April 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 March 16, 2025 – April 15, 2025. In light of the RIbridges data breach, this document contains monthly updates accessible to DHS as of April 12 and focuses 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 greatly value your advocacy on behalf of the communities we serve and your ongoing interest in the RIBridges system's performance and progress. Should you have any questions or require additional clarification, please do not hesitate to reach out to me directly.

Important Note on the Cybersecurity Incident

As of this writing, all systems impacted by the recent cyber breach of the RIBridges system managed Deloitte have been fully restored and are now fully operational.

Over the last several months, DHS has worked closely with the Executive Office of Health and Human Services (EOHHS), HealthSource RI, and the Governor's Office to ensure the diligent recovery and security of the system while maintaining critical services for customers and partners. While DHS briefly pivoted to paper processing in response to the breach, it is important to know benefits were never interrupted for customers. Additionally, in-person services remained intact, prompt policy waivers were quickly deployed, and expanded call center hours helped ensure customers were adequately supported during this time.

While DHS transitions away from breach response activities, we remain committed to transparency and security. Anyone who received a legal notice about the incident is strongly encouraged to enroll in free credit monitoring. The RIBridges cybersecurity page at cyberalert.ri.gov remains available as a hub for important notifications and resources related to the breach.

The independent incident report on the breach that would provide more context on how the cybersecurity breach occurred will be made public when it is available from the State, but it is not under the purview of the RI Department of Human Services.

As always, we appreciate your partnership and commitment to Rhode Islanders.

Respectfully,

Kimberly Merolla-Brito
Director
RI Department of Human Services

RIBridges: Monthly Update
April 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 in light of the RIBridges data breach in December 2024. This report provides an update based on currently available data detailing our efforts and progress to date.

SYSTEM PERFORMANCE + IMPROVEMENT

At this time, the number of new and existing incidents remain elevated following the cyberbreach of the RIBridges system in December 2024. Open incidents are beginning to decline and there are currently 229 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 even when the system is functioning as intended there are still open incidents that occur from system updates and other enhancements. The current number of open incidents also still represents a steep decline from December 2017, when the RIBridges system first launched.
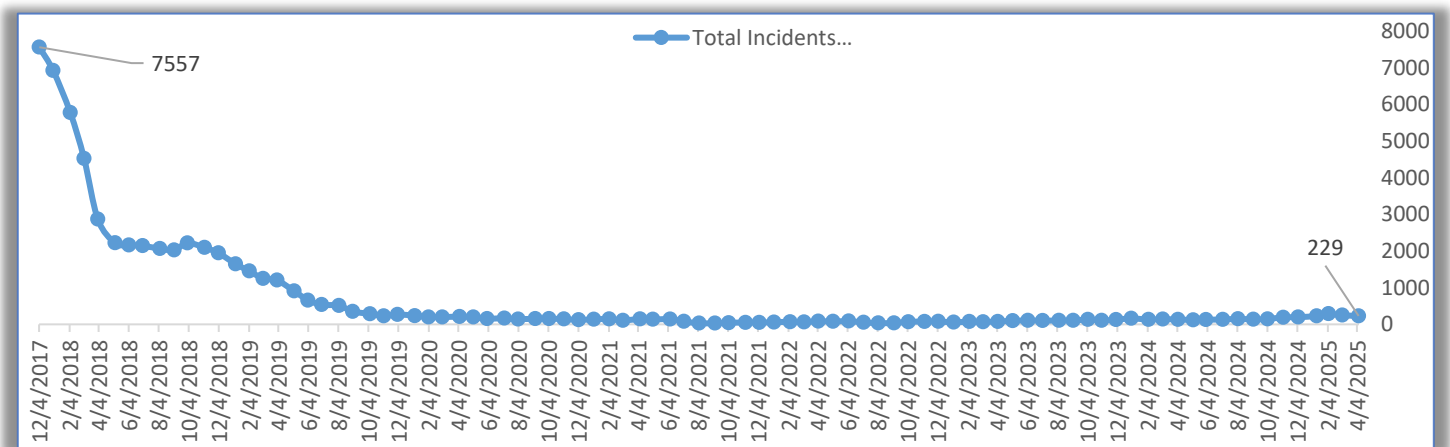
DHS STAFFING

