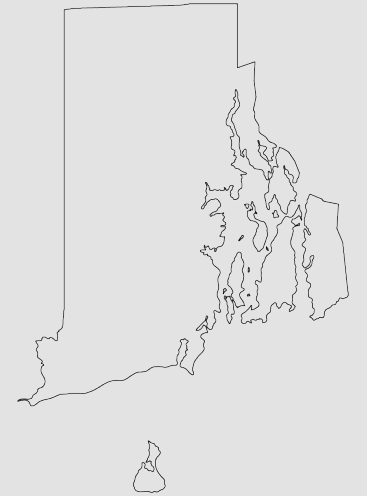# UHIP Turnaround Effort
monthly performance metrics dashboard

Presented by:
Courtney E. Hawkins, Director
R.I. Department of Human Services
July 2017

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.

June saw continued progress on the overdue backlog. The total number of pending applications declined to 5781 as of July 3, a nearly 28 percent decline in one month. Medical applications dropped significantly, by 32 percent from 6,003 to 4,058. All show the State is more and more able to keep up with incoming volume.

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.

inside

total pending applications

 # Pending Applications

Legend:
- Total
- To Be Worked by State
- Awaiting Client Action

Date	Total	To Be Worked by State	Awaiting Client Action
27-Feb	12,278		
6-Mar	12,463		
13-Mar	13,684		
20-Mar	13,659		
27-Mar	13,612		
3-Apr	11,638		
10-Apr	11,914		
17-Apr	11,627	8,511	3,116
24-Apr	10,932	9,272	1,660
1-May	10,114	8,116	1,998
8-May	9,374	7,286	2,088
15-May	9,099	7,006	2,093
22-May	8,810	6,645	2,165
30-May	8,539	6,322	2,217
5-Jun	7,958	6,183	1,775
12-Jun	8,109	6,508	1,601
19-Jun	7,683	6,081	1,602
26-Jun	7,198	5,458	1,740
3-Jul	5,781	4,409	1,372
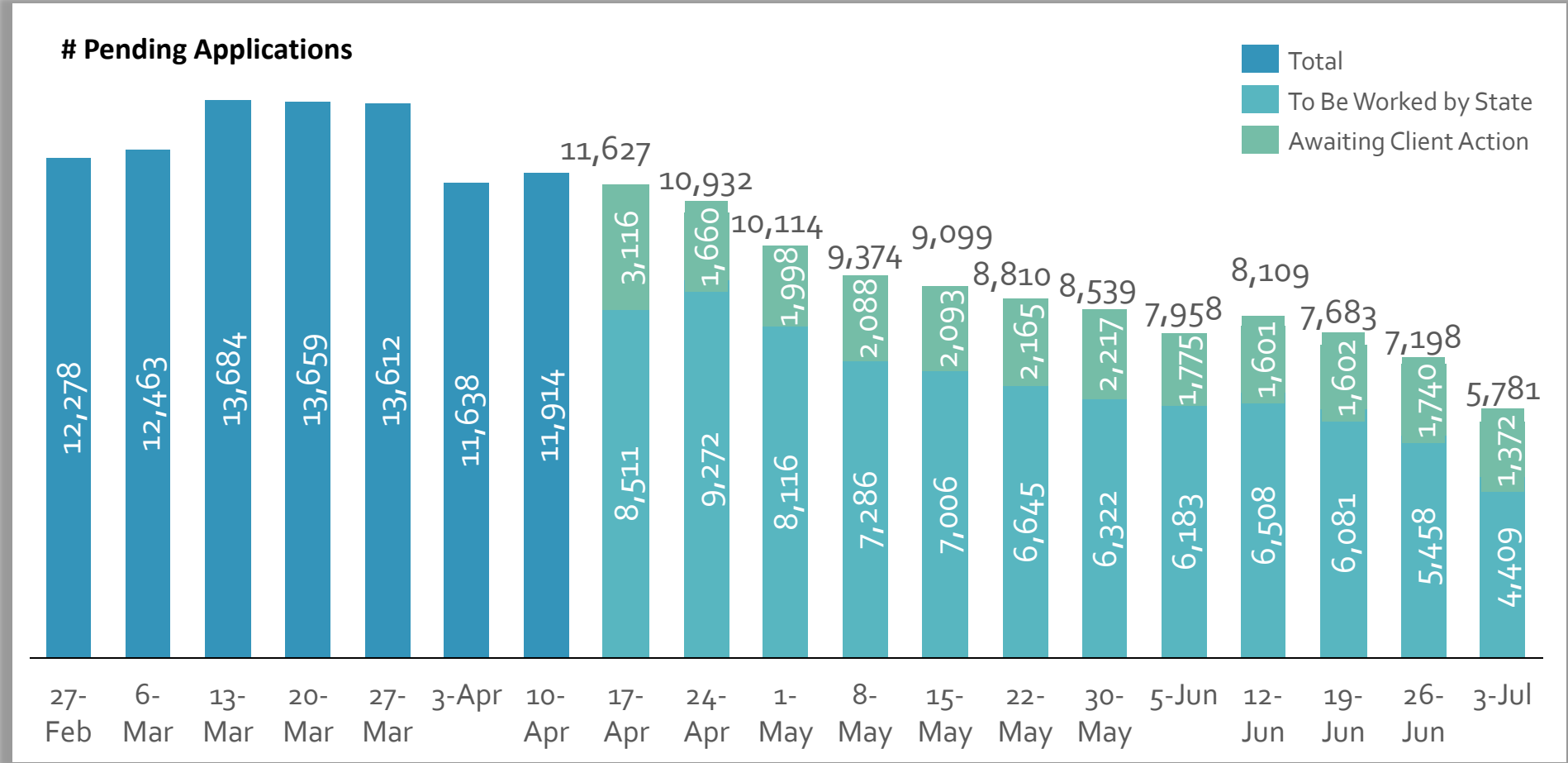
This graph reflects the total number of new applications in progress in the RI Bridges system, across programs.

