



## Rhode Island Department of Human Services

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### *Office of the Director*

Kimberly Merolla-Brito

September 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 August 16, 2025 – September 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



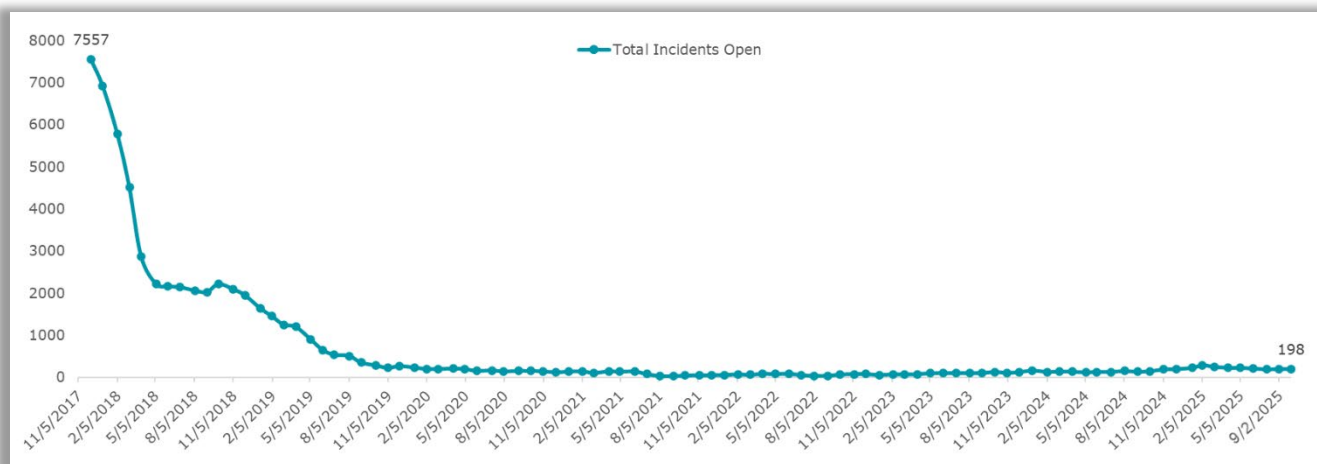
# RIBridges: Monthly Update

## September 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 remain stable and there are currently 198 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 August, DHS has hired 12 employees who have started in their new roles. These include:

- 1 Assistant Director for Administrative Services
- 2 Customer Service Aide
- 7 Eligibility Technician I
- 2 Social Caseworkers

-see next page-

## DHS TRAINING

Training Topic	Training Date	# Of Training Hours	# Of New Staff	# Of Current Staff
<i>SNAP Learning Series (Nine – full day sessions)</i>	8/18/25 thru 8/29/25	45	4	0
<i>Long Term Services and Supports (LTSS) Eligibility Technician (ET) Learning Series (Five -full day sessions)</i>	8/19/25 thru 8/26/25	25	0	13
<i>Medicaid Office Hours (One – one-hour sessions)</i>	8/20/25	1	0	15
<i>Communicating with the Deaf and Hard of Hearing (One – three-hour session)</i>	8/22/25	3	0	15
<i>Child Care Assistance Program Office Hours (One – one hour session)</i>	8/27/25	1	0	13
<i>Rhode Island Works (RIW) Office Hours (One – one-hour session)</i>	8/27/25	1	1	16
<i>Medicaid Refresher (Three full day sessions)</i>	8/28/25, 8/29/25 & 9/15/25	15	0	28
<i>New Hire Orientation (Two full-day sessions)</i>	9/2/25 & 9/4/25	10	6	0
<i>Supplemental Nutritional Assistant Program (SNAP) Office Hours (One one-hour session)</i>	9/3/25	1	1	14
<i>Digital Literacy (One full day session)</i>	9/5/25	5	1	4
<i>New Hire Interface Walkthrough (One one-and-half hour session)</i>	9/5/25	1.5	1	2
<i>RI Bridges Learning Series (Three full day sessions)</i>	9/8/25 thru 9/11/25	15	2	3
<i>Safety Training: NARCAN (Two one-hour sessions)</i>	9/10/25	2	0	4
<i>SNAP Policy Office Hours (One one-hour session)</i>	9/11/25	1	1	21
<i>Ex Parte Learning Series (Two full day sessions)</i>	9/11/25 & 9/12/25	10	0	12
<i>BENDEX Interface Walkthrough (One one-hour session)</i>	9/12/25	1	5	11
	<b>Totals</b>	<b>136.5</b>	<b>22*</b>	<b>171*</b>
<b>Note: the asterisk number includes projected attendance to trainings that have been scheduled, and staff are registered to attend</b>				

