

**VOLUME II: HEALTH AND HUMAN  
SERVICES**

**DEPARTMENT OF HUMAN SERVICES**

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## **Agency Summary**

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### **Department of Human Services**

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#### **Agency Mission**

Through the compassionate delivery of critical safety net and other supportive services, we are committed to ensuring that individuals and families in Rhode Island have access to the supports they need to achieve their goals.

#### **Agency Description**

The Department of Human Services (DHS) operates programs that assist Rhode Island residents who are in need of support. The programs and services are all designed to ensure individuals and families have the opportunity to thrive at home, work, and in the community; that children are safe, healthy, and ready to learn; our state's veterans are honored, employed, and receiving care; and older adults and individuals with disabilities are able to live a healthy, fulfilling life while maintaining their independence. These programs and services include redesigned and innovative programs, which provide quality and accessible health care, child care, supportive services, and options for working parents, as well as individuals and families. These services extend well beyond the vital financial support services historically provided to residents experiencing need. The Department strives to always provide high quality and efficient services to our providers and customers and continuously engages in business process redesign efforts for continuous improvement. Included in these efficiencies are enhancing the customer experience; reducing penalties for not meeting federally mandated guidelines; strengthening program integrity; and improving fraud prevention practices. Eligibility and access to many of the Department's benefits is provided through an integrated eligibility system, RIBridges. This integrated system allows the Department to determine eligibility across programs and allows customers to access their accounts through an online Customer Portal ([HealthyRhode.ri.gov](http://HealthyRhode.ri.gov)) and mobile app. The majority of the Department's budget is federally funded, allowing the state to enact statutes and regulations that utilize this funding to meet the needs of Rhode Island residents.

#### **Statutory History**

Title 40 Chapter 1 and Title 42 Chapter 12 of the Rhode Island General Laws established DHS.

# Budget

## Department of Human Services

	2022 Actuals	2023 Actuals	2024 Enacted Budget	2024 Revised Budget	2025 Recommended
<b>Expenditures by Program</b>					
Central Management	10,368,847	12,871,013	17,315,063	18,609,682	14,473,421
Child Support Enforcement	15,724,120	16,514,737	18,191,037	17,601,116	18,436,579
Individual and Family Support	218,361,423	187,399,218	185,902,347	202,459,508	179,048,782
Office of Veterans Services	40,795,047	41,766,020	49,855,837	48,037,123	52,173,754
Health Care Eligibility	17,232,856	15,714,410	27,645,904	32,710,210	27,456,677
Supplemental Security Income Program	17,421,916	16,565,007	17,095,200	16,613,000	16,521,000
Rhode Island Works/Child Care	74,099,948	84,321,748	98,142,400	93,966,964	96,620,520
Other Programs	476,678,323	469,727,122	381,151,667	373,524,583	363,892,424
Office of Healthy Aging	30,491,581	30,783,524	38,696,911	35,521,967	28,532,561
<b>Total Expenditures</b>	<b>901,174,061</b>	<b>875,662,799</b>	<b>833,996,366</b>	<b>839,044,153</b>	<b>797,155,718</b>
<b>Expenditures by Object</b>					
Salary and Benefits	102,775,851	106,303,238	127,532,384	121,057,951	122,669,794
Contract Professional Services	36,797,408	38,460,294	41,548,859	54,659,892	48,298,794
Operating Supplies and Expenses	33,894,066	35,257,834	41,222,371	43,980,143	42,163,272
Assistance and Grants	723,351,305	691,633,130	618,431,953	612,945,238	577,513,686
<b>Subtotal: Operating</b>	<b>896,818,630</b>	<b>871,654,496</b>	<b>828,735,567</b>	<b>832,643,224</b>	<b>790,645,546</b>
Capital Purchases and Equipment	1,232,683	612,780	2,181,326	2,998,530	6,313,370
Operating Transfers	3,122,748	3,395,523	3,079,473	3,402,399	196,802
<b>Subtotal: Other</b>	<b>4,355,431</b>	<b>4,008,303</b>	<b>5,260,799</b>	<b>6,400,929</b>	<b>6,510,172</b>
<b>Total Expenditures</b>	<b>901,174,061</b>	<b>875,662,799</b>	<b>833,996,366</b>	<b>839,044,153</b>	<b>797,155,718</b>
<b>Expenditures by Source of Funds</b>					
General Revenue	114,400,672	122,222,195	155,552,694	152,106,751	142,005,719
Federal Funds	777,034,861	744,049,154	666,947,828	673,679,194	646,350,116
Restricted Receipts	5,513,645	4,450,887	5,933,660	7,433,917	6,243,767
Operating Transfers From Other Funds	4,224,882	4,940,563	5,562,184	5,824,291	2,257,242
Other Funds	0	0	0	0	298,874
<b>Total Expenditures</b>	<b>901,174,061</b>	<b>875,662,799</b>	<b>833,996,366</b>	<b>839,044,153</b>	<b>797,155,718</b>
<b>FTE Authorization</b>	<b>1,047.0</b>	<b>1,067.0</b>	<b>1,070.0</b>	<b>1,070.0</b>	<b>1,079.0</b>

# Personnel Agency Summary

## Department of Human Services

	FY 2024		FY 2025	
	FTE	Cost	FTE	Cost
Classified	1,067.0	71,886,428	1,076.0	73,137,131
Unclassified	3.0	474,140	3.0	476,238
<b>Subtotal</b>	<b>1,070.0</b>	<b>72,360,568</b>	<b>1,079.0</b>	<b>73,613,369</b>
Transfer Out		(483,748)		(455,712)
Transfer In		457,185		498,981
Salaries Adjustment		0		(146,116)
Overtime		6,440,283		5,363,060
Seasonal/Special Salaries/Wages		1,032,988		1,035,788
Turnover		(6,433,738)		(6,234,938)
<b>Total Salaries</b>		<b>73,373,538</b>		<b>73,674,432</b>
<b>Benefits</b>				
Contract Stipends		908,798		459,893
FICA		5,112,191		5,235,300
Health Benefits		15,455,875		17,109,919
Holiday		576,476		626,483
Payroll Accrual		383,972		390,444
Retiree Health		2,980,077		2,661,657
Retirement		19,670,324		19,851,802
<b>Subtotal</b>		<b>45,087,713</b>		<b>46,335,498</b>
<b>Total Salaries and Benefits</b>	<b>1,070.0</b>	<b>118,461,251</b>	<b>1,079.0</b>	<b>120,009,930</b>
<b>Cost Per FTE Position</b>		<b>110,711</b>		<b>111,223</b>
Statewide Benefit Assessment		2,596,700		2,659,864
<b>Payroll Costs</b>	<b>1,070.0</b>	<b>121,057,951</b>	<b>1,079.0</b>	<b>122,669,794</b>
<b>Purchased Services</b>				
Buildings and Ground Maintenance		1,064,925		1,064,925
Clerical and Temporary Services		1,964,337		1,178,860
Information Technology		31,492,611		28,845,581
Legal Services		659,475		659,475
Management & Consultant Services		8,824,475		6,634,709
Medical Services		6,362,762		6,362,762
Other Contracts		3,749,176		3,347,607
Training and Educational Services		542,131		204,875
<b>Subtotal</b>		<b>54,659,892</b>		<b>48,298,794</b>
<b>Total Personnel</b>	<b>1,070.0</b>	<b>175,717,843</b>	<b>1,079.0</b>	<b>170,968,588</b>

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# Personnel Agency Summary

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## Department of Human Services

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	FY 2024		FY 2025	
	FTE	Cost	FTE	Cost
<b>Distribution by Source of Funds</b>				
General Revenue	960.0	76,835,304	969.0	76,892,685
Federal Funds	105.0	94,298,270	105.0	90,060,643
Restricted Receipts	5.0	4,584,269	5.0	4,015,260
<b>Total All Funds</b>	<b>1,070.0</b>	<b>175,717,843</b>	<b>1,079.0</b>	<b>170,968,588</b>

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## **Program Summary**

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### **Department of Human Services**

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#### **Central Management**

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##### **Mission**

To provide leadership, management, strategic planning, and central support for the department.

##### **Description**

Central Management supervises, coordinates, and monitors all Departmental functions: to assure efficient and effective use of state and federal resources for the purpose of providing services and supports to Rhode Island residents including those who are disabled, or older individuals, veterans, families and children; and, to support the achievement of the Department's mission. Organized through the Office of the Director, Central Management provides leadership, management, strategic planning, direction, and control of Departmental activities. A principal function is to serve as an intergovernmental liaison with the Governor's staff, other Department directors and agency heads, federal government representatives, state and federal legislators, local welfare directors, and national and local human service professionals and organizations. The core responsibilities of this program include the establishment and maintenance of community relations with consumers and service providers, and the provision of information to the general public. Additionally, all field operation activities are direct functions of Central Management, although the associated costs are budgeted in two programs: Individual and Family Support, and Health Care Quality, Financing and Purchasing. Central Management is responsible for the Electronic Benefits Transfer System (EBT), which electronically distributes cash assistance and SNAP benefits to customers. Other centralized functions include support for financial management, information systems, collections and fraud investigations, and contract management.

##### **Statutory History**

R.I. General Laws § 40-1 establishes that all functions, services, and duties of the Department of Human Services will be organized by the Director of the department.

# Budget

## Department of Human Services

### Central Management

<b>Expenditures by Sub Program</b>	<b>2022 Actuals</b>	<b>2023 Actuals</b>	<b>2024 Enacted Budget</b>	<b>2024 Revised Budget</b>	<b>2025 Recommended</b>
Operations	10,368,847	12,871,013	17,315,063	18,609,682	14,473,421
<b>Total Expenditures</b>	<b>10,368,847</b>	<b>12,871,013</b>	<b>17,315,063</b>	<b>18,609,682</b>	<b>14,473,421</b>
<b>Expenditures by Object</b>					
Salary and Benefits	910,086	361,430	1,141,175	1,132,088	1,100,488
Contract Professional Services	10,147	300	10,200	923,557	480
Operating Supplies and Expenses	60,629	113,776	596,688	723,377	855,453
Assistance and Grants	9,387,985	12,395,502	15,567,000	15,741,780	12,517,000
<b>Subtotal: Operating</b>	<b>10,368,847</b>	<b>12,871,008</b>	<b>17,315,063</b>	<b>18,520,802</b>	<b>14,473,421</b>
Capital Purchases and Equipment	0	4	0	88,880	0
<b>Subtotal: Other</b>	<b>0</b>	<b>4</b>	<b>0</b>	<b>88,880</b>	<b>0</b>
<b>Total Expenditures</b>	<b>10,368,847</b>	<b>12,871,013</b>	<b>17,315,063</b>	<b>18,609,682</b>	<b>14,473,421</b>
<b>Expenditures by Source of Funds</b>					
General Revenue	4,830,645	6,871,022	5,954,150	6,075,985	6,160,641
Federal Funds	5,538,202	5,818,365	11,060,913	11,121,740	8,012,780
Restricted Receipts	0	181,625	300,000	1,411,957	300,000
<b>Total Expenditures</b>	<b>10,368,847</b>	<b>12,871,013</b>	<b>17,315,063</b>	<b>18,609,682</b>	<b>14,473,421</b>

