



Rhode Island Department of Human Services

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Office of the Director

Kimberly Merolla-Brito

March 18, 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. This report covers the reporting period of the prior month it is due to help ensure the agency is providing the most relevant operational updates with a focus on transparency and efficiency. In this report, you will find important progress related to the Payment Error Rate Improvement Plan and other key operational updates.

This document contains monthly updates for the period between February 1 through February 28 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



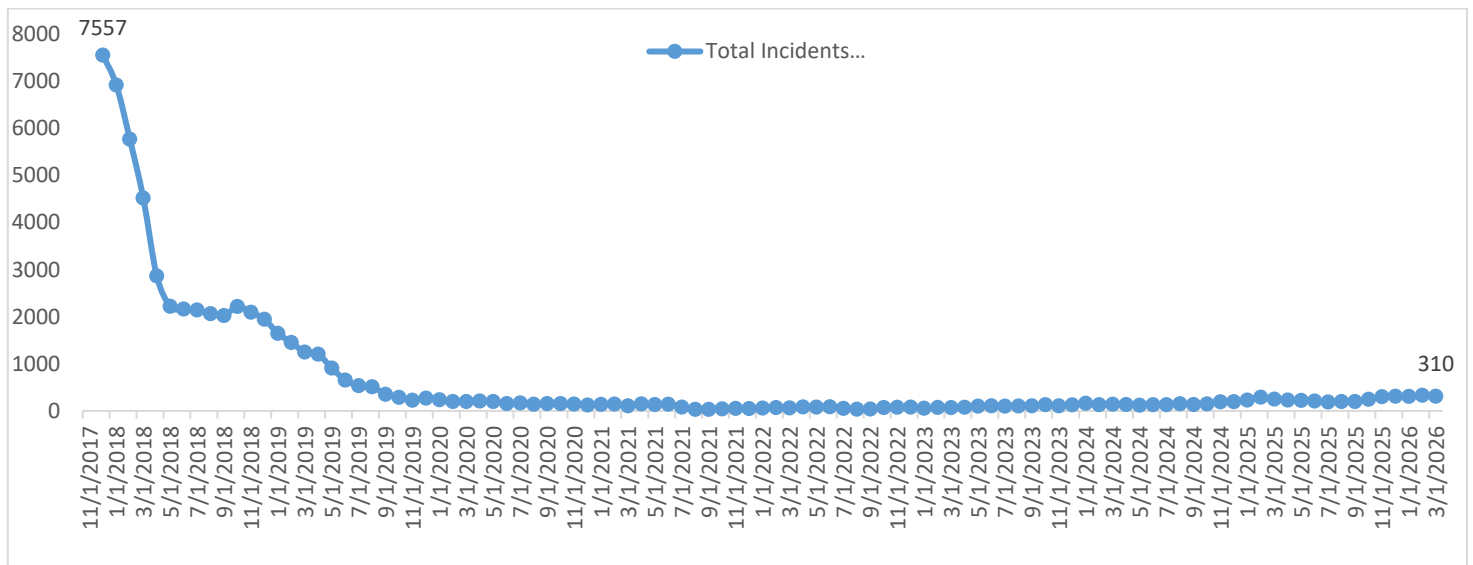
RI Bridges: Monthly Update

March 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 310 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 February, DHS has hired 12 employees who have started in their new roles. These include:

- 2 Customer Support Specialist I
- 9 Eligibility Technician I
- 1 Supervising Eligibility Technician

