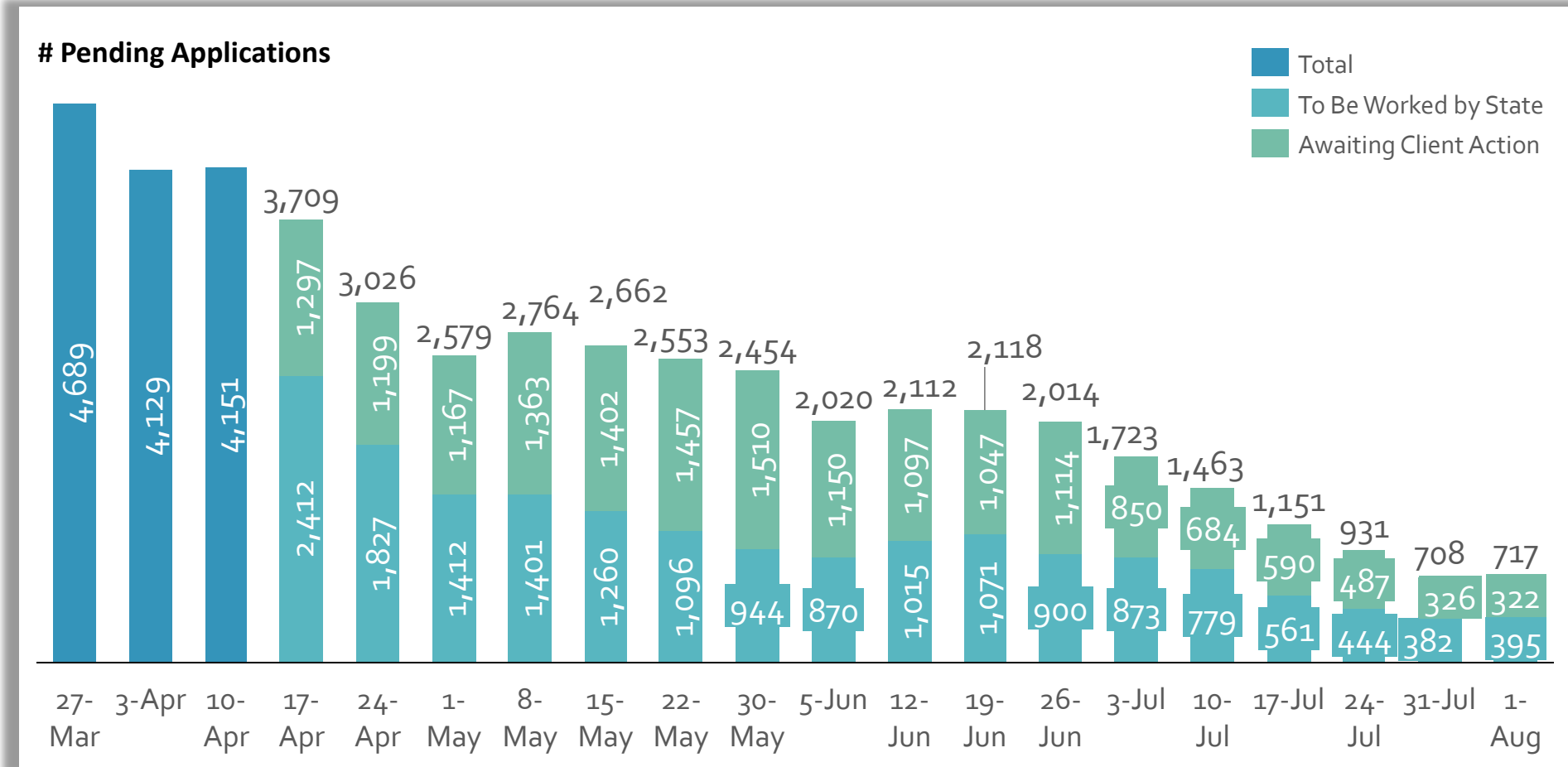


This graph reflects the total number of new applications in progress in the RI Bridges system, across programs.

Data is based on queries of the RI Bridges database designed by the state and executed by Deloitte.

Data on MAGI, Complex Medicaid, Undetermined Medical, Long-Term Care (LTSS), Medicare Premium Payments, SNAP, RI Works, General Public Assistance & Burial, Child Care Assistance Program (CCAP), & State Supplemental Payments are included.