# Personnel

## Department of Human Services

### Central Management

		FY 2024		FY 2025	
		FTE	Cost	FTE	Cost
<b>Classified</b>					
ADMINISTRATIVE OFFICER	0124 A	2.0	128,612	2.0	128,612
ADMINISTRATOR- FAMILY AND ADULT SERVICES	0141 A	1.0	134,520	1.0	134,520
ADMINISTRATOR FAMILY AND CHILDREN'S SERVICES	0139 A	1.0	110,980	1.0	110,980
ADMINISTRATOR, FINANCIAL MANAGEMENT	0137 A	1.0	109,018	1.0	109,018
ASSISTANT ADMINISTRATOR (ASSISTANCE PAYMENTS)	0A35 A	1.0	120,549	1.0	120,549
ASSISTANT ADMINISTRATOR COMMUNITY AND PLANNING SERVICES	0135 A	3.0	283,364	3.0	287,692
ASSISTANT ADMINISTRATOR- FINANCIAL MANAGEMENT	0A34 A	1.0	90,610	1.0	93,977
ASSISTANT BUSINESS MANAGEMENT OFFICER	0319 A	1.0	48,776	1.0	49,852
ASSISTANT DIRECTOR FINANCIAL AND CONTRACT MANAGEMENT	0141 A	2.0	260,056	2.0	260,056
ASSISTANT DIRECTOR FOR ADMINISTRATIVE SERVICES	0143 A	1.0	119,338	1.0	125,050
ASSOCIATE DIRECTOR (DHS) DIV OF MANAGEMENT SERVICES	0146 A	2.0	313,771	2.0	320,722
ASSOCIATE DIRECTOR (DHS) PROGRAM OPERATIONS	0143 A	1.0	133,594	1.0	133,594
CHIEF HUMAN SERVICES BUSINESS OFFICER	0A33 A	2.0	188,687	2.0	191,912
CHIEF PROGRAM DEVELOPMENT	0134 A	1.0	85,710	1.0	89,161
CHIEF PUBLIC AFFAIRS OFFICER	0137 A	1.0	96,231	0.0	0
COMMUNITY RELATIONS LIAISON OFFICER	0132 A	1.0	86,161	1.0	86,161
COMMUNITY RELATIONS LIAISON OFFICER	AB32 A	1.0	80,800	1.0	84,648
CUSTOMER SERVICE AIDE (DHS)	0310 A	1.0	42,189	1.0	42,189
DATA ANALYST I	0134 A	3.0	258,742	3.0	270,072
DATA CONTROL CLERK	0315 A	1.0	47,174	1.0	47,174
DEPUTY DIRECTOR DEPARTMENT OF HUMAN SERVICES	0148 A	1.0	128,810	1.0	150,093
HUMAN SERVICES BUSINESS OFFICER	0A22 A	3.0	171,408	3.0	177,264
HUMAN SERVICES POLICY AND SYSTEMS SPECIALIST	0A24 A	1.0	74,914	1.0	74,914
IMPLEMENTATION AIDE	0122 A	2.0	113,638	2.0	115,978
INTERDEPARTMENTAL PROJECT MANAGER	0139 A	5.0	545,916	5.0	556,478
OFFICE MANAGER	0123 A	1.0	53,790	1.0	55,373
PRINCIPAL HUMAN SERVICES BUSINESS OFFICER	0A28 A	2.0	144,485	2.0	149,797
PRINCIPAL HUMAN SERVICES POLICY AND SYSTEMS SPECIALIST	0A30 A	1.0	99,684	1.0	99,684
PRODUCTIVITY PROJECT DIRECTOR	0134 A	2.0	176,656	2.0	179,750
PROGRAMMING SERVICES OFFICER	0131 A	2.0	148,449	2.0	151,247



# Personnel

## Department of Human Services

### Central Management

		FY 2024		FY 2025	
		FTE	Cost	FTE	Cost
<b>Classified</b>					
SENIOR ECONOMIC AND POLICY ANALYST	0134 A	1.0	93,096	1.0	93,096
<b>Subtotal Classified</b>		<b>49.0</b>	<b>4,489,728</b>	<b>48.0</b>	<b>4,489,613</b>
<b>Unclassified</b>					
DIRECTOR- DEPARTMENT OF HUMAN SERVICES	0949KF	1.0	180,042	1.0	180,042
<b>Subtotal Unclassified</b>		<b>1.0</b>	<b>180,042</b>	<b>1.0</b>	<b>180,042</b>
<b>Subtotal</b>		<b>50.0</b>	<b>4,669,770</b>	<b>49.0</b>	<b>4,669,655</b>
Transfer Out			(4,030,749)		(4,045,210)
Transfer In			241,027		245,083
Salaries Adjustment			0		(99,052)
Turnover			(194,724)		(107,453)
<b>Total Salaries</b>			<b>685,324</b>		<b>663,023</b>
<b>Benefits</b>					
Contract Stipends			360		2,535
FICA			51,686		50,418
Health Benefits			127,372		130,001
Payroll Accrual			4,004		3,873
Retiree Health			30,976		26,278
Retirement			205,296		198,014
<b>Subtotal</b>			<b>419,694</b>		<b>411,119</b>
<b>Total Salaries and Benefits</b>		<b>50.0</b>	<b>1,105,018</b>	<b>49.0</b>	<b>1,074,142</b>
<b>Cost Per FTE Position</b>			<b>22,100</b>		<b>21,921</b>
Statewide Benefit Assessment			27,070		26,346
<b>Payroll Costs</b>		<b>50.0</b>	<b>1,132,088</b>	<b>49.0</b>	<b>1,100,488</b>
<b>Purchased Services</b>					
Clerical and Temporary Services			923,077		0
Information Technology			480		480
<b>Subtotal</b>			<b>923,557</b>		<b>480</b>
<b>Total Personnel</b>		<b>50.0</b>	<b>2,055,645</b>	<b>49.0</b>	<b>1,100,968</b>
<b>Distribution by Source of Funds</b>					
General Revenue		48.0	947,883	47.0	900,593
Federal Funds		2.0	184,685	2.0	200,375
Restricted Receipts		0.0	923,077	0.0	0
<b>Total All Funds</b>		<b>50.0</b>	<b>2,055,645</b>	<b>49.0</b>	<b>1,100,968</b>

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## Performance Measures

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### Department of Human Services

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#### Central Management

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##### Staff Attending Learning Management System Courses

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The Learning Management System (LMS) integration creates a view into the LMS platform from the RIBridges that allows workers to see which trainings they need to be complete. The LMS is a software application that enables agencies to deliver virtual training courses directly to the learner. DHS offers a core set of trainings to build staff competencies and skills throughout the year. The figures below represent the percent of DHS employees that completed their registered LMS courses. These courses have an expiration date and this measure is capturing the participation rate. [Note: This performance measure was established in FY 2023 and historical targets and actuals are not available.]

*Frequency: Annual*

*Reporting Period: State Fiscal Year*

	2021	2022	2023	2024	2025
<b>Target</b>	--	--	--	60%	65%
<b>Actual</b>	--	--	54%	--	--

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##### Number of Courses Available to Staff within the LMS

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DHS intends to utilize the LMS more by increasing the number of self-directed courses and encourage staff to visit it as a place to sharpen their knowledge, skills and abilities through short, self-learning courses. The figures below represent the number of courses available to staff within the LMS. [Note: This performance measure was established in FY 2023 and historical targets and actuals are not available.]

*Frequency: Annual*

*Reporting Period: State Fiscal Year*

	2021	2022	2023	2024	2025
<b>Target</b>	--	--	--	40	44
<b>Actual</b>	--	--	34	--	--

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# **Program Summary**

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## **Department of Human Services**

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### **Child Support Enforcement**

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#### **Mission**

Child Support Enforcement was established to strengthen families by securing parental financial support and to reduce welfare dependency by ensuring both parents have the tools available to financially and emotionally support their children.

#### **Description**

The Office of Child Support Services (OCSS) was established to strengthen families by securing parental financial support and to reduce welfare dependency by ensuring both parents have the tools available to financially and emotionally support their children. The concern for the wellbeing of children who live with only one parent and the desire to promote self-sufficiency for these single-parent families prompted both the state and federal governments to establish child support programs nationwide. The federal government mandates that the Child Support program perform specific services for families who receive (a) public assistance under the State's Rhode Island Works Program; (b) medical benefits under the Medicaid Program (MA); and (c) intervention services from the Department for Children, Youth and Families (DCYF) under the Foster Care Program (IV-E). The services provided include: locating noncustodial parents, establishing paternity, establishing child support and medical orders, and enforcing these orders both administratively and judicially when non-custodial parents fail to follow through on their obligations.

#### **Statutory History**

R.I. General Laws § 15-11.1 outlines the duties and responsibilities of the Child Support Enforcement Program. RIGL § 42-12-28 effectuates the transfer of the program from the Department of Administration.

# Budget

## Department of Human Services

### Child Support Enforcement

<b>Expenditures by Sub Program</b>	<b>2022 Actuals</b>	<b>2023 Actuals</b>	<b>2024 Enacted Budget</b>	<b>2024 Revised Budget</b>	<b>2025 Recommended</b>
Child Support Enforcement	15,724,120	16,514,737	18,191,037	17,601,116	18,436,579
<b>Total Expenditures</b>	<b>15,724,120</b>	<b>16,514,737</b>	<b>18,191,037</b>	<b>17,601,116</b>	<b>18,436,579</b>
<b>Expenditures by Object</b>					
Salary and Benefits	6,217,979	6,822,641	7,286,748	7,332,825	7,347,876
Contract Professional Services	7,945,227	8,056,801	9,246,367	8,407,422	9,240,756
Operating Supplies and Expenses	1,550,914	1,630,032	1,657,922	1,860,869	1,847,947
<b>Subtotal: Operating</b>	<b>15,714,120</b>	<b>16,509,473</b>	<b>18,191,037</b>	<b>17,601,116</b>	<b>18,436,579</b>
Capital Purchases and Equipment	10,000	5,264	0	0	0
<b>Subtotal: Other</b>	<b>10,000</b>	<b>5,264</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Total Expenditures</b>	<b>15,724,120</b>	<b>16,514,737</b>	<b>18,191,037</b>	<b>17,601,116</b>	<b>18,436,579</b>
<b>Expenditures by Source of Funds</b>					
General Revenue	3,418,064	3,988,154	4,541,800	4,338,071	4,624,506
Federal Funds	8,463,926	8,854,539	10,035,378	9,439,186	9,988,214
Restricted Receipts	3,842,129	3,672,044	3,613,859	3,823,859	3,823,859
<b>Total Expenditures</b>	<b>15,724,120</b>	<b>16,514,737</b>	<b>18,191,037</b>	<b>17,601,116</b>	<b>18,436,579</b>

