



**Rhode Island Department of Human Services**  
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*Office of the Director*  
Kimberly Merolla-Brito

November 18, 2025

The Honorable Patricia A. Serpa  
Chair, House Committee on Oversight  
State House, Room 101  
82 Smith Street  
Providence, RI 02903

Dear Chair Serpa:

Please accept the attached report as the state's most recent update on the RI Bridges system, which covers the reporting period October 16, 2025 – November 15, 2025. This document contains 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 Batch 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 RI Bridges system and the progress made to address outstanding issues. Please contact me should you have any questions or concerns.

Respectfully,

*Kimberly Merolla-Brito*

Kimberly Merolla-Brito  
Director  
RI Department of Human Services



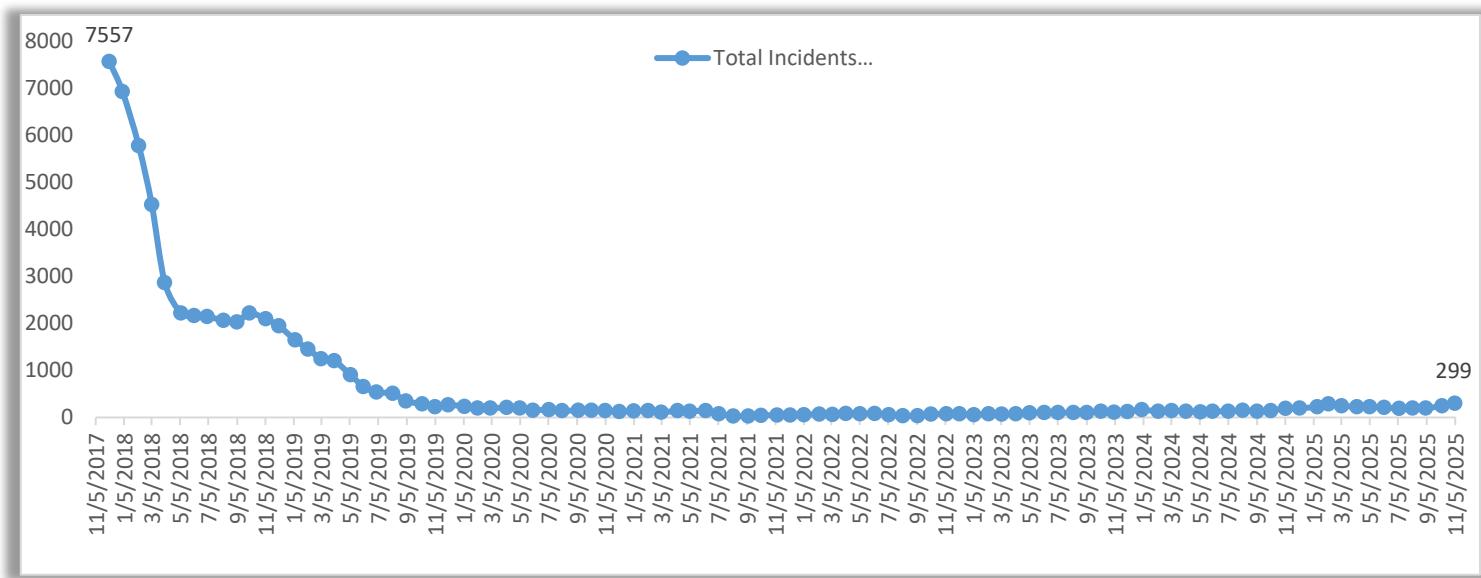
# RI Bridges: Monthly Update

## November 2025

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. System stabilization and efficiency remains a priority for DHS, and we continue our focus on ensuring full system compliance. This report provides an update based on currently available data detailing our efforts and progress to date.

### SYSTEM PERFORMANCE + IMPROVEMENT

At this time, there are currently 299 open incidents reported. These incidents refer to technical bugs when the system does not operate as expected for the DHS customer, staff member, or provider. While the agency will continue to closely monitor open incidents, it is important to note that there are open incidents throughout the year even when the system is operating as normal. The current number of open incidents also still represents a steep decline from December 2017, when the RI Bridges system first launched.