	Self-Directed Learning: Learning Management System: Active		
	Course Title	# of staff Enrolled	# of staff Completed
	Civil Rights Annual Training 2025	471	307

<p>Rhode Island Learning Center Trainings (These trainings are self-directed)</p> <p><b>* This number is duplicated. Our participants are enrolled in various trainings.</b></p>	EBT Card Security Procedure 2025	462	286
	D-SNAP: Disaster SNAP 2025	454	308
	FTI-2025	516	431
	HIPAA, and Confidentiality 2025	513	405
	On Demand Interpreting for ASL <b>(NEW)</b>	429	19
	Voter Registration 2025	485	361
	CCAP Program Policy Refresher	359	304
	Claims Collection Recovery Unit	347	212
	Clerical SNAP Connect Knowledge Transfer	144	79
	Community Medicaid: Supplemental AVS Video	358	247
	Customer Relationship Management	160	100
	CSA Role Update Knowledge Transfer	148	106
	Domestic Violence 101	413	310
	Customer Portal Refresher – Part 1	452	327
	Customer Portal Refresher – Part 2	449	299
	Healthy Rhode Mobile App – Part 1	452	329
	Healthy Rhode Mobile App – Part 2	449	316
	Asset Verification System	336	213
	Interfaces: The Work Number Knowledge Transfer	370	220
	Medicaid Refresher: MEQC CAP_2025 <b>(NEW)</b>	90	31
	OCSS: Child Support Refresher Process	360	270
	Knowledge Transfer: March 2025 – Release 7.49	399	299
	Knowledge Transfer: April 2025 – Release 7.49.1	398	280
	Knowledge Transfer: June 2025 - Release 7.79.2 & 7.50	394	234
	Knowledge Transfer: July & August 2025 <b>(NEW)</b>	388	229
	RI Bridges: Case Maintenance	453	320
	RI Bridges: Case Notes Refresher	461	304
	RI Bridges: Pre-Authorization Case Review - ET	275	236
	RI Bridges: Pre-Authorization Case Review - Sup	77	62
	RI Bridges: Scheduling Refresher	479	346
	RI Bridges: Visit Record	529	337
	SNAP: Waivers & SNAP Interview Requirements	336	285
	SNAP: Income Accuracy – Part 1; Prospective Budgeting	343	233
	SNAP: Eligibility Determination	236	178
	SNAP: ABAWD Knowledge Transfer	386	254
	SNAP: ABAWD Refresher	376	291
	SNAP: ESAP	450	322
	Customer Relations	50	35
	Performance Feedback for Supervisors	71	47
	Time Management	61	42
	VCC: Knowledge Transfer	338	269
	VCC: LTSS Telephonic Signature	100	62
	VCC: Telephonic Signature	366	265
	VCC: Call Back Functionality	157	128
	VCC: SNAP Connect	344	241
	<b>Totals</b>	<b>15,684*</b>	<b>10,779*</b>

