



Rhode Island Department of Human Services

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Office of the Director

Kimberly Merolla-Brito

January 19, 2026

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 December 16, 2025 – January 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
- SNAP Overpayment Recovery and PER Status
- 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,

A handwritten signature in black ink that reads "Kimberly Merolla-Brito".

Kimberly Merolla-Brito
Director
RI Department of Human Services



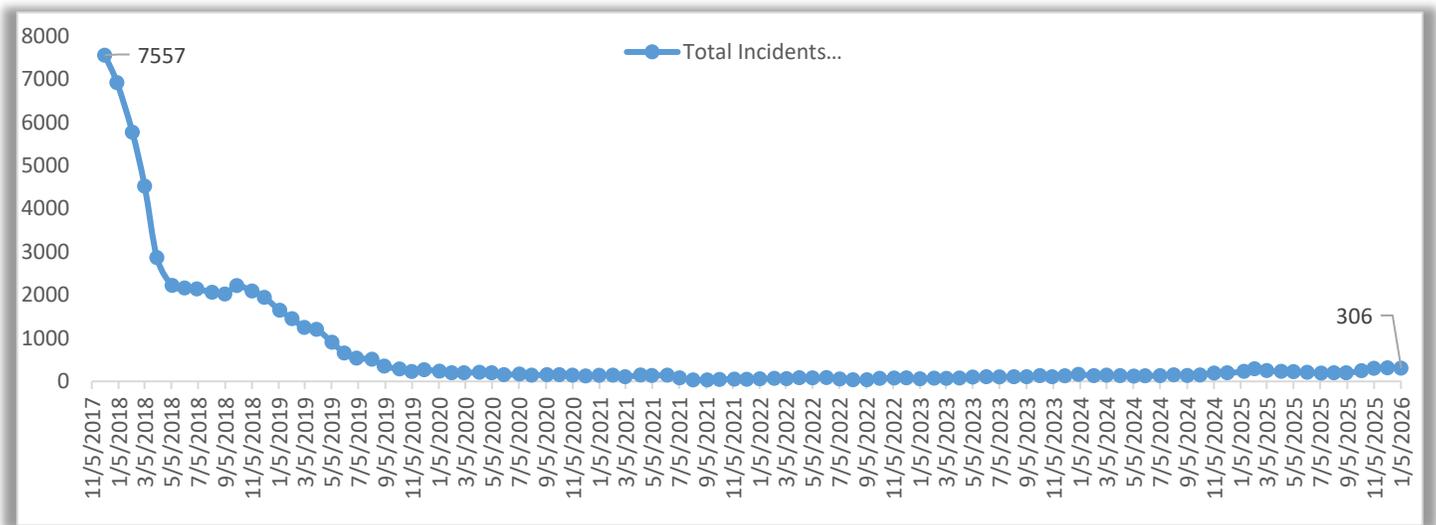
RI Bridges: Monthly Update

January 2026

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 306 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. Any change to program policies—that in turn affect eligibility processes—must be incorporated into the system which will typically show temporary increases in open incidents. These incidences give personnel an insight into where fixes can be made to improve the customer experience as cases cycle through their redeterminations. While there is currently a sustained, higher than usual number of open incidents due to H.R. 1 related changes, the current number of open incidents 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 December, DHS has hired four employees who have started in their new roles.

These include:

- 1 Eligibility Technician III
- 1 Interpreter (Portuguese)
- 1 Employment and Career Advisor
- 1 Eligibility Technician I

