



Rhode Island Department of Human Services

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Office of the Director

Kimberly Merolla-Brito

May 16, 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 April 16, 2025 – May 15, 2025. This document contains monthly updates 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 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



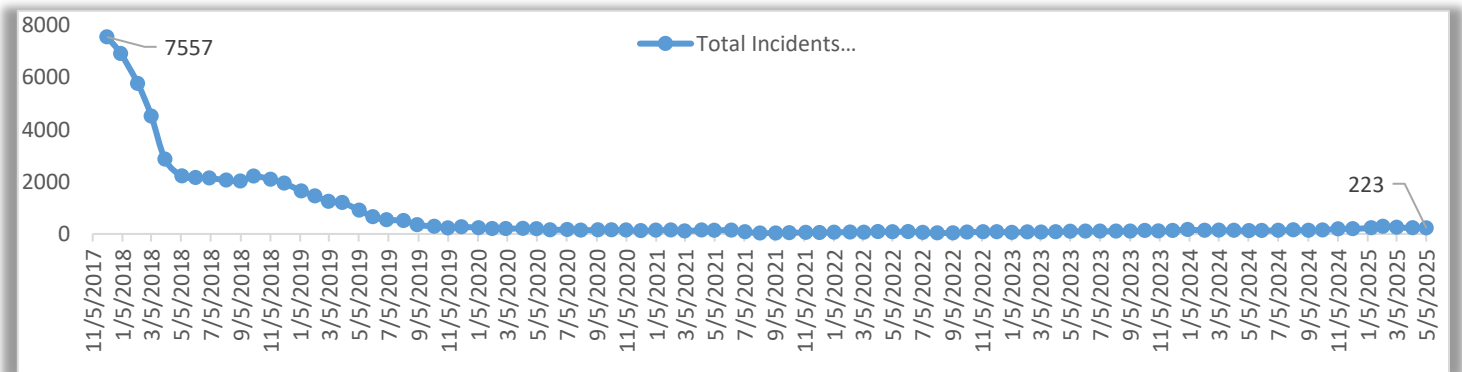
RI Bridges: Monthly Update

May 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 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 in light of the RI Bridges 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. Open incidents are beginning to decline and there are currently 223 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. The current number of open incidents also 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 April, DHS has hired 16 employees who have started in their new roles, which is comprised of net new, lateral, and promotional hires. These include:

- 1 Administrator of Family and Adult Services
- 1 Administrator, Family and Children's Services
- 9 Eligibility Technician I
- 1 Eligibility Technician III
- 1 Senior Human Services Policy and Systems Specialist
- 2 Supervising Eligibility Technician
- 1 Social Case Worker

DHS TRAINING

Training Topic	Training Date	# Of Training Hours	# Of New Staff	# Of Current Staff
<i>Supplemental Nutrition Assistance Program (SNAP) Learning Series (Nine full day sessions)</i>	4-16-2025 thru 4-29-2025	45	4	3
<i>Medicaid Office Hours (One one-hour session)</i>	4-16-2025	1	0	14
<i>Run, Hide, and Fight! Twenty one-hour sessions)</i>	4-16-2025; 4-17-2025;4-22-2025; 4-23-2025; 5-6-2025;5-7-2025; & 5-14-2025	20	0	220
<i>Fire Safety (Eleven one-hour sessions)</i>	4-17-2025; 4-23-2025; 4-24-2025; 5-7-2025; 5-8-2025; & 5-13-2025	11	0	126
<i>Community Medicaid Learning Series (Five full day sessions)</i>	4-21-2025 thru 4-30-2025	25	1	17
<i>Multicultural Competency Learning Series: Session Three and Four (Two two-hour sessions)</i>	4-22-2025 and 4-29-2025	4	1	6
<i>Rhode Island Works (RIW) Office Hours (One one-hour session)</i>	4-23-2025	1	0	14
<i>Child Care Assistance Program (CCAP) Office Hours (One one-hour session)</i>	4-30-2025	1	0	8
<i>New Hire Orientation (NHO) (Three full day sessions)</i>	5-5-2025 thru 5-8-2025	15	4	4
<i>Multichannel of Communication for Call Center Staff (Three full day sessions)</i>	5-7-2025; 5-8-2025; & 5-9-2025	15	0	73
<i>Supplemental Nutrition Assistance Program (SNAP) Office Hours (One one-hour sessions)</i>	5-7-2025	1	0	16
<i>40 Quarters and SAVE Interface Walkthrough (One two-hour session)</i>	5-9-2025	2	0	25
<i>RIBridges Basics (Three full day sessions)</i>	5-12-2025 thru 5-15-2025	15	9	0
	Totals	156	19*	526*
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		
Rhode Island Learning Center Trainings (These trainings are self-directed)	Course Title	Number of staff Enrolled	Number of Staff Completed
	Active Shooter, Run, Hide and Fight**	582	575
	Civil Rights Annual Training**	641	633
	Disaster SNAP Annual Training**	417	260
	Emergency Action Plan **	633	627
Please note: The number of learners in the system is fluid. The			

