March 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 February 16, 2025 – March 15, 2025. In light of the RIbridges data breach, this document contains monthly updates accessible to us as of March 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, it is important to note new applicants and current customers can access RIBridges. The worker portal remains online and efforts are ongoing in bringing full system functionality to RIBridges as part of the phased restoration of the system.

As previously shared, the RIBridges system managed by Deloitte experienced a significant cybersecurity breach in December 2024, leading to an offline status approximately one month. 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) continue to be available 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, DHS promptly transitioned to paper-based processing for all benefit programs when the system was taken offline. This measure ensured applications continued to be processed in compliance with federal requirements. To support that approach, DHS made critical benefit forms available online for download to help customers complete and submit necessary documents. Importantly, through the proactive measures taken by the State, the following actions were completed:

- Benefits for SNAP and RI Works beneficiaries were issued successfully March 1, 2025
- Disbursements occurred for other programs following their usual schedule.
- There were over 89,000 SNAP households that received benefits timely.

While the teams continue to work towards full system functionality, it should be noted pending applications and overall wait times for the call center remain stable. DHS has continued to offer extended hours Mondays and Wednesdays from 4-7 p.m. to assist customers with their case specific questions. Additionally, the Call Center self-service options have been restored. DHS anticipants that the HealthyRhode mobile app, which is connected the RIBridges system, to be restored at the end of March. Caseload and other data in this report are preliminary and may change as elements of the RIBridges system continue to come back online.

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
March 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 is elevated due to the phased approach to bring the RIBridges system back online. There are currently 248 open incidents, which refers to technical bugs when the system does not operate as expected for the DHS customer, staff member, or provider. This number represents a decline from the prior report since the RIBridges cyber breach that required Deloitte and the state to rebuild the system from the point of vulnerability. 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. As progress is made in the phased restoration of RIBridges, the agency anticipates technical discrepancies to be discovered and addressed that will help bring the system back to normalcy.
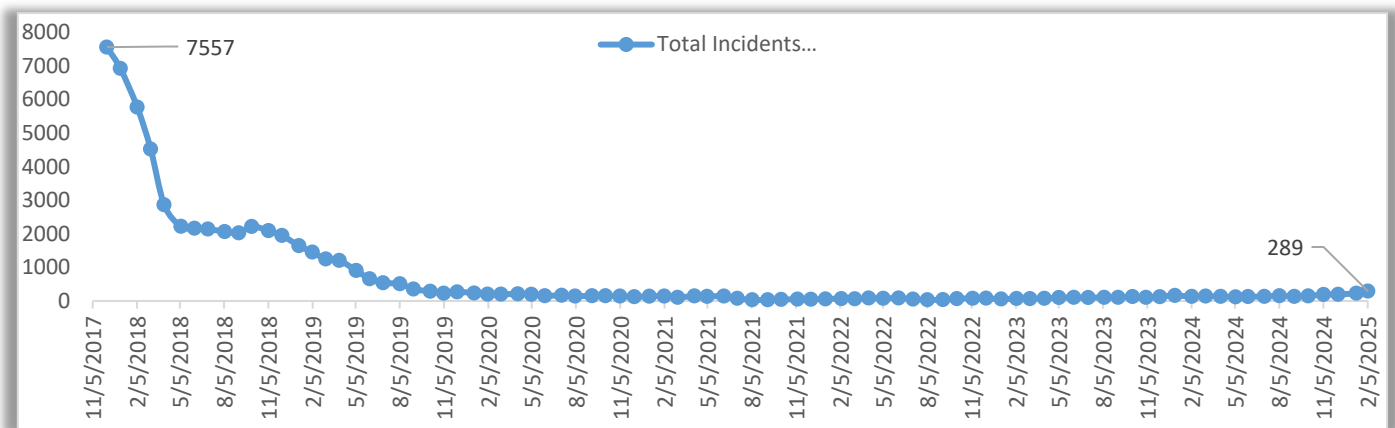
DHS STAFFING