DHS continues to progress in hiring candidates for identified critical positions. From January 2024 through December 2024, DHS filled 199 positions through a combination of promotional opportunities, lateral transfers, and new hires. Since the last report in March, DHS has hired 10 employees who have started in their new roles. These include:

- 2 Eligibility Technician I
- 1 Supervising Eligibility Technician
- 1 Customer Support Specialist
- 1 Implementation Aide
- 1 Interpreter (Spanish)

- 1 Principal Human Services Business Officer
- 1 LTSS Level II Financial Reviewer
- 1 Assistant Director Administrative Services
- 1 Senior Case Work Supervisor

DHS Training

Training Topic	Training Date	# Of Training Hours	# Of New Staff	# Of Current Staff
Ex Parte Learning Series *(One full day sessions)*	3-17-2025	5	3	14
Rhode Island Works (RIW) and Child Care Program Assistance (CCAP) for Employment Career Advisors (ECA) Learning Series (Three full day sessions)	3-18-2025 thru 3-21-2025	15	0	2
Medicaid Office Hours *(One-one hour session)*	3-19-2025	1	0	20
Long Term Services and Supports (LTSS) Office Hours (One-one hour session)	3-19-2025	1	0	1
Rhode Island Works (RIW) Office Hours *(One-one hour session)*	3-19-2025	1	0	6
STAR Supervisor Learning Series *(One three-hour session)*	3-20-2025	3	0	9
Modified Adjusted Gross Income (MAGI) *(Five full day sessions)*	3-21-2025 thru 3-28-2025	25	5	12
Child Care Assistance Program (CCAP) Office Hours (One-one hour session)	3-26-2025	1	0	6
Customer Relations Management (CRM) Office Hours (Two-one hour session)	3-26-2025 4-9-2025	2	0	7
Change Management for Supervisors *(Two full day sessions)*	3-27-2025 & 3-28-2025	10	0	57
Technology Refresher (One three-hour session)	3-28-2025	3	0	14
PARIS Interface Walkthrough *(One two-hour session)*	3-28-2025	2	4	16
Customer Service Aide Learning Series *(Two full day sessions)*	4-1-2025 thru 4-3-2025	10	0	4
Long Term Services and Supports (LTSS) for Eligibility Technicians (ET) Learning Series (Five full day sessions)	4-1-2025 thru 4-8-2025	25	1	8
New Hire Orientation *(Three full day sessions)*	4-7-2025 thru 4-9-2025	15	8	0
BENDEX Interface Walkthrough *(One one-hour session)*	4-8-2025	1	5	12
Multicultural Competency Learning Series *(Two two-hour sessions)*	4-8-2025 & 4-15-2025	4	1	6
Run, Hide, and Fight *(Six one-hour sessions)*	4-8-2025 4-9-2025 4-15-2025	6	0	70
Income Accuracy Office Hours (One-one hour session)	4-9-2025	1	0	13
Supplemental Nutritional Program Office Hours (One-one hour session)	4-9-2025	1	0	16
Rhode Island Bridges Basics *(Three full day sessions)*	4-11-2025 thru 4-15-2025	15	2	8

Crucial Conversations for Supervisors (Two full day sessions)	4-14-2025-Session 1 4-15-2025- Session 2	10	0	8
	Totals	**157**	**29***	**309***
Note: the asterisk number included projected attendance to trainings that have been scheduled and staff are registered to attend				

