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Office of the Director
Kimberly Merolla-Brito

October 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 RIBridges system, which covers the reporting period September 16, 2025 – October 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 RIBridges system and the progress made to address outstanding issues. Please contact me should you have any questions or concerns.

Respectfully,

Kimberly Merolla-Brito
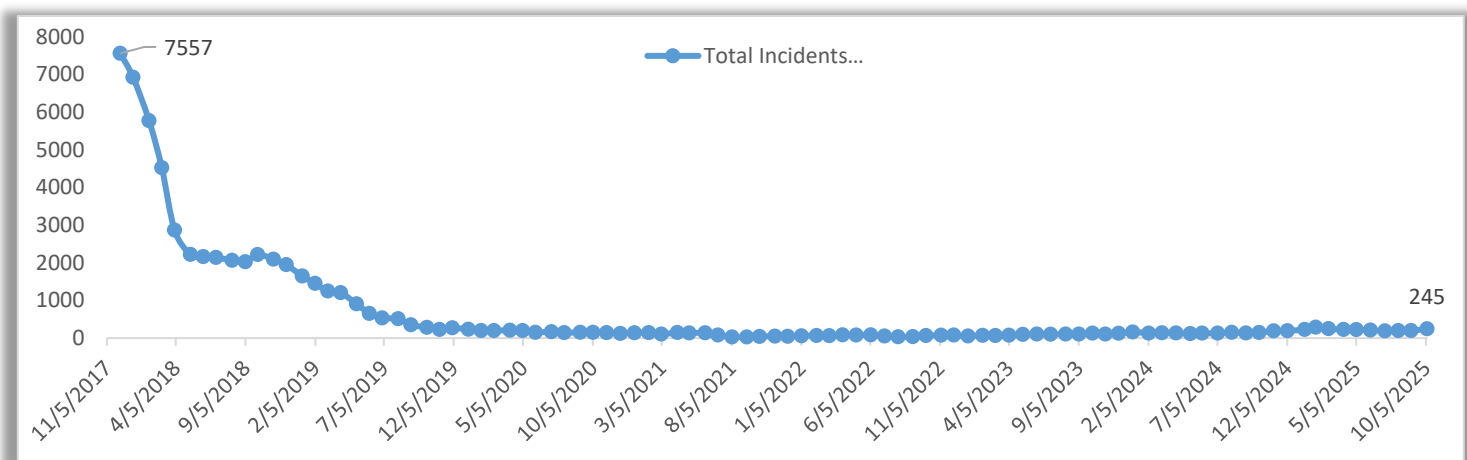Director
RI Department of Human Services

RIBridges: Monthly Update
October 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 RIBridges 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 245 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 RIBridges system first launched.

DHS STAFFING

DHS continues to progress in hiring candidates for identified critical positions. Since the last report in September, DHS has hired 23 employees who have started and will be starting in their new roles. These include:

- 3 Social Caseworkers
- 1 Customer Support Specialist
- 1 Human Services Policy and Systems Specialist II
- 1 Eligibility Technician I
- 2 Eligibility Technician III
- 1 Human Services Business Officer
- 1 Assistant Administrator, Family and Children Services
- 1 Senior Casework Supervisor
- 1 LTSS Level II Financial Reviewer
- 9 Eligibility Technician II (lobby)
- 1 Employment and Career Advisor
- 1 Senior Human Services Business Officer