# Non-Medical: Pending Applications

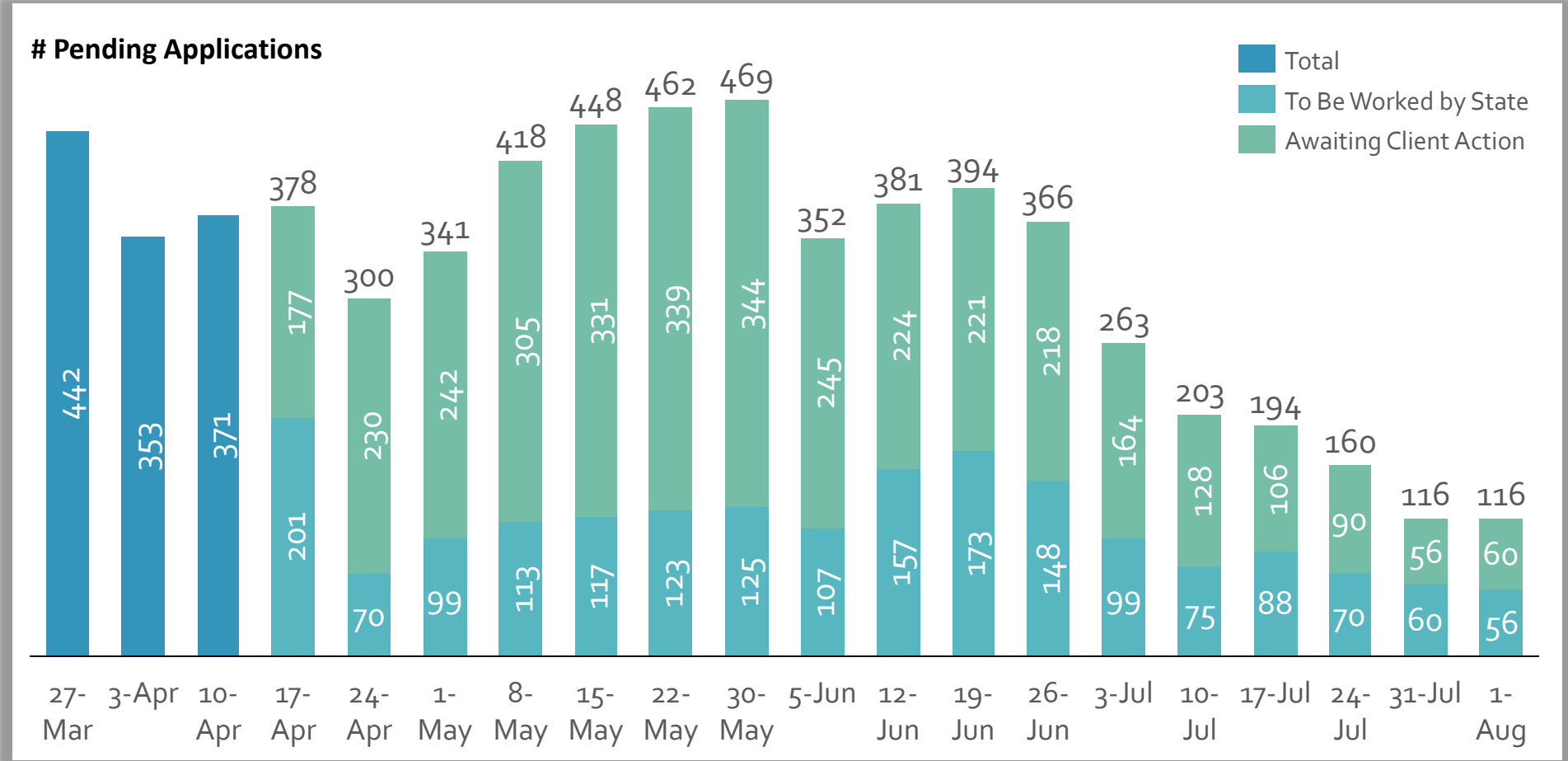


This graph reflects the number of new non-medical applications in progress in the RI Bridges system.

Data is based on queries of the RI Bridges database designed by the state and executed by Deloitte.

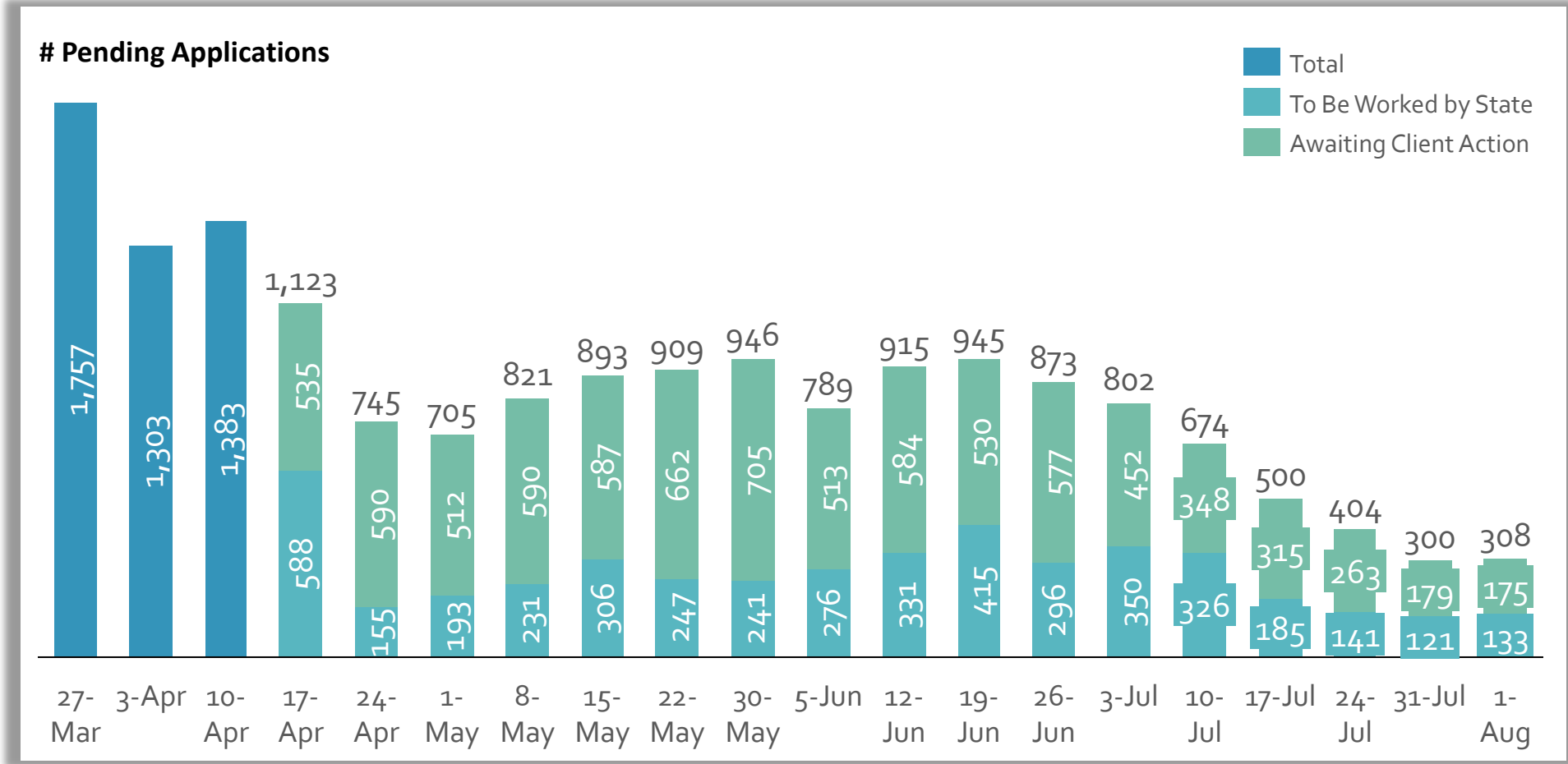
Data on SNAP, RI Works, GPA & Burial, CCAP & SSP are included.