Self-Directed Learning: Learning Management System: Active			
<p>Inactive/retired courses</p> <p><b>* This number is duplicated. Our participants are enrolled in various trainings.</b></p>	Sept. 22 Knowledge Transfer 7.40 <b>(retired)</b>	471	226
	Sept. 22 Knowledge Transfer 7.41 <b>(retired)</b>	460	222
	Nov. 22 Knowledge Transfer <b>(retired)</b>	391	185
	Dec. 22 Knowledge Transfer <b>(retired)</b>	387	204
	March 2023 Knowledge Transfer <b>(retired)</b>	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
	<b>Totals</b>	<b>14,400*</b>	<b>8,863*</b>

## Training Descriptions

**Supplemental Nutrition Assistance Program (SNAP) Learning Series:** The SNAP Learning Series provides participants with an introduction to SNAP policy and RIBridges screens relating to SNAP. Participants must attend all nine sessions to get the full scope of the knowledge and skills offered. The last day of training is a SNAP Learning Lab, where participants apply learning concepts and practice processing actual SNAP cases in an RIBridges production environment.

**Long Term Services and Supports (LTSS) ET Learning Series:** The LTSS Learning Series provides participants with an introduction and breakdown of the LTSS program within RIBridges. Participants must attend all sessions in this five-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.

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

**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 maintain effective and respectful communication with customers who are Deaf, Deafblind, or Hard of Hearing.

**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.

**Rhode Island Works (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.

**Medicaid Refresher:** The Medicaid Refresher Learning Session targets areas of need identified in the Medicaid Eligibility Quality Control (MEQC) audit. The session is designed to reinforce Medicaid processing techniques and best practices while strengthening knowledge of policy and standard operating procedures in alignment with the Medicaid Corrective Action Plan (CAP). The Medicaid Refresher provides an opportunity to apply skills learned in a structured learning lab, which is included as part of the training and led by operations during each session.

**New Hire Orientation:** The goal of this 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.

**Supplemental Nutrition Assistance Program (SNAP) Office Hours:** SNAP Office Hours provide an open forum for staff to ask general system and policy questions related to SNAP cases. Staff are encouraged to attend SNAP training to improve their knowledge and proficiency around SNAP.

**Digital Literacy:** This session provides an overview on the use of Microsoft Excel and Outlook. It is intended to help staff navigate and make better use of the features within these important tools, which also help them become more efficient in their day-to-day responsibilities.

**RI Bridges Basics Learning Series:** The Rhode Island Department of Human Services (DHS) utilizes the Integrated Eligibility System (IES), also known as RIBridges, to determine eligibility for health and human service benefit programs. This course provides an overview of the basic functionality and business processes within the RIBridges system.

**Safety Training: NARCAN:** This training teaches staff how to deliver Narcan in the case of an opioid overdose. The training is supported by a PowerPoint presentation.

**Supplemental Nutrition Assistance Program (SNAP) Policy Refresher Office Hours:** This session provides information about upcoming SNAP changes and provides staff with an open forum to discuss general policy questions related to SNAP.

**Ex Parte Learning Series:** The Ex Parte Virtual Learning Series provides participants with an overview of Ex Parte policy and the Integrated Eligibility System (IES), specifically in regards to instances when an individual faces possible closure to their current Medicaid. Through the series, participants also learn about different forms of Medicaid that could potentially be accessed through special circumstance questions.

**New Hire Interface Walkthrough:** During this session, staff review and gain a deeper understanding of data from the New Hire Interface, which is a valuable tool that can be used to cross-check and verify information.

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

## PENDING NEW APPLICATIONS

DHS continues to prioritize the efficient processing of applications through improvements to technology, processes, and communications, with the goal of reducing any application backlog across all programs.

As of September 10, 2025, the number of overdue applications awaiting state action is 1,441, reflecting a stable caseload. 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.