DHS Training

Training Topic	Training Date	# Of Training Hours	# Of New Staff	# Of Current Staff
<i>SNAP Accuracy: Standard Utility Allowance Skills Lab (Two full-day session)</i>	2-16-2026 & 2-19-2026	10	0	36
<i>Medicaid Office Hours (One one-hour session)</i>	2-18-2026	1	0	19
<i>Rhode Island Works Office Hours (One one-hour session)</i>	2-18-2026	1	0	16
<i>Long Term Services and Supports (LTSS) Office Hours (One one-hour session)</i>	2-18-2026	1	0	10
<i>Self-Care (One two-hour session)</i>	2-19-2026	2	0	5
<i>Interface Walkthrough: Save and 40 Quarters (Two two-hour session)</i>	2-20-2026 & 3-9-2026	4	0	30
<i>New Hire Orientation (Two full-day sessions)</i>	2-25-2026 & 3-9-2026	10	13	0
<i>Child Care Assistance Program (CCAP) Office Hours (One one-hour session)</i>	2-25-2026	1	0	6
<i>SNAP Policy Office Hours (Three one-hour sessions)</i>	2-25-2026, 3-9-2026 & 3-12-2026	3	0	37
<i>Digital Literacy (One full day sessions)</i>	2-27-2026	5	10	0
<i>Interface Walkthrough: MMIS (One two-hour session)</i>	2/27/2026	2	0	15
<i>STAR Supervisor (One Three-hour session)</i>	3-3-2026	3	0	5
<i>Interface Walkthrough: SOLQ (One two-hour session)</i>	3-6-2026	2	0	8
	Totals	45	23*	187*
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		
Rhode Island Learning Center Trainings (These	Course Title	# of staff Enrolled	# of staff Completed
	Civil Rights Annual Training 2025	494	350
	EBT Card Security Procedure 2025	468	324

trainings are self-directed) * This number is duplicated. Our participants are enrolled in various trainings.	D-SNAP: Disaster SNAP 2025	469	334
	FTI-2025	565	499
	HIPAA, and Confidentiality 2025	566	492
	Limited English Proficiency (LEP)	455	277
	On Demand Interpreting for ASL	446	266
	Voter Registration 2025	508	401
	CCAP Program Policy Refresher	355	302
	Clerical SNAP Connect Knowledge Transfer	147	83
	Community Medicaid: Supplemental AVS Video	354	248
	Customer Relationship Management	160	99
	CSA Role Update Knowledge Transfer	152	109
	ERP Knowledge Transfer	1053	491
	Domestic Violence 101	425	307
	Customer Portal Refresher – Part 1	450	327
	Customer Portal Refresher – Part 2	447	298
	Healthy Rhode Mobile App – Part 1	460	330
	Healthy Rhode Mobile App – Part 2	457	316
	Asset Verification System	333	209
	Interfaces: The Work Number Knowledge Transfer	369	243
	Medicaid Refresher: MEQC CAP_2025	310	249
	Medicaid Renewal Refresher_2022	239	157
	OCSS: Child Support Refresher Process	357	268
	Knowledge Transfer: March 2025 – Release 7.49	395	299
	Knowledge Transfer: April 2025 – Release 7.49.1	394	279
	Knowledge Transfer: June 2025 - Release 7.79.2 & 7.50	391	252
	Knowledge Transfer: July & August 2025 - Release 7.50.1 & 7.50.2	386	242
	Knowledge Transfer: September 2025 – Release 7.51	381	229
	Knowledge Transfer: October 2025 – Release 7.51.1	381	233
	Knowledge Transfer: December 2025 – Release 7.52	380	219
	RIbridges: Case Maintenance	461	322
	RIbridges: Case Notes Refresher	470	308
	RIbridges: Pre-Authorization Case Review - ET	273	236
	RIbridges: Pre-Authorization Case Review - Sup	78	62
	RIbridges: Scheduling Refresher	487	347
	RIbridges: Visit Record	539	338
	SNAP Accuracy: Shelter & Utility Policy Refresher	324	224
	SNAP Accuracy: Shelter & Utility RI Bridges Refresher	324	187
	SNAP Accuracy: Citizenship and Immigration Policy Refresher	309	1
	SNAP Accuracy: ABAWD Policy Refresher	309	27
	SNAP: Waivers & SNAP Interview Requirements	332	283
SNAP Accuracy: Income Accuracy – Part 1: Prospective Budgeting	341	235	
SNAP: Eligibility Determination	232	175	
SNAP: ABAWD Knowledge Transfer	382	251	
SNAP: ABAWD Refresher	372	286	

SNAP: ESAP	446	320
Customer Relations	68	41
Performance Feedback for Supervisors	82	51
Time Management	82	46
VCC: Knowledge Transfer	335	265
VCC: LTSS Telephonic Signature	98	61
VCC: Telephonic Signature	362	261
VCC: Call Back Functionality	157	126
VCC: SNAP Connect	341	244
Totals	19,951*	13,429*

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*
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Training Descriptions

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.