# SNAP Expedited: Pending Applications



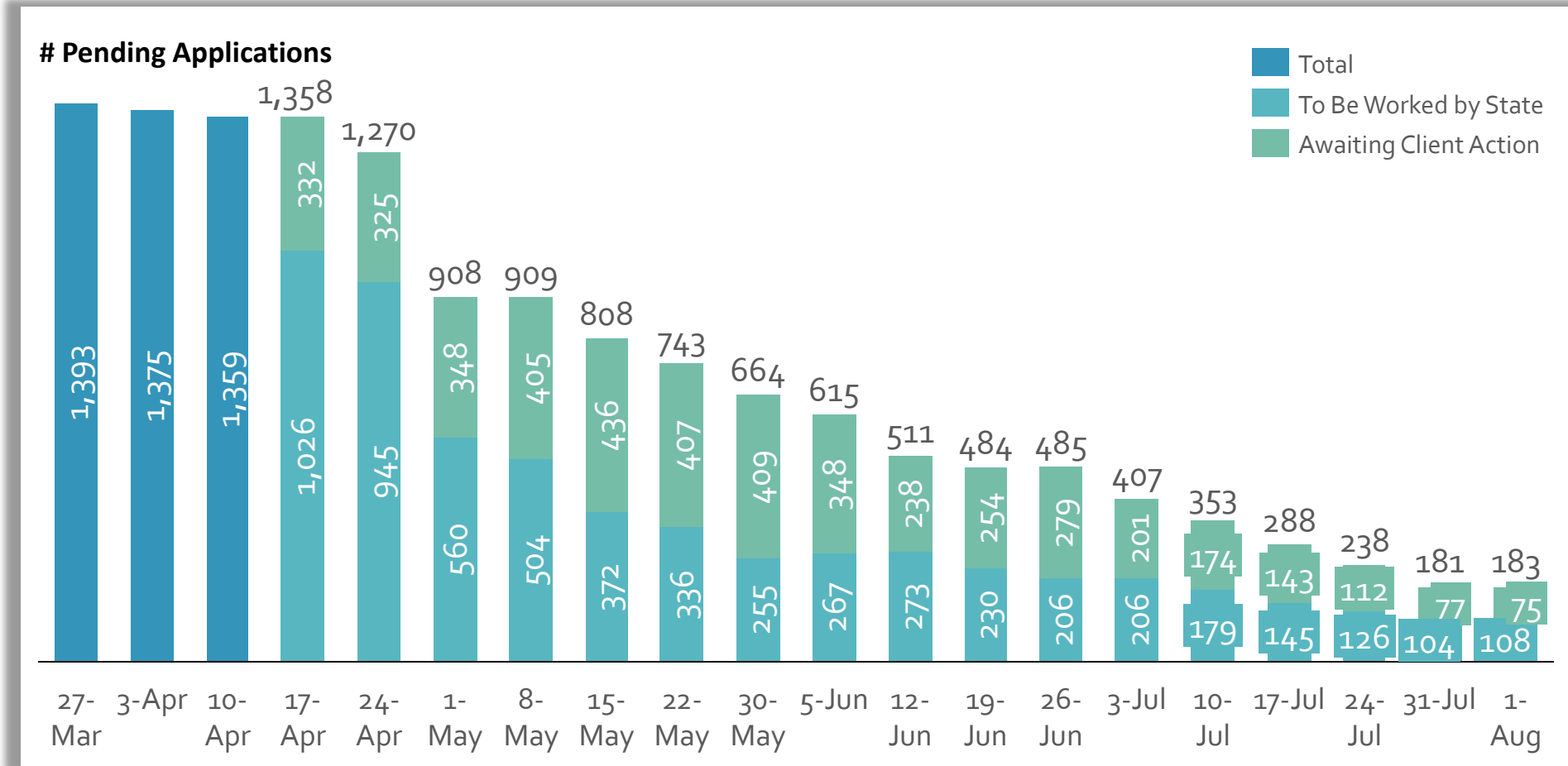
This graph reflects the number of new SNAP expedited applications in progress in the RI Bridges system.