# Personnel

## Department of Human Services

### Child Support Enforcement

		FY 2024		FY 2025	
		FTE	Cost	FTE	Cost
<b>Classified</b>					
ACCOUNTANT	0320 A	1.0	51,676	1.0	53,282
ADMINISTRATOR- FAMILY AND ADULT SERVICES	0141 A	1.0	122,290	1.0	122,290
ASSISTANT ADMINISTRATOR (ASSISTANCE PAYMENTS)	0A35 A	2.0	252,660	2.0	252,660
ASSISTANT ADMINISTRATOR- FINANCIAL MANAGEMENT	0134 A	1.0	93,096	1.0	93,096
ASSOCIATE DIRECTOR- REVENUE SERVICES (CHILD SUPPORT)	0144 A	1.0	159,928	1.0	163,623
CHIEF CASE WORK SUPERVISOR	0A34 A	3.0	318,503	3.0	318,503
CHILD SUPPORT ENFORCEMENT AGENT I	0320 A	15.0	806,053	15.0	815,562
CHILD SUPPORT ENFORCEMENT AGENT II	0322 A	19.0	1,143,869	19.0	1,152,043
CHILD SUPPORT ENFORCEMENT AGENT III	0326 A	6.0	423,549	6.0	423,549
COMMUNITY PROGRAM LIAISON WORKER	0319 A	1.0	52,717	1.0	52,717
CUSTOMER SERVICE AIDE (DHS)	0310 A	1.0	42,190	1.0	42,190
DATA CONTROL CLERK	0315 A	1.0	56,609	1.0	56,609
HUMAN SERVICES POLICY AND SYSTEMS SPECIALIST	0A24 A	2.0	142,287	2.0	144,634
PRINCIPAL HUMAN SERVICES BUSINESS OFFICER	0A28 A	1.0	83,887	1.0	83,887
PRINCIPAL HUMAN SERVICES POLICY AND SYSTEMS SPECIALIST	0A30 A	1.0	90,690	1.0	90,690
SENIOR HUMAN SERVICES BUSINESS OFFICER	0A25 A	1.0	76,631	1.0	80,337
SENIOR WORD PROCESSING TYPIST	0312 A	4.0	176,352	4.0	176,352
<b>Subtotal Classified</b>		<b>61.0</b>	<b>4,092,987</b>	<b>61.0</b>	<b>4,122,024</b>
<b>Subtotal</b>		<b>61.0</b>	<b>4,092,987</b>	<b>61.0</b>	<b>4,122,024</b>
Salaries Adjustment			0		3,738
Overtime			177,390		177,390
Seasonal/Special Salaries/Wages			0		2,800
Turnover			(19,184)		(78,851)
<b>Total Salaries</b>			<b>4,251,193</b>		<b>4,227,101</b>
<b>Benefits</b>					
Contract Stipends			281,876		281,876
FICA			311,644		309,941
Health Benefits			901,699		989,687
Payroll Accrual			23,799		23,545
Retiree Health			184,137		159,880
Retirement			1,217,561		1,195,555
<b>Subtotal</b>			<b>2,920,716</b>		<b>2,960,484</b>

# Personnel

## Department of Human Services

### Child Support Enforcement

	FY 2024		FY 2025	
	FTE	Cost	FTE	Cost
<b>Total Salaries and Benefits</b>	<b>61.0</b>	<b>7,171,909</b>	<b>61.0</b>	<b>7,187,585</b>
<b>Cost Per FTE Position</b>		<b>117,572</b>		<b>117,829</b>
Statewide Benefit Assessment		160,916		160,291
<b>Payroll Costs</b>	<b>61.0</b>	<b>7,332,825</b>	<b>61.0</b>	<b>7,347,876</b>
<b>Purchased Services</b>				
Clerical and Temporary Services		2,210		2,210
Information Technology		3,474,357		4,307,691
Legal Services		649,475		649,475
Management & Consultant Services		4,012,979		4,012,979
Medical Services		20,800		20,800
Other Contracts		247,601		247,601
<b>Subtotal</b>		<b>8,407,422</b>		<b>9,240,756</b>
<b>Total Personnel</b>	<b>61.0</b>	<b>15,740,247</b>	<b>61.0</b>	<b>16,588,632</b>
<b>Distribution by Source of Funds</b>				
General Revenue	61.0	3,779,130	61.0	4,062,626
Federal Funds	0.0	8,427,201	0.0	8,992,090
Restricted Receipts	0.0	3,533,916	0.0	3,533,916
<b>Total All Funds</b>	<b>61.0</b>	<b>15,740,247</b>	<b>61.0</b>	<b>16,588,632</b>

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## Performance Measures

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### Department of Human Services

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### Child Support Enforcement

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#### Child Support Distributions

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The Office of Child Support Services collects money and distributes portions of support for assistance reimbursement and medical support to the custodial parent. The figures below represent the total child support collected to benefit families. [Note: This performance measure was established in FY 2023 and historical targets are not available.]

*Frequency: Annual*

*Reporting Period: State Fiscal Year*

	2021	2022	2023	2024	2025
<b>Target</b>	--	--	\$67,000,000	\$70,000,000	\$70,000,000
<b>Actual</b>	\$77,567,893	\$71,982,113	\$71,218,713	--	--

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## **Program Summary**

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### **Department of Human Services**

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### **Individual and Family Support**

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#### **Mission**

To provide assistance and supports so that clients are able to transition to self-sufficiency.

#### **Description**

The Individual and Family Support (IFS) Program provides policy and program development, management, monitoring and evaluation, systems development, and financial administration for the full scope of social service programs administered by the Department of Human Services. The Individual and Family Support Program is responsible for ensuring that the services affecting all populations are provided in accordance with state and federal mandates.

The IFS program is bifurcated into two distinct entities: the Division of Economic Support and the Office of Rehabilitation Services (ORS). The Division of Economic Support has the responsibility for the operational planning, direction, coordination, and implementation of programs such as Rhode Island Works (RIW), the Child Care Assistance Program, General Public Assistance, the Supplemental Nutrition Assistance Program (SNAP), the Low-Income Home Energy Assistance Program (LIHEAP), and the Supplemental Security Income program (SSI). Funding for the Social Services Block Grant (Title XX), the Head Start Collaboration Grant, the Refugee Assistance Program, and special financing for victims of domestic violence is budgeted within, and administered by, the IFS program. The Child Care Assistance Program (CCAP) is available to eligible families who meet income guidelines and are working a minimum of 20 hours per week at or above Rhode Island's minimum wage. CCAP is also available to families participating in training, apprenticeship, internship, on-the-job training, work experience, or work immersion sponsored by the Governor's Workforce Board, who need child care to take part in these job readiness/training opportunities. CCAP is also available for those participating in the RI Works program, and pregnant or parenting teens participating in the Teen and Family Development program. Since November 2019, thousands of children were served by over 800 providers. The Office of Rehabilitation Services (ORS), housed within the Individual and Family Support Program (IFS), provides vocational rehabilitative services to individuals with disabilities seeking to enter or re-enter the workforce and attain competitive and career-oriented employment. Under the auspices of the Rehabilitation Act of 1973 and RIGL 40-12, ORS supplies this population with a broad range of vocational supports including evaluation and assessment, counseling, career development, and job placement. ORS administers the Services for the Blind and Visually Impaired (SBVI) program and the Disability Determination Services Unit (RIDDS). ORS also developed and administers the State Plan for Assistive Technology.

#### **Statutory History**

R.I. General Laws § 40-5.2 establishes the Rhode Island Works Program. The Personal Responsibility and Work Opportunity Reconciliation Act of 1996 (PRWORA) replaces Title IV-A of the Federal Social Security Act. RIGL § Title 42-12 establishes the Vocational Rehabilitation Program.



# Budget

## Department of Human Services

### Individual and Family Support

Expenditures by Sub Program	2022 Actuals	2023 Actuals	2024 Enacted Budget	2024 Revised Budget	2025 Recommended
Child Care	83,645,356	22,226,676	28,379,092	35,978,847	13,773,225
General Public Assistance	705,305	231,181	500,982	91,079	39,448
LIHEAP and Weatherization	34,812,708	52,410,761	32,796,406	37,451,163	36,464,001
Office of Rehabilitation Services	26,430,325	28,214,343	32,306,998	32,520,785	32,745,872
Operations	7,919,395	9,636,624	13,810,226	12,859,548	10,153,523
Refugee Assistance	495,525	1,368,391	2,251,000	4,501,393	4,507,271
Social Services Block Grant	1,341,935	2,180,190	1,853,838	2,338,795	2,810,609
SSI	2,732,331	2,703,733	2,864,562	3,084,804	3,867,414
Supplemental Nutrition Assistance Program (SNAP)	46,409,038	52,581,594	56,374,733	56,450,605	58,034,043
Temporary Assistance for Needy Families (TANF)	13,869,505	15,844,409	14,764,510	17,182,489	16,653,376
Transportation Elderly	(0)	1,315	0	0	0
<b>Total Expenditures</b>	<b>218,361,423</b>	<b>187,399,218</b>	<b>185,902,347</b>	<b>202,459,508</b>	<b>179,048,782</b>
<b>Expenditures by Object</b>					
Salary and Benefits	52,540,226	56,584,398	61,506,754	59,718,259	60,774,709
Contract Professional Services	22,379,599	23,612,704	25,649,650	30,573,394	30,196,776
Operating Supplies and Expenses	16,053,414	15,380,849	18,081,890	19,178,044	17,614,425
Assistance and Grants	126,745,452	91,611,443	80,201,642	91,944,076	69,778,417
<b>Subtotal: Operating</b>	<b>217,718,691</b>	<b>187,189,394</b>	<b>185,439,936</b>	<b>201,413,773</b>	<b>178,364,327</b>
Capital Purchases and Equipment	642,732	209,825	462,411	1,045,735	684,455
<b>Subtotal: Other</b>	<b>642,732</b>	<b>209,825</b>	<b>462,411</b>	<b>1,045,735</b>	<b>684,455</b>
<b>Total Expenditures</b>	<b>218,361,423</b>	<b>187,399,218</b>	<b>185,902,347</b>	<b>202,459,508</b>	<b>179,048,782</b>
<b>Expenditures by Source of Funds</b>					
General Revenue	35,910,524	39,030,367	47,213,539	46,239,337	46,482,910
Federal Funds	180,977,278	148,109,586	138,338,808	155,722,814	131,396,290
Restricted Receipts	1,195,346	201,936	185,000	229,901	705,708
Operating Transfers from Other Funds	278,276	57,330	165,000	267,456	165,000
Other Funds	0	0	0	0	298,874
<b>Total Expenditures</b>	<b>218,361,423</b>	<b>187,399,218</b>	<b>185,902,347</b>	<b>202,459,508</b>	<b>179,048,782</b>

