

**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

	2023 Actuals	2024 Actuals	2025 Enacted Budget	2025 Revised Budget	2026 Recommended
<b>Expenditures by Program</b>					
Central Management	12,871,013	17,160,406	15,106,421	16,150,893	15,965,145
Child Support Enforcement	16,514,737	16,817,737	18,436,579	18,751,329	18,435,198
Individual and Family Support	187,444,041	186,923,378	176,688,255	200,370,414	164,092,731
Office of Veterans Services	41,766,020	44,922,667	52,173,754	52,822,313	51,943,036
Health Care Eligibility	15,669,587	29,754,789	27,456,677	27,308,131	27,173,506
Supplemental Security Income Program	16,565,007	16,630,658	16,588,320	16,646,807	16,638,000
Rhode Island Works/Child Care	84,321,748	87,253,040	107,648,728	107,138,040	111,352,220
Other Programs	469,727,122	358,569,137	363,550,900	383,038,297	384,683,513
Office of Healthy Aging	30,783,524	32,600,258	37,091,920	38,279,233	38,898,518
<b>Total Expenditures</b>	<b>875,662,799</b>	<b>790,632,069</b>	<b>814,741,554</b>	<b>860,505,457</b>	<b>829,181,867</b>
<b>Expenditures by Object</b>					
Salary and Benefits	106,303,238	112,898,822	122,669,794	126,820,313	133,134,288
Contract Professional Services	38,460,294	51,579,809	45,448,267	52,973,347	28,406,095
Operating Supplies and Expenses	35,257,834	38,295,579	41,848,742	42,187,875	39,797,669
Assistance and Grants	691,633,130	583,083,828	594,823,141	629,623,719	621,399,405
<b>Subtotal: Operating</b>	<b>871,654,496</b>	<b>785,858,037</b>	<b>804,789,944</b>	<b>851,605,254</b>	<b>822,737,457</b>
Capital Purchases and Equipment	612,780	1,648,752	6,563,370	5,524,163	3,068,370
Operating Transfers	3,395,523	3,125,280	3,388,240	3,376,040	3,376,040
<b>Subtotal: Other</b>	<b>4,008,303</b>	<b>4,774,032</b>	<b>9,951,610</b>	<b>8,900,203</b>	<b>6,444,410</b>
<b>Total Expenditures</b>	<b>875,662,799</b>	<b>790,632,069</b>	<b>814,741,554</b>	<b>860,505,457</b>	<b>829,181,867</b>
<b>Expenditures by Source of Funds</b>					
General Revenue	122,222,195	135,284,256	142,790,800	147,328,344	135,580,989
Federal Funds	744,049,154	645,440,536	659,709,433	697,326,473	682,192,831
Restricted Receipts	4,450,887	4,602,143	6,243,767	9,900,575	6,010,641
Operating Transfers From Other Funds	4,940,563	5,305,135	5,698,680	5,950,065	5,397,406
Other Funds	0	0	298,874	0	0
<b>Total Expenditures</b>	<b>875,662,799</b>	<b>790,632,069</b>	<b>814,741,554</b>	<b>860,505,457</b>	<b>829,181,867</b>
<b>FTE Authorization</b>	<b>1,067.0</b>	<b>1,070.0</b>	<b>1,079.0</b>	<b>1,079.0</b>	<b>1,079.0</b>