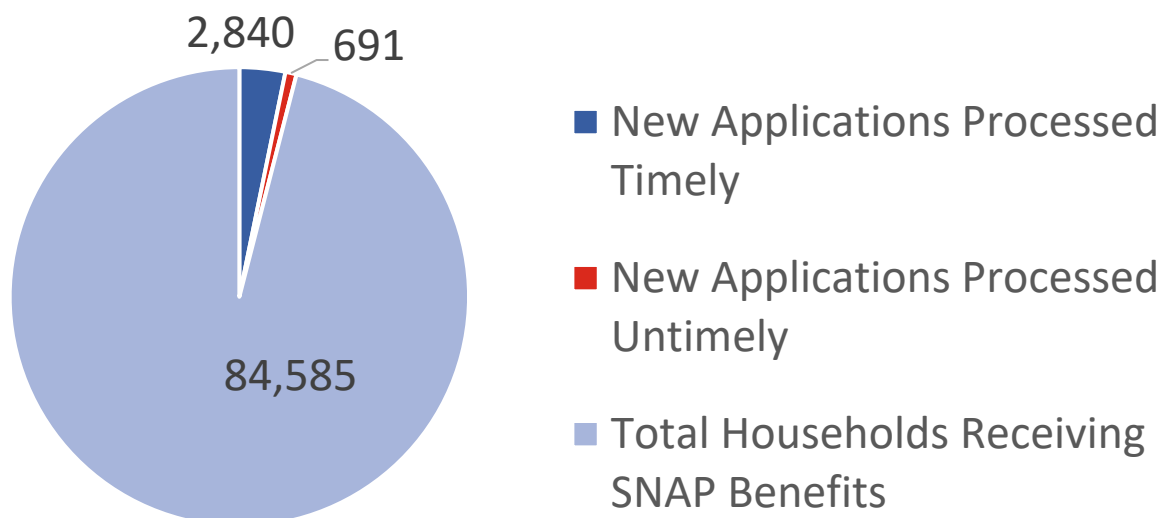
For more details on SNAP Connect, please visit: [dhs.ri.gov/SNAPconnect](https://dhs.ri.gov/SNAPconnect)

	Not Overdue			Overdue			Total
	Client	State	Total	Client	State	Total	Grand Total
<b>SNAP Expedited</b>	158	158	316	150	143	293	609
<b>SNAP Non-Expedited</b>	407	290	697	94	53	147	844
<b>CCAP</b>	46	146	192	14	62	76	268
<b>GPA - Burial</b>	0	23	23	0	1	1	24
<b>SSP</b>	0	30	30	0	0	0	30
<b>GPA</b>	33	66	99	4	1	5	104
<b>RIW</b>	175	64	239	25	25	50	289
<b>Undetermined Medical</b>	35	307	342	61	369	430	772
<b>Medicaid - MAGI</b>	28	16	44	46	71	117	161
<b>Medicare Premium Payments</b>	9	156	165	9	141	150	315
<b>Medicaid Complex</b>	7	311	318	12	413	425	743
<b>LTSS</b>	19	248	267	5	162	167	434
<b>Grand Total</b>	917	1,815	2,732	420	1,441	1,861	4,593

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

## SNAP TIMELINESS

In August 2025, there were 84,585 households that received benefits. For new SNAP applications in August, approximately 80% (2,840) were processed timely. Approximately 20% (691) 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.





## SNAP OVERPAYMENT RECOVERY

DHS has resumed the collection of SNAP overpayments due to Inadvertent Household Error (IHE), Agency Error (AE), and Intentional Program Violations (IPV). While collections are part of a process that had been paused since 2017, DHS has been directed by the USDA Food and Nutrition Service to resume collections in instances of overpayments that would, if left unaddressed, lead to higher payment error rates for the agency.

- Initial notices are scheduled to be sent mid-September 2025.
- Demand notices will explain the reason for the overpayment, repayment options, and appeal rights.
- Most collections will date back to September 2023.

DHS understands this process will be new for certain households and will emphasize fairness, accuracy, and rights protections. Updates on the status of this effort will be provided in this monthly report moving forward.