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 and/or questions for discussion with a clinical training specialist.

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.

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.

Self-Care: This session explores strategies for self-care and ways to positively address work that is demanding, using proven personal health strategies of healing and recovery.

Interface Walkthrough: 40 Quarters and SAVE: During this session, participants are guided through the 40 Quarter's Interface and the SAVE Interface, individually. Each walk-through covers the interface in detail, breaks down the data provided, gives clarity on accessing the interface within RIBridges, and when and where the data can be utilized within RIBridges.

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.

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.

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

Interface Walkthrough: Medicaid Management Information System (MMIS): This session provides an overview of the MMIS Interface. In this session, participants gain an understanding of the data provided, navigating the MMIS interface within RIBridges, and when and where the data can be utilized.

STAR Supervisor Learning Series: The STAR Supervisor Training Series is designed for supervisors to enhance their leadership, coaching, and mentoring skills. In addition, the learning series introduces new tools to help supervisors identify behavioral styles while also supporting a culture of continuous improvement.

Supplemental Nutritional Assistance Program (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.

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

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 1,549 (see table below) reflecting an increase but stable caseload from the prior month. However, while the total pending caseload has increased, the chart below highlights that many applications still require customer action before DHS can process their application within federal timeliness standards, which differs by program.

It is important to know that the increase in total pending caseload is mainly attributable to new applications, specifically for undetermined medical and complex Medicaid. To provide a more accurate picture of overdue applications, DHS is currently tracking pending customer cases versus those pending state action to identify impacts from process changes. The volume of cases fluctuates from month-to-month, and implementation of new federal SNAP changes may partially contribute to an overall increase in pending caseload as the same staff are trained to determine eligibility for all programs. Please know the pending caseload figures in the chart are snapshots in time that also currently aligns with DHS applying new eligibility rules related to SNAP, consistent with H.R. 1 changes to able-bodied adults, work requirements, and immigration rules.

DHS has notified families impacted by H.R. 1 changes and has shared information about the federal changes through the website, social media, phone and other avenues. DHS will continue to leverage staycovered.ri.gov/snap-updates as a one-stop resource to keep customers and the general public apprised of timely updates and other available resources.

Through all of these major changes, DHS has demonstrated its operational resilience through initiatives such as **SNAP Connect** and Technology Adoption Day, which collectively help 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.

Operational and digital tools such as 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.

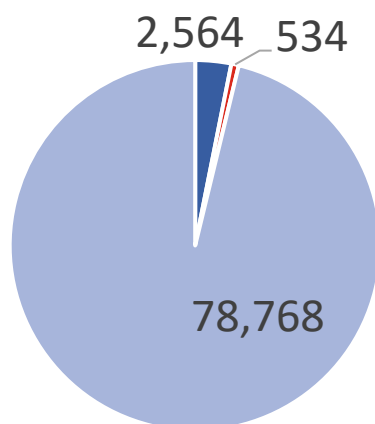
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	Not Overdue			Overdue			Total
	Client	State	Total	Client	State	Total	Grand Total
SNAP Expedited	84	174	258	29	81	110	368
SNAP Non-Expedited	575	760	1335	102	62	164	1499
CCAP	39	81	120	22	75	97	217
GPA - Burial	0	18	18	0	1	1	19
SSP	15	14	29	0	1	1	30
GPA	59	37	96	0	3	3	99
*RIW	159	71	230	25	25	50	280
Undetermined Medical	415	163	578	298	428	726	1304
Medicaid - MAGI	15	16	31	41	65	106	137
Medicare Premium Payments	111	165	276	50	215	265	541
Medicaid Complex	16	94	110	51	433	484	594
LTSS	50	330	380	10	160	170	550
Grand Total	1,538	1,923	3,461	628	1549	2,177	5,638

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

SNAP TIMELINESS

In **February 2026**, there were 78,768 households that received benefits. For new SNAP applications in February, approximately 83% (2,564) were processed timely. Approximately 17% (534) of new SNAP applications were processed untimely. Blizzard conditions and the resulting State of Emergency impacted staffing capacity for the month of February. 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.