# Personnel Agency Summary

## Department of Human Services

	FY 2025		FY 2026	
	FTE	Cost	FTE	Cost
Classified	1,076.0	76,797,520	1,076.0	80,590,711
Unclassified	3.0	491,048	3.0	503,488
<b>Subtotal</b>	<b>1,079.0</b>	<b>77,288,568</b>	<b>1,079.0</b>	<b>81,094,199</b>
Transfer Out		(469,779)		(481,683)
Transfer In		451,091		493,234
Overtime		5,766,182		6,084,944
Seasonal/Special Salaries/Wages		1,429,420		1,429,420
Turnover		(8,000,245)		(8,271,096)
<b>Total Salaries</b>		<b>76,465,237</b>		<b>80,349,018</b>
<b>Benefits</b>				
Contract Stipends		73,964		73,971
FICA		5,391,722		5,673,180
Health Benefits		17,056,213		18,122,525
Holiday		657,807		684,119
Payroll Accrual		405,766		425,875
Retiree Health		2,742,198		2,383,417
Retirement		22,015,478		23,303,130
<b>Subtotal</b>		<b>48,343,148</b>		<b>50,666,217</b>
<b>Total Salaries and Benefits</b>	<b>1,079.0</b>	<b>124,808,385</b>	<b>1,079.0</b>	<b>131,015,235</b>
<b>Cost Per FTE Position</b>		<b>115,670</b>		<b>121,423</b>
Statewide Benefit Assessment		2,011,928		2,119,053
<b>Payroll Costs</b>	<b>1,079.0</b>	<b>126,820,313</b>	<b>1,079.0</b>	<b>133,134,288</b>
<b>Purchased Services</b>				
Buildings and Ground Maintenance		1,223,932		1,161,646
Clerical and Temporary Services		972,458		927,660
Information Technology		28,412,382		6,697,908
Legal Services		659,475		659,475
Management & Consultant Services		8,899,543		6,622,121
Medical Services		7,264,858		7,264,858
Other Contracts		5,335,824		4,867,552
Training and Educational Services		204,875		204,875
<b>Subtotal</b>		<b>52,973,347</b>		<b>28,406,095</b>
<b>Total Personnel</b>	<b>1,079.0</b>	<b>179,793,660</b>	<b>1,079.0</b>	<b>161,540,383</b>
<b>Distribution by Source of Funds</b>				
General Revenue	969.0	76,345,884	969.0	68,337,155
Federal Funds	105.0	96,730,499	105.0	88,400,730
Restricted Receipts	5.0	6,717,277	5.0	4,802,498
<b>Total All Funds</b>	<b>1,079.0</b>	<b>179,793,660</b>	<b>1,079.0</b>	<b>161,540,383</b>

## **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

Expenditures by Sub Program	2023 Actuals	2024 Actuals	2025 Enacted Budget	2025 Revised Budget	2026 Recommended
Operations	12,871,013	17,160,406	15,106,421	16,150,893	15,965,145
<b>Total Expenditures</b>	<b>12,871,013</b>	<b>17,160,406</b>	<b>15,106,421</b>	<b>16,150,893</b>	<b>15,965,145</b>
<b>Expenditures by Object</b>					
Salary and Benefits	361,430	1,105,874	1,100,488	1,096,615	1,152,704
Contract Professional Services	300	24,236	480	200,314	30,340
Operating Supplies and Expenses	113,776	222,103	855,453	1,676,964	1,865,101
Assistance and Grants	12,395,502	15,717,903	13,150,000	13,177,000	12,917,000
<b>Subtotal: Operating</b>	<b>12,871,008</b>	<b>17,070,116</b>	<b>15,106,421</b>	<b>16,150,893</b>	<b>15,965,145</b>
Capital Purchases and Equipment	4	90,290	0	0	0
<b>Subtotal: Other</b>	<b>4</b>	<b>90,290</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Total Expenditures</b>	<b>12,871,013</b>	<b>17,160,406</b>	<b>15,106,421</b>	<b>16,150,893</b>	<b>15,965,145</b>
<b>Expenditures by Source of Funds</b>					
General Revenue	6,871,022	5,783,762	6,793,641	6,330,784	7,600,831
Federal Funds	5,818,365	10,918,775	8,012,780	8,046,469	8,064,314
Restricted Receipts	181,625	457,869	300,000	1,773,640	300,000
<b>Total Expenditures</b>	<b>12,871,013</b>	<b>17,160,406</b>	<b>15,106,421</b>	<b>16,150,893</b>	<b>15,965,145</b>