DHS TRAINING

Training Topic	Training Date	# Of Training Hours	# Of New Staff	# Of Current Staff
Medicaid Refresher (Five – full day sessions)	9/16/25, 9/18/25, 9/19/25, 10/2/25 & 10/3/25	25	0	54
Rhode Island Works (RIW) Eligibility Technician (ET) Learning Series (Three -full day sessions)	9/16/25 thru 9/19/25	15	3	13
Long Term Services and Support (LTSS) Office Hours (Two – one-hour sessions)	9/17/2025 & 10/15/25	2	9	33
Supplemental Nutritional Assistant Program (SNAP) Office Hours (Two one-hour session)	9/17/2025 & 10/1/25	2	1	22
Rhode Island Works (RIW) Office Hours (One one-hour session)	9/17/2025	1	0	8
Safety Training: Run, Hide & Fight (One one-hour sessions)	9/17/25	1	0	6
Prisoner Match Interface Walkthrough (One two-hour session)	9/19/25	2	4	9
Safety Training: CPR (Two two-hour sessions)	9/23/25 & 10/10/25	4	0	21
Child Care Assistance Program Learning Series (Three – full day sessions)	9/23/25 thru 9/26/25	15	3	16
Modified Adjusted Gross Income (MAGI) Learning Series (Five – full day sessions)	9/23/25 thru 9/30/25	25	7	2
Child Care Assistance Program (CCAP) Office Hours (One one-hour session)	9/24/25	1	0	14
Communicating with the Deaf and Hard of Hearing Learning Session (One three-hour session)	9/25/25	3	0	8
(SNAP) Policy Office Hours (four one-hour session)	9/17/25, 9/24/25, 10/8/25 & 10/15/25	4	3	59
40 Quarters and SAVE Interface Walkthrough (One two-hour session)	9/25/25	2	1	11
Long Term Services and Supports (LTSS) for Eligibility Technicians (ET) Learning Series (Five full day session)	10/2/25 thru 10/10/25	25	0	6
New Hire Orientation (Two full day sessions)	10/6/25 & 10/7/25	10	4	0
Clerical Foundations Learning Series (Two full day sessions)	10/8/25 &10/9/25	10	2	3
Safety Training: NARCAN (Two one-hour sessions)	10/8/25 & 10/15/25	2	0	6
Coaching Sessions for Supervisors (Three sessions one for one and half hours and two for two hours)	10/8/25, 10/9/25 & 10/10/25	5.5	0	23

Digital Literacy Learning Session (One full day session)	10/10/25	5	6	3
RI Bridges Learning Series (Two full day sessions)	10/14/25 &10/15/25	10	6	1
Housing Stability Pilot Office Hours (One one-hour session)	10/15/25	1	0	18
	Totals	**170.5**	**49***	**336***

Note: the asterisk number includes projected attendance to trainings that have been scheduled, and staff are registered to attend

	Self-Directed Learning: Learning Management System: Active		
	Course Title	**# of staff Enrolled**	**# of staff Completed**
Rhode Island Learning Center Trainings (These trainings are self-directed) *** This number is duplicated. Our participants are enrolled in various trainings.**	Civil Rights Annual Training 2025	472	317
	EBT Card Security Procedure 2025	456	287
	D-SNAP: Disaster SNAP 2025	461	324
	FTI-2025	519	446
	HIPAA, and Confidentiality 2025	517	420
	On Demand Interpreting for ASL	430	199
	Voter Registration 2025	486	372
	CCAP Program Policy Refresher	356	300
	Claims Collection Recovery Unit	343	211
	Clerical SNAP Connect Knowledge Transfer	145	79
	Community Medicaid: Supplemental AVS Video	354	245
	Customer Relationship Management	160	99
	CSA Role Update Knowledge Transfer	149	106
	Domestic Violence 101	410	306
	Customer Portal Refresher – Part 1	449	324
	Customer Portal Refresher – Part 2	446	295
	Healthy Rhode Mobile App – Part 1	449	326
	Healthy Rhode Mobile App – Part 2	446	312
	Asset Verification System	332	211
	Interfaces: The Work Number Knowledge Transfer	368	231
	Medicaid Refresher: MEQC CAP_2025	125	73
	OCSS: Child Support Refresher Process	356	268
	Knowledge Transfer: March 2025 – Release 7.49	395	296
	Knowledge Transfer: April 2025 – Release 7.49.1	394	276
	Knowledge Transfer: June 2025 - Release 7.79.2 & 7.50	391	244
	Knowledge Transfer: July & August 2025	385	230
	Knowledge Transfer: September 2025	379	152
	RIBridges: Case Maintenance	448	318
	RIBridges: Case Notes Refresher	457	302
	RIBridges: Pre-Authorization Case Review - ET	272	234
	RIBridges: Pre-Authorization Case Review - Sup	77	61
	RIBridges: Scheduling Refresher	474	344
	RIBridges: Visit Record	524	334
	SNAP: Waivers & SNAP Interview Requirements	332	281
	SNAP: Income Accuracy – Part 1; Prospective Budgeting	343	233
	SNAP: Eligibility Determination	233	175
	SNAP: ABAWD Knowledge Transfer	381	251
	SNAP: ABAWD Refresher	372	286
	SNAP: ESAP	445	320
	Customer Relations	50	34

	Performance Feedback for Supervisors	75	48
	Time Management	61	41
	VCC: Knowledge Transfer	334	265
	VCC: LTSS Telephonic Signature	98	61
	VCC: Telephonic Signature	362	262
	VCC: Call Back Functionality	154	125
	VCC: SNAP Connect	341	240
	Totals	**16,006***	**11,164***