- 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. 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	33	0	47	2	82
	Transaction Amount	\$830.00		\$1,747.00	\$70.00	\$2,647.00
Feb-25	No. of Claims	33	0	49	2	84
	Transaction Amount	\$844.00		\$1,801.00	\$70.00	\$2,715.00
Mar-25	No. of Claims	32	0	42	4	78
	Transaction Amount	\$896.00		\$1,308.00	\$140.00	\$2,344.00
Apr-25	No. of Claims	27	0	40	4	71
	Transaction Amount	\$706.00		\$1,182.00	\$140.00	\$2,028.00
May-25	No. of Claims	26	0	41	6	73
	Transaction Amount	\$643.00		\$1,375.00	\$182.00	\$2,200.00
Jun-25	No. of Claims	25	2	50	4	81
	Transaction Amount	\$629.00	\$57.00	\$1,840.00	\$132.00	\$2,658.00
Jul-25	No. of Claims	25	2	50	4	81
	Transaction Amount	\$612.00	\$58.00	\$1,643.00	\$132.00	\$2,445.00
Aug-25	No. of Claims	22	1	52	4	79
	Transaction Amount	\$498.00	\$29.00	\$1,700.00	\$132.00	\$2,359.00
Sep-25	No. of Claims	23	2	69	8	102
	Transaction Amount	\$541.00	\$58.00	\$1,873.00	\$268.00	\$2,740.00
Oct-25	No. of Claims	27	1	64	5	97
	Transaction Amount	\$637.00	\$29.00	\$2,530.37	\$151.00	\$3,347.37
Nov-25	No. of Claims	28	0	61	4	93
	Transaction Amount	\$674.00		\$1,903.00	\$120.00	\$2,697.00
Dec-25	No. of Claims	24	1	73	4	102
	Transaction Amount	\$567.00	\$62.00	\$2,504.00	\$155.00	\$3,288.00
Jan-26	No. Of Claims	22	1	64	3	90
	Transaction Amount	\$492.00	\$62.00	\$2,065.00	\$155	\$2,774.00
Feb-26	No. Of Claims	24	0	66	2	98
	Transaction Amount	\$529.00	0	\$2,402.00	\$130.00	\$3,061.00
Grand Total	No. of Claims	371	10	768	56	1,205
	Transaction Amount	\$9,098.00	\$355.00	\$25,873.37	\$1,977.00	\$37,303.37

The chart on page 9 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.

During this reporting period, DHS leadership formally approved several system enhancement initiatives to enter the 2026 system runway for scoping, design, development, and phased implementation. These initiatives are intended to strengthen decision support, reduce data entry and budgeting errors, and address QC error drivers at the point of entry and action. Approved initiatives include:

- Enhanced contextual help text within the Customer Portal and Worker Portal to clarify verification requirements, reporting expectations, and key eligibility definitions;
- Development of a Navigator Tool to guide eligibility staff through high-risk policy areas (e.g., household composition, earned income, shelter deductions) with structured prompts and embedded policy references; and
- Expanded BOT integration within RIBridges to automate routine inquiries, support discrepancy identification, and reduce unnecessary task generation associated with common customer-reported changes.

These initiatives will be scoped in alignment with PER priorities and incorporated into the 2026 technology roadmap. Implementation sequencing will be informed by QC findings, operational risk areas, and system capacity planning.

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.

In addition, DHS is reinforcing performance quality through a targeted blended training approach designed to build staff confidence and competence. This approach ensures staff not only understand policy requirements but can consistently apply them in complex, real-world scenarios-strengthening accuracy, consistency, and long-term program integrity.

The model includes structured huddles (awareness), self-directed learning management system courses focused on policy and eligibility systems (knowledge), and focused skills labs (practice) that emphasize accurate eligibility determination, customer engagement, and proper documentation and verification.

