



State of Rhode Island and Providence Plantations
Rhode Island Department of Human Services
Office of the Director

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April 28, 2017

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Mr. Marc Cohan
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RE: RI Department of Human Services' March 2017 SNAP Timeliness Report
Gemmell, et al. v. Beane (CA No.: 16-00650)

Dear Counselors:

Please find enclosed data pursuant to the settlement in the previously agreed upon excel template for March 2017. This excel shows information for any SNAP application with an eligibility determination in March 2017, to the best of our ability. Data was pulled from RI Bridges on April 20, 2017.

As has been previously reported, the State has been working with Deloitte to improve and refine its data. The data included here has been reviewed and reflects the best available information at this time. Data is subject to change as improvements are made to the system. Please note that the data reflected in the enclosed spreadsheet is for reporting purposes within Gemmell v. Beane and as agreed upon by the parties. The Rhode Island Department of Human Services' Supplemental Nutrition Assistance Program Quality Control Review is completed utilizing the regulations reflected in 7 CFR 275.10 through 275.14. Given this sampling methodology for timeliness rates, it is predictable that this report, inclusive of all cases, will differ from the FNS sampling report for the same period when that is ultimately calculated.

The March 2017 submission is largely reflective of the state's ongoing effort to resolve the pending backlog of applications from prior months. As a result of the backlog pending when March began, this March 2017 submission shows a SNAP expedited Timeliness Rate of 58%. It also shows a SNAP regular timeliness rate of 55%. We do however see internal signs of

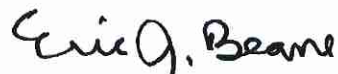
Improvement in our timeliness that will not be reflected in the overall timeliness rate reported here. For example, 85% of SNAP expedited application **received in the month of March** got an eligibility determination in under 7 days. In other words, of the 1488 Rhode Islanders who applied for expedited benefits in March, 1258 of them received their determination within a week. This is strong evidence that as the backlog is resolved the state is better positioned to meet performance targets under the Settlement Agreement when able to process only those cases received in the month being reported.

In light of the backlog, unfortunately the low overall processing timeliness reported in the March report is not unexpected. As the backlog is not yet fully resolved, we similarly expect lower timeliness rates than those set for the April 2017 submission. However improvement is also both predictable and expected. Given the size of the SNAP backlog at the beginning of March, the State needed to work these overdue applications down before achieving strong overall timeliness targets. As has been previously reported, the State successfully began to reduce the backlog, including a reduction of almost 600 expedited applications in the month of March. This backlog reduction continues into April 2017.

The State continues to work with Deloitte to improve the system and fix defects impacting SNAP applications to strengthen even the 85% timeliness we are seeing for applications **received during the month of March**. These fixes are due to happen over the coming months, and should improve system stability and usability. Further, the state continues to improve its operating model to match the new Bridges system; these operational changes will also continue throughout the summer with the goal of improving customer service.

If you have any questions regarding these data, please do not hesitate to reach out to the State. We can schedule a conference call with our data leads if you have any questions regarding reporting format or particular fields and would value the opportunity to resolve any such questions prior to generating the April report so that we are all on the same page on the data.

Sincerely,



Eric J. Beane
Acting Director, RI Department of Human Services

Enclosure

cc: Kelly McElroy, Esq. and Katherine Sadeck, Esq. RI Attorney General's Office