DHS Training

Training Topic	Training Date	# Of Training Hours	# Of New Staff	# Of Current Staff
<i>Medicaid Refresher (Four full day sessions)</i>	12-16-26, 12-18-25, 12-19-25 & 1-12-2026	20	0	54
<i>SNAP Accuracy: SUA Skills Lab (Two full day sessions)</i>	12-16-25 & 12-18-25	10	3	24
<i>Health and Wellbeing: Vicarious Trauma (One three-hour session)</i>	12-16-2025	3	0	10
<i>Long Term Services and Supports (LTSS) Office Hours (One one-hour session)</i>	12-17-25	1	0	2
<i>Rhode Island Works Office Hours (One one-hour session)</i>	12-17-2025	1	0	7
<i>Child Care Assistance Program (CCAP) Office Hours (One one-hour session)</i>	12-31-2025	1	0	3
<i>New Hire Orientation (One full day session)</i>	1/5/2026	5	2	0
<i>SNAP Accuracy: Pre-Authorization Coaching for Supervisors (Three two-hour sessions)</i>	1-5-2026, 1-6-2026 & 1-12-2026	6	0	21
<i>SNAP Accuracy: Standard Utility Allowance Skills Lab for Eligibility Technicians (One full day session)</i>	1-5-2026	5	0	14
<i>SNAP Accuracy: Standard Utility Allowance Skills Lab for Supervisors (One full day session)</i>	1-8-2026	5	0	9
<i>SNAP Policy Office Hours (Three one-hour sessions)</i>	1-6-2026, 1-13-2026 & 1-15-2026	3	1	41
<i>Medicaid Ex Parte Learning Series (Two full day sessions)</i>	1-8-2026 & 1-9-2026	10	0	15
<i>Digital Literacy (One full day session)</i>	1-9-2026	5	5	5
<i>SNAP Accuracy: Prospective Budgeting Coaching for Supervisors (Three two-hour sessions)</i>	1-7-2026, 1-14-2026 & 1-15-2026	6	0	36
<i>SNAP Accuracy: Pre-Authorization Coaching for Eligibility Technicians (Two two-hour sessions)</i>	1-13-2026 & 1-14-2026	4	0	35
<i>RI Bridges Basics Learning Series (Three full day sessions)</i>	1-12-2026 thru 1-15-2026	15	0	3
<i>Long Term Services and Supports (LTSS) Eligibility Technician (ET) Learning Series (Four full day sessions)</i>	1-15-2026 thru 1-22-2026	20	0	8
	Totals	120	11*	287*

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
	Civil Rights Annual Training 2025	482	343

Rhode Island Learning Center Trainings (These trainings are self-directed)	EBT Card Security Procedure 2025	458	319
	D-SNAP: Disaster SNAP 2025	462	333
	FTI-2025	532	472
	HIPAA, and Confidentiality 2025	533	462
	Limited English Proficiency (LEP)	443	270
	On Demand Interpreting for ASL	434	263
	Voter Registration 2025	495	391
	CCAP Program Policy Refresher	357	302
	Clerical SNAP Connect Knowledge Transfer	146	82
	Community Medicaid: Supplemental AVS Video	355	245
	Customer Relationship Management	160	99
	CSA Role Update Knowledge Transfer	151	108
	ERP Knowledge Transfer	1041	484
	Domestic Violence 101	412	307
	Customer Portal Refresher – Part 1	451	327
	Customer Portal Refresher – Part 2	448	298
	Healthy Rhode Mobile App – Part 1	451	330
	Healthy Rhode Mobile App – Part 2	448	316
	Asset Verification System	334	209
	Interfaces: The Work Number Knowledge Transfer	368	239
	Medicaid Refresher: MEQC CAP_2025	229	138
	Medicaid Renewal Refresher_2022	240	158
	OCSS: Child Support Refresher Process	358	268
	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	252
	Knowledge Transfer: July & August 2025 - Release 7.50.1 & 7.50.2	387	241
	Knowledge Transfer: September 2025 – Release 7.51	381	228
	Knowledge Transfer: October 2025 – Release 7.51.1	381	214
	Knowledge Transfer: December 2025 – Release 7.52	380	166
	RIBridges: Case Maintenance	451	319
	RIBridges: Case Notes Refresher	460	303
	RIBridges: Pre-Authorization Case Review - ET	274	235
	RIBridges: Pre-Authorization Case Review - Sup	78	62
	RIBridges: Scheduling Refresher	478	346
	RIBridges: Visit Record	528	335
	SNAP Accuracy: Shelter & Utility Policy Refresher	321	216
	SNAP Accuracy: Shelter & Utility RI Bridges Refresher	321	151
	SNAP: Waivers & SNAP Interview Requirements	333	283
	SNAP Accuracy: Income Accuracy – Part 1: Prospective Budgeting	342	234
	SNAP: Eligibility Determination	233	175
	SNAP: ABAWD Knowledge Transfer	383	252
	SNAP: ABAWD Refresher	373	286
	SNAP: ESAP	447	321
	Customer Relations	53	36
Performance Feedback for Supervisors	82	50	
Time Management	66	44	
VCC: Knowledge Transfer	336	265	
VCC: LTSS Telephonic Signature	98	61	
VCC: Telephonic Signature	363	262	
VCC: Call Back Functionality	157	126	
VCC: SNAP Connect	342	243	
	Totals	19,019*	13,047*

