



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

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Mr. Marc Cohan
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RE: RI Department of Human Services' April 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 April 2017. This excel spreadsheet shows information for any SNAP application with an eligibility determination in April 2017, to the best of our ability. Data was pulled from RIBridges on May 6, 2017.

As has been previously reported, the State has been working with Deloitte to improve and refine its data. As such, the data is subject to change as improvements are made to the system. 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 April 2017 submission is largely reflective of the State's ongoing effort to resolve pending backlog of applications from prior months, and as a result, have significantly reduced the expedited applications backlog by 63 percent and the regular applications backlog by 67 percent

in the last two months. A majority of the remaining backlog is waiting on client action and eligibility cannot yet be determined.

Tackling the backlog of previous months has caused the State's overall SNAP expedited Timeliness Rate to be 58 percent. The overall SNAP regular Timeliness Rate is 55 percent.

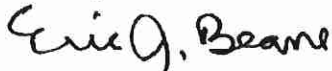
Without the previous months of backlog, the timeliness of SNAP expedited and regular applications **received during the month of April is 87 and 85 percent**, respectively. These are two signs of significant improvement and the Department's continued effort to improve service to applicants.

The backlog continues to be a priority and until it is fully resolved, we expect the overall processing timeliness rates to be lower than those set for the May submission. The State also continues its work with Deloitte to fix defects impacting SNAP applications. In addition, we have operational changes to better align us with the new Bridges system that will occur throughout the summer.

All should improve system stability, usability and customer service.

If you have any questions regarding the data, please do not hesitate to reach out to the State.

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