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

- 2 Eligibility Technician I
- 1 Eligibility Technician II (Call Center)
- 1 Supervising Eligibility Technician
- 1 Employment and Career Advisor
- 1 Quality Control Reviewer Supervisor
- 1 Customer Service Aide
- 2 Interpreter (Spanish)

Training Topic	Training Date	# Of Training Hours	# Of New Staff	# Of Current Staff
Supplemental Nutritional Assistance Program (SNAP) Learning Series (Six full day sessions)	2-17-2025 thru 2-25-2025	30	7	4
Community Medicaid Learning Series (Five full-day sessions)	2-20-2025 thru 2-28-2025	25	4	18
Medicaid Office Hours (One one-hour session)	2-19-2025	1	7	20
Long Term Services and Supports (LTSS) Office Hours (One one-hour session)	2-19-2025	1	13	7
Rhode Island Works (RIW) Office Hours (One one-hour session)	2-19-2025	1	2	13
New Hire Orientation (NHO) (Four full day sessions)	2-19-2025 3-3-2025 thru 3-6-2025	20	12	0
Income Accuracy Payment Office Hours (One one-hour session)	2-20-2025	1	5	17
Child Care Assistance Program (CCAP) Office Hours (One one-hour session)	2-26-2025	1	1	8
Customer Relations Management (CRM) Office Hours (One one-hour sessions)	2-26-2025	1	0	7
STAR Supervisor Learning Series (Two three-hour sessions)	2-27-2025 3-6-2025	6	0	9
RIBridges Basics (Three full day sessions)	3-10-25 thru 3-12-2025	15	10	0
Ex Parte Learning Series (One full day session)	3-14-2025	3	3	9
Totals		**105**	**64***	**112***

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	989	651
	Disaster SNAP Annual Training	413	180
	Emergency Action Plan	989	644
	FTI-2024	901	678
	HIPAA, and Confidentiality-2024	991	674
	Limited English Proficiency (LEP)	989	643
	Voter Registration	988	653
	CCAP Program Policy Refresher	318	291
	Claims Collection Recovery Unit	307	233
	Community Medicaid: Supplemental AVS Video	315	234
	Customer Relationship Management	131	80
	CSA Role Update Knowledge Transfer	129	93

	Domestic Violence 101	364	276
	Customer Portal Refresher – Part 1	393	277
	Customer Portal Refresher – Part 2	389	259
	Healthy Rhode Mobile App – Part 1	393	277
	Healthy Rhode Mobile App – Part 2	389	250
	Asset Verification System	294	198
	OCSS: Child Support Refresher Process	324	238
	September 2024 Knowledge Transfer	347	275
	October 2024 Knowledge Transfer	346	272
	December 2024 Knowledge Transfer	341	237
	RIBridges: Case Maintenance	411	303
	RIBridges: Case Notes Refresher	416	294
	RIBridges: Pre-Authorization Case Review - ET	241	229
	RIBridges: Pre-Authorization Case Review - Sup	70	57
	RIBridges: Scheduling Refresher	436	313
	RIBridges: Visit Record	487	321
	SNAP: Waivers & SNAP Interview Requirements	296	272
	SNAP: Income Accuracy – Part 1; Prospective Budgeting	296	204
	SNAP: Eligibility Determination	237	179
	SNAP: ABAWD Knowledge Transfer	351	250
	SNAP: ABAWD Refresher	337	280
	SNAP: ESAP	407	314
	Customer Relations	43	28
	Performance Feedback for Supervisors	62	43
	Time Management	52	36
	VCC: Knowledge Transfer	296	232
	VCC: LTSS Telephonic Signature	75	42
	VCC: Telephonic Signature	336	248
	VCC: Call Back Functionality	146	95
	Totals	**17,007***	**11,937***
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) 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 Learning Series provides participants with 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.

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.

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 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.