# Personnel

## Department of Human Services

### Individual and Family Support

		FY 2024		FY 2025	
		FTE	Cost	FTE	Cost
<b>Classified</b>					
ADMINISTRATOR- FAMILY AND ADULT SERVICES	0141 A	4.0	513,649	4.0	521,155
ADMINISTRATOR FAMILY AND CHILDREN'S SERVICES	0139 A	3.0	311,275	3.0	315,525
ADMINISTRATOR OF VOCATIONAL REHABILITATION	0139 A	3.0	366,827	3.0	371,891
ADMINISTRATOR- OPERATIONS MANAGEMENT	0141 A	2.0	252,731	2.0	258,449
ASSISTANT ADMINISTRATOR COMMUNITY AND PLANNING SERVICES	0135 A	2.0	194,797	2.0	197,919
ASSISTANT ADMINISTRATOR COMMUNITY AND PLANNING SERVICES	0335 A	2.0	170,921	2.0	177,017
ASSISTANT ADMINISTRATOR FAMILY AND CHILDREN'S SERVICES	0A35 A	2.0	221,757	2.0	225,201
ASSISTANT ADMINISTRATOR OF VOCATIONAL REHAB (DIS DETER)	0A32 A	2.0	184,165	2.0	187,263
ASSISTANT ADMINISTRATOR OF VOCATIONAL REHAB (REHAB)	0A32 A	5.0	515,926	5.0	519,896
ASSISTANT DIRECTOR FOR ADMINISTRATIVE SERVICES	0143 A	1.0	131,919	1.0	133,593
ASSOCIATE DIRECTOR (DHS) DIV OF COMMUNITY SERVICES	0143 A	2.0	271,857	2.0	280,290
BILLING SPECIALIST	0318 A	1.0	49,569	1.0	51,216
BUSINESS MANAGEMENT OFFICER	0A26 A	1.0	75,757	1.0	75,757
CASE AIDE	0316 A	1.0	50,706	1.0	50,706
CASEWORK SUPERVISOR	0A26 A	3.0	235,113	3.0	237,568
CHIEF CASE WORK SUPERVISOR	0A34 A	1.0	116,863	1.0	116,863
CHIEF CLERK	0A16 A	2.0	107,282	2.0	108,322
CHIEF HUMAN SERVICES BUSINESS OFFICER	0A33 A	1.0	96,779	1.0	96,779
CHIEF HUMAN SERVICES POLICY AND SYSTEMS SPECIALIST	0A32 A	2.0	210,902	2.0	210,901
CHIEF IMPLEMENTATION AIDE	0128 A	2.0	150,746	2.0	150,746
CHIEF OF INFORMATION AND PUBLIC RELATIONS	0129 A	1.0	75,248	1.0	76,699
CHIEF PROGRAM DEVELOPMENT	0134 A	4.0	390,906	4.0	390,906
CLERK SECRETARY	0B16 A	2.0	104,101	2.0	104,101
CLINICAL TRAINING SPECIALIST	0A30 A	3.0	240,260	3.0	250,509
CUSTOMER SERVICE AIDE (DHS)	0310 A	36.0	1,484,683	36.0	1,508,015
CUSTOMER SERVICE SPECIALIST I	0315 A	1.0	47,174	1.0	47,174
CUSTOMER SUPPORT SPECIALIST I (DHS)	0315 A	11.0	490,741	11.0	505,922
DATA CONTROL CLERK	0315 A	5.0	231,014	5.0	234,694
ECONOMIC AND POLICY ANALYST I	0130 A	1.0	75,564	1.0	79,667
ELIGIBILITY TECHNICIAN	0321 A	165.0	8,914,574	169.0	9,252,486
ELIGIBILITY TECHNICIAN II (DHS - CALL CENTER)	0324 A	18.0	1,108,600	22.0	1,366,249

# Personnel

## Department of Human Services

### Individual and Family Support

		FY 2024		FY 2025	
		FTE	Cost	FTE	Cost
<b>Classified</b>					
ELIGIBILITY TECHNICIAN II (DHS - LOBBY)	0323 A	43.0	2,526,805	43.0	2,554,786
ELIGIBILITY TECHNICIAN III (DHS)	0325 A	17.0	1,068,520	18.0	1,151,690
EMPLOYMENT AND CAREER ADVISOR	0A22 A	17.0	1,071,455	17.0	1,080,053
FOOD SERVICE ADMINISTRATOR	0322 A	1.0	57,564	1.0	59,436
HUMAN SERVICES BUSINESS OFFICER	0322 A	1.0	52,160	1.0	53,678
HUMAN SERVICES BUSINESS OFFICER	0A22 A	3.0	205,711	3.0	208,118
HUMAN SERVICES POLICY AND SYSTEMS SPECIALIST	0A24 A	6.0	404,912	6.0	407,002
IMPLEMENTATION AIDE	0122 A	2.0	106,455	2.0	109,544
INFORMATION AIDE	0315 A	1.0	47,174	1.0	47,174
INFORMATION SERVICES TECHNICIAN I	C616 A	1.0	46,467	1.0	47,373
INTERDEPARTMENTAL PROJECT MANAGER	0139 A	2.0	206,267	2.0	215,580
INTERPRETER (SPANISH)	0316 A	4.0	196,894	4.0	197,780
JUNIOR RESOURCE SPECIALIST	0319 A	4.0	221,006	4.0	223,240
OFFICE MANAGER	0123 A	1.0	59,634	1.0	60,560
PERIPATHOLOGIST	0A27 A	2.0	147,596	2.0	150,839
PRINCIPAL CLERK	0312 A	3.0	123,946	3.0	125,396
PRINCIPAL CLERK-TYPIST	0312 A	3.0	138,880	3.0	138,880
PRINCIPAL HUMAN SERVICES BUSINESS OFFICER	0A28 A	1.0	71,021	1.0	73,586
PRINCIPAL HUMAN SERVICES POLICY AND SYSTEMS SPECIALIST	0330 A	1.0	71,166	1.0	73,656
PRINCIPAL HUMAN SERVICES POLICY AND SYSTEMS SPECIALIST	0A30 A	1.0	90,691	1.0	90,691
PROGRAMMING SERVICES OFFICER	0131 A	4.0	319,972	4.0	326,026
PROPERTY CONTROL AND SUPPLY OFFICER	0317 A	1.0	52,069	1.0	52,069
QUALITY CONTROL REVIEWER	0A24 A	5.0	346,858	5.0	348,962
QUALITY CONTROL REVIEW SUPERVISOR	0A26 A	1.0	79,546	1.0	79,544
REGIONAL MANAGER (DHS)	0A35 A	1.0	124,862	1.0	124,862
REHABILITATION COUNSELOR	0A24 A	32.0	2,265,767	32.0	2,269,973
REHABILITATIVE TEACHER OF BLIND	0321 A	2.0	109,039	2.0	110,561
SENIOR CASE WORK SUPERVISOR	0A30 A	11.0	999,818	11.0	1,014,666
SENIOR CLERK	0308 A	1.0	49,260	1.0	49,260
SENIOR FOOD SERVICE ADMINISTRATOR	0326 A	1.0	63,661	1.0	66,371
SENIOR HUMAN SERVICES BUSINESS OFFICER	0A25 A	3.0	209,951	3.0	216,273
SENIOR HUMAN SERVICES POLICY AND SYSTEMS SPECIALIST	0328 A	2.0	132,268	2.0	136,796
SENIOR HUMAN SERVICES POLICY AND SYSTEMS SPECIALIST	0A28 A	9.0	761,889	9.0	768,386

# Personnel

## Department of Human Services

### Individual and Family Support

		FY 2024		FY 2025	
		FTE	Cost	FTE	Cost
<b>Classified</b>					
SENIOR REHABILITATION COUNSELOR (DISABILITY DETER.)	0A26 A	8.0	658,319	8.0	658,903
SENIOR RESOURCE SPECIALIST	3530 A	3.0	236,546	3.0	246,276
SENIOR TELEPHONE OPERATOR	0A13 A	1.0	54,250	1.0	54,250
SENIOR WORD PROCESSING TYPIST	0312 A	5.0	210,832	5.0	213,722
SOCIAL CASE WORKER	0A22 A	16.0	1,036,011	16.0	1,047,909
SOCIAL CASE WORKER II	0A24 A	3.0	238,230	3.0	238,230
SUPERVISING ELIGIBILITY TECHNICIAN	0A26 A	23.0	1,697,856	24.0	1,798,460
SUPERVISOR OF VOCATIONAL REHABILITATION (DISAB. DETER.)	0A29 A	4.0	382,860	4.0	382,860
SUPERVISOR OF VOCATIONAL REHABILITATION (REHAB.)	0A29 A	8.0	723,908	8.0	723,908
VOCATIONAL REHABILITATION COUNSELOR I	0A24 A	24.0	1,569,072	24.0	1,592,874
VOCATIONAL REHABILITATION COUNSELOR II	0A26 A	17.0	1,359,385	17.0	1,359,871
<b>Subtotal Classified</b>		<b>588.0</b>	<b>37,988,959</b>	<b>598.0</b>	<b>39,053,553</b>
<b>Subtotal</b>		<b>588.0</b>	<b>37,988,959</b>	<b>598.0</b>	<b>39,053,553</b>
Transfer Out			(7,855,948)		(8,136,710)
Transfer In			6,695,760		6,831,960
Overtime			2,448,262		1,601,039
Seasonal/Special Salaries/Wages			138,656		138,656
Turnover			(3,335,700)		(3,355,911)
<b>Total Salaries</b>			<b>36,079,989</b>		<b>36,132,587</b>
<b>Benefits</b>					
Contract Stipends			(8,482)		(8,482)
FICA			2,571,626		2,647,622
Health Benefits			8,017,667		8,912,258
Payroll Accrual			195,617		200,114
Retiree Health			1,513,823		1,358,884
Retirement			10,025,130		10,169,406
<b>Subtotal</b>			<b>22,315,381</b>		<b>23,279,802</b>
<b>Total Salaries and Benefits</b>		<b>588.0</b>	<b>58,395,370</b>	<b>598.0</b>	<b>59,412,389</b>
<b>Cost Per FTE Position</b>			<b>99,312</b>		<b>99,352</b>
Statewide Benefit Assessment			1,322,889		1,362,320
<b>Payroll Costs</b>		<b>588.0</b>	<b>59,718,259</b>	<b>598.0</b>	<b>60,774,709</b>
<b>Purchased Services</b>					
Buildings and Ground Maintenance			200		200

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# Personnel

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## Department of Human Services

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### Individual and Family Support

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	FY 2024		FY 2025	
	FTE	Cost	FTE	Cost
<b>Purchased Services</b>				
Clerical and Temporary Services		999,050		1,136,650
Information Technology		20,189,900		22,068,725
Management & Consultant Services		4,283,958		2,365,214
Medical Services		2,264,508		2,264,508
Other Contracts		2,293,647		2,156,604
Training and Educational Services		542,131		204,875
<b>Subtotal</b>		<b>30,573,394</b>		<b>30,196,776</b>
<b>Total Personnel</b>	<b>588.0</b>	<b>90,291,653</b>	<b>598.0</b>	<b>90,971,485</b>
<b>Distribution by Source of Funds</b>				
General Revenue	510.0	35,667,882	520.0	37,405,188
Federal Funds	74.0	54,623,771	74.0	53,566,297
Restricted Receipts	4.0	0	4.0	0
<b>Total All Funds</b>	<b>588.0</b>	<b>90,291,653</b>	<b>598.0</b>	<b>90,971,485</b>

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## Performance Measures

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### Department of Human Services

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### Individual and Family Support

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#### Timeliness SNAP Application Processing

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SNAP offers nutrition assistance to low-income individuals and is 100-percent funded by the federal government. In most instances, DHS must determine eligibility within 30 days of receiving an application. The figures below represent the percent of applications processed within the required timeframes.

	<i>Reporting Period: State Fiscal Year</i>				
<i>Frequency: Annual</i>	2021	2022	2023	2024	2025
<b>Target</b>	95%	95%	96%	96%	96%
<b>Actual</b>	94%	91%	89%	--	--

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#### SNAP Expedited Application Processing

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Individuals with very low income and assets may be eligible for expedited SNAP application processing. When an applicant qualifies, an eligibility determination and benefit issuance must occur within seven days. The figures below represent the percent of applications processed within seven days.