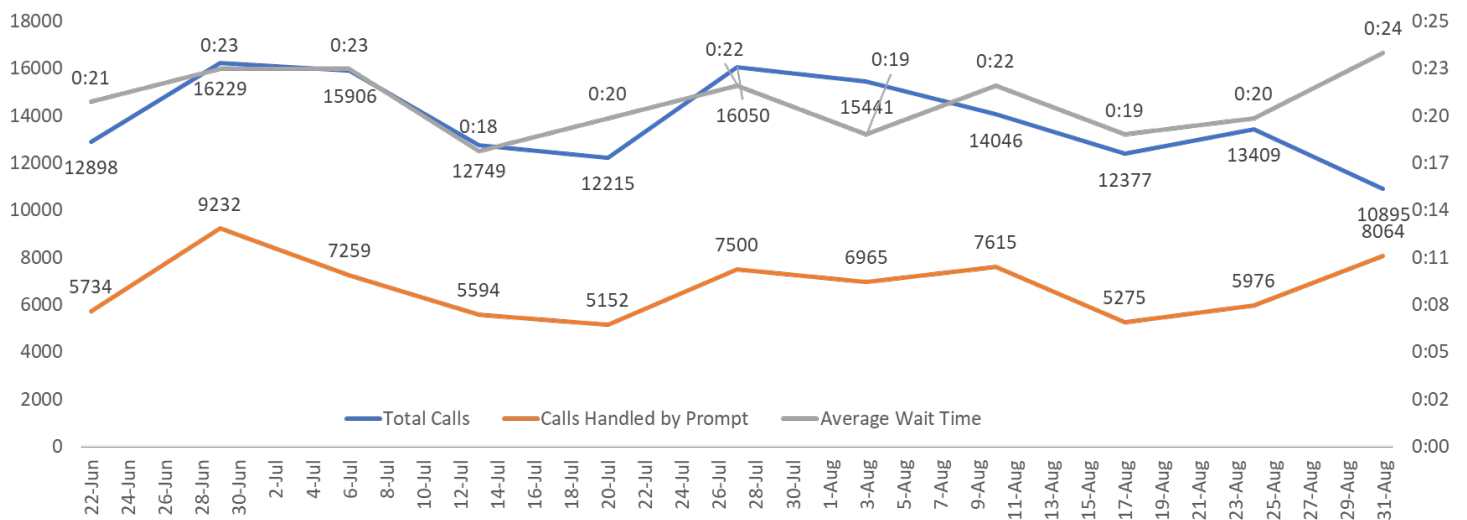
## CALL CENTER

The volume and duration of calls for the weeks beginning July 27 through August 31, 2025, resulted in an approximate wait time of **22 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 remains limited to Pawtucket, Warwick, and Woonsocket residents only. DHS is closely monitoring the pilot and any impacts to Call Center volume to refine the operational model before it is expanded to other cities and towns.

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 August 29 with 23,228 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 September 15, 2025.

Batch	Date Issued	# of Providers	Amount after Union/PAC removed
5	8/5/2025	509	\$2,867,371.50
5A	8/7/2025	18	\$237,139.01
5B	8/14/2025	34	\$120,726.41
6	8/19/2025	505	\$2,735,532.09
6A	8/21/2025	18	\$132,271.43
6B	8/28/2025	36	\$154,530.07

	Providers	Payments
Total Batch (5, 5A, & 5B)	561	\$3,225,286.92
Off-Cycle (5A & 5B)	52	\$357,915.42
Providers off-cycle/total	10.22%	
Payments off-cycle/total	12.48%	

	Providers	Payments
Total Batch (6, 6A, & 6B)	559	\$3,022,333.59
Off-Cycle (1A & 1B)	54	\$286,801.50
Providers off-cycle/total	10.69%	
Payments off-cycle/total	10.48%	

## 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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