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, & State Supplemental Payments are included.

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non-medical: pending applications

 # Pending Applications

Legend:
- Total
- To Be Worked by State
- Awaiting Client Action

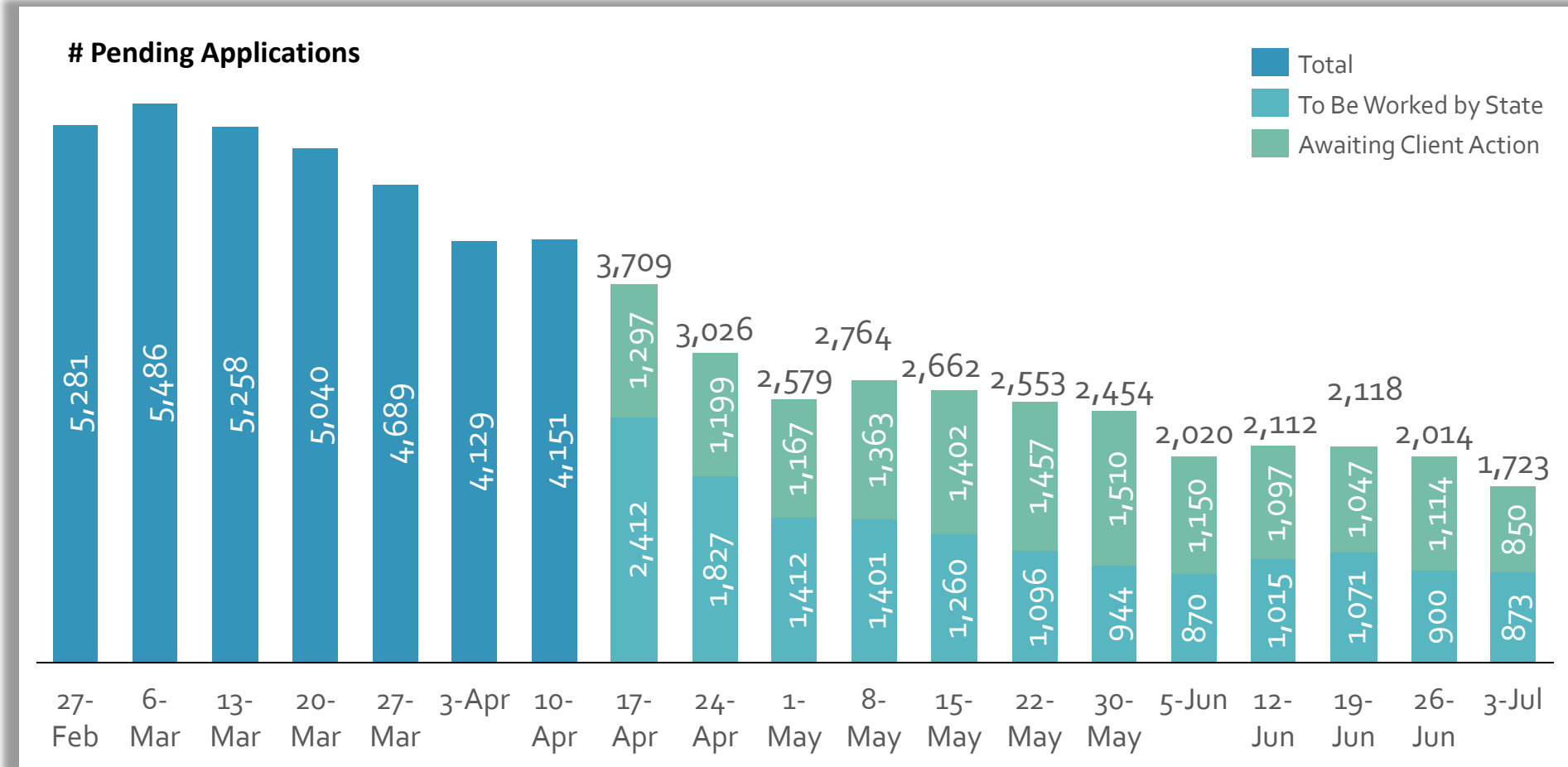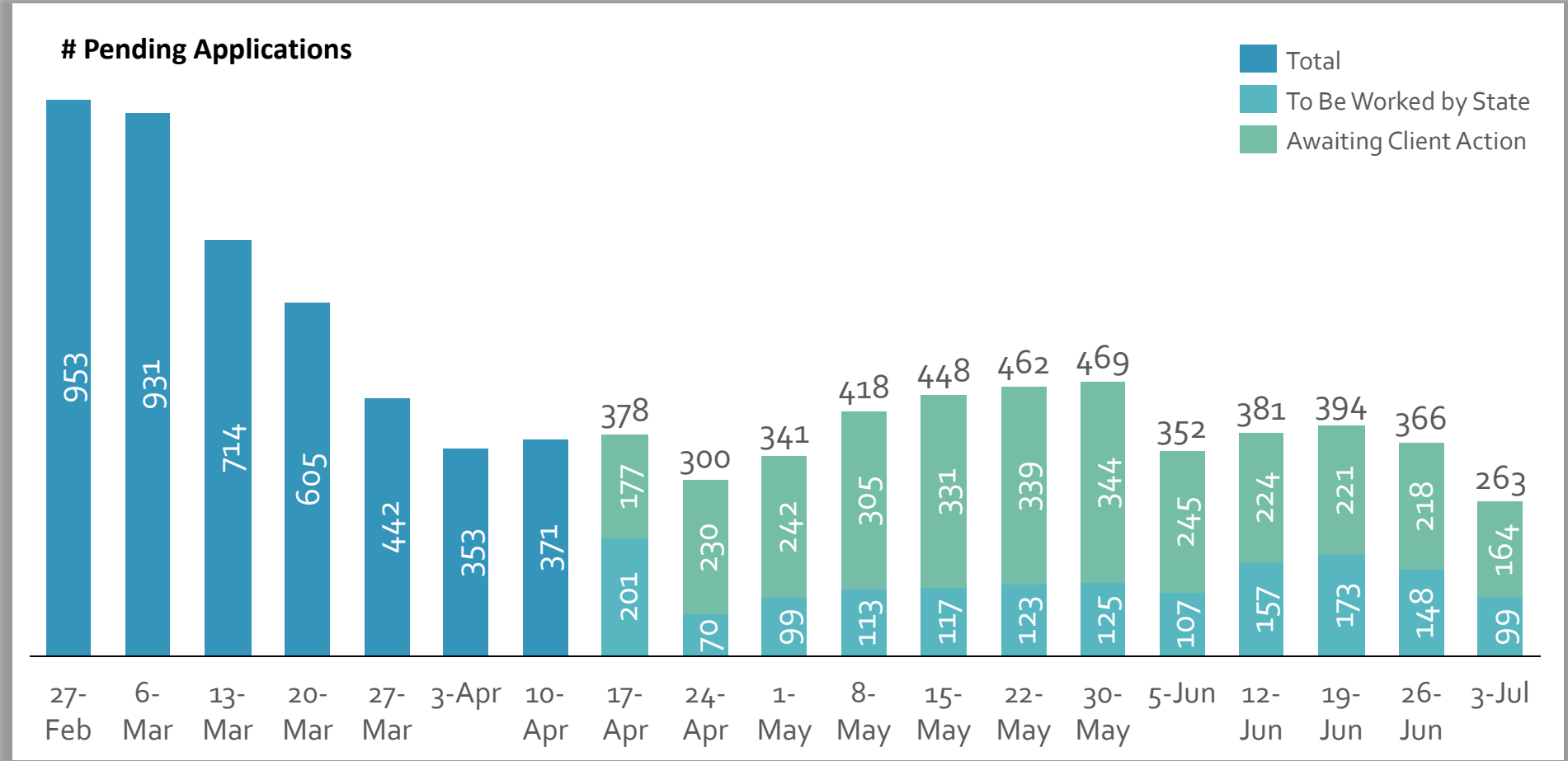| Date	Total	To Be Worked by State	Awaiting Client Action
27-Feb	5,281		
6-Mar	5,486		
13-Mar	5,258		
20-Mar	5,040		
27-Mar	4,689		
3-Apr	4,129		
10-Apr	4,151		
17-Apr	3,709	2,412	1,297
24-Apr	3,026	1,827	1,199
1-May	2,579	1,412	1,167
8-May	2,764	1,401	1,363
15-May	2,662	1,260	1,402
22-May	2,553	1,096	1,457
30-May	2,454	944	1,510
5-Jun	2,020	870	1,150
12-Jun	2,112	1,015	1,097
19-Jun	2,118	1,071	1,047
26-Jun	2,014	900	1,114
3-Jul	1,723	873	850