# SNAP Regular: Pending Applications



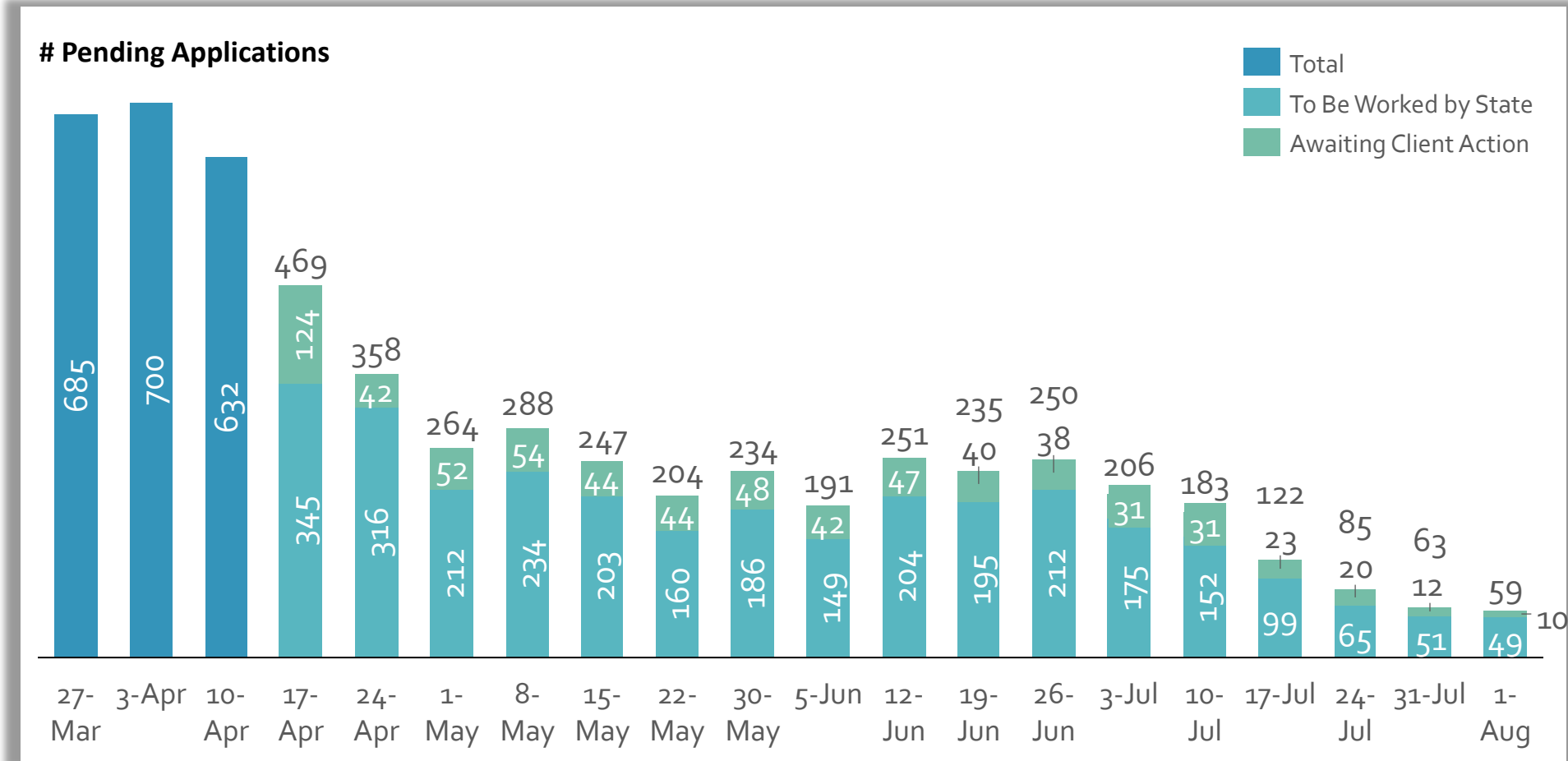
This graph reflects the number of new non-expedited SNAP applications in progress in the RI Bridges system.

# Cash Assistance: Pending Applications



This graph reflects the number of new RI Works and General Public Assistance applications (reported together as "cash assistance") in progress in the RI Bridges system.

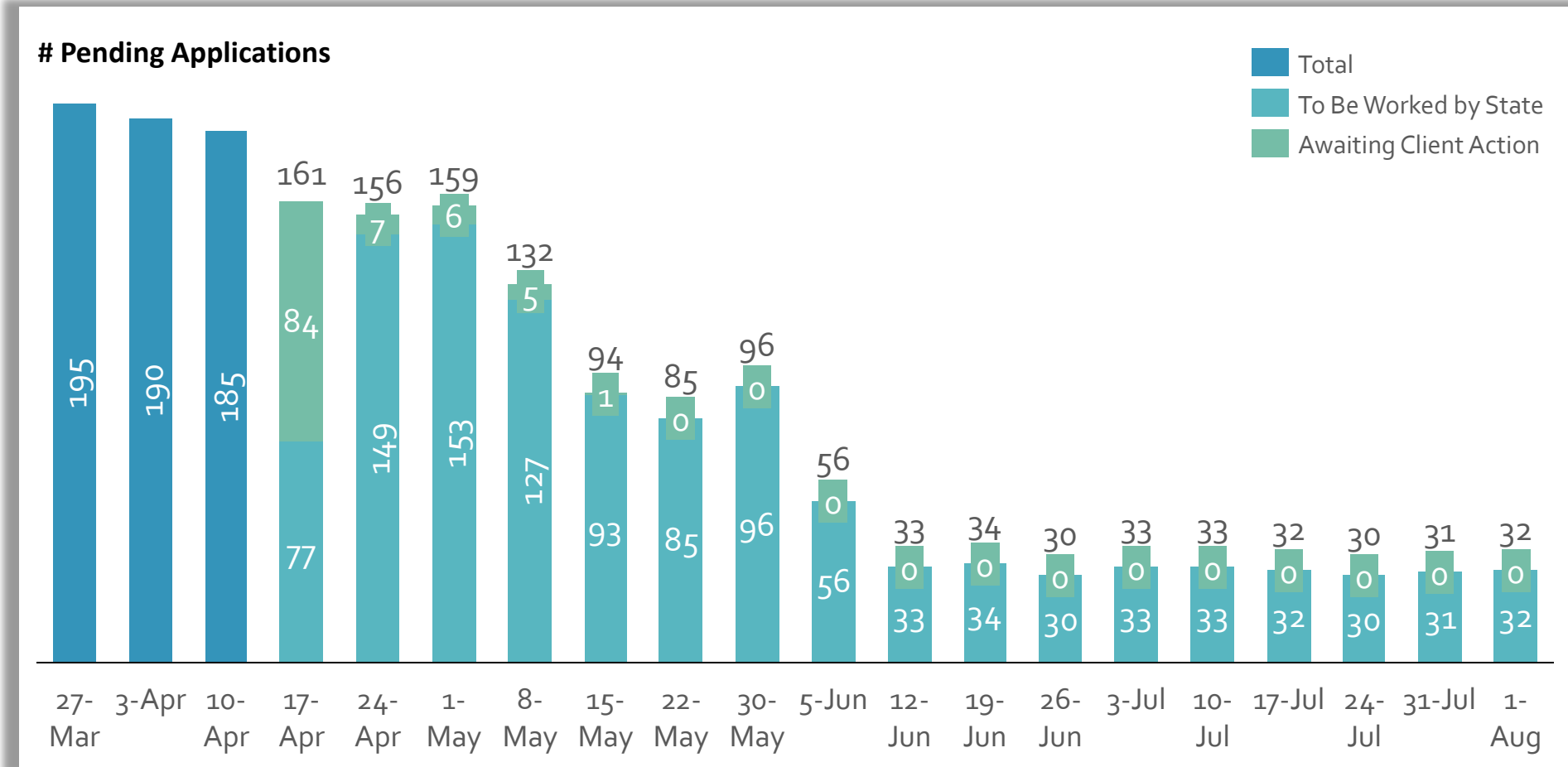
# Child Care: Pending Applications



This graph reflects the number of new Child Care Assistance Program (CCAP) applications in progress in the RI Bridges system.