Self-Directed Learning: Learning Management System: Active			
	Sept. 22 Knowledge Transfer 7.40 (retired)	471	226
	Sept. 22 Knowledge Transfer 7.41 (retired)	460	222
	Nov. 22 Knowledge Transfer (retired)	391	185
	Dec. 22 Knowledge Transfer (retired)	387	204
	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
Inactive/retired courses *** This number is duplicated. Our participants are enrolled in various trainings.**	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
	Totals	**14,400***	**8,863***

Training Descriptions

Medicaid Refresher: The Medicaid Refresher Learning Session targets areas of need identified in the Medicaid Eligibility Quality Control (MEQC) audit. The session is designed to reinforce Medicaid processing techniques and highlight best practices while strengthening knowledge of policy and standard operating procedures that align with the Medicaid Corrective Action Plan (CAP).

Rhode Island Works (RIW) for Eligibility Technicians Learning Series: The RIW learning series offers participants program policy and system knowledge around RIW. Additionally, it includes background information on the Office of Child Support Services (OCSS), lessons on motivational interviewing, and knowledge around the Child Care Assistance Program (CCAP).

Long Term Services and Supports (LTSS) Office Hours: LTSS office hours are led by Rose Leandre, LTSS Administrator. LTSS social case worker supervisors, eligibility technicians, and supervisors who are processing LTSS applications are encouraged to attend. Participants are encouraged to bring questions related to LTSS case processing and any recent updates made to the special circumstances and level of care pages for the LTSS program.

SNAP Office Hours: SNAP Office Hours provide an open forum for staff to ask general system and policy questions, or case specific questions related to SNAP cases they are processing. Staff are encouraged to attend SNAP training to improve their knowledge and proficiency around SNAP.

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.

Safety Training: Run, Hide, and Fight: This one -hour session reviews strategies for how to protect yourself and others during an "Active Shooter" situation. In addition, participants are provided handouts and minimal props to assist in training.

Prisoner Match Interface Walkthrough: This session provides an overview of the Prisoner Match interfaces, which provides incarceration data from the Social Security Administration and other external sources. This session offers a walkthrough of individual program policies, and describes how they are connected to the match as well as the actions required for workers to take depending on the variables of the match.

Safety Training: CPR/AED Familiarization: This session provides instruction on basic cardiopulmonary resuscitation as part of an interactive, in-person course. This refresher course also provides instruction on how to use an automated external defibrillator (AED) effectively in case of an emergency. The course requires props, a computer, and a projector for a PowerPoint presentation.

Child Care Assistance Program (CCAP) Eligibility Foundational Learning Series: The CCAP Eligibility Foundational Learning Series provides participants with an overview of the Child Care Assistance Program; an introduction to CCAP policy and process; field operational business processes; and a working knowledge of RIBridges screens relating to CCAP case processing and maintenance. Session two of the series covers practice scenarios that focus on error prone case factors, including income types, asset requirements, and household composition. Lastly, session three is comprised of a Processing Lab, where real CCAP cases are processed in the RIBridges system.

Modified Adjusted Gross Income (MAGI) Learning Series: The MAGI training series provides participants with an introduction to MAGI policy and RIBridges screens relating to MAGI. This a four-session training series where participants must attend all sessions to get the full training scope of the knowledge and skills offered. This training is offered in-person via six-hour sessions and targets new eligibility technicians as well as employees who have not attended MAGI training since the RIBridges roll-out in 2016.

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.

Communicating Effectively with Deaf, Deafblind, and Hard of Hearing Clients: This training, presented by the Rhode Island Commission on the Deaf and Hard of Hearing, is designed for personnel at DHS in order to ensure effective, respectful communication can be provided to clients who are Deaf, Deafblind, or Hard of Hearing. By the end of the session, attendees will be better equipped to serve all clients with confidence, ensuring equitable access to vital services and programs.

Supplemental Nutritional Assistance Program (SNAP) Policy Refresher Office Hours: This session provides information about upcoming SNAP changes. It is designed as an open forum for staff to engage in a Q&A on general policy related to SNAP case processing.

40 Quarters and SAVE Interface Walkthrough: During this session, participants learn about the 40 Quarter's Interface and the SAVE Interface. The training provides an overview the interface, a breakdown of the data provided, how to access the interface within RIBridges, and when and where the data can be utilized within RI Bridges.