### DHS STAFFING

DHS continues to progress in hiring candidates for identified critical positions. Since the last report in October, DHS has hired 2 employees who have started and will be starting in their new roles. These include:

- 1 Customer Service Aide
- 1 Consultant Public Health Nurse

***Please note the information above is a snapshot in time and attributed to the state's transition to the ERP/Workday enterprise system from the legacy systems. The transition from the current systems has lasted approximately 6-8 weeks where no new postings or PAR activity occurred. Due to the transition, certain hiring processes have been paused through December 1, 2025.***

DHS TRAINING

Training Topic	Training Date	# Of Training Hours	# Of New Staff	# Of Current Staff
<i>SNAP Policy Office Hours (Two –one-hour sessions)</i>	10/16/25 & 10/22/25	2	0	21
<i>Community Medicaid Learning Series (Five –full day sessions)</i>	10/17/25 thru 10/24/25	25	2	18
<i>The Mindful Leader Practice (Two -full day sessions)</i>	10/20/25 & 10/21/25	10	0	10
<i>DHS All Agency Meeting (Four –three-hour sessions &amp; one –one-hour supplemental session)</i>	10/20/25, 10/21/25, 10/28/25, 10/29/25 & 10/31/25	13	0	588
<i>Coaching Sessions for Supervisors (Four two-hour sessions)</i>	10/20/25, 11/4/25, 11/5/25, & 11/12/25	8	0	30
<i>Medicaid Office Hours (One one-hour session)</i>	10/22/25	1	0	21
<i>Rhode Island Works (RIW) Office Hours (One one-hour session)</i>	10/22/25	1	0	11
<i>Child Care Assistance Program (CCAP) Office Hours (One one-hour session)</i>	10/29/25	1	0	13
<i>Medicaid Refresher (Three –full day sessions)</i>	10/27/25, 10/28/25 & 11/4/25	15	0	33
<i>Rhode Island Works (RIW) Learning Series (Three full day sessions)</i>	11/3/25 thru 11/6/25	15	0	10
<i>Digital Literacy Learning Session (One full day session)</i>	11/7/25	5	2	6
<i>Interface Walkthrough: PARIS (One two-hour session)</i>	11/7/25	2	2	6
<i>Multicultural Competency Learning Series (Two two-hour sessions)</i>	11/10/25 & 11/14/25	4	0	7
<i>Interface Walkthrough: SOLQ (One two-hour session)</i>	11/10/25	2	4	10
<i>RI Bridges Learning Series (Three full day sessions)</i>	11/12/25 thru 11/14/25	15	3	0
<i>Medicaid Ex Parte Learning Series (Two –full day sessions)</i>	11/13/25 & 11/14/25	10	0	11
	<b>Totals</b>	<b>129</b>	<b>13*</b>	<b>795*</b>
<b>Note: the asterisk number includes projected attendance to trainings that have been scheduled, and staff are registered to attend</b>				

Self-Directed Learning: Learning Management System: Active			
Rhode Island Learning Center Trainings (These trainings are self-directed)	Course Title	# of staff Enrolled	# of staff Completed
	Civil Rights Annual Training 2025	480	335
	EBT Card Security Procedure 2025	458	310
	D-SNAP: Disaster SNAP 2025	462	329

<b>* This number is duplicated. Our participants are enrolled in various trainings.</b>	FTI-2025	525	458
	HIPAA, and Confidentiality 2025	526	450
	Limited English Proficiency (LEP)	441	188
	On Demand Interpreting for ASL	433	241
	Voter Registration 2025	489	382
	CCAP Program Policy Refresher	357	301
	Clerical SNAP Connect Knowledge Transfer	145	80
	Community Medicaid: Supplemental AVS Video	355	246
	Customer Relationship Management	160	99
	CSA Role Update Knowledge Transfer	150	107
	ERP Knowledge Transfer	1041	372
	Domestic Violence 101	412	308
	Customer Portal Refresher – Part 1	451	326
	Customer Portal Refresher – Part 2	446	295
	Healthy Rhode Mobile App – Part 1	451	329
	Healthy Rhode Mobile App – Part 2	448	315
	Asset Verification System	333	212
	Interfaces: The Work Number Knowledge Transfer	368	237
	Medicaid Refresher: MEQC CAP _2025	161	80
	Medicaid Renewal Refresher_2022	240	158
	OCSS: Child Support Refresher Process	358	269
	Knowledge Transfer: March 2025 – Release 7.49	396	299
	Knowledge Transfer: April 2025 – Release 7.49.1	395	279
	Knowledge Transfer: June 2025 - Release 7.79.2 & 7.50	392	251
	Knowledge Transfer: July & August 2025	387	238
	Knowledge Transfer: September 2025	381	225
	Knowledge Transfer: October 2025	381	214
	RIBridges: Case Maintenance	451	320
	RIBridges: Case Notes Refresher	460	304
	RIBridges: Pre-Authorization Case Review - ET	274	235
	RIBridges: Pre-Authorization Case Review - Sup	77	61
	RIBridges: Scheduling Refresher	477	346
	RIBridges: Visit Record	527	335
	SNAP: Waivers & SNAP Interview Requirements	333	283
	SNAP: Income Accuracy – Part 1; Prospective Budgeting	342	233
	SNAP: Eligibility Determination	233	175
	SNAP: ABAWD Knowledge Transfer	382	252
	SNAP: ABAWD Refresher	373	287
	SNAP: ESAP	447	322
	Customer Relations	53	36
	Performance Feedback for Supervisors	75	50
	Time Management	65	43
	VCC: Knowledge Transfer	336	266
	VCC: LTSS Telephonic Signature	98	61
	VCC: Telephonic Signature	364	265
	VCC: Call Back Functionality	155	125
	VCC: SNAP Connect	342	243
<b>Totals</b>		<b>17,886*</b>	<b>12,175*</b>