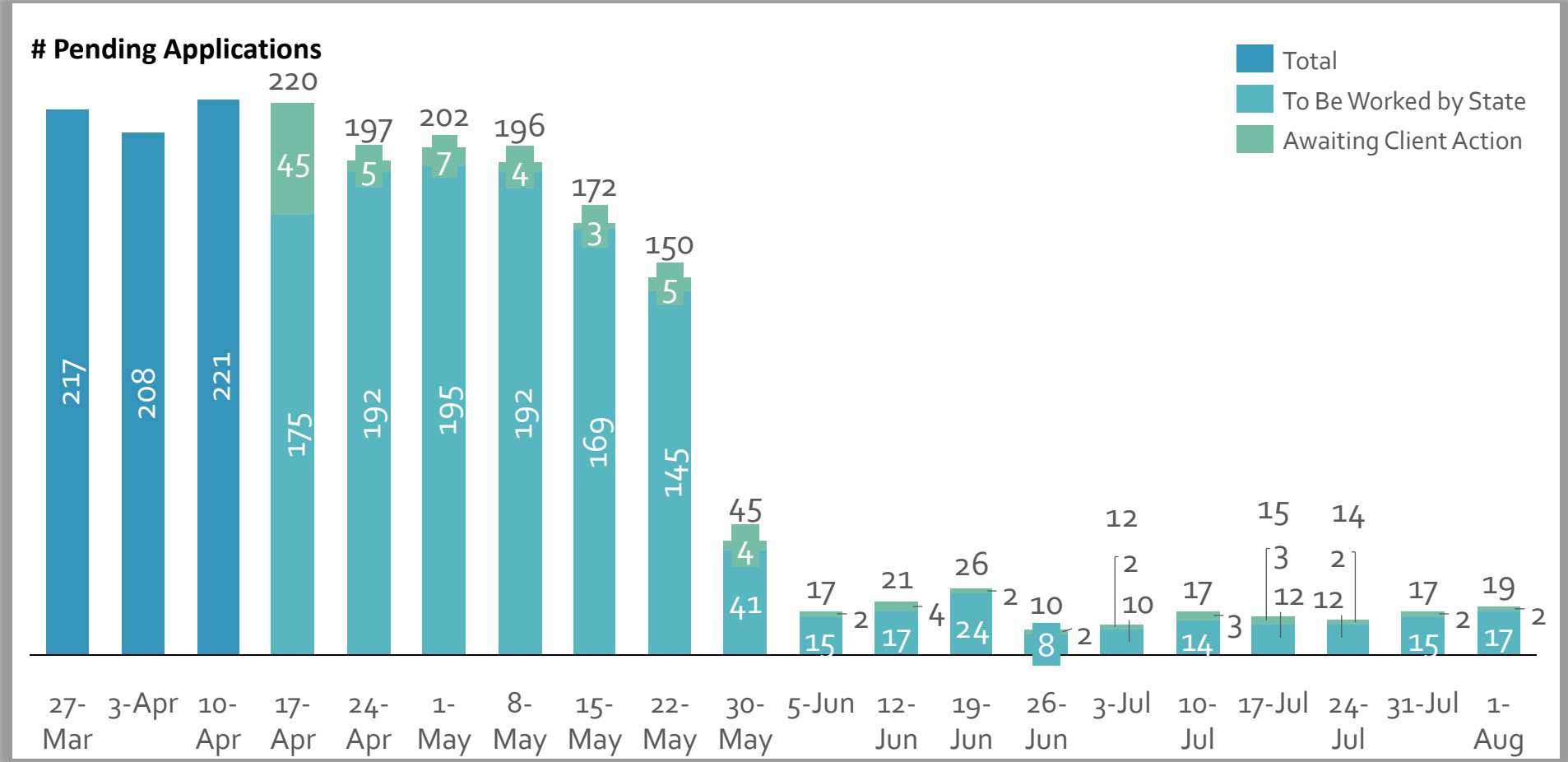


# Burial: Pending Applications



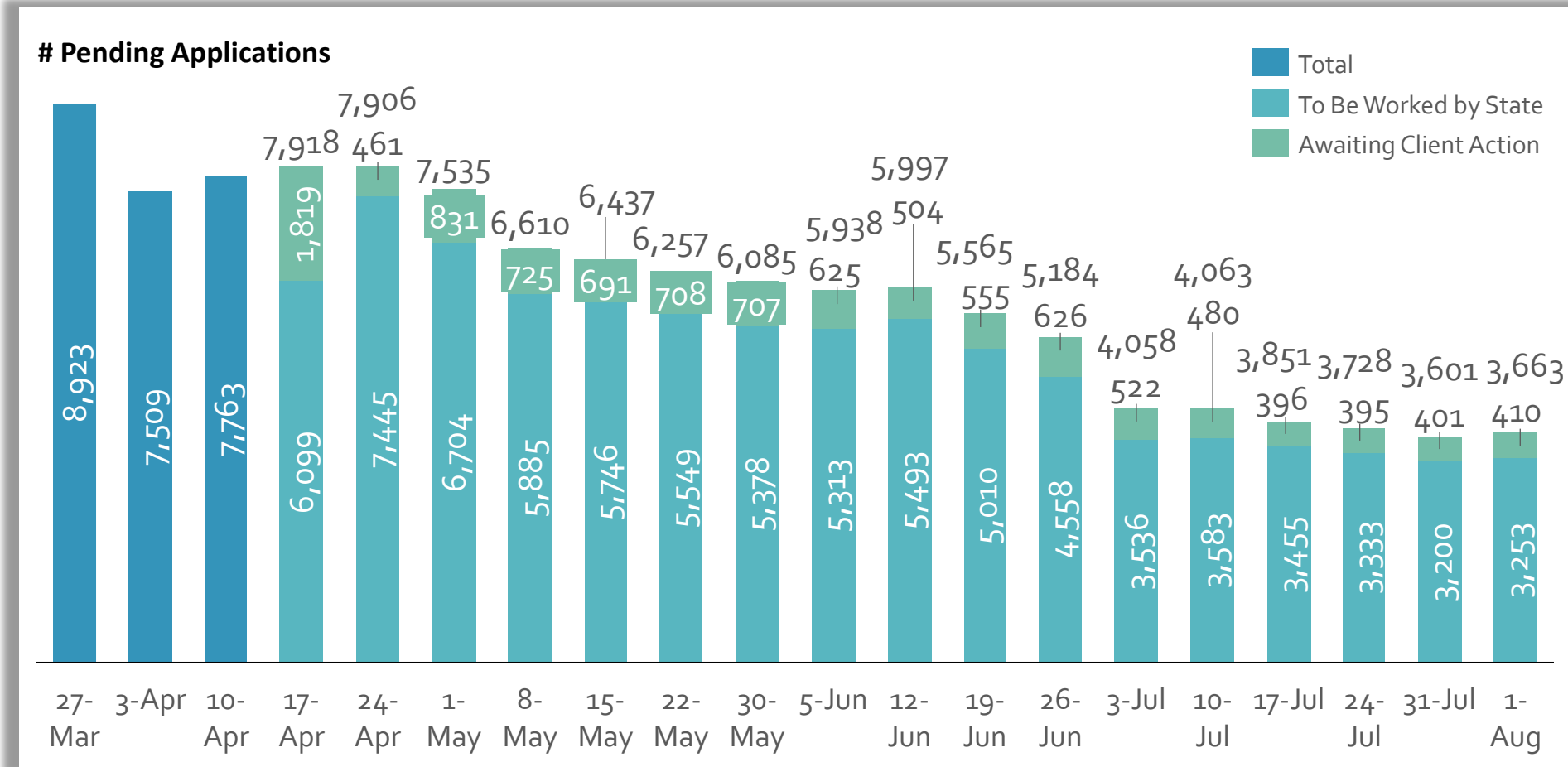
This graph reflects the number of new General Public Assistance funeral & burial service applications in progress in the RI Bridges system.