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

 # Pending Applications

Legend:
- Total
- To Be Worked by State
- Awaiting Client Action

Date	Total	To Be Worked by State	Awaiting Client Action
27-Feb	953		
6-Mar	931		
13-Mar	714		
20-Mar	605		
27-Mar	442		
3-Apr	353		
10-Apr	371		
17-Apr	378	201	177
24-Apr	300	70	230
1-May	341	99	242
8-May	418	113	305
15-May	448	117	331
22-May	462	123	339
30-May	469	125	344
5-Jun	352	107	245
12-Jun	381	157	224
19-Jun	394	173	221
26-Jun	366	148	218
3-Jul	263	99	164

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

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SNAP regular: pending applications

 # Pending Applications

Legend:
- Total
- To Be Worked by State
- Awaiting Client Action

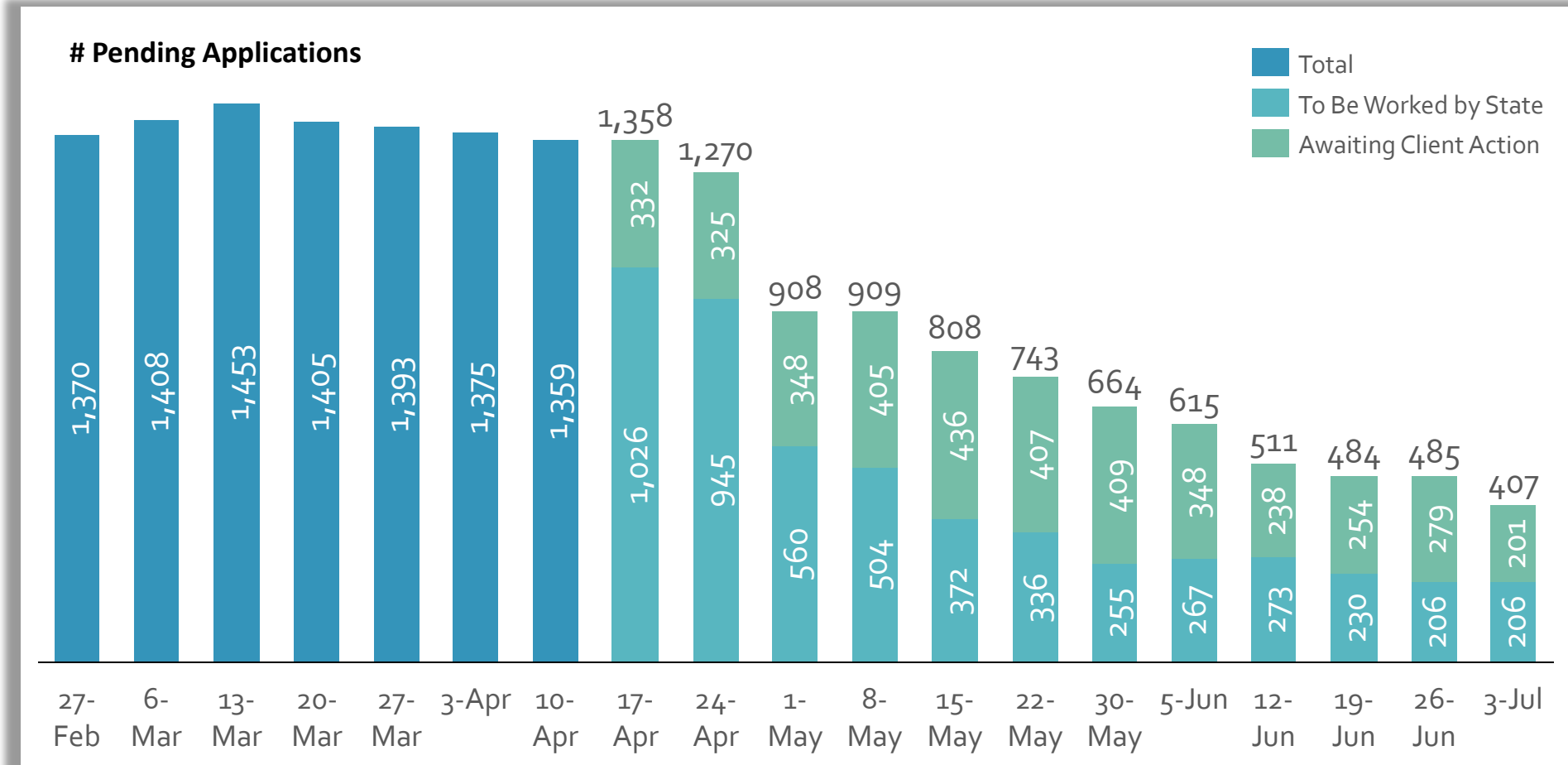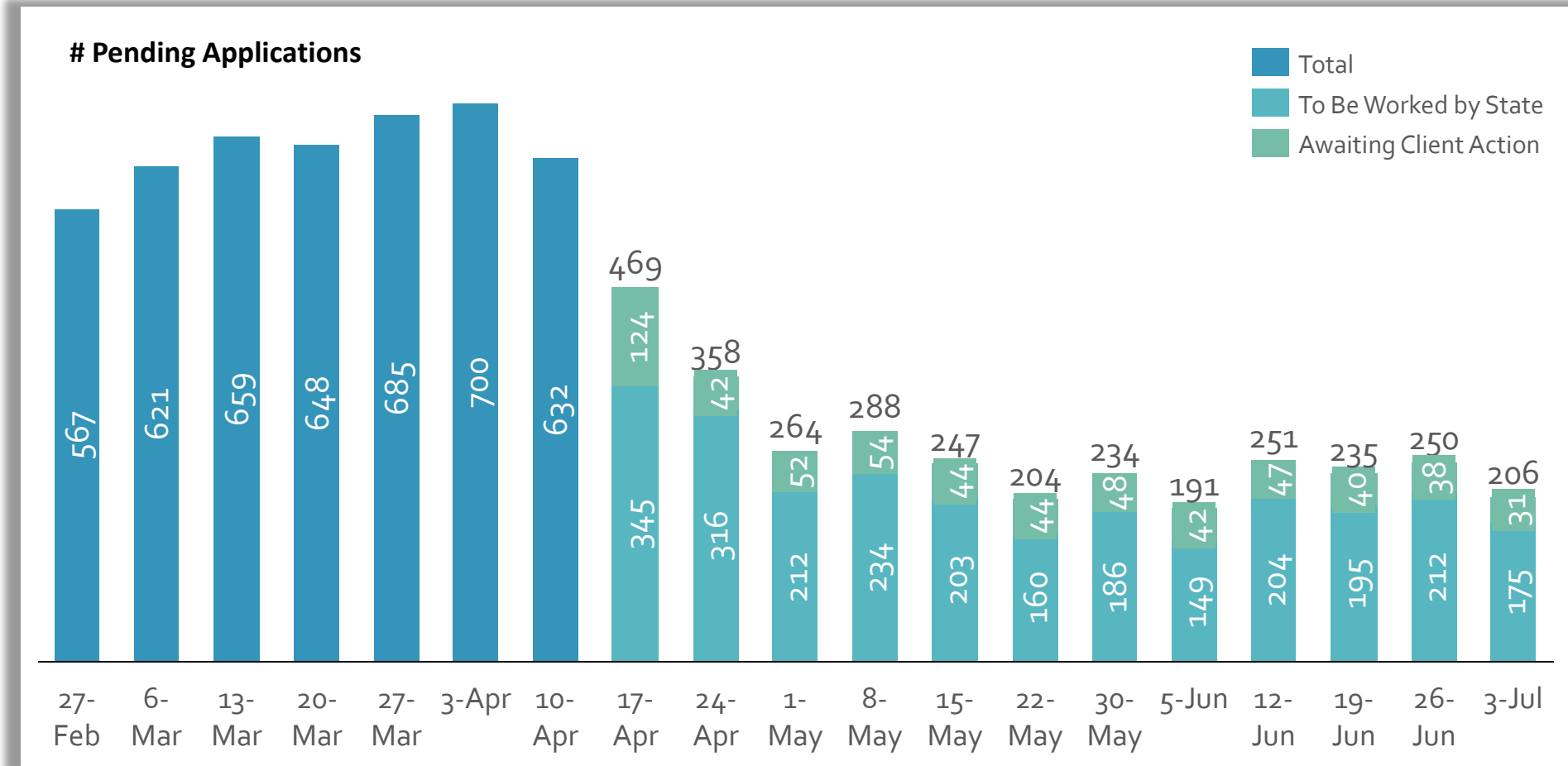| Date	Total	Awaiting Client Action	To Be Worked by State
27-Feb	1,969		
6-Mar	2,108		
13-Mar	2,014		
20-Mar	1,968		
27-Mar	1,757		
3-Apr	1,303		
10-Apr	1,383		
17-Apr	1,123	535	588
24-Apr	745	590	155
1-May	705	512	193
8-May	821	590	231
15-May	893	587	306
22-May	909	662	247
30-May	946	705	241
5-Jun	789	513	276
12-Jun	915	584	331
19-Jun	945	530	415
26-Jun	873	577	296
3-Jul	802	452	350

