
Performance Measures

Department of Human Services

Central Management

Staff Attending Learning Management System Courses

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.]

	<i>Frequency: Annual</i>		<i>Reporting Period: State Fiscal Year</i>		
	2021	2022	2023	2024	2025
Target	--	--	--	60%	65%
Actual	--	--	54%	--	--

Number of Courses Available to Staff within the LMS

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.]

	<i>Frequency: Annual</i>		<i>Reporting Period: State Fiscal Year</i>		
	2021	2022	2023	2024	2025
Target	--	--	--	40	44
Actual	--	--	34	--	--

Performance Measures

Department of Human Services

Child Support Enforcement

Child Support Distributions

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
Target	--	--	\$67,000,000	\$70,000,000	\$70,000,000
Actual	\$77,567,893	\$71,982,113	\$71,218,713	--	--

Performance Measures

Department of Human Services

Individual and Family Support

Timeliness SNAP Application Processing

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
Target	95%	95%	96%	96%	96%
Actual	94%	91%	89%	--	--

SNAP Expedited Application Processing

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
Target	96%	95%	96%	96%	96%
Actual	88%	71%	67%	--	--

Call Wait Times

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
Target	30	30	30	30	30
Actual	52	72	66	--	--

SNAP Payment Error Rate

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
Target	6%	6%	11%	7%	6%
Actual	14%	14%	--	--	--

Performance Measures

Department of Human Services

Office of Veterans Services

RIVETS Veterans Resource Center

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.]

Frequency: Annual

Reporting Period: State Fiscal Year

	2021	2022	2023	2024	2025
Target	--	--	--	720	1,080
Actual	--	--	1,394	--	--

Performance Measures

Department of Human Services

Supplemental Security Income Program

Average Processing Times

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.

Frequency: Annual

Reporting Period: Federal Fiscal Year

	2021	2022	2023	2024	2025
Target	90	90	90	90	90
Actual	91	93	95	--	--

Performance Measures

Department of Human Services

Rhode Island Works/Child Care

Temporary Assistance for Needy Families (TANF) Processing Timeliness

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

Child Care Assistance Program (CCAP) Processing Timeliness

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

BrightStars Child Care Ratings

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

Performance Measures

Department of Human Services

Office of Healthy Aging

Adult Protective Services (APS)

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.]

Frequency: Annual

Reporting Period: State Fiscal Year

	2021	2022	2023	2024	2025
Target	--	--	85%	85%	85%
Actual	80%	74%	75%	--	--