	Self-Directed Learning: Learning Management System		
	Course Title	**Number of staff Enrolled**	**Number of Staff Completed**
Rhode Island Learning Center Trainings (These trainings are self-directed) *** This number is duplicated. Our participants are enrolled in various trainings.**	Active Shooter, Run, Hide and Fight 2024	972	584
	Civil Rights Annual Training 2024	972	643
	Emergency Action Plan 2024	972	635
	D-SNAP: Disaster SNAP 2024	416	231
	FTI-2024	887	679
	HIPAA, and Confidentiality 2024	856	490
	Limited English Proficiency (LEP)2024	972	634
	Voter Registration 2024	972	643
	CCAP Program Policy Refresher	320	292
	Claims Collection Recovery Unit	305	244
	Community Medicaid: Supplemental AVS Video	313	235
	Customer Relationship Management	131	83
	CSA Role Update Knowledge Transfer	131	94
	Domestic Violence 101	364	284
	Customer Portal Refresher – Part 1	394	287
	Customer Portal Refresher – Part 2	390	268
	Healthy Rhode Mobile App – Part 1	394	291
	Healthy Rhode Mobile App – Part 2	390	269
	Asset Verification System	294	199
	OCSS: Child Support Refresher Process	322	254
	September 2024 Knowledge Transfer	347	276
	October 2024 Knowledge Transfer	346	273
	December 2024 Knowledge Transfer	342	246
	RIBridges: Case Maintenance	408	301
	RIBridges: Case Notes Refresher	413	291
	RIBridges: Pre-Authorization Case Review - ET	240	228
	RIBridges: Pre-Authorization Case Review - Sup	70	57
	RIBridges: Scheduling Refresher	433	311
	RIBridges: Visit Record	483	319
	SNAP: Waivers & SNAP Interview Requirements	295	271
	SNAP: Income Accuracy – Part 1; Prospective Budgeting	298	208
	SNAP: Eligibility Determination	235	177
	SNAP: ABAWD Knowledge Transfer	349	248
	SNAP: ABAWD Refresher	337	281
	SNAP: ESAP	404	311
	Customer Relations	45	30
	Performance Feedback for Supervisors	64	43
	Time Management	53	37
	VCC: Knowledge Transfer	301	252
	VCC: LTSS Telephonic Signature	75	47
	VCC: Telephonic Signature	334	250
	VCC: Call Back Functionality	157	125
	VCC: SNAP Connect	289	17

		Totals	17,085*	11,938*
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
	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
		Totals	8,290*	4,806*

Training Descriptions

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. Besides introducing employees to the RIBridges system, participants learn:

- The organizational hierarchy
- DHS's mission and vision
- A broader understanding of DHS programs and services
- Policies and procedures regarding payroll, dress code, and other practices
- Rules, regulations, and laws surrounding Federal Tax Information (FTI), Civil Rights, Voter Registration, and Health Insurance Portability and Accountability Act (HIPAA)
- Basic navigation and data collection training in RIBridges

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.

Customer Relationship Management (CRM) Office Hours: CRM office hours provide an open forum for staff to ask general system questions or case specific questions related to the new HealthTrack 2.0 CRM. New and experienced staff are encouraged to bring simple to complex questions to this forum.

Medicaid Office Hours: Medicaid Office Hours are designed to be an open forum for staff to bring system and policy questions related to non-LTSS Medicaid being processing. Staff are invited to bring specific cases and questions for discussion with a Clinical Training Specialist.

RI Works (RIW) Office Hours: RI Works 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.

RIBridges Basics Learning Series: This course provides an overview of the basic functionality and business processes within the RIBridges system, the integrated eligibility system the state uses to determine eligibility for health and human service benefit programs. Topics include, but are not limited to, the home screen, the visit record, application registration, scheduling, data collection, eligibility determination, search inquiries, and case notes.

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

Long Term Services and Supports (LTSS) ET Learning Series: The LTSS Learning Series provides participants with an introduction to LTSS program and RIBridges screens relating to LTSS. Participants must attend all sessions in this 5-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.

LTSS Office Hours: LTSS office hours are led by Rose Leandre, LTSS Administrator, and this offering provides staff with an opportunity to bring LTSS case processing questions. It is open to LTSS social case worker supervisors, eligibility technicians, and supervisors working LTSS applications. Participants are encouraged to also bring any questions they may have about recent updates made to the special circumstances and level of care pages for the LTSS program.