Long Term Services and Supports (LTSS) ET Learning Series: The LTSS Learning Series provides participants with an introduction and breakdown to the LTSS program and RIBridges screens relating to LTSS. Participants must attend all sessions in this five-day training series to get the full training scope of the knowledge and skills offered. This training is targeted for eligibility technicians and supervisors who process LTSS applications.

New Hire Orientation: The goal of this 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.

Clerical Foundations Learning Series: The Customer Service Aide (CSA) training, facilitated over two full-day sessions, provide participants with an introduction and overview of CSA job responsibilities. It also provides a summary of the different DHS programs, an overview of the backend of the system, and an outline of the front and back-office functions. Providing an overview of processing applications and expedited SNAP, this session also covers case association, scanning, scheduling appointments, and asset verification.

Safety Training: NARCAN: This session provides training on how to deliver Narcan through the Naloxone Nasal Delivery System in the case of an opioid overdose.

Coaching for Supervisors: This group coaching session provides supervisors with dedicated time to strengthen their leadership and coaching skills. The session covers effective strategies for supporting staff, best practices, and a discussion using real-world scenarios.

Digital Literacy: This session provides a general overview of Microsoft Excel and Outlook to increase digital literacy. The session covers basic navigation, operations, data organization and analysis, and more.

RIBridges Basics Learning Series: The RIBridges basics series focuses on the functionality and business processes within the RIBridges system, which is the integrated eligibility system used to determine eligibility for health and human service benefit programs. Topics covered include the home screen, the visit record, search inquiries, case notes, and more.

Housing Stability Pilot Office Hours: This session provides an overview of the Housing Stability Pilot. It includes general eligibility criteria, what the pilot pays, and how families can access the pilot.

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.

As of October 10, 2025, the number of overdue applications awaiting state action is 1,500, reflecting a stable caseload. DHS continues to build operational resilience through initiatives such as **SNAP Connect**, **Technology Adoption Days**, and ongoing investments in process redesign. 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. These strategies are expected to further improve operational efficiency in processing applications and handling of calls, which will improve customer satisfaction and the overall customer experience.
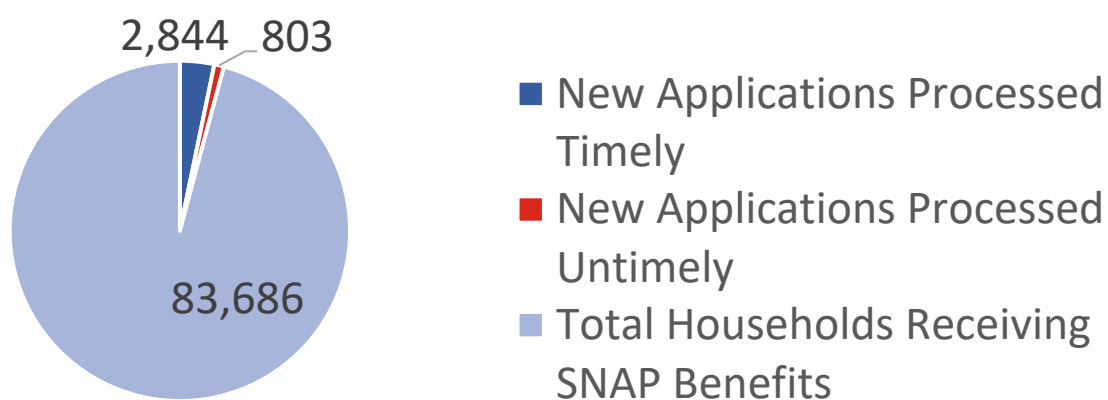
For more details on SNAP Connect, please visit: **dhs.ri.gov/SNAPconnect**

	Not Overdue			Overdue			Total
	Client	State	Total	Client	State	Total	Grand Total
SNAP Expedited	153	157	310	165	219	384	694
SNAP Non-Expedited	389	288	677	100	68	168	845
CCAP	37	143	180	10	66	76	256
GPA - Burial	0	18	18	0	2	2	20
SSP	0	28	28	0	2	2	30
GPA	34	52	86	2	2	4	90
RIW	127	76	203	25	25	50	253
Undetermined Medical	52	304	356	68	399	467	823
Medicaid - MAGI	26	11	37	37	65	102	139
Medicare Premium Payments	16	201	217	11	153	164	381
Medicaid Complex	11	254	265	11	368	379	644
LTSS	13	269	282	2	131	133	415
Grand Total	858	1801	2659	431	1500	1931	4590

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

SNAP TIMELINESS

In September 2025, there were 83,686 households that received benefits. For new SNAP applications in September, approximately 77% (2,844) were processed timely. Approximately 23% (803) 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.