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

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cash assistance: pending applications

 # Pending Applications

Legend:
- Total (dark blue)
- To Be Worked by State (teal)
- Awaiting Client Action (green)

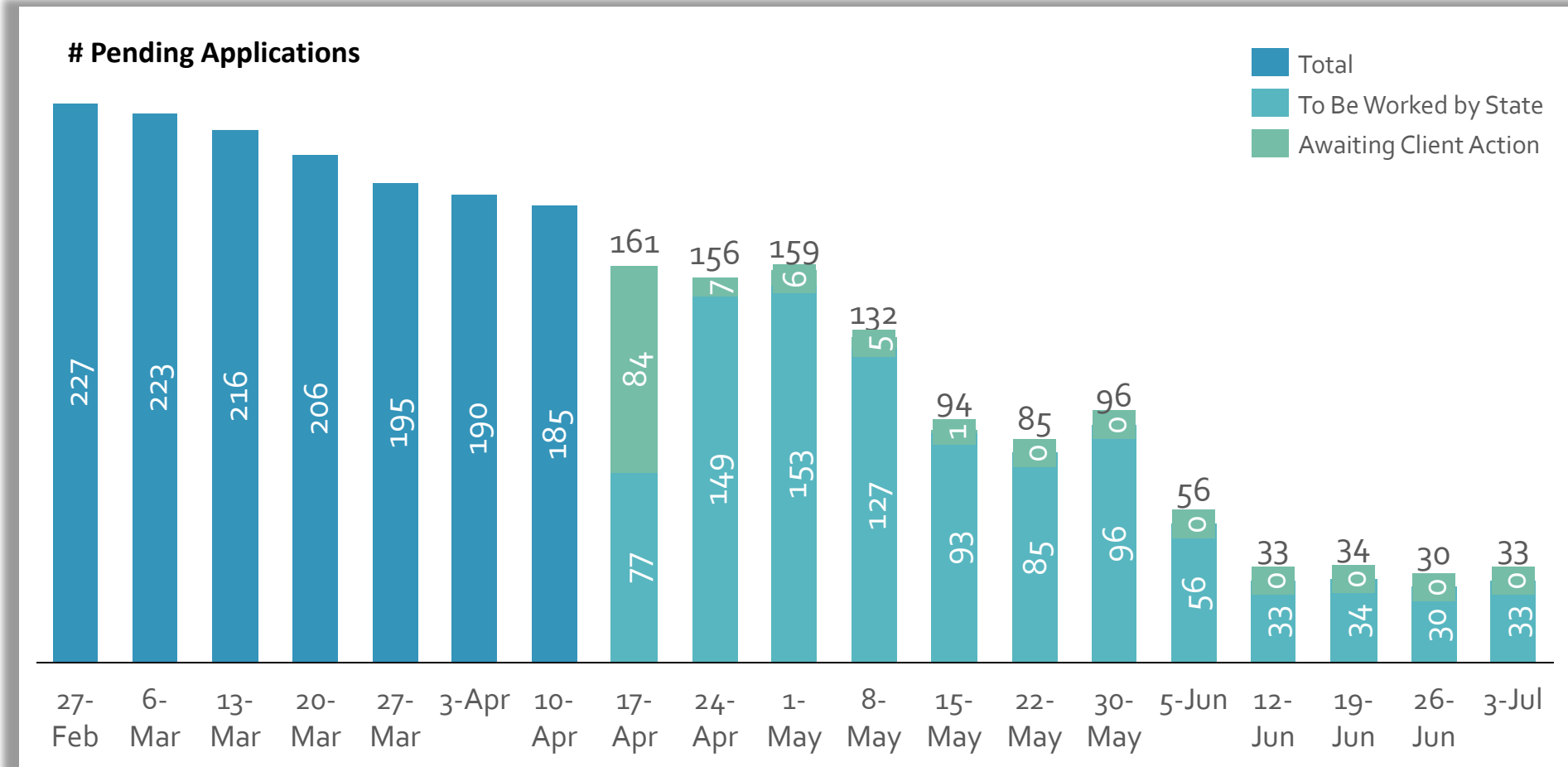| Date	Total	To Be Worked by State	Awaiting Client Action
27-Feb	1,370		
6-Mar	1,408		
13-Mar	1,453		
20-Mar	1,405		
27-Mar	1,393		
3-Apr	1,375		
10-Apr	1,359		
17-Apr	1,358	1,026	332
24-Apr	1,270	945	325
1-May	908	560	348
8-May	909	504	405
15-May	808	372	436
22-May	743	336	407
30-May	664	255	409
5-Jun	615	267	348
12-Jun	511	273	238
19-Jun	484	230	254
26-Jun	485	206	279
3-Jul	407	206	201

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.