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.

Income Accuracy: Prospective Budgeting Office Hours: Income Accuracy - Prospective Budgeting Office Hours is an open forum for staff to ask general system questions or case specific questions related to the new SNAP Income Accuracy - Prospective Budgeting LMS Course. New and experienced staff are welcomed to bring simple to complex questions to this forum.

Supplemental Nutrition Assistance 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.

Customer Service Aid 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. With an overview of processing applications and expedited SNAP, this session also covers case association, scanning, scheduling appointments, and asset verification.

Multicultural Competency Learning Series: The Multicultural Competence Modules offer contextualized, scaffolded anti-oppression educational workshops for DHS employees. There are four foundational modules that introduce participants to frameworks, concepts, and strategies so DHS personnel are better equipped to advance its diversity, equity, and inclusion strategic goals individually and collectively. Each module is presented weekly, and each session is 1.5-2 hours. The format for the sessions includes facilitated dialogue, with individual and group activities.

Beneficiary Earnings and Data Exchange (BENDEX) Interface Walkthrough: This session is designed for staff members, new and experienced, looking to build their understanding and capacity on the BENDEX Interface, an interstate data exchange to access and verify Social Security numbers.

Crucial Conversations to Master Dialogue and Accountability: A Crucial Conversation is a discussion between two or more people where the stakes are high, opinions vary, and emotions run strong. This opportunity provides participants with a straightforward process for managing performance, strengthening trust and reliability, and eliminating inconsistency. It provides skills for holding peers accountable—regardless of position or authority.

RIW/CCAP for ECA Learning Series: The RIW and CCAP learning series for Employment Career Advisors (ECA) provides participants with in-depth knowledge of program policy and system navigation specific to their role. This series covers a range of topics in key ECA areas including overviews of program requirements, making referrals, and guidance motivational interviewing to support families, among other takeaways.

PARIS Interface Walkthrough: This session provides participants with a review of three interfaces matched within the PARIS matching system and how the interfaces can be utilized within RIBridges.

Technology Refresher: The purpose of this learning session is to refresh and enhance participants skills in Outlook and Excel by revisiting and reinforcing the basics and fundamentals, with the goal of boosting confidence and competence.

Change Management for Supervisors: Change Management Support for Supervisors is a full day learning session. The session covers several topics including common effects of organizational changes, managing others through change, enhancing communication skills, and maintaining momentum.

Run, Hide and Fight: This learning session provides participants with clarity on how to respond to an "Active Shooter" situation to protect themselves and others.

PENDING NEW APPLICATIONS

The RIBridges system managed by Deloitte is online for new and current customers. All systems impacted by the December 2024 cyber breach have been fully restored and are now fully operational. As of April 11, the total number of pending applications is 4,736 (inclusive of all applications). The number of overdue applications requiring DHS action is currently at 1,294 applications. These totals represent a stable caseload of pending applications despite the work to restore RIBridges to full functionality that occurred in the background.

With the system fully operational, DHS is returning to prioritizing the efficient and timely delivery of public benefits. Through the consistent improvements to operations over the last year, DHS's showed its resiliency in response to the breach. Initiatives such as Technology Adoption Days, IVR enhancements, and now SNAP Connect provide DHS with enough flexibility to be able to pivot as was needed during the breach. In the coming weeks and months, DHS anticipates more customers taking advantage of hands-on support and training to navigate the Customer Portal on Wednesdays.

Additionally, DHS is excited to formally launch the SNAP Connect pilot for Pawtucket residents on April 21. The SNAP Connect pilot builds on the agency's efficiency focused initiatives to improve the overall customer experience. Through this new service, customers will have the flexibility to complete interviews or renewals when it is most convenient for them. DHS expects to see further improvements in pending applications, call center wait times, and the customer experience as a result of SNAP Connect in tandem with Tech Adoption. Additional resources regarding SNAP Connect will be available on the DHS website (dhs.ri.gov/SNAPconnect). The pilot will be monitored closely before DHS expands it to other cities and towns.

