January 17, 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 December 16, 2024 – January 15, 2025. In light of the RIbridges data breach, this document contains monthly updates accessible to us as of January 14 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 Off-Cycle 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, it is important to note that the worker portal has been brought back online in a limited form, and paper processing has ended. The Customer Portal is expected to be relaunched in a phased approach later this month.

As you are aware, the RIBridges system managed by Deloitte experienced a significant cybersecurity breach during this reporting period, leading to an offline status for much of the timeframe. This incident remains under active investigation by the State Police and FBI. The CyberAlert.RI.gov website and the RIBridges Data Breach Hotline (1-833-918-6603) have been established as resources to keep the public informed with the latest updates, community resources, and guidance related to the breach.

To ensure continuity of operations and service delivery during this period, DHS promptly transitioned to paper-based processing for all Health and Human Services applications. This proactive measure enabled uninterrupted access for customer applications, agency processing, and compliance with federal requirements for offline application procedures.

Collaboration with our federal partners was crucial in securing appropriate program waivers. This allowed SNAP and Rhode Island Works benefits to be issued on January 1, 2025, without interruption on EBT cards. Similarly, direct deposit disbursements for other programs proceeded as scheduled.

Please note that caseload and other operational data in this report may be preliminary, incomplete, or subject to change due to limited system access during the phased recovery process. Additional updates will be shared as the system restoration progresses.

We appreciate your partnership and commitment during this challenging time. Your support is critical as we continue to prioritize the security and well-being of our community.

Respectfully,

Kimberly Merolla-Brito
Director
RI Department of Human Services

RIBridges: Monthly Update
January 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 2025. This report provides an update based on currently available data detailing our efforts and progress to date.

SYSTEM PERFORMANCE + IMPROVEMENT

As of January 13, detailed system performance information is not currently available due to ongoing recovery efforts following the cybersecurity breach of RIBridges. Deloitte is actively collaborating with the State to restore full system functionality. At this time:

- The worker portal has been brought back online in a limited form to support essential operations.
- Efforts are underway to restore the public-facing Customer Portal as quickly as possible in a manner that prioritizes safety and security.

Once the system is fully operational, this section will be updated to reflect any open incidents, defined as technical discrepancies or errors where the system is not functioning as intended. These incidents will be cataloged for resolution in future updates. DHS will continue to provide supplemental updates as progress is made toward full restoration.

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 December, DHS has hired 10 employees who have started in their new roles. These include:

- 1 Customer Service Aide
- 1 Customer Support Specialist
- 7 Eligibility Technician I
- 1 Senior Casework Supervisor

DHS TRAINING
Data below is preliminary and subject to change due to the data breach.

Training Topic	Training Date	# Of Training Hours	# Of New Staff	# Of Current Staff
Supplemental Nutritional Assistance Program (SNAP) Learning Series (Three full day sessions)	12-16-2024 12-17-2024 12-19-2024	15	4	7
Multicultural Competency Learning Series (Two two-hour sessions)	12-17-2024 1-06-2025	4	0	10
Customer Service Aid Learning Series (Two full day sessions)	12-30 2024 12-31-2024	10	0	7
New Hire Orientation (Three full day sessions)	1-6-2025 1-7-2025 1-9-2025	15	2	0

Ex Parte Learning Series *(Two full day sessions)*	1-7-2025 1-10-2025	10	9	9
Supplemental Nutritional Assistance Program (SNAP) Office Hours (One one-hour session)	1-8-2025	1	7	6
Policy for Data Breach Walkthrough *(Four one and half hour sessions)*	1-8-2025 1-9-2025 1-13-2025 1-15-2025	6	11	162
RI Bridges Basics Learning Series *(Two full day sessions)*	1-13-2025 1-14-2025	10	2	0
Totals		**71**	**35***	**201***
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	972	584
	Civil Rights Annual Training	972	643
	Emergency Action Plan	972	635
	FTI-2024	991	668
	HIPAA, and Confidentiality-2024	991	674
	Limited English Proficiency (LEP)	972	634
	Voter Registration	972	643
	CCAP Program Policy Refresher	312	282
	Claims Collection Recovery Unit	301	223
	Community Medicaid: Supplemental AVS Video	309	221
	Customer Relationship Management	131	79
	CSA Role Update Knowledge Transfer	126	90
	Domestic Violence 101	358	271
	Customer Portal Refresher – Part 1	384	266
	Customer Portal Refresher – Part 2	380	244
	Healthy Rhode Mobile App – Part 1	384	264
	Healthy Rhode Mobile App – Part 2	380	229
	Asset Verification System	287	190
	OCSS: Child Support Refresher Process	318	232
	September 2024 Knowledge Transfer	340	263
	October 2024 Knowledge Transfer	339	243
	December 2024 Knowledge Transfer	334	165
	RIBridges: Case Maintenance	403	295
	RIBridges: Case Notes Refresher	408	286
	RIBridges: Pre-Authorization Case Review - ET	235	223
	RIBridges: Pre-Authorization Case Review - Sup	70	56
	RIBridges: Scheduling Refresher	428	304
	RIBridges: Visit Record	480	312
	SNAP: Waivers & SNAP Interview Requirements	290	263
	SNAP: Income Accuracy – Part 1; Prospective Budgeting	289	187
	SNAP: Eligibility Determination	238	180
	SNAP: ABAWD Knowledge Transfer	346	243
	SNAP: ABAWD Refresher	331	272
	SNAP: ESAP	399	302
	Customer Relations	43	27