<p>Learning Management System for DHS (as of 5-7-2025) contains 990 learners includes Office of Healthy Aging, Office of Veterans Affairs, Office of Rehabilitative Services, and Office of Child Support Services. In addition, throughout the year, new hires are added to the system and removed when staff leave the agency.</p> <p>* This number does not reflect unique learners as the learners are enrolled in more than one course.</p> <p>** The enrollment number reflects the total number of participants that have completed and not started the course.</p>	FTI-2024**	979	677
	HIPAA, and Confidentiality-2024**	679	670
	Limited English Proficiency (LEP) – 2024**	632	625
	Voter Registration – 2024**	647	641
	CCAP Program Policy Refresher	319	291
	Claims Collection Recovery Unit	303	245
	SNAP Connect for Clerical	121	41
	Community Medicaid: Supplemental AVS Video	311	236
	Customer Relationship Management	132	84
	CSA Role Update Knowledge Transfer	131	96
	Domestic Violence 101	365	293
	Customer Portal Refresher – Part 1	393	298
	Customer Portal Refresher – Part 2	388	268
	Healthy Rhode Mobile App – Part 1	398	299
	Healthy Rhode Mobile App – Part 2	388	278
	Asset Verification System	292	199
	OCSS: Child Support Refresher Process	320	256
	September 2024 Knowledge Transfer	346	276
	October 2024 Knowledge Transfer	345	274
	December 2024 Knowledge Transfer	343	266
	April 2025 Knowledge Transfer	339	210
	RIBridges: Case Maintenance	411	303
	RIBridges: Case Notes Refresher	406	300
	RIBridges: Pre-Authorization Case Review - ET	238	227
	RIBridges: Pre-Authorization Case Review - Sup	70	57
	RIBridges: Scheduling Refresher	431	331
	RIBridges: Visit Record	481	319
	SNAP: Waivers & SNAP Interview Requirements	293	269
	SNAP: Income Accuracy – Part 1; Prospective Budgeting	296	208
	SNAP: Eligibility Determination	234	177
	SNAP: ABAWD Knowledge Transfer	347	247
	SNAP: ABAWD Refresher	335	279
	SNAP: ESAP	402	311
	Customer Relations	45	30
	Performance Feedback for Supervisors	64	43
	Time Management	54	37
	VCC: Knowledge Transfer	301	253
	VCC: LTSS Telephonic Signature	80	52
	VCC: Telephonic Signature	334	256
	VCC: Call Back Functionality	159	128
	Totals	15,425*	12,445*
Inactive/retired courses	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

* This number is duplicated. Our participants are enrolled in various trainings.	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 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.

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.

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.

Community Medicaid Learning Series: The Community Medicaid Learning Series is a full-day session, which provides participants with an understanding of the 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).

SNAP Learning Series: The SNAP Learning 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.

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 include facilitated dialogue, with individual and group activities.

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

40 Quarters and SAVE Interface Walkthrough: During this session, participants are guided through the 40 Quarter's Interface and the SAVE Interface. The session provides an in-depth view of the interfaces, review of the available data, navigations tips within RIBridges, and when and where the data can be utilized within RIBridges.

Multichannel of Communication for Call Center Staff: A positive customer interaction begins at the moment of connection between the client and the agent. Through the Multichannel Communications course, participants develop the skills needed to be supportive and responsive during calls.

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.

Fire Safety: This one-hour session covers the basics of fire safety to ensure staff are prepared in the event of a fire emergency. This session also provides valuable life-saving insights on hidden fire dangers, portable fire extinguishers, and more.

PENDING NEW APPLICATIONS

All systems impacted by the December 2024 cyber breach have been fully restored and are fully operational. As of May 12, the total number of pending applications is 4,498 (inclusive of all applications). The number of overdue applications requiring DHS action is currently at 1,335 applications, representing a stable caseload.

With the system fully operational, DHS has returned to prioritizing the efficient and timely delivery of public benefits. Through the consistent improvements to operations over the last year, DHS 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 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 share the SNAP Connect pilot for Pawtucket residents is running successfully, and progress to date will be shared when more data is available. The SNAP Connect pilot builds on the agency's efficiency focused initiatives to improve the overall customer experience. Through this new service, customers 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 Technology Adoption. Additional resources regarding SNAP Connect is available on the DHS website (dhs.ri.gov/SNAPconnect). The pilot is being 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.