<b>Self-Directed Learning: Learning Management System: Active</b>			
<b>Inactive/retired courses</b> <b>* This number is duplicated. Our</b>	Sept. 22 Knowledge Transfer 7.40 ( <i>retired</i> )	471	226
	Sept. 22 Knowledge Transfer 7.41 ( <i>retired</i> )	460	222
	Nov. 22 Knowledge Transfer ( <i>retired</i> )	391	185
	Dec. 22 Knowledge Transfer ( <i>retired</i> )	387	204

<b>participants are enrolled in various trainings.</b>	March 2023 Knowledge Transfer (retired)	389	208
	April 2023 Knowledge Transfer (retired)	402	202
	June 2023 Knowledge Transfer (retired)	407	153
	July 2023 Knowledge Transfer (retired)	398	137
	August 2023 Knowledge Transfer (retired)	398	136
	Sept. 2023 Knowledge Transfer (retired)	395	248
	Dec. 2023 Knowledge Transfer (retired)	361	247
	Jan. 2024 Knowledge Transfer (retired)	340	242
	February 2024 Knowledge Transfer (retired)	348	254
	March 2024 Knowledge Transfer (retired)	333	247
	April 2024 Knowledge Transfer (retired)	352	263
	May 2024 Knowledge Transfer (retired)	349	274
	June 2024 Knowledge Transfer (retired)	345	271
	July 2024 Knowledge Transfer (retired)	349	288
	August 2024 Knowledge Transfer (retired)	348	265
	September 2024 Knowledge Transfer (retired)	347	276
	October 2024 Knowledge Transfer (retired)	346	273
	December 2024 Knowledge Transfer (retired)	342	246
	Medical Renewal Refresher (inactive for updates)	277	185
	RIW Miniseries (inactive for updates)	205	145
	VCC: EAD Telephonic Signature ((inactive for updates))	237	33
	SNAP: Reinvestment Updates (retired)	348	171
	Active Shooter, Run, Hide and Fight 2024 (retired)	972	584
	Civil Rights Annual Training 2024 (retired)	972	643
	Emergency Action Plan 2024 (retired)	972	635
	D-SNAP: Disaster SNAP 2024 (retired)	416	231
	FTI-2024 (retired)	887	679
	HIPAA, and Confidentiality 2024 (retired)	856	490
	Claims Collection Recovery Unit (retired)	343	211
<b>Totals</b>		<b>14,743*</b>	<b>9,074*</b>

## Training Descriptions

**Supplemental Nutrition Assistance Program (SNAP) Policy Refresher Office Hours:** This session provides information about upcoming SNAP changes through an open forum. Staff are encouraged to engage in a general policy discussion and to bring questions related to SNAP case processing.

**Community Medicaid Learning Series:** The Community Medicaid Learning Series provides participants with an overview of the Medicaid hierarchy, an introduction to Community Medicaid policy and process, a working knowledge of RI Bridges screens relating to Community Medicaid, and insight into related inter-agency units. This learning series is targeted towards new eligibility technicians and other employees who have not yet attended the community training.