*** This number is duplicated. Our participants are enrolled in various trainings.**

Self-Directed Learning: Learning Management System: Active			
Inactive/retired courses * This number is duplicated. Our participants are enrolled in various trainings.	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
	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	
	Totals	14,743*	9,074*

Training Descriptions

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 that align with the Medicaid Corrective Action Plan (CAP). The Medicaid Refresher learning lab is an opportunity to apply skills learned in the Medicaid Refresher learning session in a structured learning lab included, led by Operations during each session.

Supplemental Nutrition Assistance Program (SNAP) Accuracy: Standard Utility Allowance (SUA) Skills Lab for Supervisors: This skills lab has been prepared for supervisors to help them understand the intersection of policy and eligibility, whereby they process simulated cases that progressively grows in complexity. The lab provides participants with a better understanding of Standard Utility Allowance policy and common troubleshoot areas, helping ensure compliance with federal guidelines while also enhancing practical workforce skills and case processing accuracy.

SNAP Accuracy: Standard Utility Allowance (SUA) Skills Lab for Eligibility Technicians: This skills lab focuses on the Federal Standard Utility Allowance (SUA) changes, offering participants simulated cases that progress in complexity and allow them

to apply the recent policy updates. Through these case simulations, attendees will learn to apply the updated SUA standards, troubleshoot common issues, and ensure compliance with federal guidelines.

Vicarious Trauma: This workshop is intended to help participants gain an understanding of how to identify symptoms of vicarious trauma, which refers to a psychological change people undergo when they absorb the pain of others—through their work—that can resemble symptoms similar to Post Traumatic Stress Disorder (PTSD). Participants are encouraged to bring concerns from their everyday work interactions so they can understand and apply coping strategies to stresses when and if they arise.

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.

Rhode Island Works (RIW) Office Hours: This open hours session provides staff with an open forum 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 an opportunity for staff to ask general system, policy or case-specific questions related to CCAP cases.

SNAP Policy Office Hours: This session provides information about upcoming SNAP changes and an open forum for staff to engage in a Q&A on general policy related to SNAP case processing.

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.

Pre-Authorization Coaching for Supervisors: This session leverages a new pre-authorization dashboard to review the way staff currently complete the pre-authorization reviews. The training is designed to help staff learn how to report and address case processing errors.

Pre-Authorization Coaching for Eligibility Technicians: This session provides staff with a walk through of the pre-authorization process and case processing expectations while also identifying error prone cases. An open discussion follows the training to identify eligibility technician feedback that may be considered for future enhancements related to pre-authorization reviews.

Prospective Budgeting Coaching for Supervisors: This session provides a forum to discuss budgeting prospectively, rental income reviews, and self-employment income. Participants also review various relevant financial reporting dashboards and are required to provide input.

Medicaid Ex Parte Learning Series: This learning series provides a general overview of Ex Parte Medicaid, providing a foundation for Ex Parte Medicaid and all training modules as part of this training. Through this series, participants gain an enhanced understanding of all available options when an individual is facing possible closure to their current Medicaid, including special circumstance questions that could open up other forms of Medicaid eligibility for customers.

Digital Literacy: This session provides an overview of Microsoft Excel and Outlook to assist employees in maximizing their efficiency in completing tasks. The course covers basic navigation, operations, and functions of the tools available within these two software programs.

RIBridges Basics Learning Series: The Rhode Island Department of Human Services (DHS) utilizes the Integrated Eligibility System (IES), RI Bridges, to determine eligibility for health and human service benefit programs. This course broadly covers the basic functionality and business processes within the integrated system.

LTSS for Eligibility Technicians Learning Series: The LTSS Learning Series provides participants with an introduction of the LTSS program and RIBridges screens related to LTSS. Participants must attend all sessions in this five-day training series. This training is targeted for eligibility technicians and supervisors who process LTSS applications.

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 1,823 reflecting an increased caseload impacted by several factors, inclusive of federal changes to SNAP policy due to H.R.1 and the transition to a new modernized HR system all state agencies are navigating. 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. In addition, as staff continue to learn and apply new federal policy to eligibility, they will become more efficient and move the state overdue applications downward that will be viewable in time series data that is not yet available.