	Performance Feedback for Supervisors	62	39
	Time Management	49	32
	VCC: Knowledge Transfer	296	232
	VCC: LTSS Telephonic Signature	76	41
	VCC: Telephonic Signature	329	230
	VCC: Call Back Functionality	147	96
	Totals	**16,444***	**11,363***
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

Supplemental Nutrition Assistance Program (SNAP) Office Hours: SNAP Office Hours provide an open forum for staff to ask general system and policy questions. In addition, staff are encouraged to ask case specific questions for cases they are processing. This training helps improve staff knowledge and proficiency around SNAP.

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.

SNAP Learning Series: The SNAP Training Series is designed to introduce new Eligibility Technicians to SNAP program policies and the RIBridges system. Through this series, participants learn about the application process, navigating the menus in RIBridges, reviewing eligibility results, updating cases, interviewing customers and more.

Ex Parte Learning Series: The Ex Parte Virtual Learning Series provides participants an overview of Ex Parte policy and the Integrated Eligibility System (IES) when an individual faces possible closure to their current Medicaid. It also describes the different forms of Medicaid that could potentially be accessed through special circumstance questions.

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.

RI Bridges Basics Learning Series: DHS uses an Integrated Eligibility System (IES), RIBridges, to determine eligibility for health and human service benefit programs. This course reviews the basics functionality and business processes of the RIBridges system. Topics covered include but are not limited to navigation of the home screen, the visit record, application registration, scheduling, data collection, eligibility determination, search inquiries, and case notes.

Policy for Data Breach Walkthrough: In light of data breach of RIBridges, the quarterlies for all programs were revised to a virtual meeting that provides policy updates in response to the data breach. Sessions are an hour and fifteen minutes and included information on updated waivers, emergency policy related to the breach, presumption of eligibility for medical benefits. A Q&A followed the presentation.

PENDING NEW APPLICATIONS

Currently, data on pending new applications is unavailable due to the RIBridges system remaining offline. DHS has worked to ensure there was no interruption of benefits for current customers and has recently begun mailing benefit decision notices for all new applications since the beginning of the data breach.

While new applications, forms, and documents are being scanned into the worker portal by DHS staff for tracking purposes, there is not enough data available currently to provide a complete summary of pending caseload as staff prioritize processing applications over data entry of completed cases.

DHS has been processing all paper applications since the system was taken offline on December 13. Through the apply now DHS webpage, DHS has made available the most common forms for download so the public can more easily find the documents, fill them out, and submit them to the agency. DHS has processed applications received through the secure drop boxes, the regional offices, though our Call Center, and mail. Additionally, there has been a concerted effort to ensure customers have the resources they need during this time, including having access to DHS staff beyond the usual posted schedule. Extended hours have varied, and for the week beginning January 12, DHS offered extended Call Center hours of 4-7 p.m. Monday through Friday. Extended hours have been posted consistently on the DHS website as well as on social media and will continue to do so as needed.

It is important to know DHS has 30 days to process most applications, with the exception of medical and expedited SNAP. This is the normal, federally required timeframe to process applications. DHS anticipates completing reviews of applications within state and federal requirements during this time – both standard and expedited (seven days). Once the system is restored, DHS expects a gradual adoption of the Customer Portal from active users since the integrated eligibility system was rebuilt from the point of vulnerability identified by Deloitte. DHS will have a coordinated effort between the Executive

Office of Health and Human Services and HealthSource RI to ensure customers have the resources needed to be able to use the system when it is back online. During this time, customers with questions about the data breach should be directed to cyberalert.ri.gov and the RIBridges Data Breach hotline at 833-918-6603, with agency lines being reserved for questions specific to customer cases.

Below, you will find data for Processing Wednesdays up until the data breach of RIBridges, when DHS staff were redeployed in order to revert to a manual process to review paper applications. As a point a reference, below is pending caseload for December 2024, when data was still available.

TASKS COMPLETED ON WEDNESDAYS

Beginning Week	Tasks Per Worker	# of Staff	Total Tasks Completed
December 1	20.3	27	548
December 8	15.9	27	429
December 15	Data Unavailable	Data Unavailable	Data Unavailable
December 22	Data Unavailable	Data Unavailable	Data Unavailable
December 29	Data Unavailable	Data Unavailable	Data Unavailable

	Not Overdue			Overdue			Total
	Client	State	Total	Client	State	Total	Grand Total
SNAP Expedited	168	222	390	166	94	260	650
SNAP Non-Expedited	446	292	738	94	166	260	998
CCAP	6	219	225	30	177	207	432
GPA Burial	0	20	20	0	2	2	22
SSP	0	42	42	0	2	2	44
GPA	44	90	134	4	3	7	141
*RIW	168	135	303	25	25	50	353
Undetermined Medical	63	583	646	113	588	701	1,347
Medicaid-MAGI	24	25	49	58	59	117	166
Medicare Premium Payments	9	318	327	29	143	172	499
Medicaid Complex	15	572	587	20	241	261	848
LTSS	10	228	238	2	115	117	355
Grand Total	953	2,746	**3,699**	541	1,615	**2,156**	5,855