As of this report, the ABAWD Huddle Script has been delivered to 628 staff members (the figure is inflated due to redundancies in huddle participation), with a total of 63 huddles conducted. Also, 63 staff members took the ABAWD Knowledge Quiz with an average score of 85%. In addition, the Immigration Huddle Scripts are being implemented by supervisors the week of March 8. Furthermore, the ABAWD and Immigration Policy Refreshers were released and staff will be working to complete them during the month of March. DHS formally adopted its SNAP PER Change Management Plan during this reporting period. The plan establishes a structured implementation framework grounded in:

- Clear governance and defined decision rights across policy, operations, QA, training, and technology teams;
- Structured communication cadence to ensure consistent messaging to supervisors and frontline staff;
- Early stakeholder engagement and listening sessions;
- Integration of QC findings into training and policy clarification;
- Defined feedback loops between QA, operations, and system design; and
- Ongoing performance monitoring tied to measurable outcomes.

DHS also launched a formal Quality Assurance (QA) meeting structure to operationalize these principles. QA meetings serve as a cross-functional review forum to analyze QC findings, tag root causes, assign corrective actions, and monitor implementation progress. This structure strengthens accountability and ensures that identified error trends are directly connected to policy clarification, training reinforcement, and upcoming system enhancements. As 2026 system initiatives move into design and development, training and change management activities will be sequenced in advance of deployment to ensure staff readiness and consistent application at rollout.

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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.

Additionally, DHS has initiated modernization efforts in partnership with DOA to procure and deploy call center technologies to enhance service delivery, operational efficiency, and overall customer experience. The agency is exploring solutions such as Natural Language Understanding (NLU), chatbots, agent assist tools, and comprehensive call analytics. By integrating these tools, DHS aims to improve the accuracy and consistency of responses to customer inquiries, while also empowering customers to use self-service options to access case information whenever they need to update their case.

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 March 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.

Near-term priorities include:

- Formal scoping of approved 2026 system enhancement initiatives;
- Establishment of project timelines and governance checkpoints;
- Continued QA meeting reviews tied to measurable corrective action tracking; and
- Ongoing monitoring of timeliness and accuracy indicators to inform sequencing of technology development efforts.

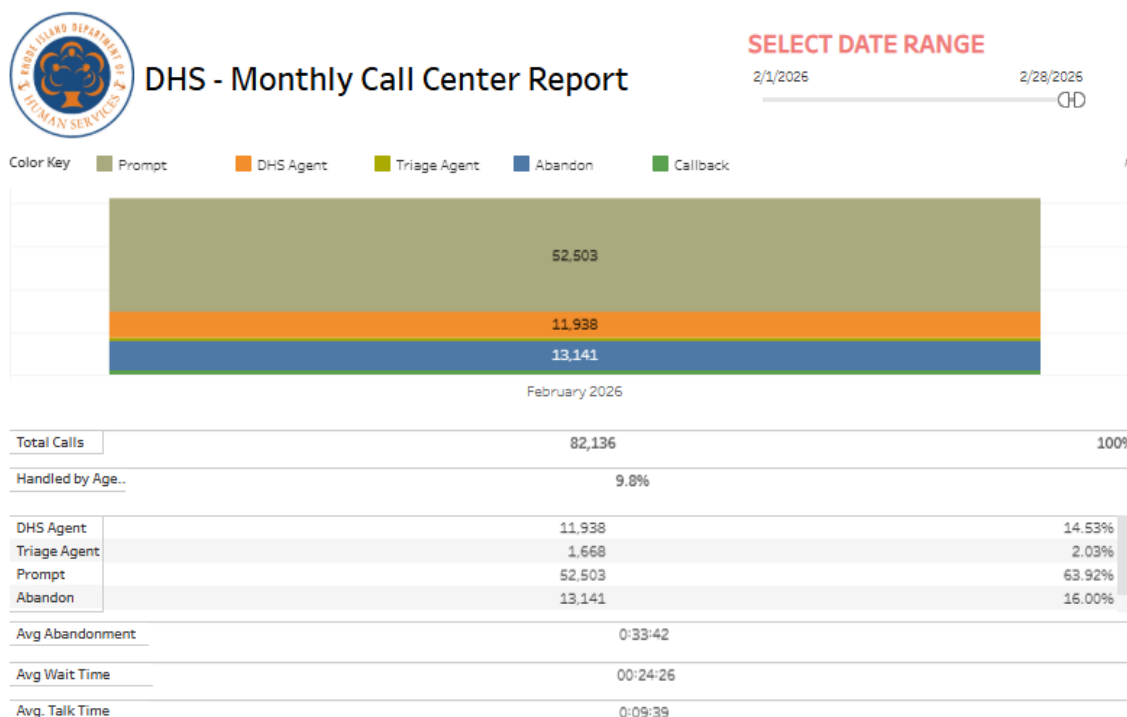
As of this reporting, workstreams have been established to address PER improvements in four areas: Tools, One Touch, Lobby, and Workflow. Staff at all levels of agency are participating in these workstreams to ensure the solutions developed have key stakeholder input and buy-in. Additionally, a network of Improvement Captains has been initiated to support feedback loops and strengthen the change management process.