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child care: pending applications

 # Pending Applications

Legend:
- Total
- To Be Worked by State
- Awaiting Client Action

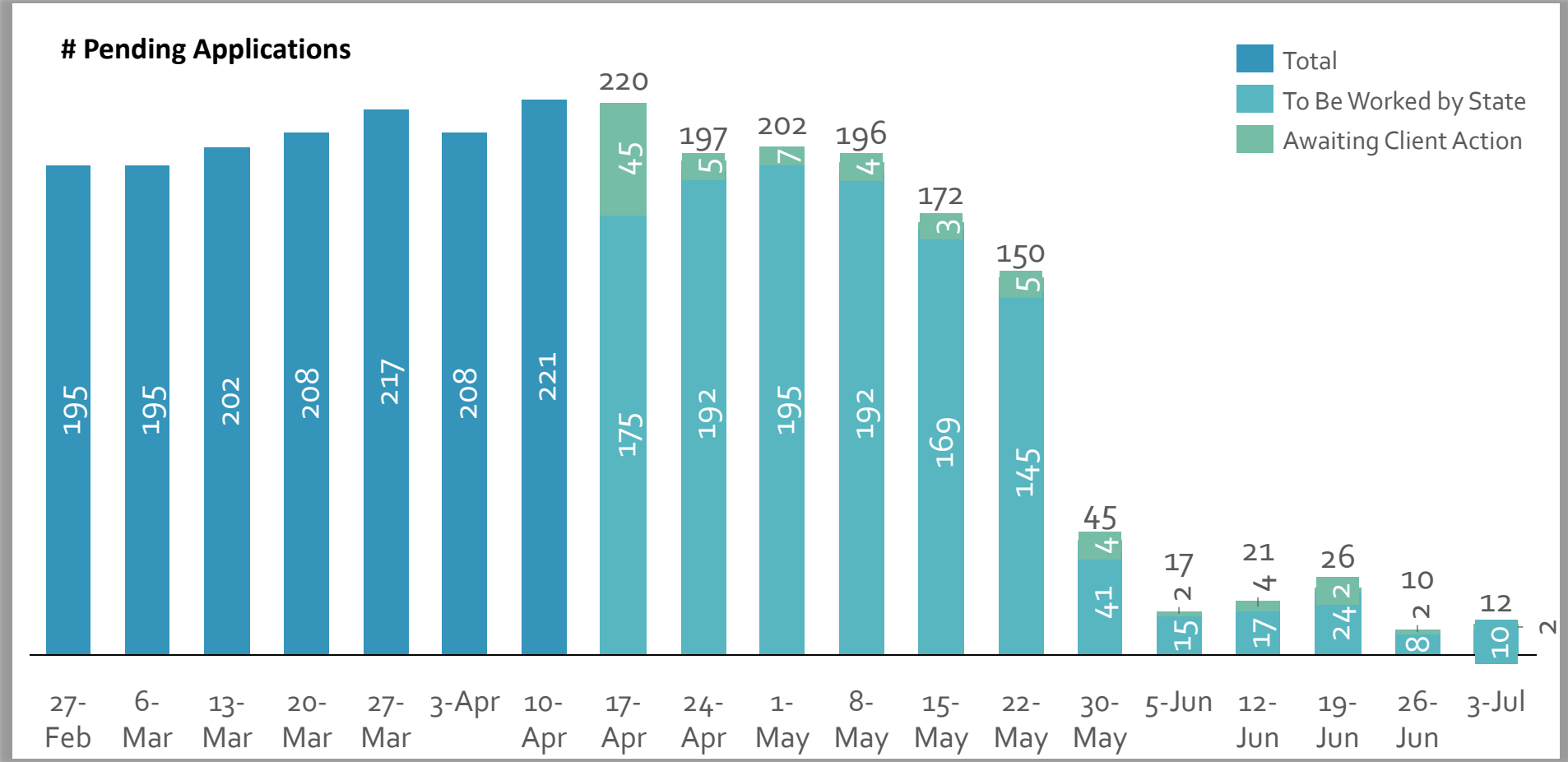| Date	Total	To Be Worked by State	Awaiting Client Action
27-Feb	567		
6-Mar	621		
13-Mar	659		
20-Mar	648		
27-Mar	685		
3-Apr	700		
10-Apr	632		
17-Apr	469	345	124
24-Apr	358	316	42
1-May	264	212	52
8-May	288	234	54
15-May	247	203	44
22-May	204	160	44
30-May	234	186	48
5-Jun	191	149	42
12-Jun	251	204	47
19-Jun	235	195	40
26-Jun	250	212	38
3-Jul	206	175	31