Below, you will also find data for Processing Wednesdays, now called Technology Adoption Days, which has been instrumental in giving staff the time needed to process applications, forms, and documents.

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TASKS COMPLETED ON WEDNESDAYS

Beginning Week	Tasks Per Worker	# of Staff	Total Tasks Completed
March 2, 2025	14.9	28	416
March 9, 2025	13.3	26	346
March 16, 2025	18.4	24	441
March 23, 2025	14.4	22	316
March 30, 2025	19.8	25	494

	Not Overdue			Overdue			Total
	Client	State	Total	Client	State	Total	Grand Total
SNAP Expedited	143	92	235	113	75	188	423
SNAP Non-Expedited	484	177	661	157	64	221	882
CCAP	42	114	156	16	63	79	235
GPA Burial	0	18	18	0	2	2	20
SSP	0	52	52	0	1	1	53
GPA	50	79	129	2	0	2	131
RIW*	129	75	204	25	25	50	254
Undetermined Medical	43	265	308	93	282	375	683
Medicaid-MAGI	30	19	49	58	34	92	141
Medicare Premium Payments	24	262	286	23	118	141	427
Medicaid Complex	12	496	508	25	492	517	1,025
LTSS	29	288	317	7	138	145	462
Grand Total	986	1,937	**2,923**	519	1,294	**1,813**	4,736

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

SNAP TIMELINESS

In March 2025, there were 88,802 households that received benefits, and no RIBridges-related delays were reported. For new SNAP applications in March, approximately 76% (2,679) were processed timely. Approximately 24% (827) 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.


2,679   827

88,802

■ New Applications Processed Timely

■ New Applications Processed Untimely
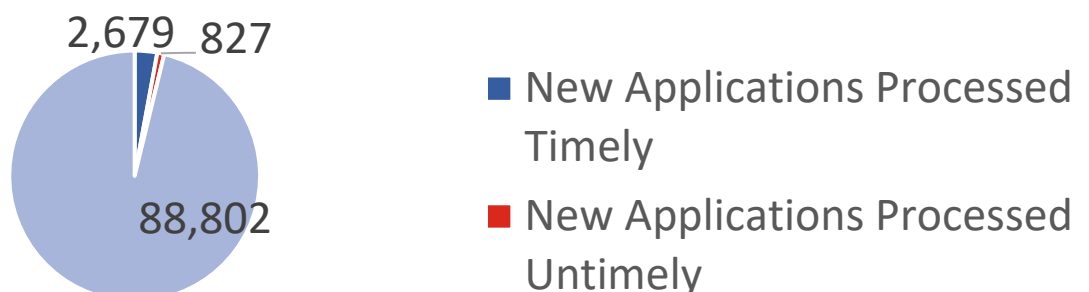
CALL CENTER

The volume and duration of calls for the weeks of February 23 through March 30, 2025, resulted in an average wait time of **26 minutes.** As of this April report, DHS is also pleased to report that Call Center self-service options have been restored and are fully operational since the breach of the RIBridges system managed by Deloitte.

Importantly, DHS has achieved its goal of reducing average wait times to under 30 minutes. While this is an important milestone, we anticipate wait times to continue improving through technology enhancements planned for 2025 as well as efficiency focused initiatives such as the SNAP Connect pilot, which provides customers with more flexibility to complete SNAP interviews on their schedule. The pilot is currently limited to Pawtucket residents only and is expected to launch April 21. DHS will closely monitor the pilot and any impacts to Call Center volume to refine the operational model before it is expanded to other cities and towns. A press release and additional supporting materials is available on the DHS website.

These enhancements and strategies collectively aim to improve customer service by reducing abandonment rates, promoting one-touch processing, and striving for a 30-minute or less wait time across all queues. DHS remains committed to excellence in service delivery through optimized processes, workforce training, and innovative technological solutions.

