



Rhode Island Department of Human Services

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Office of the Director

Kimberly Merolla-Brito

July 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 June 16, 2025 – July 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". The signature is written in a cursive, flowing style.

Kimberly Merolla-Brito
Director
RI Department of Human Services



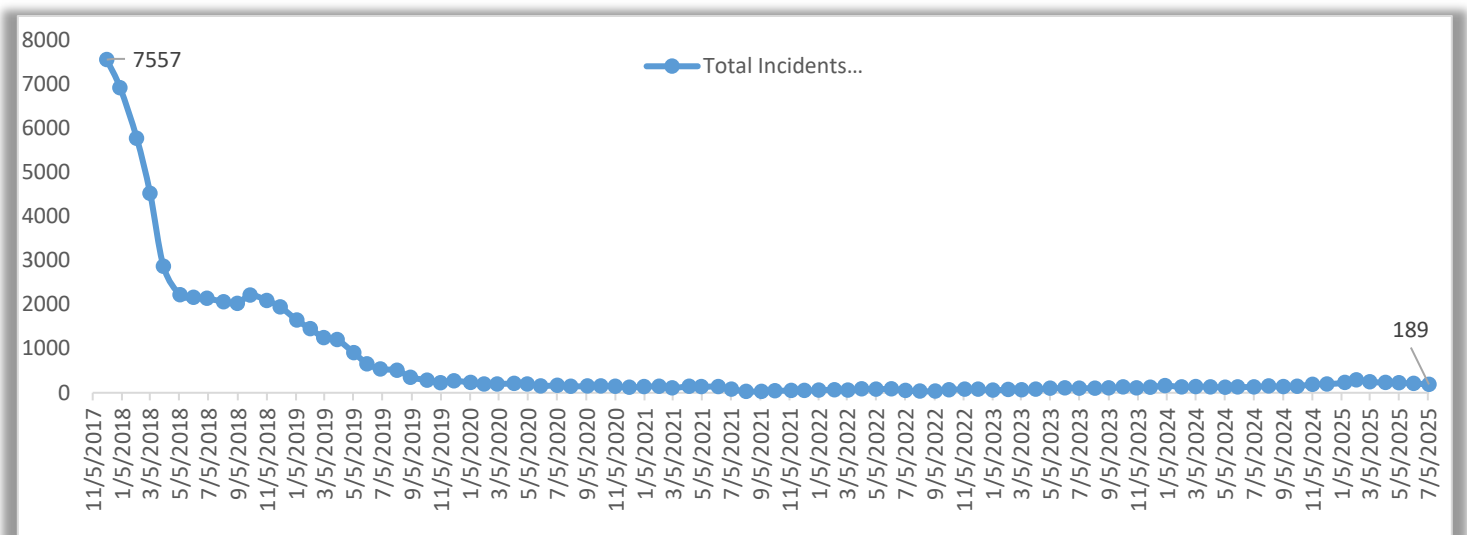
RIBridges: Monthly Update

July 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. This report provides an update based on currently available data detailing our efforts and progress to date.

SYSTEM PERFORMANCE + IMPROVEMENT

At this time, open incidents continue to decline and there are currently 189 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 RIBridges system first launched.



DHS STAFFING

DHS continues to progress in hiring candidates for identified critical positions. Since the last report in June, DHS has hired 10 employees who have started in their new roles. These include:

- 1 Senior Casework Supervisor
- 3 Social Caseworker
- 1 Eligibility Technician I
- 2 LTSS Level II Financial Reviewer
- 1 Eligibility Technician III
- 1 Quality Control Reviewer
- 1 Principal Human Services Business Officer