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

burial: pending applications

 # Pending Applications

Legend:
- Total
- To Be Worked by State
- Awaiting Client Action

Data by date:
- 27-Feb: 227
- 6-Mar: 223
- 13-Mar: 216
- 20-Mar: 206
- 27-Mar: 195
- 3-Apr: 190
- 10-Apr: 185
- 17-Apr: 161 (84 / 77)
- 24-Apr: 156 (7 / 149)
- 1-May: 159 (6 / 153)
- 8-May: 132 (5 / 127)
- 15-May: 94 (1 / 93)
- 22-May: 85 (0 / 85)
- 30-May: 96 (0 / 96)
- 5-Jun: 56 (0 / 56)
- 12-Jun: 33 (0 / 33)
- 19-Jun: 34 (0 / 34)
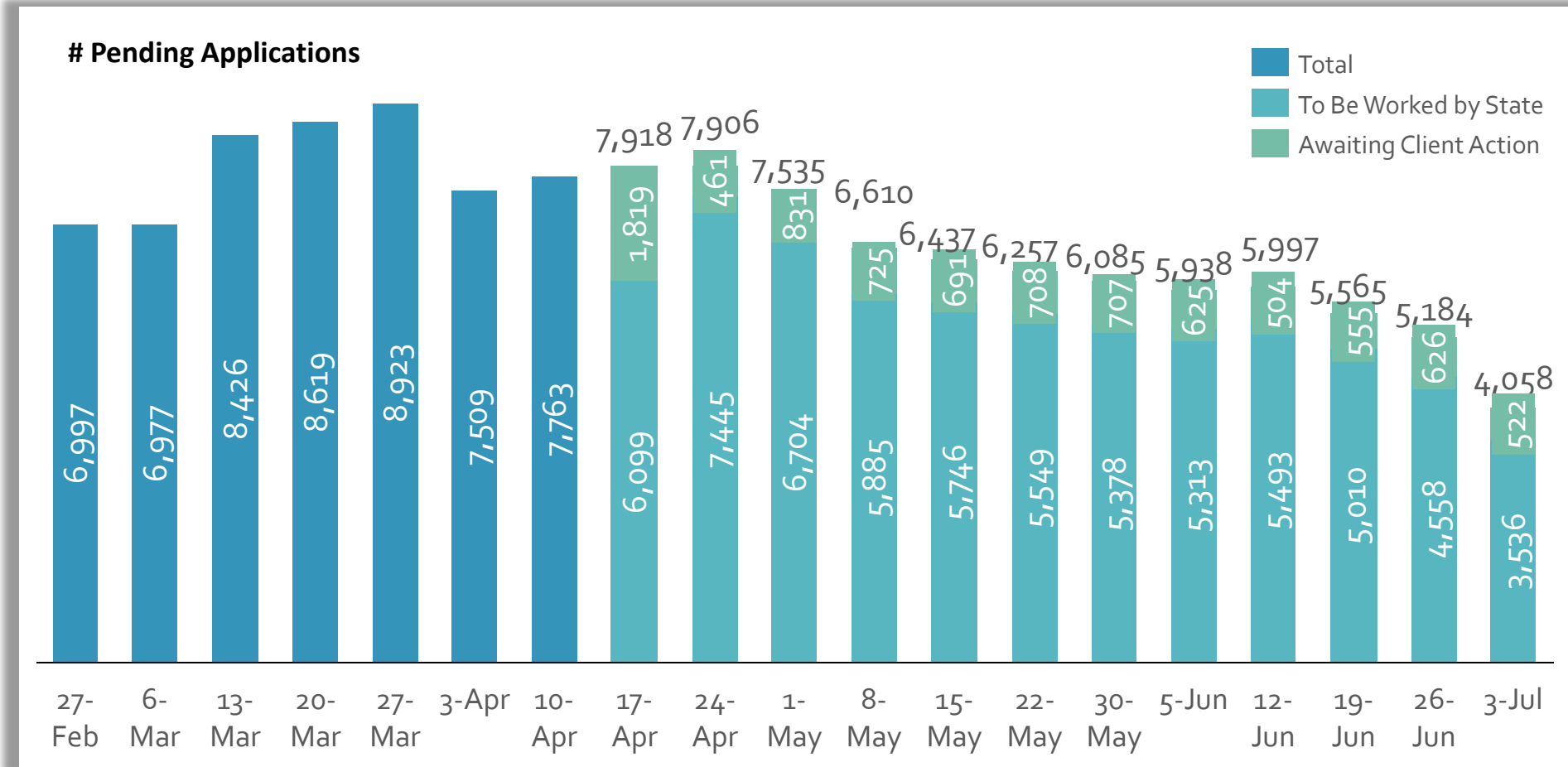- 26-Jun: 30 (0 / 30)
- 3-Jul: 33 (0 / 33)

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

SSP: pending applications

 # Pending Applications

Legend:
- Total (dark blue)
- To Be Worked by State (teal)
- Awaiting Client Action (green)

Date	Total	To Be Worked by State	Awaiting Client Action
27-Feb	195		
6-Mar	195		
13-Mar	202		
20-Mar	208		
27-Mar	217		
3-Apr	208		
10-Apr	221		
17-Apr	220	175	45
24-Apr	197	192	5
1-May	202	195	7
8-May	196	192	4
15-May	172	169	3
22-May	150	145	5
30-May	45	41	4
5-Jun	17	15	2
12-Jun	21	17	4
19-Jun	26	24	2
26-Jun	10	8	2
3-Jul	12	10	2