2,844   803

83,686

- ■ New Applications Processed Timely
- ■ New Applications Processed Untimely
- ■ Total Households Receiving SNAP Benefits

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.

- Initial notices were sent between August and September 2025.
- Notices will continue to go out as part of our standard process.
- Demand notices explain the reason for the overpayment, repayment options, and appeal rights.
- Most collections will date back to September 2023.

DHS understands this process will be new for certain households and will emphasize fairness, accuracy, and rights protections. *Data regarding overpayments will be included here in subsequent reports in tandem with quarterly 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.
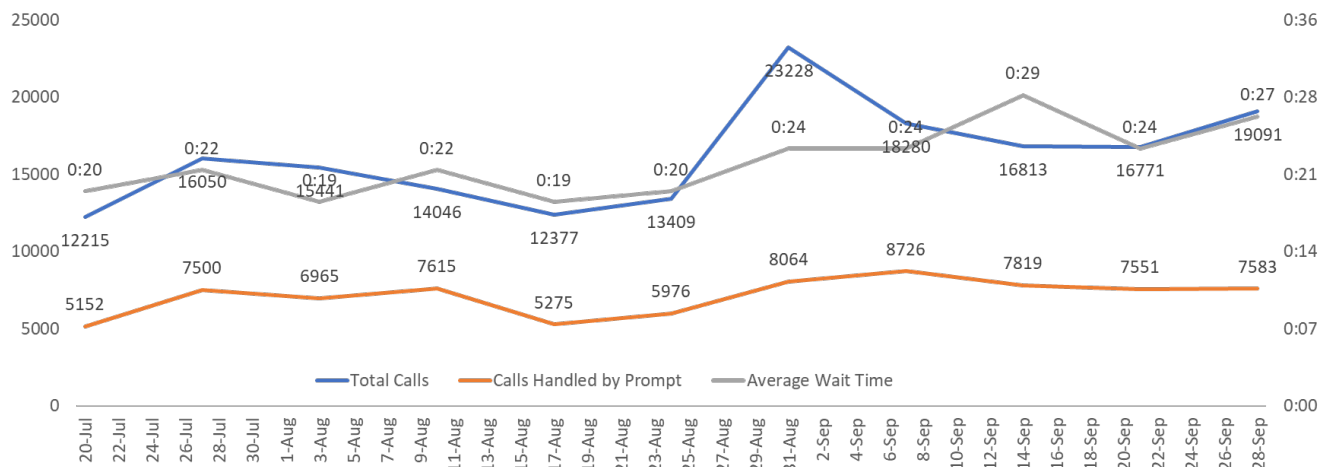
CALL CENTER

The volume and duration of calls for the weeks beginning August 24 through September 28, 2025, resulted in an approximate wait time of **24 minutes.** While DHS has achieved its goal of reducing average wait times to under 30 minutes, we anticipate wait times to continue to improve and remain stable as we work through technology enhancements planned for 2025.

Importantly, DHS expects to roll-out the SNAP Connect pilot to all cities and towns by the end of October 2025. Data shows SNAP Connect customers who contact the call center wait an average less than 10 minutes. Previously only available in certain catchment areas, the SNAP Connect pilot will provide all SNAP customers with the flexibility to complete their interviews at a time that is convenient to them. We will continue to monitor the pilot closely and will refine the operational model as needed to ensure the customer experience is prioritized at all times.

This initiative as well as other enhancements collectively aim to improve 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 to ensure excellence in service delivery.

The busiest week at the Call Center is the **week beginning August 31 with 23,228 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 October 15, 2025.

Batch	Date Issued	# of Providers	Amount after Union/PAC removed
7	9/4/2025	498	$2,651,339.17
7A	9/5/2025	34	$79,770.78
7B	9/12/2025	24	$281,032.91
8	9/18/2025	516	$2,633,846.86
8A	9/19/2025	18	$46,521.52
8B	9/26/2025	37	$40,940.30

	Providers	Payments
Total Batch (7, 7A, & 7B)	556	$3,012,142.86
Off-Cycle (7A & 7B)	58	$360,803.69
Providers off-cycle/total	11.65%	
Payments off-cycle/total	13.61%	

	Providers	Payments
Total Batch (6, 6A, & 6B)	551	$2,721,308.68
Off-Cycle (1A & 1B)	35	$87,461.82
Providers off-cycle/total	6.78%	
Payments off-cycle/total	3.32%	

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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