DHS TRAINING

Training Topic	Training Date	# Of Training Hours	# Of New Staff	# Of Current Staff
<i>June Program Quarterly Meetings (Six – three-hour sessions)</i>	6/16/2025 thru 6/20/2025	18	23	300
<i>Safety Training: Run, Hide and Fight (Five – one-hour sessions)</i>	6/17/2025 & 6/24/2025	5	0	83
<i>Safety Training: NARCAN Training (Nine – one-hour sessions)</i>	6/18/2025 & 6/25/2025 7/9/2025 & 7/10/2025	9	0	155
<i>Long Term Services and Supports (LTSS) Office Hours (One – one hour session)</i>	6/18/2025	1	6	2
<i>Rhode Island Works (RIW) Resource Fair (Two two-hour sessions)</i>	6/18/2025	4	0	27
<i>Rhode Island Works (RIW) Office Hours (One one-hour session)</i>	6/18/2025	1	0	11
<i>Medicaid Office Hours (One one-hour session)</i>	6/18/2025	1	0	7
<i>Communicating with the Deaf and Hard of Hearing (One three-hour session)</i>	6/20/2025	3	0	4
<i>Crucial Conversations for Mastering Dialogue and Accountability (Three – full day sessions)</i>	6/23/2025 thru 6/30/2025	15	0	12
<i>De-escalation Learning Session (One three-hour session)</i>	6/25/2025	3	1	12
<i>Safety Training: Fire Safety (Four one-hour sessions)</i>	6/24/2025 & 6/25/2025	4	1	72
<i>Mental Health Resources Learning Session (Two one and half-hour sessions)</i>	6/23/2025 & 6/26/2025	3	0	20
<i>Technology Refresher (One three-hour session)</i>	6/27/2025	3	0	8
<i>Vicarious Trauma Learning Session (One three-hour session)</i>	6/26/2025	3	1	11
<i>New Hire Orientation (Two full-day sessions)</i>	7/7/2025 & 7/8/2025	10	6	0
<i>Supplemental Nutritional Assistant Program (SNAP) Office Hours (One one-hour session)</i>	7/9/2025	1	3	14
<i>Prisoner Match Interface Walkthrough (One two-hour session)</i>	7/10/2025	2	11	14
<i>Ex Part Learning Series (Two full day sessions)</i>	7/11/2025 & 7/14/2025	10	1	14
<i>RI Bridges Learning Series (Three full day sessions)</i>	7/11/2025 thru 7/15/2025	15	6	4
<i>CPR/AED Familiarization Training (One two-hour session)</i>	7/15/2025	2	0	7
Totals		113	59*	777*

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: Active			
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
	September 2024 Knowledge Transfer (retired)	347	276
	October 2024 Knowledge Transfer (retired)	346	273
	December 2024 Knowledge Transfer (retired)	342	246
	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
	Active Shooter, Run, Hide and Fight 2024 (retired)	972	584
	Civil Rights Annual Training 2024 (retired)	972	643
	Emergency Action Plan 2024 (retired)	972	635
	D-SNAP: Disaster SNAP 2024 (retired)	416	231
	FTI-2024 (retired)	887	679
	HIPAA, and Confidentiality 2024 (retired)	856	490
	Totals	14,400*	8,863*

Training Descriptions

New Hire Orientation: The goal of the session is to provide new employees with all the pertinent information needed to begin working at DHS. The orientation aims to familiarize new employees with organizational policies and procedures.

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.

RI Bridges Basics Learning Series: The Rhode Island Department of Human Services (DHS) utilizes an Integrated Eligibility System (IES), RIBridges, to determine eligibility for health and human service benefit programs. This course will review the basic functionality and business processes of the RIBridges system. This series covers navigating the home screen, and review of the visit record, application registration, scheduling, data collection, eligibility determination, search inquiries, case notes and more.

Medicaid Office Hours: Medicaid Office Hours are designed to be an open forum to ask system and policy questions related to non-LTSS Medicaid cases being processed. Staff are invited to bring specific cases and/or 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.

Run, Hide, and Fight: This one-hour session covers how to respond to an “Active Shooter” situation. Participants are provided handouts to aid their training.

Fire Safety: This one -hour session provides participants with an overview on fire safety, emergency evacuations, transmitting alarms, portable fire extinguishers, and hidden fire dangers.

NARCAN Training: The purpose of this training is to prepare staff on safely administering Narcan in the case of an opioid overdose.

CPR/AED Familiarization Training: In this interactive course, staff are refamiliarized to basic cardiopulmonary resuscitation.

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

Long Term Services and Supports (LTSS) Office Hours: LTSS office hours are led by Rose Leandre, LTSS Administrator, and provide participants with an opportunity to bring questions about LTSS cases they have been working on or have been assigned. Supervisors and eligibility technicians are encouraged to attend.

Prisoner Match Interface Walkthrough: This session covers the Prisoner Match interfaces that provide incarceration data from both the Social Security Administration and external sources. The course delves into individual program policies and how they are connected to the match. Importantly, staff are reminded of actions required of them depending on the variables of the match.

Crucial Conversations to Master Dialogue and Accountability: Crucial Conversations for Accountability teaches a straightforward process for managing performance, strengthening trust and reliability, and eliminating inconsistency. This course provides skills for holding peers accountable on sensitive issues while maintaining a collaborative work culture that promotes efficiency, accuracy, and customer satisfaction.