	<i>Reporting Period: State Fiscal Year</i>				
<i>Frequency: Annual</i>	2021	2022	2023	2024	2025
<b>Target</b>	96%	95%	96%	96%	96%
<b>Actual</b>	88%	71%	67%	--	--

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#### Call Wait Times

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The figures below represent the amount of time spent in queue (in minutes) to connect with a DHS representative.

	<i>Reporting Period: Calendar Year</i>				
<i>Frequency: Annual</i>	2021	2022	2023	2024	2025
<b>Target</b>	30	30	30	30	30
<b>Actual</b>	52	72	66	--	--

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#### SNAP Payment Error Rate

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DHS seeks to minimize payment error, which includes overpayments and underpayments. The figures below represent the SNAP payment error rate. The federal SNAP error rate is 6 percent. [Note: Data for FFY 2023 is not available until July 2024.]

	<i>Reporting Period: Federal Fiscal Year</i>				
<i>Frequency: Annual</i>	2021	2022	2023	2024	2025
<b>Target</b>	6%	6%	11%	7%	6%
<b>Actual</b>	14%	14%	--	--	--

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## **Program Summary**

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### **Department of Human Services**

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### **Office of Veterans Services**

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#### **Mission**

To improve the physical, emotional, and economic well-being of Rhode Island's veterans.

#### **Description**

The Rhode Island Office of Veterans Services (RIVETS) serves eligible Rhode Island veterans, their surviving spouses, and dependents. More than 65,000 veterans, active duty military, National Guard and reservists live in Rhode Island. RIVETS executes this mission through (1) the RI Veterans Home, (2) the RI Veterans Memorial Cemetery, and (3) the RI Veterans Resource Center. The RI Veterans Home provides quality nursing and domiciliary care to eligible veterans. Social, medical, nursing, and rehabilitative services are available to improve their physical, emotional, and economic well-being. Services include medical, dental, x-ray, and pharmacy services, and transportation to and from the Providence VA Medical Center and its affiliated clinics in Providence. Operating costs are funded through a combination of general and federal revenue as well as from resident assessments. It is located on the same 100-acre parcel that has served as the home for Rhode Island's veterans since 1891. RIVETS operates and maintains the Rhode Island Veterans Memorial Cemetery (RIVMC). Situated on 280 acres in Exeter, it is a dignified and solemn resting place for Rhode Island veterans and their eligible spouses or dependents. Averaging almost 100 internments a month, the RIVMC remains one of the busiest state Veterans cemeteries in the nation. In fiscal year 2023, the cemetery conducted 1,121 committal services. RIVETS's offices in Warwick also serve as a central hub to assist veterans and family members in navigating and accessing resources. Accredited veterans services officers (VSOs) help veterans and their loved ones with a broad range of federal, state, and nonprofit/community-based programs through Unite RI, a coordinated referral network with over 700 provider-partners. Launched in December 2017, the network works with service providers to deliver the most appropriate resources to those who have served and their families. The network provides a "no wrong door" entry point for veterans, service members, and their families for coordinated and comprehensive services, resulting in more timely, appropriate, and efficient service delivery state-wide. The resource center also serves as the RIVETS headquarters.

#### **Statutory History**

R.I. General Laws § 30-17.1, RIGL § 30-24, RIGL § 30-25 established the Office of Veterans Services.

# Budget

## Department of Human Services

### Office of Veterans Services

<b>Expenditures by Sub Program</b>	<b>2022 Actuals</b>	<b>2023 Actuals</b>	<b>2024 Enacted Budget</b>	<b>2024 Revised Budget</b>	<b>2025 Recommended</b>
Veterans Services	40,795,047	41,766,020	49,855,837	48,037,123	52,173,754
<b>Total Expenditures</b>	<b>40,795,047</b>	<b>41,766,020</b>	<b>49,855,837</b>	<b>48,037,123</b>	<b>52,173,754</b>
<b>Expenditures by Object</b>					
Salary and Benefits	26,707,466	27,162,968	33,102,355	31,567,197	31,624,213
Contract Professional Services	5,510,132	5,609,415	5,243,278	5,693,979	5,693,979
Operating Supplies and Expenses	7,838,495	8,398,151	9,465,204	8,585,947	8,900,562
Assistance and Grants	168,182	247,216	350,000	350,000	350,000
<b>Subtotal: Operating</b>	<b>40,224,274</b>	<b>41,417,750</b>	<b>48,160,837</b>	<b>46,197,123</b>	<b>46,568,754</b>
Capital Purchases and Equipment	570,772	348,270	1,695,000	1,840,000	5,605,000
<b>Subtotal: Other</b>	<b>570,772</b>	<b>348,270</b>	<b>1,695,000</b>	<b>1,840,000</b>	<b>5,605,000</b>
<b>Total Expenditures</b>	<b>40,795,047</b>	<b>41,766,020</b>	<b>49,855,837</b>	<b>48,037,123</b>	<b>52,173,754</b>
<b>Expenditures by Source of Funds</b>					
General Revenue	27,781,081	28,178,926	34,617,133	31,701,727	33,185,642
Federal Funds	12,482,366	13,196,095	12,222,903	13,175,396	16,618,112
Restricted Receipts	461,720	391,000	1,765,801	1,910,000	1,360,000
Operating Transfers from Other Funds	69,880	0	1,250,000	1,250,000	1,010,000
<b>Total Expenditures</b>	<b>40,795,047</b>	<b>41,766,020</b>	<b>49,855,837</b>	<b>48,037,123</b>	<b>52,173,754</b>



# Personnel

## Department of Human Services

### Office of Veterans Services

		FY 2024		FY 2025	
		FTE	Cost	FTE	Cost
<b>Classified</b>					
ADMINISTRATOR MANAGEMENT SERVICES (DHS)	0139 A	1.0	110,979	1.0	110,979
ADMINISTRATOR R.I. VETERANS' HOME	0141 A	1.0	108,023	1.0	113,742
ASSISTANT BUSINESS MANAGEMENT OFFICER	0319 A	2.0	111,938	2.0	113,256
ASSISTANT DIRECTOR FINANCIAL AND CONTRACT MANAGEMENT	0141 A	1.0	112,655	1.0	118,354
ASSISTANT MEDICAL PROGRAM DIRECTOR	0747 A	1.0	170,158	1.0	175,886
CEMETERY SPECIALIST	0314 A	5.0	229,408	5.0	230,263
CERTIFIED NURSING ASSISTANT (RIVH)	0313 A	101.0	4,596,043	101.0	4,636,057
CHIEF CLERK	0A16 A	1.0	51,216	1.0	51,216
CHIEF PROGRAM DEVELOPMENT	0134 A	1.0	83,562	1.0	86,654
CLINICAL ADMINISTRATOR (BHDDH)	0140 A	1.0	122,469	1.0	122,469
CLINICAL SOCIAL WORKER	0A27 A	4.0	322,522	4.0	325,038
COMMUNITY MAINTENANCE TECHNICIAN - ENVIRONMENTAL SERVS	0000 A	1.0	44,304	1.0	44,304
COOK	3112 A	14.0	608,578	14.0	614,766
COOK'S HELPER	0309 A	15.0	634,422	15.0	636,947
COORDINATOR OF TRANSPORTATION SERVICES (RIMC)	0318 A	1.0	49,390	1.0	51,072
CUSTOMER SERVICE AIDE (DHS)	0310 A	1.0	44,300	1.0	44,300
CUSTOMER SERVICE SPECIALIST II	0319 A	1.0	49,322	1.0	50,488
DIETITIAN	0320 A	1.0	55,846	1.0	55,846
EXECUTIVE ASSISTANT	0118 A	1.0	51,094	1.0	51,094
EXECUTIVE NURSE - ELEANOR SLATER HOSPITAL	0145 A	1.0	166,649	1.0	166,649
FISCAL CLERK	0314 A	1.0	45,629	1.0	46,061
GARDENER	0000 A	4.0	143,272	4.0	143,272
GROUP WORKER	0319 A	11.0	586,965	11.0	598,699
IMPLEMENTATION AIDE	0122 A	1.0	58,188	1.0	58,188
INTERDEPARTMENTAL PROJECT MANAGER	0139 A	3.0	312,809	3.0	320,533
LICENSED PRACTICAL NURSE	0517 A	12.5	984,982	12.5	993,823
MAINTENANCE SUPERINTENDENT	0322 A	1.0	58,638	1.0	60,194
MANAGER OF NURSING SERVICES	0142 A	1.0	127,942	1.0	127,942
MEDICAL RECORDS TECHNICIAN	0320 A	1.0	56,715	1.0	57,110
MOTOR EQUIPMENT OPERATOR	0000 A	2.0	89,456	2.0	89,456
NURSING INSTRUCTOR SUPERVISOR	0926 A	1.0	137,108	1.0	139,210
PHARMACY AIDE II	0318 A	3.0	160,785	3.0	162,467
PHYSICIAN II (GENERAL)	0747 A	2.0	391,508	2.0	391,508
PRINCIPAL COOK	3118 A	2.0	100,567	2.0	102,222
PRINCIPAL DIETITIAN	0324 A	1.0	76,710	1.0	76,710

# Personnel

## Department of Human Services

### Office of Veterans Services

		FY 2024		FY 2025	
		FTE	Cost	FTE	Cost
<b>Classified</b>					
PROPERTY CONTROL AND SUPPLY OFFICER	0317 A	1.0	52,069	1.0	52,069
REGISTERED NURSE A	0920 A	14.0	1,381,456	14.0	1,417,424
REGISTERED NURSE B	0921 A	20.5	2,021,927	20.5	2,077,109
SENIOR CEMETERY SPECIALIST	0318 A	1.0	48,654	1.0	49,828
SENIOR CLERK-TYPIST	0309 A	1.0	40,901	1.0	41,453
SENIOR COOK	0315 A	1.0	49,533	1.0	49,533
SENIOR FOOD SERVICE ADMINISTRATOR	0326 A	1.0	81,124	1.0	81,124
SENIOR GARDENER	0000 A	1.0	35,818	1.0	35,818
SENIOR GROUP WORKER	0322 A	1.0	52,160	1.0	53,677
SENIOR INSTITUTION ATTENDANT	0314 A	3.0	144,196	3.0	145,051
SENIOR LABORATORY TECHNICIAN	0319 A	1.0	48,014	1.0	49,134
SENIOR MAINTENANCE TECHNICIAN	0000 A	1.0	51,047	1.0	51,047
SENIOR RECONCILIATION CLERK	0316 A	1.0	48,292	1.0	48,292
SENIOR X-RAY TECHNOLOGIST	0318 A	1.0	56,337	1.0	56,337
STRATEGIC PLG PLCY & COMM ADMIN	0140 A	1.0	116,637	1.0	116,637
SUPERVISING ACTIVITIES THERAPIST	0324 A	1.0	59,011	1.0	61,267
SUPERVISING INFECTION CONTROL NURSE	0926 A	1.0	124,666	1.0	131,219
SUPERVISING REGISTERED NURSE A	0924 A	6.0	764,156	6.0	776,075
SUPERVISING REGISTERED NURSE B	0925 A	6.0	755,891	6.0	775,940
SUPERVISOR OF THERAPEUTIC ACTIVITIES	0327 A	1.0	85,014	1.0	85,014
<b>Subtotal Classified</b>		<b>266.0</b>	<b>17,071,055</b>	<b>266.0</b>	<b>17,320,823</b>
<b>Unclassified</b>					
DIRECTOR- DIVISION OF VETERANS' AFFAIRS	0843 A	1.0	145,266	1.0	145,266
<b>Subtotal Unclassified</b>		<b>1.0</b>	<b>145,266</b>	<b>1.0</b>	<b>145,266</b>
<b>Subtotal</b>		<b>267.0</b>	<b>17,216,321</b>	<b>267.0</b>	<b>17,466,089</b>
Overtime			3,147,363		3,147,363
Seasonal/Special Salaries/Wages			795,804		795,804
Turnover			(1,780,710)		(1,875,195)
<b>Total Salaries</b>			<b>19,378,778</b>		<b>19,534,061</b>