Long Term Services and Supports (LTSS) Office Hours: LTSS office hours are led by Rose Leandre, LTSS Administrator, and provide 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: This session provides an open forum for staff to ask general system questions or case-specific questions related to SNAP. New and experienced staff are encouraged to bring simple to complex questions to this forum.

Community Medicaid Learning Series: Through these full day sessions, participants gain an understanding of the difference between two Medicaid coverage groups and eligibility requirements for community Medicaid. Participants also learn to integrate learning concepts within RIBridges, learn to interpret Medicaid eligibility results, and explore health plan enrollments at Managed Care Organizations (MCO).

PENDING NEW APPLICATIONS

The RIBridges system managed by Deloitte is online for new and current customers. While the system was offline, DHS prioritized access to benefits and worked with federal partners to implement waivers that helped provide uninterrupted access to services and benefits.

The current total number of pending applications (inclusive of all applications) is 4,493. The total number of overdue applications awaiting state action that are representative of the actual cases DHS has to prioritize processing is 1,290. While these totals represent a stable caseload of pending applications, the work to restore RIBridges to full functionality continues and may directly influence the pending application figures. Additionally, DHS was granted approval for waivers from our federal partners that could be applied to SNAP and medical on a case-by-case basis. This helped ensure continuity of coverage, however, it may also impact redetermination caseloads and timeliness.

The agency continues to work closely with the Executive Office of Health and Human Services, HealthSource RI, the Department of Administration and the Governor's Office to bring all functionality back into the system, such as the different sub-portals, also referred to as environments, within RIBridges that serve different purposes.

New applicants and current customers have been receiving benefit decision notices, as federally required, since the worker portal has been available in early in January. DHS is no longer solely processing paper applications, which had ensured timely benefit issuances on January 1, 2025. To support this process, DHS made the most common forms readily available for download so the public can more easily find the documents, fill them out, and submit them to the agency. DHS also continued to process applications received through the secure drop boxes, the regional offices, through our Call Center, and mail. Additionally, DHS continuously extended Call Center hours through March 15 on Mondays and Wednesdays from 4-7 p.m. to ensure customers would have an opportunity to have their case specific questions addressed. These extended hours were posted consistently on the DHS website as well as on social media.

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).

With the system open to new applications and current customers, the State is seeing more activity within the RIBridges system. System stability is being closely monitored as teams work to bring the system back to full functionality since it was essentially rebuilt from the point of vulnerability identified by Deloitte. Beyond the integration of various sub-portals, the teams anticipate bringing the HealthyRhode Mobile App back online by the next monthly report. Importantly, the Call Center self-service options, which require a connection to the system, has been restored as a technology resource for customers. During this time, customers with questions about the data breach should continue to 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 also find data for Processing Wednesdays that has been instrumental in giving staff the needed time to process applications, forms, and documents during this time.

TASKS COMPLETED ON WEDNESDAYS

Beginning Week	Tasks Per Worker	# of Staff	Total Tasks Completed
February 2, 2025	17.4	28	486
February 9, 2025	14.8	23	341
February 16, 2025	11.0	22	241
February 23, 2025	13.8	26	360
March 2, 2025	14.9	28	416

	Not Overdue			Overdue			Total
	Client	State	Total	Client	State	Total	Grand Total
SNAP Expedited	138	147	285	117	83	200	485
SNAP Non-Expedited	384	215	599	160	99	259	858
CCAP	17	129	146	18	73	91	237
GPA Burial	0	29	29	0	2	2	31
SSP	0	18	18	0	1	1	19
GPA	44	62	106	3	0	3	109
RIW	117	78	195	25	25	50	245
Undetermined Medical	20	294	314	95	263	358	672
Medicaid-MAGI	5	10	15	54	38	92	107
Medicare Premium Payments	7	198	205	27	119	146	351
Medicaid Complex	10	546	556	15	445	460	1016
LTSS	19	197	216	5	142	147	363
Grand Total	761	1,923	**2,684**	519	1290	**1,809**	4,493

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

SNAP TIMELINESS

In February 2025, there were 89,796 households that received benefits, and no RIBridges-related delays were reported. It is important to note the data generated below is preliminary and subject to change as efforts to return full functionality to RIBridges is ongoing. This information cannot be compared with other data referenced because data pulls occurred at different points in time – and may not account for operational prioritizations that were made to ensure uninterrupted access to benefits. For new SNAP applications in February, approximately 84% (2594) were processed timely. Approximately 16% (507) 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.