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CALL CENTER

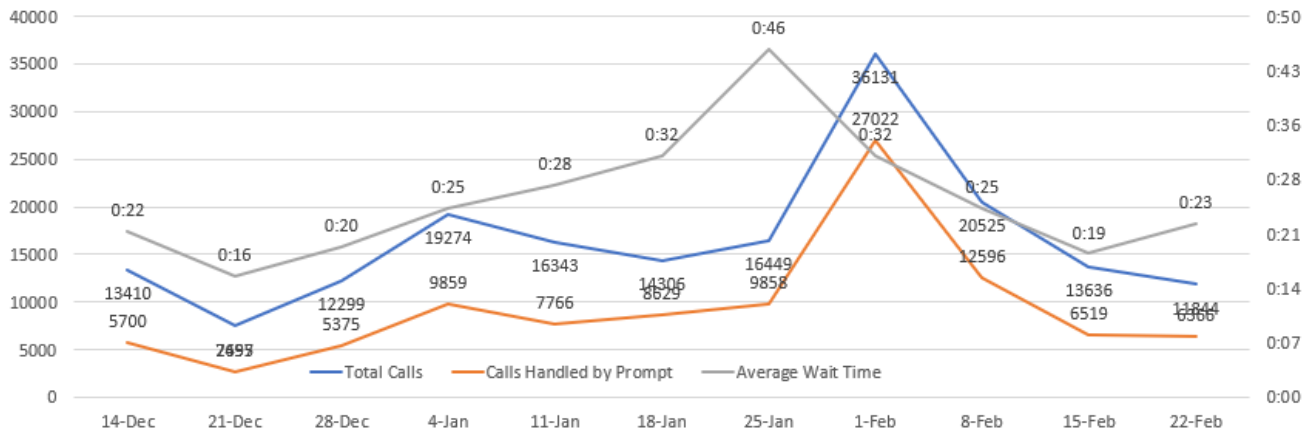
The volume and duration of calls for the month of February 2026 resulted in an approximate wait time of **24 minutes**.

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. 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. These modernization efforts seek to create more efficient and customer-centric services while ensuring responsible stewardship of public funds.

The busiest week at the Call Center is the **week beginning February 1, 2026, with over 31,000 calls** to DHS. While this is a higher than usual call volume, it aligns with increased call volume typically seen near the beginning or end of a month. Additionally, this month's report coincides with the implementation of federal SNAP eligibility changes due to H.R. 1. Changes to federal SNAP eligibility have been communicated to customers by direct mail, shared on staycovered.ri.gov/SNAP-updates, and posted on DHS's social media channels. 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 February 28, 2026.

Batch	Date Issued	# of Providers	Total Amount
18	2/5/2026	542	\$2,513,418.23
18A	2/6/2026	24	\$39,181.78
18B	2/13/2026	29	\$99,440.04
19	2/19/2026	534	\$2,475,162.11
19A	2/20/2026	25	\$81,477.21
19B	2/27/2026	27	\$98,107.22

	Providers	Payments
Total Batch (18, 18A, & 18B)	595	\$2,652,040.05
Off-Cycle (18A & 18B)	53	\$138,621.82
Providers off-cycle/total	9.78%	
Payments off-cycle/total	5.52%	

	Providers	Payments
Total Batch (19, 19A, & 19B)	586	\$2,654,746.54
Off-Cycle (19A & 19B)	52	\$179,584.43
Providers off-cycle/total	9.74%	
Payments off-cycle/total	7.26%	

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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