# Personnel

## Department of Human Services

### Central Management

		FY 2025		FY 2026	
		FTE	Cost	FTE	Cost
<b>Classified</b>					
ADMINISTRATIVE OFFICER	0124 A	1.0	57,253	1.0	59,542
ADMINISTRATOR- FAMILY AND ADULT SERVICES	0141 A	2.0	251,828	2.0	261,902
ADMINISTRATOR, FINANCIAL MANAGEMENT	0137 A	1.0	114,204	1.0	118,560
ASSISTANT ADMINISTRATOR (ASSISTANCE PAYMENTS)	0A35 A	1.0	126,528	1.0	131,548
ASSISTANT ADMINISTRATOR COMMUNITY AND PLANNING SERVICES	0135 A	3.0	302,144	3.0	316,284
ASSISTANT ADMINISTRATOR- FINANCIAL MANAGEMENT	0A34 A	1.0	98,721	1.0	107,675
ASSISTANT BUSINESS MANAGEMENT OFFICER	0319 A	1.0	52,350	1.0	55,856
ASSISTANT DIRECTOR FINANCIAL AND CONTRACT MANAGEMENT	0141 A	2.0	272,890	2.0	283,682
ASSISTANT DIRECTOR FOR ADMINISTRATIVE SERVICES	0143 A	1.0	122,467	1.0	127,368
ASSOCIATE DIRECTOR (DHS) DIV OF MANAGEMENT SERVICES	0146 A	2.0	327,821	2.0	340,867
ASSOCIATE DIRECTOR (DHS) PROGRAM OPERATIONS	0143 A	1.0	140,274	1.0	145,884
CHIEF HUMAN SERVICES BUSINESS OFFICER	0A33 A	2.0	184,578	2.0	196,528
CHIEF IMPLEMENTATION AIDE	0128 A	1.0	71,427	1.0	74,169
CHIEF PROGRAM DEVELOPMENT	0134 A	2.0	179,872	2.0	191,340
COMMUNITY RELATIONS LIAISON OFFICER	AB32 A	1.0	88,943	1.0	94,319
CUSTOMER SERVICE AIDE (DHS)	0312 A	1.0	46,293	1.0	48,143
DATA ANALYST I	0134 A	3.0	278,800	3.0	304,381
DATA CONTROL CLERK	0315 A	1.0	49,532	1.0	51,514
DEPUTY DIRECTOR DEPARTMENT OF HUMAN SERVICES	0148 A	1.0	157,650	1.0	170,120
HUMAN SERVICES BUSINESS OFFICER	0A22 A	1.0	58,697	1.0	62,986
HUMAN SERVICES POLICY AND SYSTEMS SPECIALIST	0A24 A	1.0	78,662	1.0	81,802
IMPLEMENTATION AIDE	0122 A	2.0	119,372	2.0	126,674
INTERDEPARTMENTAL PROJECT MANAGER	0139 A	5.0	583,283	5.0	615,604
OFFICE MANAGER	0123 A	1.0	58,163	1.0	62,293
PRINCIPAL HUMAN SERVICES BUSINESS OFFICER	0A28 A	3.0	243,349	3.0	260,680
PRINCIPAL HUMAN SERVICES POLICY AND SYSTEMS SPECIALIST	0A35 A	1.0	96,287	1.0	100,138
PRODUCTIVITY PROJECT DIRECTOR	0130 A	1.0	83,684	1.0	87,030
PROGRAMMING SERVICES OFFICER	0131 A	2.0	169,021	2.0	180,067
SENIOR ECONOMIC AND POLICY ANALYST	0134 A	1.0	97,751	1.0	101,661
SENIOR HUMAN SERVICES BUSINESS OFFICER	0A25 A	1.0	56,140	1.0	70,744
<b>Subtotal Classified</b>		<b>47.0</b>	<b>4,567,984</b>	<b>47.0</b>	<b>4,829,361</b>