# SSP: Pending Applications



This graph reflects the number of new Supplemental Security Income, State Supplemental Payment (SSP) applications in progress in the RI Bridges system.

# Medical: Pending Applications



This graph reflects the number of new Medical applications in progress in the RI Bridges system.

Data is based on queries of the RI Bridges database designed by the state and executed by Deloitte.

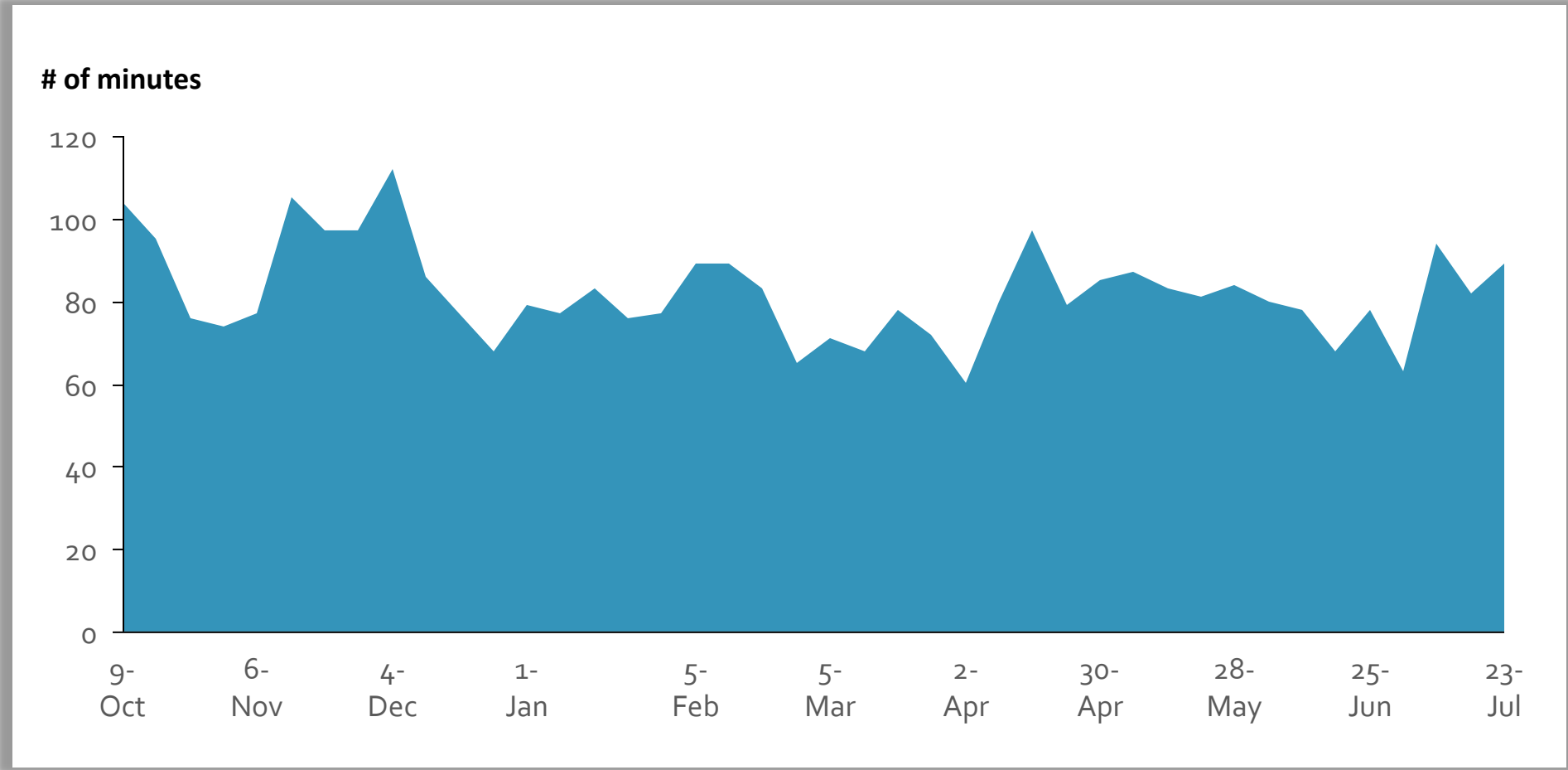
Data on MAGI, Complex Medicaid, Undetermined Medical, LTSS & Medicare Premium Payments are included.