# Personnel

## Department of Human Services

### Office of Veterans Services

	FY 2024		FY 2025	
	FTE	Cost	FTE	Cost
<b>Benefits</b>				
Contract Stipends		633,417		182,337
FICA		1,235,928		1,255,235
Health Benefits		3,777,554		4,127,726
Holiday		576,476		626,483
Payroll Accrual		89,259		89,981
Retiree Health		699,006		619,624
Retirement		4,573,405		4,576,192
<b>Subtotal</b>		<b>11,585,045</b>		<b>11,477,578</b>
<b>Total Salaries and Benefits</b>	<b>267.0</b>	<b>30,963,823</b>	<b>267.0</b>	<b>31,011,639</b>
<b>Cost Per FTE Position</b>		<b>115,969</b>		<b>116,148</b>
Statewide Benefit Assessment		603,374		612,574
<b>Payroll Costs</b>	<b>267.0</b>	<b>31,567,197</b>	<b>267.0</b>	<b>31,624,213</b>
<b>Purchased Services</b>				
Buildings and Ground Maintenance		1,064,725		1,064,725
Information Technology		359,800		359,800
Legal Services		10,000		10,000
Medical Services		4,077,454		4,077,454
Other Contracts		182,000		182,000
<b>Subtotal</b>		<b>5,693,979</b>		<b>5,693,979</b>
<b>Total Personnel</b>	<b>267.0</b>	<b>37,261,176</b>	<b>267.0</b>	<b>37,318,192</b>
<b>Distribution by Source of Funds</b>				
General Revenue	267.0	25,598,017	267.0	25,114,973
Federal Funds	0.0	11,535,883	0.0	11,721,875
Restricted Receipts	0.0	127,276	0.0	481,344
<b>Total All Funds</b>	<b>267.0</b>	<b>37,261,176</b>	<b>267.0</b>	<b>37,318,192</b>

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## Performance Measures

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### Department of Human Services

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### Office of Veterans Services

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#### RIVETS Veterans Resource Center

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The figures below represent the number of unique clients who were provided assistance through the RIVETS Veterans Resource Center annually. [Note: This was a new performance measure in FY 2023 and historical targets and actuals are not available.]

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*Frequency: Annual*

*Reporting Period: State Fiscal Year*

	<b>2021</b>	<b>2022</b>	<b>2023</b>	<b>2024</b>	<b>2025</b>
<b>Target</b>	--	--	--	720	1,080
<b>Actual</b>	--	--	1,394	--	--

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## **Program Summary**

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### **Department of Human Services**

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### **Health Care Eligibility**

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#### **Mission**

To determine the eligibility of Rhode Islanders who apply for Medical Assistance as authorized under Title XIX of the Social Security Act.

#### **Description**

The Health Care Eligibility program of the Department of Human Services is responsible for determining the eligibility of Rhode Islanders who apply for Medical Assistance (Medicaid). Authorized under Title XIX of the Social Security Act, Medicaid is an entitlement program administered by states to provide medical benefits to low income persons who are aged, blind, or disabled, to low income children and families, and to qualifying income eligible persons without dependent children. States determine eligibility criteria, covered services, and provide reimbursement rates within certain federal guidelines. Long-Term Services and Supports (LTSS) serves people who have disabilities or chronic care needs in the setting ideal for them and their families. Services may be episodic or on-going. Services may be provided in a person's home, the community (for example, shared living or assisted living), or institutional settings (such as intermediate care facilities, hospitals or nursing homes) to optimize their health and retain their independence.

#### **Statutory History**

Title XIX of the Federal Social Security Act was enacted by Congress under the provisions of Public Law 89-97. R.I. General Laws § 40-8 establishes the Rhode Island Medical Assistance Program.

# Budget

## Department of Human Services

### Health Care Eligibility

<b>Expenditures by Sub Program</b>	<b>2022 Actuals</b>	<b>2023 Actuals</b>	<b>2024 Enacted Budget</b>	<b>2024 Revised Budget</b>	<b>2025 Recommended</b>
Medicaid	17,232,856	15,714,410	27,645,904	32,710,210	27,456,677
<b>Total Expenditures</b>	<b>17,232,856</b>	<b>15,714,410</b>	<b>27,645,904</b>	<b>32,710,210</b>	<b>27,456,677</b>
<b>Expenditures by Object</b>					
Salary and Benefits	12,656,221	11,253,000	19,988,099	16,912,772	17,298,920
Contract Professional Services	683,334	645,465	1,291,864	8,101,530	2,909,303
Operating Supplies and Expenses	3,888,918	3,724,876	6,348,641	7,678,608	7,231,154
Assistance and Grants	0	44,810	0	0	0
<b>Subtotal: Operating</b>	<b>17,228,473</b>	<b>15,668,151</b>	<b>27,628,604</b>	<b>32,692,910</b>	<b>27,439,377</b>
Capital Purchases and Equipment	4,383	46,258	17,300	17,300	17,300
<b>Subtotal: Other</b>	<b>4,383</b>	<b>46,258</b>	<b>17,300</b>	<b>17,300</b>	<b>17,300</b>
<b>Total Expenditures</b>	<b>17,232,856</b>	<b>15,714,410</b>	<b>27,645,904</b>	<b>32,710,210</b>	<b>27,456,677</b>
<b>Expenditures by Source of Funds</b>					
General Revenue	6,864,362	6,350,802	10,354,082	12,087,083	10,634,812
Federal Funds	10,368,494	9,363,607	17,291,822	20,623,127	16,821,865
<b>Total Expenditures</b>	<b>17,232,856</b>	<b>15,714,410</b>	<b>27,645,904</b>	<b>32,710,210</b>	<b>27,456,677</b>

# Personnel

## Department of Human Services

### Health Care Eligibility

		FY 2024		FY 2025	
		FTE	Cost	FTE	Cost
<b>Classified</b>					
ADMINISTRATOR- FAMILY AND ADULT SERVICES	0141 A	1.0	108,023	1.0	113,742
ASSISTANT ADMINISTRATOR COMMUNITY AND PLANNING SERVICES	0135 A	1.0	79,563	1.0	92,505
ASSISTANT ADMINISTRATOR FAMILY AND CHILDREN'S SERVICES	0A35 A	2.0	224,878	2.0	228,320
CASEWORK SUPERVISOR	0A26 A	2.0	168,032	2.0	168,032
CHIEF CLERK	0A16 A	1.0	51,216	1.0	51,216
CHIEF HUMAN SERVICES BUSINESS OFFICER	0A33 A	1.0	103,260	1.0	104,034
CHIEF HUMAN SERVICES POLICY AND SYSTEMS SPECIALIST	0A32 A	1.0	110,324	1.0	110,324
CLINICAL TRAINING SPECIALIST	0A30 A	3.0	264,102	3.0	271,475
CONSULTANT PUBLIC HEALTH NURSE	0926 A	6.0	777,667	6.0	804,295
CUSTOMER SERVICE AIDE (DHS)	0310 A	2.0	82,047	2.0	82,660
ELIGIBILITY TECHNICIAN	0321 A	15.0	823,446	15.0	831,647
PRINCIPAL HUMAN SERVICES POLICY AND SYSTEMS SPECIALIST	0330 A	1.0	70,016	1.0	70,016
PRODUCTIVITY PROJECT DIRECTOR	0134 A	1.0	93,095	1.0	93,095
QUALITY CONTROL REVIEWER	0A24 A	6.0	412,766	6.0	418,256
SENIOR CASE WORK SUPERVISOR	0A30 A	4.0	353,158	4.0	359,399
SENIOR HUMAN SERVICES POLICY AND SYSTEMS SPECIALIST	0A28 A	1.0	83,890	1.0	83,889
SOCIAL CASE WORKER	0A22 A	19.0	1,176,928	19.0	1,196,506
SUPERVISING ELIGIBILITY TECHNICIAN	0A26 A	4.0	313,907	4.0	316,302
<b>Subtotal Classified</b>		<b>71.0</b>	<b>5,296,318</b>	<b>71.0</b>	<b>5,395,713</b>
<b>Subtotal</b>		<b>71.0</b>	<b>5,296,318</b>	<b>71.0</b>	<b>5,395,713</b>
Transfer Out			(3,200,920)		(3,249,809)
Transfer In			8,124,267		8,397,955
Overtime			667,268		437,268
Seasonal/Special Salaries/Wages			98,528		98,528
Turnover			(746,147)		(773,991)
<b>Total Salaries</b>			<b>10,239,314</b>		<b>10,305,664</b>

# Personnel

## Department of Human Services

### Health Care Eligibility

	FY 2024		FY 2025	
	FTE	Cost	FTE	Cost
<b>Benefits</b>				
Contract Stipends		1,627		1,627
FICA		731,780		756,327
Health Benefits		2,252,537		2,524,745
Payroll Accrual		55,294		56,789
Retiree Health		428,334		385,870
Retirement		2,829,625		2,880,969
<b>Subtotal</b>		<b>6,299,197</b>		<b>6,606,327</b>
<b>Total Salaries and Benefits</b>	<b>71.0</b>	<b>16,538,511</b>	<b>71.0</b>	<b>16,911,991</b>
<b>Cost Per FTE Position</b>		<b>232,937</b>		<b>238,197</b>
Statewide Benefit Assessment		374,261		386,929
<b>Payroll Costs</b>	<b>71.0</b>	<b>16,912,772</b>	<b>71.0</b>	<b>17,298,920</b>
<b>Purchased Services</b>				
Information Technology		7,216,384		2,043,885
Management & Consultant Services		109,618		106,516
Other Contracts		775,528		758,902
<b>Subtotal</b>		<b>8,101,530</b>		<b>2,909,303</b>
<b>Total Personnel</b>	<b>71.0</b>	<b>25,014,302</b>	<b>71.0</b>	<b>20,208,223</b>
<b>Distribution by Source of Funds</b>				
General Revenue	64.0	8,282,102	64.0	7,053,488
Federal Funds	6.0	16,732,200	6.0	13,154,735
Restricted Receipts	1.0	0	1.0	0
<b>Total All Funds</b>	<b>71.0</b>	<b>25,014,302</b>	<b>71.0</b>	<b>20,208,223</b>



## **Program Summary**

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### **Department of Human Services**

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### **Supplemental Security Income Program**

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#### **Mission**

To provide financial aid to individuals who are aged, blind, or disabled and who do not have sufficient resources to maintain a reasonable standard of health and well-being.