2,594 507

- New Applications Processed Timely
- New Applications Processed Untimely

89,796

CALL CENTER

The volume and duration of calls for the weeks of January 26 through March 2, 2025, resulted in an average wait time of **26 minutes.** Additionally, DHS is pleased to report that Call Center self-service options have been restored. This technology feature was reliant on RIBridges data, and allowed customers calling in to check the status of their case, upcoming appointments, and other important client data at the touch of a button. As progress is made in the ongoing restoration of the RIBridges system, DHS continues to make extended hours available on Mondays and Wednesdays to meet customer needs.
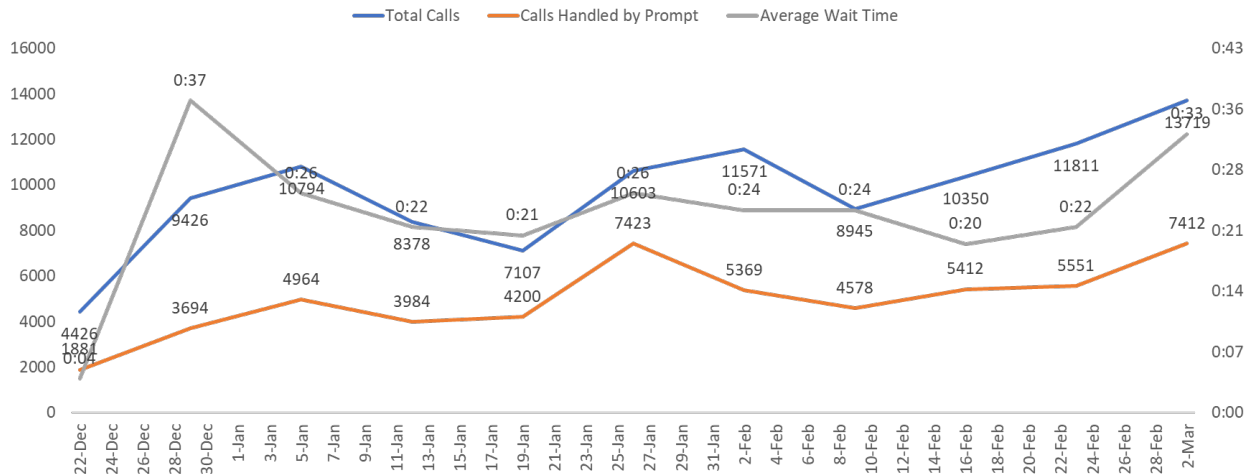
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CCAP BATCH PAYMENTS

Below are the total number of batch payments made to child care providers for the current reporting period through March 15, 2025. The available data has been made available during the ongoing restoration of the RIBridges system following the December 2024 cyber breach. Data is subject to change.

Batch	Date Issued	# of Providers	Amount after Union/PAC removed
18	2/6/2025	590	$2,666,172.62
18A	2/7/2025	11	$7,346.27
16B	2/14/2025	1	$966.58
19	2/20/2025	592	$2,714,752.83
19A	2/21/2025	20	$28,634.76
19B	2/28/2025	69	$52,887.80

	Providers	Payments
Total Batch (18,18A, & 18B)	602	$2,674,486.47
Off-Cycle (18A & 18B)	12	$8,312.85
Providers off-cycle/total	2.03%	
Payments off-cycle/total	0.31%	

	Providers	Payments
Total Batch (19,19A, & 19B)	681	$2,796,275.39
Off-Cycle (19A & 19B)	89	$81,522
Providers off-cycle/total	15.03%	
Payments off-cycle/total	3%	

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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