Rhode Island Works (RIW)

- Please explain the performance payment structure.

  Answer: Providers receive performance payments for customers who are employed six months after their enrollment date with the contractor and for customers who are earning more than $4,000 in the 5th quarter after their quarter of enrollment.

  Depending on the provider's terms of their contract and budget, performance payments for six months can be $350, $500, or $750 and for the 5th quarter after enrollment payments can be $500 or $1,000.

- Is the amount of Maintenance of Effort (MOE) required impacted by meeting the Work Participation Rates (WPR)?

  Answer: A state's ability to meet its WPR impacts the amount of MOE it must spend. Instead of requiring 80% of the state's spending in FY 1994, the requirement is reduced to 75%. For RI, 75% would equal $60.4 million versus $64.4 million at 80%. As stated during testimony, WPR penalties are assessed as a reduction on future annual grant awards.

- Please provide an updated table of TANF block grant balances that includes any expected allocation related to Executive Order 25-02 regarding assistance to SNAP-eligible households.

  Answer: The chart outlining the TANF block grant spending forecast has been updated below. Revisions include $6 million in projected spending this fiscal year to support SNAP-eligible households due to the disruption in November monthly benefits as a result of the federal government shutdown. In order to support this increase, contract spending forecasts beginning in FY28 have been adjusted. Written, resubmitted testimony has also been revised to incorporate this update.

Fiscal Year	Awarded	Expensed	Planned Expenses	Cumulative Carry Forward
SFY 2020	$94,294,105	$ 85,644,437	$ -	$ 15,800,878
SFY 2021	$94,608,671	$ 69,204,618	$ -	$ 41,204,931
SFY 2022	$95,675,713	$ 60,891,460	$ -	$ 75,989,184
SFY 2023	$94,708,016	$ 72,545,481	$ -	$ 98,151,719
SFY 2024	$93,842,484	$ 83,406,354	$ -	$ 108,587,849
SFY 2025	$94,708,016	$ 106,220,486	$ -	$ 97,075,379
SFY 2026	$94,700,000	$ 15,906,915	$ 112,917,436	$ 62,951,028
SFY 2027	$94,700,000	$ -	$ 128,645,418	$ 29,005,611
SFY 2028	$94,700,000	$ -	$ 108,999,226	$ 14,706,385
SFY 2029	$94,700,000	$ -	$ 108,999,226	$ 407,159

RI Department of Human Services
Responses to CEC November 2025 Follow-Up Questions

Child Care Assistance Program (CCAP)

- **Please correct and explain the enrollment-based payment cost forecasts for FY26 and FY27.**

  Answer: Enrollment-based payments made during the breach experienced, on average, a 7% increase. There were six batches during the breach at a cost of $1.4 million, not five as previously stated. The written testimony has been updated to reflect that correction.

  A 5.5% increase per batch was applied for both FY26 and FY27 costs for this change in payment practice for numerous reasons. DHS noticed that during the breach, providers were not disenrolling children as timely as required, so more children were paid than DHS expects to pay once this practice is policy. Additionally, the Department has added safeguards to RIBridges to ensure a provider isn't paid and is automatically dis-enrolled after four weeks of absences. This control prevents potential excess enrollment-based payments that could be caused by provider error. Finally, while the average increase seen during the breach was 7% per batch, the per-batch percentages varied greatly from as little as 3% to 11%.

  The correctly calculated enrollment-based payment increases were included in the overall cost estimates but were erroneously isolated in the charts. The charts have been updated within the written testimony and are also included below.

	FY2026	
	Average # of Children	Amount
Base	**6,582**	**$ 71,775,054**
Pilot Children Transition - Tuition Only	528	$2,385,204
Enrollment vs. Attendance	385	$1,151,422
Child Care for Child Care Workers	**630**	**$ 4,227,950**
	7,212	**$ 76,003,004**

	FY2027	
	Average # of Children	Amount
Base	**7,637**	**$ 79,735,216**
Pilot Children Transition - Tuition Only	582	$2,827,498
Enrollment vs. Attendance	447	$4,385,437
Child Care for Child Care Workers	**630**	**$ 3,159,052**
	8,267	**$ 82,894,268**

Call Center Handling Time and LTSS Backlogs and Timeliness

- **Please provide data on call center handling times and update the LTSS timeliness data.**

  Answer: The average processing time for LTSS cases is 63 days. The current backlog for LTSS is driven primarily by:

  1. Complex LTSS Financial cases requiring review by a set of Skilled LTSS ETs and/or legal review by DHS/EOHHS attorneys.
     a. Mitigation: DHS has hired additional Financial Level 2 ETs and is finalizing targeted training to strengthen expertise and stabilize this workflow.

2. LTSS Home and Community Based Services (HCBS): DHS currently has a list of approved and active LTSS HCBS participants (not pending applications) awaiting assignment to approved Conflict Free Case Management (CFCM) agencies.
    a. Mitigation: Pending CFCM assignments, LTSS HCBS participants continue to receive support through Home Care Services, Personal Emergency Response Call system, Meals on Wheels, Transportation, Day Programs and other ancillary services and referrals as needed to ensure their ongoing health and safety in the community.

Please see average time callers are engaged with DHS staff by each major program:

Program / Queue	Total Handled	Weighted Avg Handle Time (min)
Triage (All Languages)	38,237	1.54
SNAP (All Languages)	6,802	19.8
SNAP Interviews	5,468	28.6
LTSS Triage Queue	2,248	9.2
SNAP Connect – Intake	2,047	28.9
Medical (All Languages)	1,866	24.9
SNAP Connect – Recert	1,833	29.7
SNAP App Req Agent VM Skill	1,726	1.34
MAGI (All Languages)	1,296	26.3
ECA Transfer	792	15
RIW (All Languages)	709	23.2
Child Care (All Languages)	585	26.4
Tech Help	359	6.5
GPA (All Languages)	316	12.8
LTSS Eligibility	265	15.2
LTSS Social Workers	160	17
SSP (All Languages)	124	12.4
Specialty	109	36.6
Pro Dialer SNAP Connect	1	0.13