Communicating Effectively with Deaf, Deafblind, and Hard of Hearing Clients - This training, presented by the Rhode Island Commission on the Deaf and Hard of Hearing, provides essential knowledge and tools to help ensure DHS staff maintains effective and respectful communication with customers who are Deaf, Deafblind, or Hard of Hearing.

June Program Quarterly: The DHS June Quarterly Meeting provides a comprehensive overview and strategic discussion on various aspects of the organization's programs and services.

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

RI Works Resource Fair: The RI Works Resource Fair gives DHS staff across the agency the opportunity to learn about the various RI Works providers and services. Participating staff also learn about other vendor offerings that are in alignment with DHS goals and priorities to assist families, children, and other individuals.

Vicarious Trauma: In this workshop, participants gain an understanding of the symptoms of vicarious trauma and review strategies to help cope with these symptoms should they arise.

Mental Health Resources: This training provides staff with knowledge and resources to better assist customers who may also have mental health needs. Participants are trained to understand the path of recovery and resources available to help customers navigate different systems and trauma safely.

De-escalation: This session aims to improve staff communication strategies during emotionally intense interactions with customers. Through this training, staff learn to de-escalate conversations by learning skills and strategies to improve relationships that also promote positive interactions in the field or in the office.

PENDING NEW APPLICATIONS

RI Bridges, the state’s integrated eligibility system managed by Deloitte, has been fully restored following the cybersecurity incident. DHS is now focused on regaining momentum in regards to efficiently processing applications and reducing the application backlog across all programs.

As of July 7, 2025, the number of overdue applications awaiting state action is 1,596. This reflects an approximate 10% decrease compared to pre-breach levels in November 2024 (1,760), signaling positive progress.

DHS continues to build operational resilience through initiatives such as **SNAP Connect**, **Technology Adoption Days**, and ongoing investments in process redesign. These operational and digital tools increasingly support customers’ needs by providing flexible interview scheduling, education around resources, and other support to help ensure uninterrupted access to benefits. These strategies are expected to further improve operational efficiency in processing applications and handling of calls, which will improve customer satisfaction and the overall customer experience.

For more details on SNAP Connect, please visit: dhs.ri.gov/SNAPconnect

Below, you will find a summary of tasks completed on Technology Adoption Day. On these days, education is provided to customers on navigating the technology resources available while staff work simultaneously on back-office tasks. As new initiatives become part of the regular workflow, DHS will retire sections dedicated specifically to initiatives and/or introduce new sections deemed relevant to the ongoing work of DHS.

TASKS COMPLETED ON WEDNESDAYS

Beginning Week	Tasks Per Worker	# of Staff	Total Tasks Completed
June 1, 2025	16.6	23	381
June 8 2025	17.6	25	441
June 15, 2025	10.7	17	182
June 22, 2025	21.9	19	417
June 29, 2025	20.1	18	361

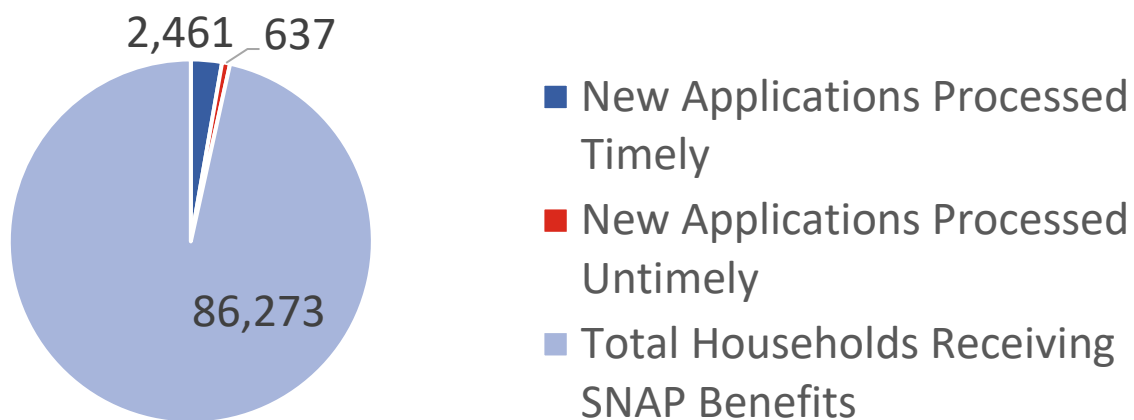
	Not Overdue			Overdue			Total
	Client	State	Total	Client	State	Total	Grand Total
SNAP Expedited	91	189	280	130	195	325	605
SNAP Non-Expedited	342	292	634	179	194	373	1007
CCAP	47	122	169	14	55	69	238
GPA - Burial	0	23	23	0	4	4	27
SSP	0	24	24	0	0	0	24
GPA	35	84	119	1	0	1	120
RIW	131	75	206	25	25	50	256
Undetermined Medical	47	323	370	59	324	383	753
Medicaid - MAGI	26	19	45	45	51	96	141
Medicare Premium Payments	10	147	157	12	139	151	308
Medicaid Complex	7	261	268	11	458	469	737
LTSS	14	203	217	5	151	156	373
Grand Total	750	1,762	2,512	481	1,596	2,077	4,589