# Data Snapshot:

## 8/1 Pending Applications

	SNAP Expd.	SNAP Regular	Cash Assistance	CCAP	GPA - Burial	SSP	MAGI	Undet. Medical	Complex Medicaid	Medicare Premium	Long Term Care	<b>Grand Total</b>
<b>Overdue</b>												
Client	48	41	41	4		1	178	1	42	11	24	391
State	44	64	82	21	28	3	143	425	121	17	1451	2399
<b>Total</b>	<b>92</b>	<b>105</b>	<b>123</b>	<b>25</b>	<b>28</b>	<b>4</b>	<b>321</b>	<b>426</b>	<b>163</b>	<b>28</b>	<b>1475</b>	<b>2790</b>
<b>Not Overdue</b>												
Client	12	134	34	6		1	142		10	1	1	341
State	12	69	26	28	4	14	59	211	23	32	771	1249
<b>Total</b>	<b>24</b>	<b>203</b>	<b>60</b>	<b>34</b>	<b>4</b>	<b>15</b>	<b>201</b>	<b>211</b>	<b>33</b>	<b>33</b>	<b>772</b>	<b>1590</b>
<b>Grand Total</b>	<b>116</b>	<b>308</b>	<b>183</b>	<b>59</b>	<b>32</b>	<b>19</b>	<b>522</b>	<b>637</b>	<b>196</b>	<b>61</b>	<b>2247</b>	<b>4380</b>

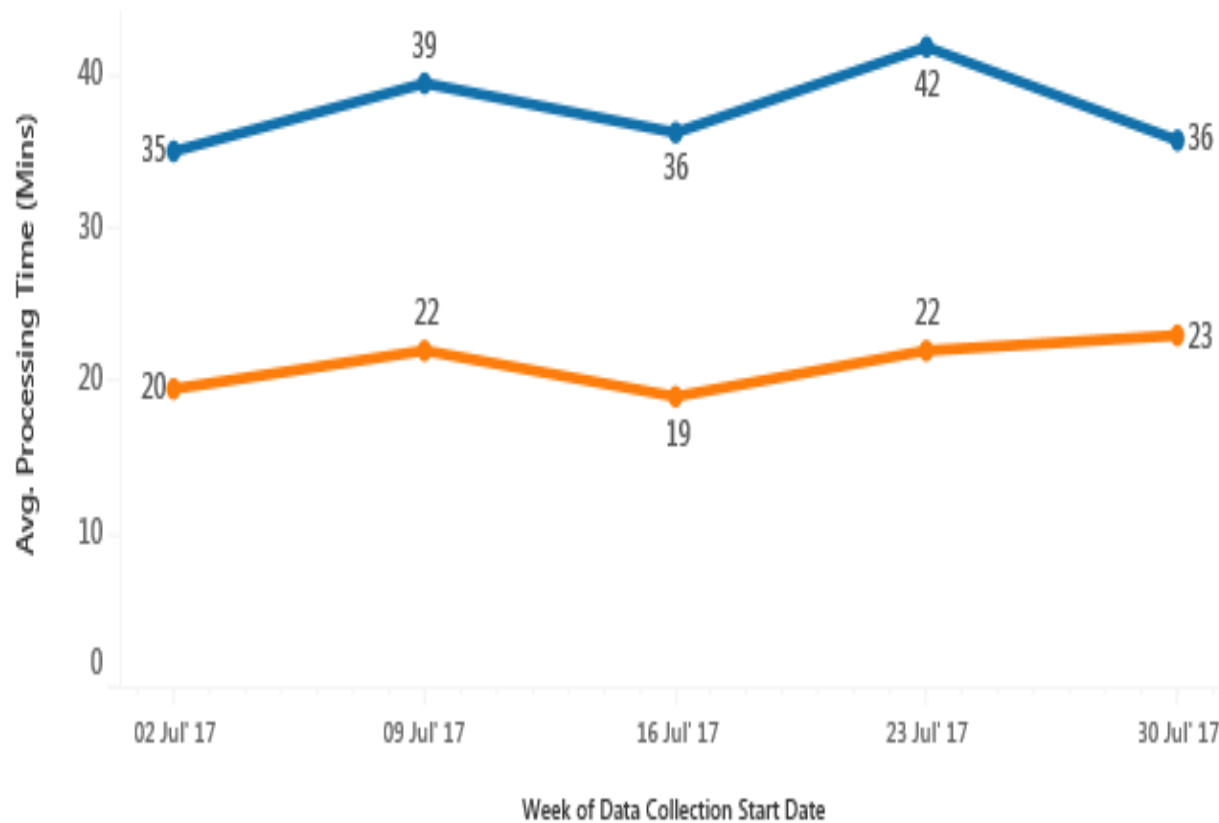
# Average Lobby Wait Times



This graph reflects the average wait time in minutes across field offices since October 2016. This data has been coded and provided to the State by Deloitte.