These operational and digital tools (SNAP Connect and Tech Adoption) increasingly support customers' needs by providing flexible interview scheduling, education around resources, and other support to help ensure uninterrupted access to benefits.

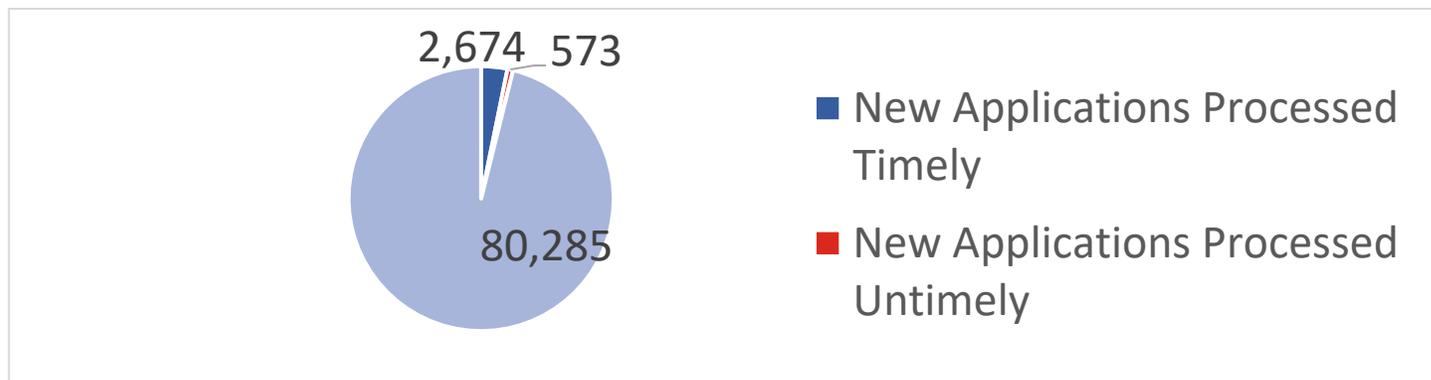
	Not Overdue			Overdue			Total
	Client	State	Total	Client	State	Total	Grand Total
SNAP Expedited	124	196	320	39	113	152	472
SNAP Non-Expedited	411	607	1018	110	90	200	1218
CCAP	30	106	136	10	78	88	224
GPA - Burial	1	24	25	0	4	4	29
SSP	0	19	19	0	2	2	21
GPA	19	36	55	2	2	4	59
*RIW	123	97	220	25	25	50	270
Undetermined Medical	37	583	620	105	574	679	1299
Medicaid - MAGI	16	13	29	37	71	108	137
Medicare Premium Payments	21	185	206	31	279	310	516
Medicaid Complex	7	138	145	13	414	427	572
LTSS	44	352	396	6	171	177	573
Grand Total	833	2,356	3,189	378	1,823	2,201	5,390

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

Data as of January 13, 2026

SNAP TIMELINESS

In **December 2025**, there were 80,285 households that received benefits. For new SNAP applications in December, approximately 82% (2,674) were processed timely. Approximately 18% (573) 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 is available below:

		Agency Error (AC)		Household Error (CE)		Grand Total
		SNAP	TANF	SNAP	TANF	
Jan-25	No. of Claims	35	0	50	2	87
	Transaction Amount	\$923.00		\$1,882.00	\$70.00	\$2,875.00
Feb-25	No. of Claims	35	1	52	2	90
	Transaction Amount	\$945.00	\$41.00	\$1,936.00	\$70.00	\$2,992.00
Mar-25	No. of Claims	34	2	45	4	85
	Transaction Amount	\$997.00	\$82.00	\$1,443.00	\$140.00	\$2,662.00
Apr-25	No. of Claims	31	2	43	4	80
	Transaction Amount	\$840.00	\$82.00	\$1,317.00	\$140.00	\$2,379.00
May-25	No. of Claims	28	2	43	6	79
	Transaction Amount	\$745.00	\$85.00	\$1,492.00	\$182.00	\$2,504.00
Jun-25	No. of Claims	27	4	53	4	88
	Transaction Amount	\$731.00	\$145.00	\$1,980.00	\$132.00	\$2,988.00
Jul-25	No. of Claims	27	4	53	4	88
	Transaction Amount	\$714.00	\$146.00	\$1,783.00	\$132.00	\$2,775.00
Aug-25	No. of Claims	24	3	55	4	86
	Transaction Amount	\$600.00	\$117.00	\$1,845.00	\$132.00	\$2,694.00