The busiest week at the Call Center is the **week beginning March 30, 2025, with 19,166 calls** to DHS. DHS continually monitors and reviews Call Center data to effectuate appropriate operational changes to achieve its goal of reducing wait times to 30 minutes.
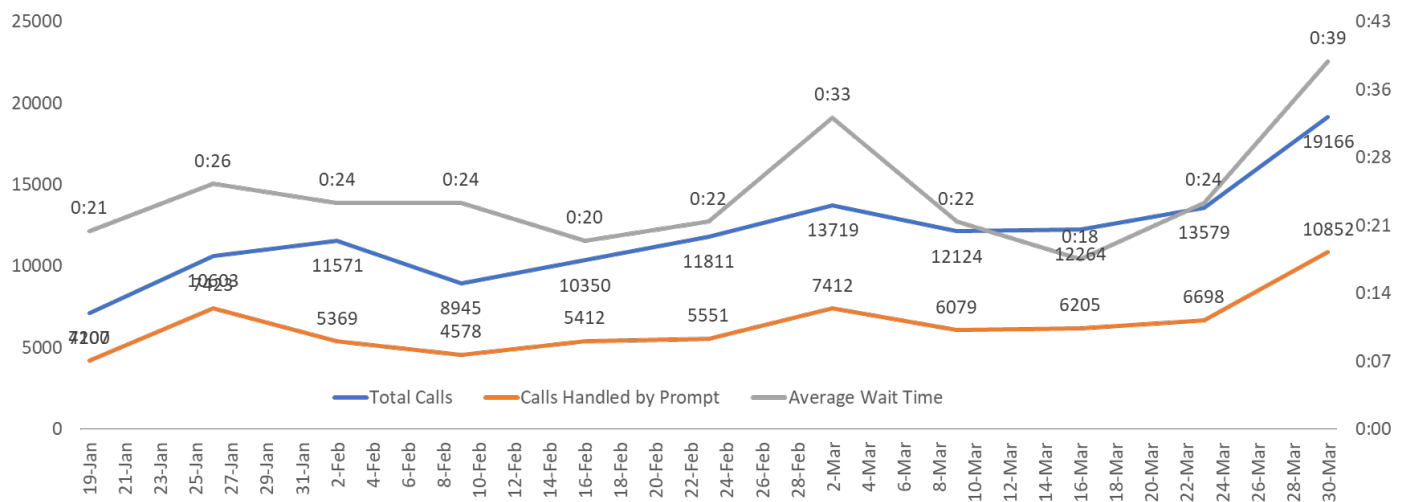
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CCAP BATCH PAYMENTS

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

Batch	Date Issued	# of Providers	Amount after Union/PAC removed
20	3/7/2025	532	$2,452,251.57
20A	3/8/2025	21	$39,733.06
20B	3/15/2025	45	$66,753.64
21	3/21/2025	552	$2,518,026.38
21A	3/22/2025	23	$67,042.64
21B	3/29/2025	43	$91,252.87

	Providers	Payments
Total Batch (20,20A, & 20B)	598	$2,558,738.27
Off-Cycle (20A & 20B)	66	$106,486.70
Providers off-cycle/total	12.41%	
Payments off-cycle/total	4.34%	

	Providers	Payments
Total Batch (21,21A, & 21B)	618	$2,676,321.89
Off-Cycle (21A & 21B)	66	$158,295.51
Providers off-cycle/total	11.96%	
Payments off-cycle/total	6.29%	

Strengthening Protections for SNAP Households Affected by Skimming

SNAP beneficiaries lost approximately $700,000 in March due to EBT card skimming. *A federal change in December 2024 does not allow us to reimburse lost EBT benefits for SNAP customers due to skimming. This federal change applies to all states while skimming nationally remains a persistent issue.* DHS takes security and fraud prevention strategies seriously, and we're actively exploring and implementing additional system safeguards, to help protect customer benefits.

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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