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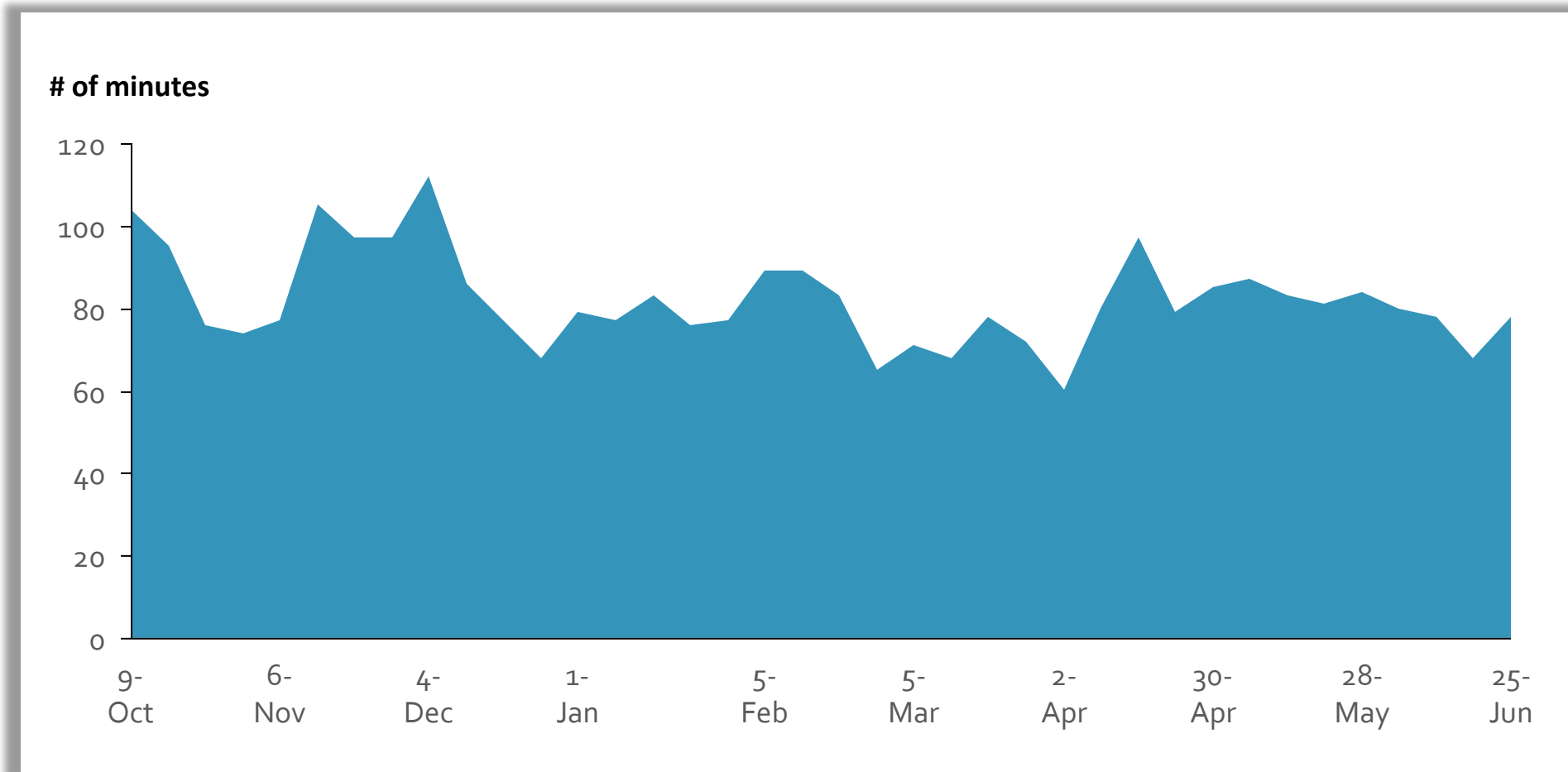
medical: pending applications

Pending Applications

Legend:
- Total
- To Be Worked by State
- Awaiting Client Action

Date	Total	To Be Worked by State	Awaiting Client Action
27-Feb	6,997		
6-Mar	6,977		
13-Mar	8,426		
20-Mar	8,619		
27-Mar	8,923		
3-Apr	7,509		
10-Apr	7,763		
17-Apr	7,918	6,099	1,819
24-Apr	7,906	7,445	461
1-May	7,535	6,704	831
8-May	6,610	5,885	725
15-May	6,437	5,746	691
22-May	6,257	5,549	708
30-May	6,085	5,378	707
5-Jun	5,938	5,313	625
12-Jun	5,997	5,493	504
19-Jun	5,565	5,010	555
26-Jun	5,184	4,558	626
3-Jul	4,058	3,536	522

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.

average lobby wait times

# of minutes

120

100

80

60

40

20

0

9-Oct | 6-Nov | 4-Dec | 1-Jan | 5-Feb | 5-Mar | 2-Apr | 30-Apr | 28-May | 25-Jun

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.

data snapshot:
7/3 pending applications

		SNAP Expd.	SNAP Regular	Cash Assistance	CCAP	GPA - Burial	SSP	MAGI	Undet. Medical	Complex Medicaid	Medicare Premium	Long Term Care	**Grand Total**
	Client	149	64	66	5		1	255		50	13	34	637
Overdue	State	71	80	84	41	24	4	132	578	132	17	1317	2480
	Total	220	144	150	46	24	5	387	578	182	30	1351	3117
	Client	15	388	135	26		1	132		31	7	0	735
Not Overdue	State	28	270	122	134	9	6	70	436	19	61	774	1929
	Total	43	658	257	160	9	7	202	436	50	68	774	2664
Grand Total		263	802	407	206	33	12	589	1014	232	98	2125	5781

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 when the client needs to submit more information or missed an interview. This is calculated based on an application status queried from RI Bridges.