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

SNAP TIMELINESS

There is currently limited data available on SNAP timeliness. Importantly, anyone who received SNAP benefits in December 2024 also received benefits on January 1, 2025, to ensure no disruption of benefits to the approximate 85,000 SNAP households the agency typically serves. While the system was offline, DHS has been processing new paper applications and staff have uploaded documents through the worker portal to support eligibility determination work. Anyone who has applied for benefits during this time has begun to receive notices in the mail – including denials and terminations – as part of the application process. Customers have the right to appeal decisions they do not agree with. Additional information on the appeal process can be found here: https://eohhs.ri.gov/reference-center/eohhs-appeals-office

CALL CENTER

Call Center data in this report will be irregular due to the RIBridges system being taken offline in response to the December 2024 data breach. The volume and duration of calls for the weeks of November 24 through January 3, 2025, resulted in an average wait time of **23 minutes and 31 seconds.**

Importantly, Call Center staff were shifted to take calls in the triage queue during this time. This was done to respond to calls as quickly as possible, reduce instances of call transfers, and maintain a high level of customer service. Staff on the triage queues answered non-case specific questions and completed data entry forms for customers who requested to submit applications, recertifications and changes since DHS continued to process paper applications as required by the federal government. Average wait times in the triage line for the month of December was about five minutes.

Additionally, while DHS made operational adjustments and additional resources available with extended hours, it is important to note some self-service options were reliant on data from RIBridges – and in its absence self-service options for customers were not available. Until the system is functioning as intended, DHS will continue to remain flexible and adjust as needed to meet customer needs.
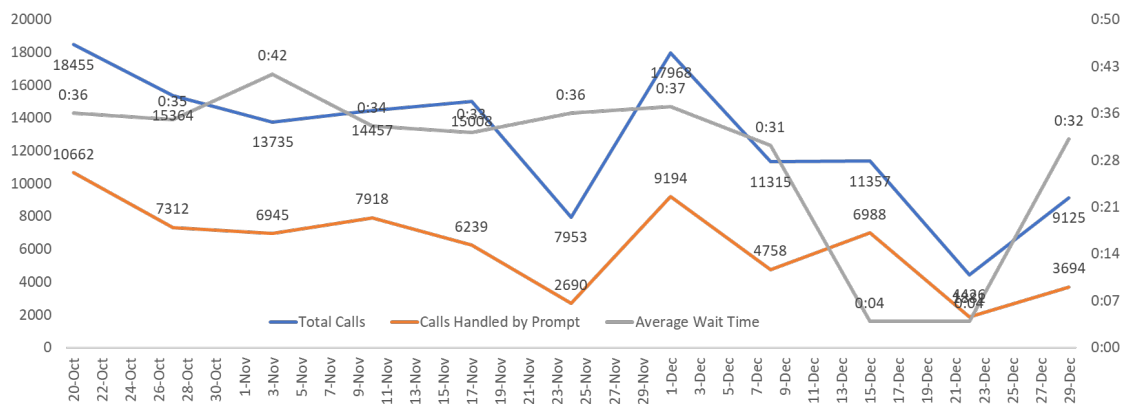
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CCAP BATCH PAYMENTS (PENDING)

Please note the data on CCAP batch payments below captures information prior to the data breach of RIBridges, which is managed by Deloitte. To ensure payment to providers for the care of children while the system remains offline as of January 14, the Office of Child Care notified providers it was making payments based on enrollment and not attendance. In addition, the office has worked to distribute checks to providers through a manual process. The Office of Child Care continues to work in a limited capacity due to the current state of the system, but is working with providers directly to make payments. Providers who have a general inquiry, or who need to report an issue, are being asked to contact dhs.ccapbilling@dhs.ri.gov; or call DHS CCAP billing at 401.462.6800.

Below are the total number of batch payments made to child care providers for the current reporting period through December 13, 2024, when the RIBridges system was taken offline.

Batch	Date Issued	# of Providers	Amount after Union/PAC removed
13	11/28/2024	566	$2,503,872.93
13B	12/6/2024	22	$35,126.18
14	12/11/2024	557	$2,460,314.98
14A	12/13/2024	22	$52,780.35
14B	Not Run	NA	NA
15	Not Run	NA	NA
15B	Not Run	NA	NA

	Providers	Payments
Total Batch (13, 13A)	588	$2,538,998.57
Off-cycle (13A)	22	$35,126.18
Provider off-cycle/total	3.89%	-
Payments off-cycle/total	1.40%	-

	Providers	Payments
Total Batch (14, 14A, & 14B)	579	$2,513,095.33
Off-cycle (14A & 14B)	22	$52,780.35
Provider off-cycle/total	3.95%	-
Payments off-cycle/total	2.15%	-

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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