#### **Description**

The Supplemental Security Income (SSI) Program provides a basic safety net income for older adults and individuals with disabilities who have little or no income or other resources. The basic federal SSI Cash Assistance Grant, annually adjusted for inflation, is funded in full by the federal government. Since the federal payment leaves many recipients below the federal poverty level, certain states have chosen to provide a supplement to the federal benefit financed with state funds. Rhode Island now administers this state payment process separately from the federal SSA. Persons eligible for SSI are also eligible, under specified criteria, for in-state moving expenses, and for needs resulting from an emergency of a catastrophic nature. The portion of SSI provided to Rhode Island residents on assisted living has grown over the last few fiscal years. This reflects an increase in the aging population, new and emerging disabilities, less stringent disability requirements, and increases in allowable resource limits.

#### **Statutory History**

Title XVI of the Federal Social Security Act in 1974 created a federally administered Supplemental Security Income Program. This program replaced the assistance program previously administered by the State, which provided aid to aged, blind, and disabled Rhode Islanders. R.I. General Laws § 40-6 established the Supplemental Security Income Program.

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# Budget

## Department of Human Services

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### Supplemental Security Income Program

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<b>Expenditures by Sub Program</b>	<b>2022 Actuals</b>	<b>2023 Actuals</b>	<b>2024 Enacted Budget</b>	<b>2024 Revised Budget</b>	<b>2025 Recommended</b>
SSI	17,421,916	16,565,007	17,095,200	16,613,000	16,521,000
<b>Total Expenditures</b>	<b>17,421,916</b>	<b>16,565,007</b>	<b>17,095,200</b>	<b>16,613,000</b>	<b>16,521,000</b>
<hr/>					
<b>Expenditures by Object</b>					
Assistance and Grants	17,421,916	16,565,007	17,095,200	16,613,000	16,521,000
Subtotal: Operating	17,421,916	16,565,007	17,095,200	16,613,000	16,521,000
<b>Total Expenditures</b>	<b>17,421,916</b>	<b>16,565,007</b>	<b>17,095,200</b>	<b>16,613,000</b>	<b>16,521,000</b>
<hr/>					
<b>Expenditures by Source of Funds</b>					
General Revenue	17,421,916	16,565,007	17,095,200	16,613,000	16,521,000
<b>Total Expenditures</b>	<b>17,421,916</b>	<b>16,565,007</b>	<b>17,095,200</b>	<b>16,613,000</b>	<b>16,521,000</b>

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## Performance Measures

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### Department of Human Services

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### Supplemental Security Income Program

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#### Average Processing Times

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The figures below represent the average processing time in days for determining disability claims, including combined initial Title II disability (SSDI) and Title XVI (SSI) blind/disabled determinations, excluding technical denials.

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*Frequency: Annual*

*Reporting Period: Federal Fiscal Year*

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	<b>2021</b>	<b>2022</b>	<b>2023</b>	<b>2024</b>	<b>2025</b>
<b>Target</b>	90	90	90	90	90
<b>Actual</b>	91	93	95	--	--

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# Program Summary

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## Department of Human Services

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### Rhode Island Works/Child Care

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#### **Mission**

To provide assistance to clients to aid in the transition to self-sufficiency.

#### **Description**

The Rhode Island Works Program (RI Works), formerly the Family Independence Program (FIP), provides cash assistance and other supports to families experiencing need. In alignment with the Department's mission to help individuals receive the supports needed to achieve their goals, RI Works places a strong emphasis on stabilizing families through wrap-around supports, and if best for the family, employment. When the federal Temporary Assistance for Needy Families (TANF) Program was created in 1996, it had been running on a continued resolution for nearly 20 years.

In the past five years more than 10 changes have occurred to the RI Works state statute. In 2020, legislation authorized RI Works to no longer have a time limit of 24 months in a five-year period; again, expanded later to a 60-month time limit. The emphasis in RIW is to support families through the delivery of critical services, with the goal of strengthening families. RIW promotes work as a strong option for a family to obtain a family-sustaining income. Child care, health care, and other supportive services are an entitlement to those families engaged in RI Works. While on cash assistance, RI Works beneficiaries may participate in intensive services if they have skill deficiencies, or if they have little or no paid work experience, training and education are provided.

To further assist RI Works parents, opportunities are available to participate in short term vocational training for up to 12 months as long as the program is designed to lead to full time employment. Under RI Works, subsidized child care is considered an essential component of the long-term plan to move parents along the spectrum of stabilization. RI Works administers the Teen and Family Development program, formerly known as Youth Success, which has a goal of secondary school graduation for all teen participants, so they are prepared to lead productive lives. All of the above supports provide the means by which families can maintain themselves in the workforce over time, thus minimizing recidivism and long-term trauma from experiencing multi-generational poverty.

#### **Statutory History**

The Aid to Families with Dependent Children (AFDC) Program was replaced by the Temporary Assistance for Needy Families (TANF) in Title IV-A of the Social Security Act and PRWORA. Child care funding is provided under Title VI of the Social Security Act, section 418 of the Act. R.I. General Laws § 40-5.2 sets forth the Rhode Island Works Program.

# Budget

## Department of Human Services

### Rhode Island Works/Child Care

<b>Expenditures by Sub Program</b>	<b>2022 Actuals</b>	<b>2023 Actuals</b>	<b>2024 Enacted Budget</b>	<b>2024 Revised Budget</b>	<b>2025 Recommended</b>
Child Care	54,601,153	59,632,709	72,160,000	68,037,500	69,120,000
RI Works	19,498,795	24,689,039	25,982,400	25,929,464	27,500,520
<b>Total Expenditures</b>	<b>74,099,948</b>	<b>84,321,748</b>	<b>98,142,400</b>	<b>93,966,964</b>	<b>96,620,520</b>
<b>Expenditures by Object</b>					
Contract Professional Services	1,085	0	0	0	0
Operating Supplies and Expenses	13,907	17,417	0	0	0
Assistance and Grants	74,084,956	84,304,332	98,142,400	93,966,964	96,620,520
<b>Subtotal: Operating</b>	<b>74,099,948</b>	<b>84,321,748</b>	<b>98,142,400</b>	<b>93,966,964</b>	<b>96,620,520</b>
<b>Total Expenditures</b>	<b>74,099,948</b>	<b>84,321,748</b>	<b>98,142,400</b>	<b>93,966,964</b>	<b>96,620,520</b>
<b>Expenditures by Source of Funds</b>					
General Revenue	8,061,398	9,137,481	10,186,745	10,186,745	10,139,902
Federal Funds	66,038,550	75,184,267	87,955,655	83,780,219	86,480,618
<b>Total Expenditures</b>	<b>74,099,948</b>	<b>84,321,748</b>	<b>98,142,400</b>	<b>93,966,964</b>	<b>96,620,520</b>

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## Performance Measures

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### Department of Human Services

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### Rhode Island Works/Child Care

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#### Temporary Assistance for Needy Families (TANF) Processing Timeliness

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RI Works offers temporary cash assistance, health coverage, child care assistance, job training, and job search assistance. Within the State Plan, DHS has established 30 days from the date of application to make a decision on a completed application. Any applications processed outside of 30 days is not considered timely. The figures below represent the percent of applications processed within 30 days.

	<i>Frequency: Annual</i>		<i>Reporting Period: State Fiscal Year</i>		
	2021	2022	2023	2024	2025
<b>Target</b>	95%	95%	95%	95%	95%
<b>Actual</b>	89%	78%	76%	--	--

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#### Child Care Assistance Program (CCAP) Processing Timeliness

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CCAP applications should be processed within 30 days. Any applications decided outside of the 30 days is not considered timely. The figures below represent the percent of applications processed within 30 days.

	<i>Frequency: Annual</i>		<i>Reporting Period: State Fiscal Year</i>		
	2021	2022	2023	2024	2025
<b>Target</b>	95%	95%	95%	95%	95%
<b>Actual</b>	90%	78%	77%	--	--

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#### BrightStars Child Care Ratings

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The Child Care Assistance Program (CCAP) BrightStars rating system assigns early care, education, and afterschool programs a rating from one to five stars, and works with these child care providers to improve and expand their rating. Star ratings are objective and tied to specific criteria. Currently, a large percentage of DHS-approved child care providers are rated at level one or two. The figures below represent the percent of children enrolled in CCAP providers rated as four or five stars.

	<i>Frequency: Annual</i>		<i>Reporting Period: Calendar Year</i>		
	2021	2022	2023	2024	2025
<b>Target</b>	23%	25%	25%	27%	27%
<b>Actual</b>	23%	22%	22%	--	--

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## **Program Summary**

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### **Department of Human Services**

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#### **Other Programs**

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##### **Mission**

To administer the General Public Assistance Program (GPA), which provides: (1) interim cash assistance to individuals who are accepted for Title XIX Medical Assistance (Medicaid), but who have a pending eligibility application for federal Supplemental Security Income (SSI) benefits, (2) burial and funerary services for the indigent, and (3) emergency cash assistance for individuals experiencing extreme financial hardship. The Supplemental Nutrition Assistance Program benefit disbursements are included in this program but are fully federally financed.

##### **Description**

The General Public Assistance (GPA) Program is designed to meet the needs of incapacitated and unemployable persons who are suffering from an illness, injury, or medical condition and do not qualify for other public assistance programs. The GPA Bridge program provides interim cash assistance for individuals who are disabled and maintain a pending, but not yet approved application for Supplemental Security Income (SSI). The GPA program also provides subsidized burials and funeral services for indigent persons. At the discretion of the Director of the Department of Human Services, limited cash assistance is available from a special hardship contingency fund. Under state welfare reform statutes, two-parent families who had formerly received services from GPA became eligible under RI Works. Prior to January 1, 2014, the GPA program also provided for limited medical assistance (known as GPA Medical or GMED) to ill or individuals with disabilities who did not qualify for other federal programs. With the expansion of Medicaid to adults with incomes at or below 138 percent of the federal poverty level, this portion of the program was effectively phased out. The Supplemental Nutrition Assistance Program (SNAP) is designed to promote the health and well-being of the nation's population by increasing access to healthy and nutritious food for households in need. Limited food purchasing power of households contributes to hunger and malnutrition. The SNAP program permits income-eligible households to obtain a more nutritious diet by increasing the purchasing power of all eligible households that apply for participation in the program. SNAP benefits to eligible households in Rhode Island are funded through the United States Department of Agriculture (USDA). The State and the USDA share in the cost of administering the program, which is maintained by the Individual and Family Support program, with associated budgetary resources housed within that program.

##### **Statutory History**

R.I. General Laws § 40-6 established the General Public Assistance Program. RIGL § 40-6-8(d) established the State's administrative role regarding the federal SNAP program.