# Processing Applications

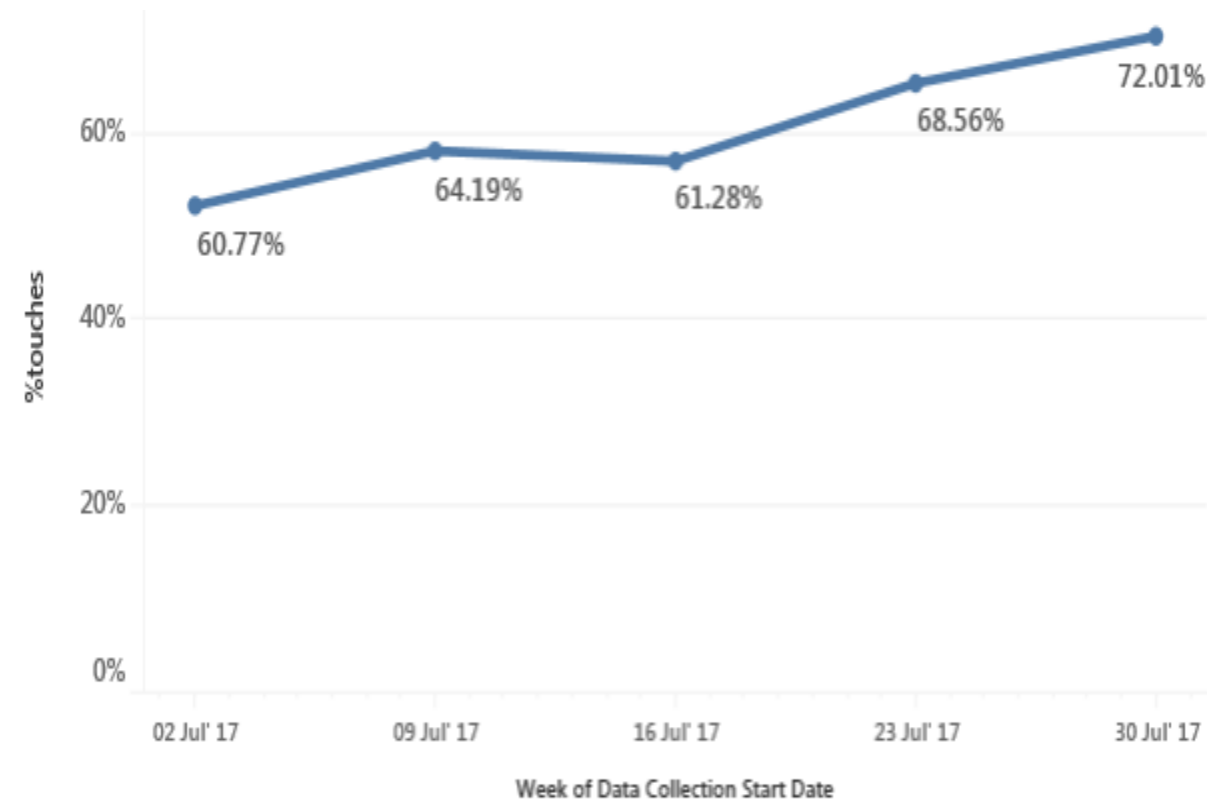
### Weekly Processing Time (Mins)



■ Average      ■ Median

The time it takes workers to process an application from start to eligibility determination in their portal. This is for all applications (excluding those done by State Data Exchange, or SDX, batches) completed in one day.

### Weekly Same Day Action (%)



The percentage of applications where the worker is able to collect the required data and determine an applicant's eligibility or schedule an interview within one day.

# System Maintenance and Development

## By the Numbers

<b>21</b>	Total Releases in Turnaround Efforts To Date
<b>16</b>	M & O Releases
<b>5</b>	Development Releases
<b>3</b>	Total Remaining Releases Planned in 2017
<b>2</b>	Planned Development Releases
<b>1</b>	Planned M & O Release

Maintenance and Operations (M&O) releases focus on system stability through fixes to existing software bugs and data issues.

Development releases focus on system stability as well as changes to improve the user experience, support worker productivity and enhance external interfaces and functionality needed for business operations.

# July System Development Release

## 10 Key Improvements

### Worker Improvements

- ❑ **Passive Renewals:** System will now have functionality to work passive renewals for MAGI/Medicaid
- ❑ **Validation messages:** Validation messages (for example, empty, incomplete or invalid inputs will be highlighted in red) will be provided immediately while workers enter data in the form fields so information can be entered more accurately and efficiently.
- ❑ **Enhanced Screen Navigation:** Workers can now bypass screens that have already been completed without impacting the workers' ability to complete other forms by using the "previous" button or the navigation bar on the left.
- ❑ **Types of Cash Assistance:** A Cash Assistance dropdown menu will now let you pick the specific program that is also on the DHS2 application – RIW, GPA and Refugee Cash Assistance.
- ❑ **Additional Incomes:** The DLT Interface has functionality now for workers to validate various types of client's reported incomes, specifically by using/viewing SWICA (State Wage Income Collection Agency) and TDI information

### Customer Portal Improvements

- ❑ **Reasonable Explanation, for income verification:** For customers who have recently had a change that impacts their income, the healthcare application within UHIP allows them to easily provide a reasonable explanation as to why the income they have reported to us might not match information that the state already has about what they earn. If none of the listed reasons applies to the customer's situation, they have the option to upload a document to provide proof of their income. With this release, the Reasonable Explanation function was moved to make it stand out more on the screen. Customers will also be directed to answer questions and upload information about their income first, before they verify other information. If the customer isn't prepared to provide documentation at that moment, they can still proceed forward to choose a plan if they are eligible.
- ❑ **Validation messages:** To make the system a bit easier to use, we've put error messages right near the fields where someone has entered something incorrectly. For example, if someone doesn't enter their Social Security number in the right format, the error message pops up right away, just under the field, instead of them having to wait until they finish answering questions on that entire page.

### System

- ❑ **D-SNAP:** System will now have functionality to determine eligibility when the State needs to authorize emergency SNAP benefits.

### Scanning

- ❑ **Auto Indexing:** Special coded sheets will be put in between sets of documents, such as birth certificates, so they will automatically be indexed correctly and will go to the right client's case. It should expedite scanning, makes a manual process automated, improve accuracy and reduce errors.

### LTSS Specific

- ❑ **LTSS worker improvements:** LTSS staff will now be able to record if a completed application is received, and do it with the date it was received. They will also be able to identify the missing parts of the application to request for documentation in a timely manner. It helps with efficiency, and meeting the 90-day eligibility decision requirement.



# Additional Definitions

Overdue..... Indicates if the application has been pending longer than regulation allows, as measured from the date received. SNAP Expedited applications are overdue if they have been pending for more than 7 days. Medical applications are overdue if they have been pending for more than 45 days. LTSS applications are overdue if they have been pending for more than 90 days. All other application types are considered overdue if they have been pending for more than 30 days.

Not Overdue..... Any application pending for fewer days than the overdue threshold.

To Be Worked by State..... Applications are under State responsibility when pending a worker's action. This is calculated based on an application status queried from RI Bridges.

Awaiting Client Action... Applications are awaiting client action, where the client needs to submit more information or has missed an interview. This is calculated based on an application status queried from RI Bridges.