TASKS COMPLETED ON WEDNESDAYS

Beginning Week	Tasks Per Worker	# of Staff	Total Tasks Completed
April 6, 2025	20.1	26	523
April 13, 2025	15.8	24	380
April 20, 2025	25.9	24	621
April 27, 2025	19.9	25	498
May 4, 2025	30.2	13	393

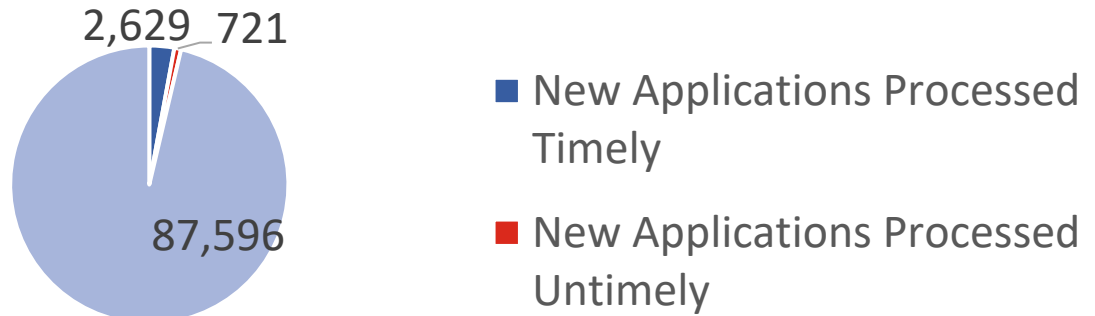
	Not Overdue			Overdue			Total
	Client	State	Total	Client	State	Total	Grand Total
SNAP Expedited	155	100	255	122	93	215	470
SNAP Non-Expedited	400	232	632	192	77	269	901
CCAP	24	119	143	18	67	85	228
GPA Burial	0	21	21	0	3	3	24
SSP	0	7	7	0	1	1	8
GPA	44	55	99	4	0	4	103
*RIW	134	54	188	25	25	50	238
Undetermined Medical	36	234	270	65	271	336	606
Medicaid-MAGI	15	19	34	45	40	85	119
Medicare Premium Payments	11	161	172	14	124	138	310
Medicaid Complex	18	538	556	10	500	510	1,066
LTSS	22	264	286	5	134	139	425
Grand Total	859	1,804	2,663	500	1,335	1,835	4,498

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

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SNAP TIMELINESS

In April 2025, there were 87,596 households that received benefits, and no RIBridges-related delays were reported. For new SNAP applications in April, approximately 78% (2,629) were processed timely. Approximately 22% (721) 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.



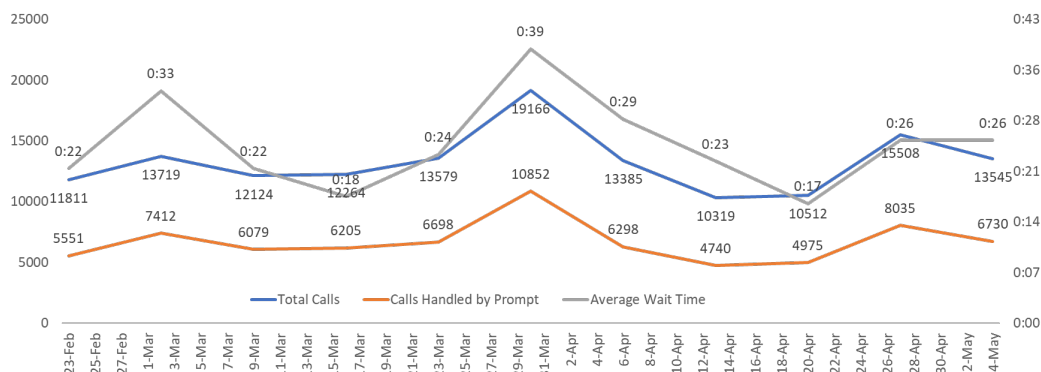
CALL CENTER

The volume and duration of calls for the weeks of March 30 through May 4, 2025, resulted in an average wait time of approximately **26 minutes**. While DHS has achieved its goal of reducing average wait times to under 30 minutes, we anticipate wait times to continue improving through technology enhancements planned for 2025.

Importantly, DHS expects to see continued improvement through efficiency focused initiatives such as the SNAP Connect pilot, which provides customers with more flexibility to complete SNAP interviews on their schedule. The pilot, which launched in April, is currently limited to Pawtucket residents only. 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.

This initiative as well as other 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.



CCAP BATCH PAYMENTS

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

Batch	Date Issued	# of Providers	Amount after Union/PAC removed
22	4/3/2025	568	\$2,602,069.74
22A	4/4/2025	23	\$51,921.03
22B	4/11/2025	24	\$58,282.62
23	4/17/2025	563	\$2,631,389.81
23A	4/18/2025	26	\$51,215.99
23B	4/25/2025	39	\$224,984.46

	Providers	Payments
Total Batch (22, 22A, & 22B)	615	\$2,712,274.39
Off-Cycle (22A & 22B)	47	\$110,204.65
Providers off-cycle/total	8.27%	
Payments off-cycle/total	4.24%	

	Providers	Payments
Total Batch (23, 23A, & 23B)	628	\$2,907,590.26
Off-Cycle (23A & 23B)	65	\$276,200.45
Providers off-cycle/total	11.55%	
Payments off-cycle/total	10.50%	

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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