# Budget

## Department of Human Services

### Other Programs

<b>Expenditures by Sub Program</b>	<b>2022 Actuals</b>	<b>2023 Actuals</b>	<b>2024 Enacted Budget</b>	<b>2024 Revised Budget</b>	<b>2025 Recommended</b>
General Public Assistance	982,890	1,870,789	2,133,820	3,669,120	4,244,424
Supplemental Nutrition Assistance Program (SNAP)	475,695,433	467,856,332	379,017,847	369,855,463	359,648,000
<b>Total Expenditures</b>	<b>476,678,323</b>	<b>469,727,122</b>	<b>381,151,667</b>	<b>373,524,583</b>	<b>363,892,424</b>
<b>Expenditures by Object</b>					
Salary and Benefits	0	1,875	0	0	0
Contract Professional Services	0	392,506	0	345,900	0
Operating Supplies and Expenses	8,975	221,699	8,000	140,762	8,000
Assistance and Grants	476,669,348	469,111,041	381,143,667	373,037,921	363,884,424
<b>Subtotal: Operating</b>	<b>476,678,323</b>	<b>469,727,122</b>	<b>381,151,667</b>	<b>373,524,583</b>	<b>363,892,424</b>
<b>Total Expenditures</b>	<b>476,678,323</b>	<b>469,727,122</b>	<b>381,151,667</b>	<b>373,524,583</b>	<b>363,892,424</b>
<b>Expenditures by Source of Funds</b>					
General Revenue	838,511	1,832,146	11,935,456	12,778,869	2,444,424
Federal Funds	475,839,812	467,894,976	369,208,211	360,737,714	361,440,000
Restricted Receipts	0	0	8,000	8,000	8,000
<b>Total Expenditures</b>	<b>476,678,323</b>	<b>469,727,122</b>	<b>381,151,667</b>	<b>373,524,583</b>	<b>363,892,424</b>



## **Program Summary**

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### **Department of Human Services**

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### **Office of Healthy Aging**

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#### **Mission**

Through strong advocacy, programming and community partnership, the Rhode Island Office of Healthy Aging empowers older Rhode Islanders and adults with disabilities to age healthfully, happily, and safely.

#### **Description**

The Office of Healthy Aging (OHA) is the designated state agency on aging for Rhode Island. As such, OHA is responsible for the development and implementation of a comprehensive, coordinated system of community-based care for persons 55 years of age and older and adults with disabilities. OHA is headed by a director who is appointed by and reports directly to the Governor. OHA responsibilities include developing and implementing a State Plan on Aging under the Federal Older Americans Act (OAA) and serving as the state's Single Planning and Service Area on Aging under the Older Americans Act. The primary focus of the Office of Healthy Aging is to preserve the independence, dignity and capacity for choice of seniors, their families and caregivers by connecting them to resources and information that promote healthy aging. The DHS division operates services designed to assist seniors in remaining independent in the community and administers and funds a wide range of community programs, activities and services. OHA is the lead state agency advocate to protect and preserve the rights of older individuals. Some services are provided directly by the OHA staff, but many are provided through a strong and coordinated community-based network of senior centers, adult day centers, nutrition programs, senior housing and assisted living facilities, home care, advocacy groups, The POINT, and other community partners. OHA's grants management and program staff coordinate the efforts and activities of the state aging network through the allocation and monitoring of federal and state funds.

#### **Statutory History**

The Office of Healthy Aging (formerly the Department/Division of Elderly Affairs) was created in 1977. R.I. General Laws § 42-66 established and provides for the organization and functions of the department. Federal authority rests under the Older Americans Act of 1965 as amended. Article 9 of the FY 2012 Appropriations Act merged the former DEA within the Department of Human Services, thereby creating the Division of Elderly Affairs. Article 4 of the FY 2020 Appropriations Act renamed the agency, thereby creating the Office of Healthy Aging.

# Budget

## Department of Human Services

### Office of Healthy Aging

<b>Expenditures by Sub Program</b>	<b>2022 Actuals</b>	<b>2023 Actuals</b>	<b>2024 Enacted Budget</b>	<b>2024 Revised Budget</b>	<b>2025 Recommended</b>
Office of Healthy Aging - Administrative Services	30,491,581	30,783,524	38,696,911	35,521,967	28,532,561
<b>Total Expenditures</b>	<b>30,491,581</b>	<b>30,783,524</b>	<b>38,696,911</b>	<b>35,521,967</b>	<b>28,532,561</b>
<b>Expenditures by Object</b>					
Salary and Benefits	3,743,873	4,116,926	4,507,253	4,394,810	4,523,588
Contract Professional Services	267,885	143,103	107,500	614,110	257,500
Operating Supplies and Expenses	4,478,814	5,771,034	5,064,026	5,812,536	5,705,731
Assistance and Grants	18,873,465	17,353,779	25,932,044	21,291,497	17,842,325
<b>Subtotal: Operating</b>	<b>27,364,037</b>	<b>27,384,843</b>	<b>35,610,823</b>	<b>32,112,953</b>	<b>28,329,144</b>
Capital Purchases and Equipment	4,796	3,159	6,615	6,615	6,615
Operating Transfers	3,122,748	3,395,523	3,079,473	3,402,399	196,802
<b>Subtotal: Other</b>	<b>3,127,544</b>	<b>3,398,681</b>	<b>3,086,088</b>	<b>3,409,014</b>	<b>203,417</b>
<b>Total Expenditures</b>	<b>30,491,581</b>	<b>30,783,524</b>	<b>38,696,911</b>	<b>35,521,967</b>	<b>28,532,561</b>
<b>Expenditures by Source of Funds</b>					
General Revenue	9,274,171	10,268,289	13,654,589	12,085,934	11,811,882
Federal Funds	17,326,234	15,627,718	20,834,138	19,078,998	15,592,237
Restricted Receipts	14,450	4,282	61,000	50,200	46,200
Operating Transfers from Other Funds	3,876,726	4,883,234	4,147,184	4,306,835	1,082,242
<b>Total Expenditures</b>	<b>30,491,581</b>	<b>30,783,524</b>	<b>38,696,911</b>	<b>35,521,967</b>	<b>28,532,561</b>

# Personnel

## Department of Human Services

### Office of Healthy Aging

		FY 2024		FY 2025	
		FTE	Cost	FTE	Cost
<b>Classified</b>					
ADMINISTRATOR, FINANCIAL MANAGEMENT	0137 A	1.0	98,687	1.0	103,718
ASSISTANT ADMINISTRATOR COMMUNITY AND PLANNING SERVICES	0135 A	1.0	94,526	1.0	96,545
ASSISTANT ADMINISTRATOR COMMUNITY AND PLANNING SERVICES	0335 A	0.0	85,582	0.0	335
ASSISTANT ADMINISTRATOR- FINANCIAL MANAGEMENT	0134 A	1.0	88,454	1.0	91,755
ASSISTANT DIRECTOR FOR ADMINISTRATIVE SERVICES	0143 A	1.0	137,047	1.0	137,047
ASSOCIATE DIRECTOR DEPARTMENT OF ELDERLY AFFAIRS	0141 A	0.0	143,691	0.0	552
CHIEF FAMILY HEALTH SYSTEMS	0137 A	2.0	242,236	2.0	242,236
CHIEF IMPLEMENTATION AIDE	0128 A	1.0	77,388	1.0	77,388
CHIEF PROGRAM DEVELOPMENT	0134 A	4.0	394,169	4.0	397,375
CHIEF RESOURCE SPECIALIST	0131 A	1.0	76,820	1.0	80,108
COMMUNITY RELATIONS LIAISON OFFICER	0332 A	1.0	94,933	1.0	94,933
CUSTOMER SERVICE SPECIALIST III	0323 A	2.0	121,157	2.0	123,919
HUMAN SERVICES BUSINESS OFFICER	0322 A	1.0	57,046	1.0	58,329
HUMAN SERVICES POLICY AND SYSTEMS SPECIALIST	0324 A	1.0	75,512	1.0	75,512
HUMAN SERVICES PROGRAM PLANNER	0327 A	1.0	82,648	1.0	82,648
INFORMATION AIDE	0315 A	1.0	57,796	1.0	57,796
INTERDEPARTMENTAL PROJECT MANAGER	0139 A	1.0	99,792	1.0	103,532
PRINCIPAL HUMAN SERVICES POLICY AND SYSTEMS SPECIALIST	0330 A	2.0	175,047	2.0	175,047
PRINCIPAL RESOURCE SPECIALIST	0328 A	9.0	655,682	9.0	667,120
SENIOR CASE WORK SUPERVISOR	0B30 A	1.0	89,168	1.0	89,510
<b>Subtotal Classified</b>		<b>32.0</b>	<b>2,947,381</b>	<b>32.0</b>	<b>2,755,405</b>
<b>Unclassified</b>					
DIRECTOR DIV OF ELDERLY AFFAIRS	0844 A	1.0	148,832	1.0	150,930
<b>Subtotal Unclassified</b>		<b>1.0</b>	<b>148,832</b>	<b>1.0</b>	<b>150,930</b>
<b>Subtotal</b>		<b>33.0</b>	<b>3,096,213</b>	<b>33.0</b>	<b>2,906,335</b>
Salaries Adjustment			0		(50,802)
Turnover			(357,273)		(43,537)
<b>Total Salaries</b>			<b>2,738,940</b>		<b>2,811,996</b>

# Personnel

## Department of Human Services

### Office of Healthy Aging

	FY 2024		FY 2025	
	FTE	Cost	FTE	Cost
<b>Benefits</b>				
FICA		209,527		215,757
Health Benefits		379,046		425,502
Payroll Accrual		15,999		16,142
Retiree Health		123,801		111,121
Retirement		819,307		831,666
<b>Subtotal</b>		<b>1,547,680</b>		<b>1,600,188</b>
<b>Total Salaries and Benefits</b>	<b>33.0</b>	<b>4,286,620</b>	<b>33.0</b>	<b>4,412,184</b>
<b>Cost Per FTE Position</b>		<b>129,898</b>		<b>133,703</b>
Statewide Benefit Assessment		108,190		111,404
<b>Payroll Costs</b>	<b>33.0</b>	<b>4,394,810</b>	<b>33.0</b>	<b>4,523,588</b>
<b>Purchased Services</b>				
Clerical and Temporary Services		40,000		40,000
Information Technology		251,690		65,000
Management & Consultant Services		319,920		150,000
Other Contracts		2,500		2,500
<b>Subtotal</b>		<b>614,110</b>		<b>257,500</b>
<b>Total Personnel</b>	<b>33.0</b>	<b>5,008,920</b>	<b>33.0</b>	<b>4,781,088</b>
<b>Distribution by Source of Funds</b>				
General Revenue	10.0	2,214,390	10.0	2,355,817
Federal Funds	23.0	2,794,530	23.0	2,425,271
<b>Total All Funds</b>	<b>33.0</b>	<b>5,008,920</b>	<b>33.0</b>	<b>4,781,088</b>

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## Performance Measures

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### Department of Human Services

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### Office of Healthy Aging

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#### Adult Protective Services (APS)

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When OHA staff learn of a senior in the community who may be victim of abuse, financial exploitation, or self-neglect, the intake team enters that information into our data system where it is then reviewed by our screeners to determine whether the case meets the standards for investigation. The figures below represent the percent of intakes screened within one day of being received. [Note: This was a new performance measure in FY 2023 and historical targets are not available.]

	<i>Reporting Period: State Fiscal Year</i>				
<i>Frequency: Annual</i>	<b>2021</b>	<b>2022</b>	<b>2023</b>	<b>2024</b>	<b>2025</b>
<b>Target</b>	--	--	85%	85%	85%
<b>Actual</b>	80%	74%	75%	--	--