Sep-25	No. of Claims	25	4	72	8	109
	Transaction Amount	\$647.00	\$146.00	\$2,023.00	\$268.00	\$3,084.00
Oct-25	No. of Claims	29	3	67	5	104
	Transaction Amount	\$743.00	\$117.00	\$2,680.37	\$151.00	\$3,691.37
Nov-25	No. of Claims	30	2	63	4	99
	Transaction Amount	\$780.00	\$88.00	\$2,050.00	\$120.00	\$3,038.00
Dec-25	No. of Claims	25	3	76	4	108
	Transaction Amount	\$594.00	\$150.00	\$2,676.00	\$155.00	\$3,575.00
Grand Total	No. of Claims	350	30	672	51	1,103
	Transaction Amount	\$9,259.00	\$1,199.00	\$23,107.37	\$1,692.00	\$35,257.37

The chart above represents the amount in collections for SNAP and RIW due to household and agency error, respectively. These collections are required per federal guidance and is in alignment with the goal to reduce payment error rates as mandated in H.R. 1. All data included is preliminary and subject to change. The causes for errors vary, including reasons relating to court orders, provider errors, fraud, etc. As the agency begins gathering more information, DHS will update this section to provide greater clarity as needed.

SNAP Payment Error Rate (PER) Improvement Plan

This section provides a monthly update on implementation progress and performance related to PER, as required in the Enacted FY 2026 Budget. This section includes key indicators on:

- Payment timeliness and accuracy;
- The status of PER-related technology modernization and system improvements;
- Staff training, readiness, and change management activities; and,
- Customer service enhancements; and any correspondence with federal partners related to SNAP PER.

Collectively, these updates are intended to promote transparency, minimize administrative burden, and align PER oversight with the State’s fiscal, operational, and policy planning cycles.

Accuracy and Timeliness

DHS continues to advance its SNAP PER Improvement Plan with a focus on both payment accuracy and timely case processing. DHS monitors QC monthly payment accuracy data alongside historical trends to identify error drivers and prioritize corrective actions. DHS uses case error rate breakdowns and historical monthly trend analysis to inform policy clarification, training needs, and system enhancements.

Operational timeliness remains strong across SNAP application and recertification workflows. Average processing times for expedited and non-expedited SNAP applications continue to meet federal timeliness standards, supporting both program integrity and customer access to benefits. DHS monitors overdue cases closely and differentiates delays attributable to customer action versus agency processing to ensure accurate interpretation of timeliness metrics.

Technology Modernization Efforts

Technology modernization remains a core component of the PER reduction strategy. DHS continues implementation planning tied to the SNAP PER Improvement Plan, including development of a Performance Monitoring Framework, Business Process Redesign (BPR) readiness activities, and governance structures to oversee system-related improvements.

In parallel, DHS is operating during the statewide Enterprise Resource Planning (ERP/Workday) transition led by the Department of Administration (DOA). While ERP reporting refinements are ongoing, this transition has not disrupted core eligibility operations, caseload processing, or call center performance. DHS is coordinating closely

with DOA to ensure continuity of data reporting and anticipates improved efficiency and visibility while system refinements are being completed.

Staff Training and Readiness

Staff readiness and training remain central to PER reduction. DHS continues to invest in workforce onboarding, coaching, and skill development for eligibility staff. Newly hired Eligibility Technician Supervisory Approvals have completed required new-hire training and are actively contributing to case processing, with productivity increasing month over month as staff progress through structured training and assessment milestones.

DHS coordinates change management and training activities through the SNAP PER Improvement Plan, including in-person operational change management sessions, listening sessions with frontline staff, and executive alignment meetings to ensure consistent understanding of PER goals, policy expectations, and operational impacts.

Customer Service Enhancements

Customer service enhancements continue to support PER reduction by improving access, reducing churn, and minimizing avoidable errors. The statewide expansion of SNAP Connect allows customers to complete interviews at times convenient to them, contributing to reduced call wait times and improved compliance with verification requirements.