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

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SNAP TIMELINESS

In June 2025, there were 86,273 households that received benefits, and no RIBridges-related delays were reported. For new SNAP applications in June, approximately 79% (2,461) were processed timely. Approximately 21% (637) 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.



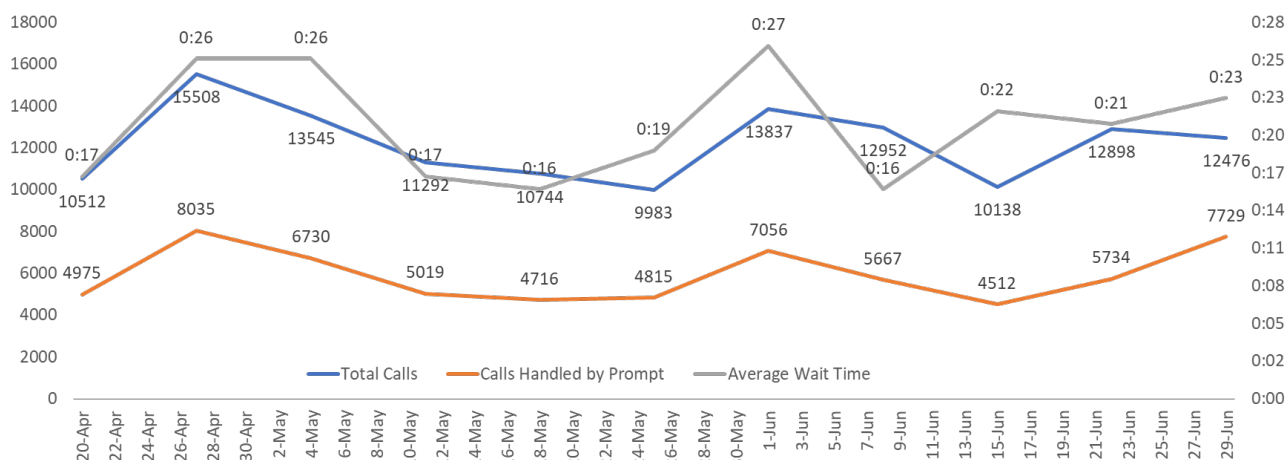
CALL CENTER

The volume and duration of calls for the weeks of May 25 through June 29, 2025, resulted in an average wait time of **21 minutes and 28 seconds**. 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 referenced earlier, which provides customers with more flexibility to complete SNAP interviews on their schedule. The pilot, which launched in April, is currently limited to Pawtucket, Warwick, and Woonsocket 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 June 1, 2025, with 16,353 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 July 15, 2025.

Batch	Date Issued	# of Providers	Amount after Union/PAC removed
26	5/29/2025	563	\$2,659,701.30
26A	5/30/2025	30	\$51,580.60
26B	6/6/2025	32	\$57,920.00
1	6/12/2025	557	\$2,574,810.34
1A	6/13/2025	19	\$64,483.91
1B	6/16/2025	4	\$12,897.77
2	6/26/2025	555	\$2,639,980.03
2A	6/27/2025	23	\$109,248.03

	Providers	Payments
Total Batch (26,26A, & 26B)	625	\$2,768,801.90
Off-Cycle (26A & 26B)	62	\$109,100.60
Providers off-cycle/total	11.01%	
Payments off-cycle/total	4.10%	

	Providers	Payments
Total Batch (1, 1A, & 1B)	580	\$2,652,192.02
Off-Cycle (1A & 1B)	23	\$77,381.68
Providers off-cycle/total	4.13%	
Payments off-cycle/total	3.01%	

	Providers	Payments
Total Batch (2, 2A, & 2B)	578	\$2,749,228.06
Off-Cycle (2A & 2B)	23	\$109,248.03
Providers off-cycle/total	4.14%	
Payments off-cycle/total	4.14%	

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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