

Overarching Strategic Goals and Priorities

In alignment with Rhode Island 2030, DHS is focusing its strategic priorities in four key areas:

People

Promote choice, voice, and equity by ensuring high-quality customer experiences through improved accessibility, feedback mechanisms, and digital technology adoption among customers and staff.

Process

Strengthen operational effectiveness and engagement by fostering trust, participation, and communication. This involves enhancing employee engagement, reducing wait times, increasing first contact resolution rates, ensuring compliance, and establishing partnerships to meet diverse family needs. By doing so, we actively contribute to fostering a prosperous, equitable, and resilient economy in Rhode Island, ensuring economic opportunities and family-sustaining jobs for all residents.

Technology

Cultivate a culture of quality and effective technology utilization by continuously enhancing technological tools for staff and customers. This includes increasing staff proficiency, modernizing systems with the Community Partner Portal, improving call center efficiency, and ensuring accessibility standards compliance.

Communication

Enhance organizational communication effectiveness by increasing staff engagement, improving two-way communication channels, and utilizing intranet and other platforms for active participation and feedback. Also, increase public awareness and trust in programs, share positive impact data, and enhance community engagement for stronger stakeholder connections.

Successes

The Department of Human Services has made significant progress on key initiatives and measures, which collectively support all Rhode Islanders.



REGIONAL OFFICE OPENED AT 125 HOLDEN STREET, PROVIDENCE, AND DOCUMENT SCANNING CENTERS OPENED IN 2023

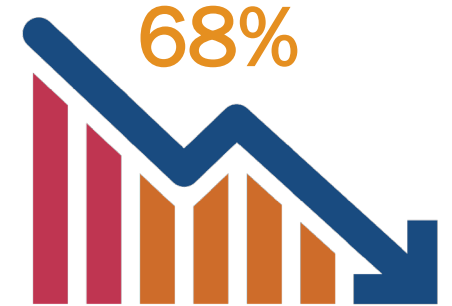
- 125 Holden Street – Providence
- 1 Reservoir Ave – Providence
- 249 Roosevelt Avenue – Pawtucket
- 219 Pond Street – Woonsocket
- 195 Buttonwoods Avenue, Warwick
- 4808 Tower Hill Road, Suite G1 – Wakefield
- 31 John Clarke Road – Middletown



680

AVERAGE FILLED FTEs in 2024 versus 627 IN 2022

Over **350k** MEDICAID RENEWALS HAVE OR ARE IN THE PROCESS OF UNDERGOING REDETERMINATION



DECREASE IN OVERDUE PENDING APPLICATIONS AWAITING STATE ACTION (4,300 IN JANUARY 2023; TO 1,350 APRIL 2024)

Successes

- In 2023, there were approximately 144,000 SNAP customers serviced
- The SNAP Eat Well, Be Well Pilot Incentive Program is providing up to \$25 a month in extra benefits for customers. To date, the program has disbursed over \$807,000 to SNAP recipients
- DHS organized a workshop in collaboration with various constituent services offices to share resources, information, and updates on key programs, while highlighting the agency's No Wrong Door policy.



IN 2023, DHS
DETERMINED

153,500



APPLICATIONS and SNAP/CCAP/RIW
RECERTIFICATIONS

\$59.8M



PAID TO CHILD
CARE PROVIDERS
(FY23)



\$300k

ISSUED IN EXTRA BENEFITS TO
RIW CUSTOMERS IN
DECEMBER 2023, ADDING
FUNDS TO OVER 3,600 CASES

SNAP, RIW, CCAP, SSP and GPA Issuances 2023

In SFY 2023, DHS issued more than \$467.3 million in SNAP, \$27.4 million in RIW, \$59.8 million in CCAP subsidies, \$16.5 million in SSP, and \$1.2 million in GPA benefits.

SNAP	
SNAP	\$430,821,682
P-EBT	\$36,418,730
Total	\$467,262,576

RI Works	
RIW Benefit	\$25,394,855
Supportive Services	\$1,970,389
Total	\$27,365,244

CCAP	
Subsidies	5,605
Annual Cost per Subsidy	\$10,671
Total	\$59,810,183

Other DHS	
General Public Assistance	\$1,238,390
State Supplemental Payment	\$16,508,974