**The Mindful Leader Practice:** This interactive workshop explores the broad and varied interpersonal communication styles of managers, providing strategies to help them improve leadership skills that also build rapport with staff. Participants gain essentials skills and knowledge that will support them in leading others while improving operational efficiency.

**DHS All Agency Address:** This session, led by Director Brito, provided staff with information regarding the SNAP federal policy changes. It also covers various priorities of the agency, highlights successes, and gives staff an indication on progress made on agency initiatives.

**Coaching for Supervisors:** This group coaching session provides supervisors with dedicated time to strengthen their leadership and coaching skills. The coaching covers effective strategies for supporting staff and best practices. The session also offers space for peer learning, which also helps identify areas where additional tools or resources may be helpful.

**Medicaid Office Hours:** Medicaid Office Hours are designed to be an open forum to ask system and policy questions related to non-LTSS Medicaid cases being processed. Participants are invited to bring specific cases or questions for discussion with a clinical training specialist.

**Rhode Island Works (RIW) Office Hours:** RIW Office Hours provide staff with an open forum for staff to ask general system, policy, or case specific questions related to RI Works cases they are processing.

**Child Care Assistance Program (CCAP) Office Hours:** CCAP Office Hours provide staff with an open forum for staff to ask general system, policy or case-specific questions related to CCAP cases.

**Medicaid Refresher:** The Medicaid Refresher Learning Session targets areas of need identified in the Medicaid Eligibility Quality Control (MEQC) audit and is designed to reinforce Medicaid processing techniques and best practices while strengthening knowledge of policy and standard operating procedures.

**RIW for Eligibility Technicians Learning Series:** This learning series provides participants with RIW program policy and system knowledge. Additionally, it provides information regarding the Office of Child Support Services (OCSS), motivational interviewing, and the Child Care Assistance Program (CCAP).

**Digital Literacy:** This session provides an overview on the use of Microsoft Excel and Outlook, helping ensure enrolled staff are equipped to use these tools efficiently. From navigation tips to basic operations to data visualization, this session supports staff with the goal of improving operational efficiency.

**Interface Walkthrough – PARIS:** During this session, participants review the interfaces matched within the PARIS matching system. Participants gain an understanding on how the interface can be reviewed, utilized, and cleared within RIBridges.

**Multicultural Competency Learning Series:** The Multicultural Competence Modules offer contextualized, scaffolded anti-oppression educational workshops for DHS employees, which aims to equip staff with knowledge to better advance diversity, equity, and inclusion strategic goals individually and collectively.

**Interface Walkthrough – SOLQ:** This session provides a breakdown of the data from the SOLQ interface and how the interface can be used to verify information in RIBridges.

**RI Bridges Basics Learning Series:** DHS uses an Integrated Eligibility System (IES), RIBridges, to determine eligibility for health and human service benefit programs. This course covers the basic functionality and business processes within RIBridges such as, but not limited to, overviews of the home screen, visit record, and eligibility determination.

**Medicaid Ex Parte Learning Series:** This series provides the foundation for Ex Parte Medicaid and all related modules. Participants learn what occurs when an individual is facing possible closure to their current Medicaid as well as the special circumstance questions potentially leading to other forms of Medicaid available.

## PENDING NEW APPLICATIONS

DHS continues to prioritize the efficient processing of applications through improvements to technology, processes, and communications, with the goal of reducing any application backlog across all programs.

Currently, the number of overdue applications awaiting state action is 1,624 reflecting a manageable but increased caseload impacted by the federal shutdown and federal changes to SNAP policy due to H.R. 1. However, DHS continues to build operational resilience through initiatives such as **SNAP Connect** and Technology Adoption Day, collectively helping minimize administrative disruptions as much as possible. These operational and digital tools increasingly support customers' needs by providing flexible interview scheduling, education around resources, and other support to help ensure uninterrupted access to benefits. As of October 31, SNAP Connect has been implemented across all cities and towns.