As of January 2026, average call center wait times remain below 30 minutes, with SNAP interview wait times averaging under six minutes. Callback functionality and the integration of field eligibility staff into interview queues have reduced bottlenecks and supported timely, accurate case actions. These service improvements directly support payment accuracy by reducing missed interviews, incomplete information, and downstream case corrections.

Federal Correspondence

During this reporting period, DHS continues routine engagement with federal partners regarding SNAP administration and payment accuracy. There is no federal correspondence related to SNAP PER penalties to report for January 2026. DHS remains committed to transparency and will promptly report any future federal communications related to PER as part of this monthly oversight framework.

Ongoing PER Governance and Next Steps

DHS, in partnership with Human Services Group, continues implementation of the SNAP PER Improvement Plan, including completion of the governance charter, implementation plan, change management plan, and performance monitoring framework. These deliverables establish the foundation for sustained PER reduction, monthly performance tracking, and clear accountability across policy, operations, training, and technology functions.

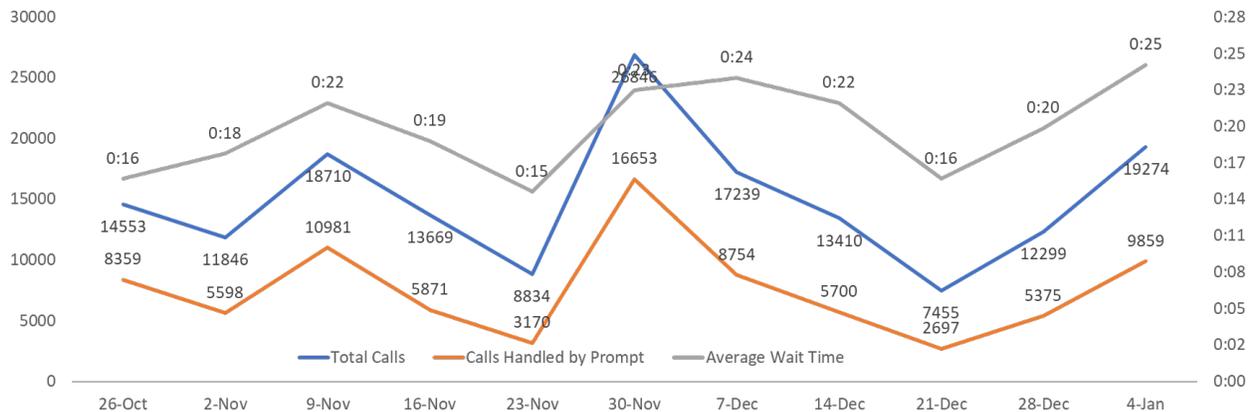
CALL CENTER

The volume and duration of calls for the weeks beginning November 30 through January 4, 2026, resulted in an approximate wait time of **19 minutes**.

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.

As part of our efforts to improve efficiency – in alignment with federal payment error rate requirements – the agency is prioritizing call center modernization efforts that will also improve service delivery for customers. To support this effort, the agency has been actively researching, planning, and participating in product demos, which will inform the scope of work and supports the agency will need. With the start of the new year, DHS has established a cross-agency Call Center and Policy Engine Modernization Working Group to plan for, identify and procure the technology enhancements needed to boost worker accuracy, improve customer service, and lower the PER.

The busiest week at the Call Center is the **week beginning November 30 with 26,846 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 December 15, 2025.

Batch	Date Issued	# of Providers	Amount after Union/PAC removed
13	11/27/2025	555	\$2,467,378.33
13B	12/5/2025	31	\$112,732.33
14	12/11/2025	541	\$2,398,188.60
14A	12/12/2025	18	\$27,741.35
14B	12/19/2025	42	\$164,599.74
15	12/25/2025	541	\$2,504,795.74

	Providers	Payments
Total Batch (13 & 13A)	586	\$2,580,110.66
Off-Cycle (13A)	31	\$112,732.33
Providers off-cycle/total	5.59%	
Payments off-cycle/total	4.57%	

	Providers	Payments
Total Batch (14, 14A, & 14B)	601	\$2,590,529.69
Off-Cycle (14A & 14B)	60	\$192,341.09
Providers off-cycle/total	11.09%	
Payments off-cycle/total	8.02%	

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.

-end-