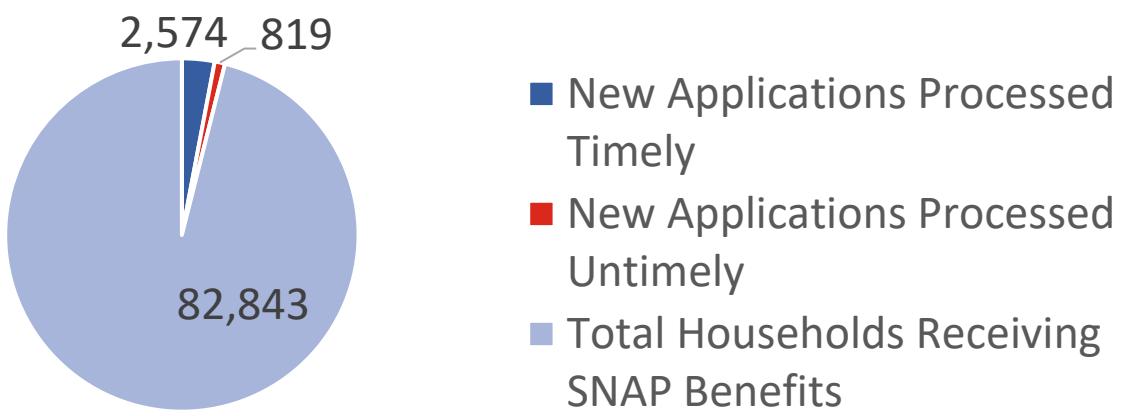
For more details on SNAP Connect, please visit: [dhs.ri.gov/SNAPconnect](https://dhs.ri.gov/SNAPconnect)

	Not Overdue			Overdue			Total
	Client	State	Total	Client	State	Total	
<b>SNAP Expedited</b>	80	127	207	149	247	396	<b>603</b>
<b>SNAP Non-Expedited</b>	257	369	626	118	99	217	<b>843</b>
<b>CCAP</b>	29	118	147	5	75	80	<b>227</b>
<b>GPA - Burial</b>	0	17	17	0	1	1	<b>18</b>
<b>SSP</b>	0	11	11	0	1	1	<b>12</b>
<b>GPA</b>	19	32	51	2	2	4	<b>55</b>
<b>*RIW</b>	116	81	197	25	25	50	<b>247</b>
<b>Undetermined Medical</b>	49	547	596	77	411	488	<b>1,084</b>
<b>Medicaid - MAGI</b>	19	19	38	37	69	106	<b>144</b>
<b>Medicare Premium Payments</b>	14	371	385	14	200	214	<b>599</b>
<b>Medicaid Complex</b>	2	185	187	11	368	379	<b>566</b>
<b>LTSS</b>	20	356	376	1	126	127	<b>503</b>
<b>Grand Total</b>	605	2,233	<b>2,838</b>	439	1,624	<b>2,063</b>	<b>4,901</b>

*\*This is an estimate of pending applications for RI Works and is subject to change.*

## SNAP TIMELINESS

In **October 2025**, there were 82,843 households that received benefits. For new SNAP applications in October, approximately 76% (2,574) were processed timely. Approximately 24% (819) of new SNAP applications were processed untimely. Importantly, cases needing to be processed that are awaiting customer or state action (such as completion of interviews or receipt of requested documents) may become overdue, leading to the untimely authorization of benefits that is not reflective of the overall customer experience.



## SNAP OVERPAYMENT RECOVERY

DHS has resumed the collection of SNAP overpayments due to Inadvertent Household Error (IHE), Agency Error (AE), and Intentional Program Violations (IPV). While collections are part of a process that had been paused since 2017, DHS has been directed by the USDA Food and Nutrition Service to resume collections in instances of overpayments that would, if left unaddressed, lead to higher payment error rates for the agency. While initial notices have been issued to households, most collections date back to September 2023. Data regarding overpayments will be viewable below and updated quarterly in tandem with reports due to FNS.

## SNAP Payment Error Rate

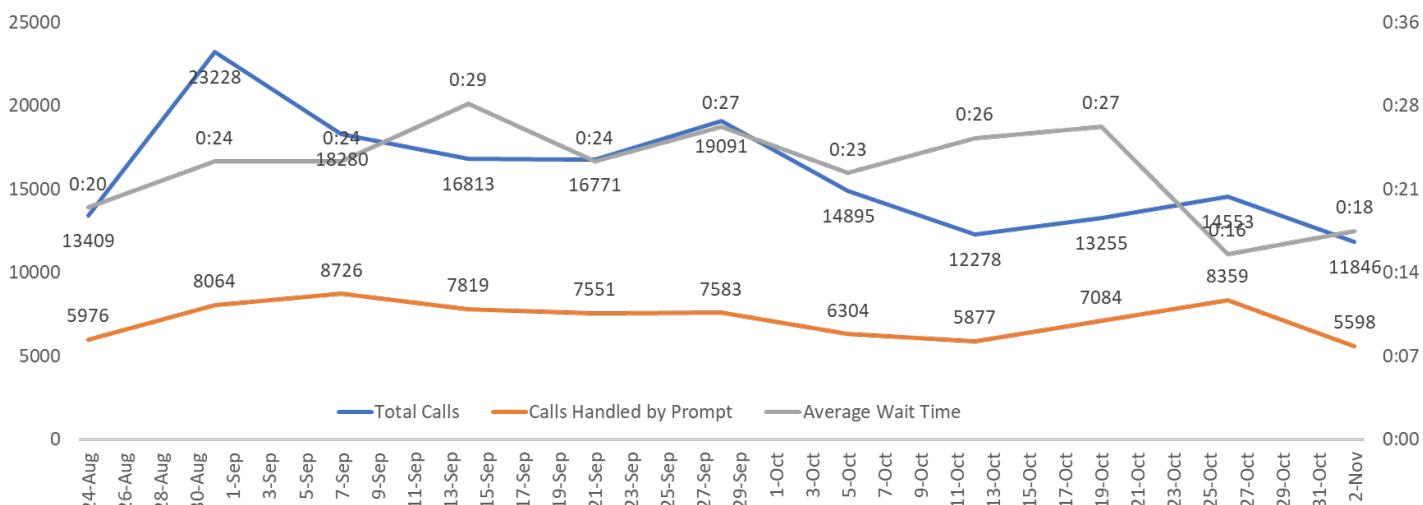
On October 1, 2025, DHS submitted the SNAP PER Improvement Plan as part of the budget process. This report is available on the DHS website, and it details the plan to reduce the payment error rate as part of the federal overhaul to SNAP included in the One Big Beautiful Bill Act (H.R.1), signed into law on July 4, 2025. DHS will provide regular updates regarding the PER strategy in this section starting January 1, 2026, as required in Article 10 of the enacted FY26 budget.

## CALL CENTER

The volume and duration of calls for the weeks beginning September 28 through November 2, 2025, resulted in an approximate wait time of **23 minutes**. The average wait time may see an increase in the next report when it aligns with the timing of the federal shutdown that started in mid-October.

The overall Call Center wait time remains below 30 minutes due to the implementation of the SNAP Connect initiative, which allows customers to complete interviews at a time that is most convenient for them. As of this report, the SNAP Connect pilot has been implemented across all cities and towns. This initiative as well as other enhancements have aided DHS in maintaining stable operations when presented with challenges at the federal level. Collectively, SNAP Connect, Technology Adoption Days, and IVR enhancements have improved customer service by reducing abandonment rates, promoting one-touch processing, and keeping wait times low across all queues. DHS hopes to continue building on optimized processes, workforce training, and innovative technological solutions that allow DHS to remain flexible, ensuring excellence in service delivery.

The busiest week at the Call Center is the **week beginning September 28** with **19,091 calls** to DHS. DHS continually monitors and reviews Call Center data to effectuate appropriate operational changes.



## CCAP BATCH PAYMENTS

Below are the total number of batch payments made to child care providers for the current reporting period through November 15, 2025.

Batch	Date Issued	# of Providers	Amount after Union/PAC removed
9	10/2/2025	541	\$2,414,086.60
9A	10/3/2025	16	\$58,114.47
9B	10/10/2025	20	\$160,606.97
10	10/16/2025	540	\$2,456,366.96
10A	10/17/2025	11	\$52,600.21
10B	10/24/2025	18	\$43,145.58

	Providers	Payments
Total Batch (9, 9A, & 9B)	577	\$2,632,808.04
Off-Cycle (9A & 9B)	36	\$218,721.44
Providers off-cycle/total	6.65%	
Payments off-cycle/total	9.06%	

	Providers	Payments
Total Batch (10, 10A, & 10B)	569	\$2,552,112.75
Off-Cycle (10A & 10B)	29	\$95,745.79
Providers off-cycle/total	5.37%	
Payments off-cycle/total	3.90%	

## CORRESPONDENCE WITH FEDERAL PARTNERS

The Centers for Medicare & Medicaid Services and the USDA Food and Nutrition Service are important partners to the state. DHS continues to communicate regularly during the monthly touchpoints to review progress made.

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