# Personnel

## Department of Human Services

### Central Management

		FY 2025		FY 2026	
		FTE	Cost	FTE	Cost
<b>Classified</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>48.0</b>	<b>4,748,026</b>	<b>48.0</b>	<b>5,009,403</b>
Transfer Out			(4,103,723)		(4,334,905)
Transfer In			213,414		225,340
Turnover			(200,517)		(207,857)
<b>Total Salaries</b>			<b>657,200</b>		<b>691,981</b>
<b>Benefits</b>					
Contract Stipends			0		7
FICA			49,674		52,434
Health Benefits			133,233		141,872
Payroll Accrual			3,840		4,031
Retiree Health			25,894		22,492
Retirement			207,717		219,818
<b>Subtotal</b>			<b>420,358</b>		<b>440,654</b>
<b>Total Salaries and Benefits</b>		<b>48.0</b>	<b>1,077,558</b>	<b>48.0</b>	<b>1,132,635</b>
<b>Cost Per FTE Position</b>			<b>22,449</b>		<b>23,597</b>
Statewide Benefit Assessment			19,057		20,069
<b>Payroll Costs</b>		<b>48.0</b>	<b>1,096,615</b>	<b>48.0</b>	<b>1,152,704</b>
<b>Purchased Services</b>					
Information Technology			320		340
Other Contracts			199,994		30,000
<b>Subtotal</b>			<b>200,314</b>		<b>30,340</b>
<b>Total Personnel</b>		<b>48.0</b>	<b>1,296,929</b>	<b>48.0</b>	<b>1,183,044</b>
<b>Distribution by Source of Funds</b>					
General Revenue		46.0	900,661	46.0	948,925
Federal Funds		2.0	221,274	2.0	234,119
Restricted Receipts		0.0	174,994	0.0	0
<b>Total All Funds</b>		<b>48.0</b>	<b>1,296,929</b>	<b>48.0</b>	<b>1,183,044</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*

	2022	2023	2024	2025	2026
<b>Target</b>	--	--	60%	65%	70%
<b>Actual</b>	--	54%	60%	--	--

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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*

	2022	2023	2024	2025	2026
<b>Target</b>	--	--	40	85	105
<b>Actual</b>	--	34	62	--	--

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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>2023 Actuals</b>	<b>2024 Actuals</b>	<b>2025 Enacted Budget</b>	<b>2025 Revised Budget</b>	<b>2026 Recommended</b>
Child Support Enforcement	16,514,737	16,817,737	18,436,579	18,751,329	18,435,198
<b>Total Expenditures</b>	<b>16,514,737</b>	<b>16,817,737</b>	<b>18,436,579</b>	<b>18,751,329</b>	<b>18,435,198</b>
<b>Expenditures by Object</b>					
Salary and Benefits	6,822,641	7,004,249	7,347,876	7,500,939	7,812,174
Contract Professional Services	8,056,801	8,048,470	9,240,756	9,293,605	8,700,581
Operating Supplies and Expenses	1,630,032	1,765,018	1,847,947	1,956,785	1,922,443
<b>Subtotal: Operating</b>	<b>16,509,473</b>	<b>16,817,737</b>	<b>18,436,579</b>	<b>18,751,329</b>	<b>18,435,198</b>
Capital Purchases and Equipment	5,264	0	0	0	0
<b>Subtotal: Other</b>	<b>5,264</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Total Expenditures</b>	<b>16,514,737</b>	<b>16,817,737</b>	<b>18,436,579</b>	<b>18,751,329</b>	<b>18,435,198</b>
<b>Expenditures by Source of Funds</b>					
General Revenue	3,988,154	4,117,486	4,624,506	3,305,783	4,390,046
Federal Funds	8,854,539	9,328,051	9,988,214	10,444,028	10,229,053
Restricted Receipts	3,672,044	3,372,199	3,823,859	5,001,518	3,816,099
<b>Total Expenditures</b>	<b>16,514,737</b>	<b>16,817,737</b>	<b>18,436,579</b>	<b>18,751,329</b>	<b>18,435,198</b>

# Personnel

## Department of Human Services

### Child Support Enforcement

		FY 2025		FY 2026	
		FTE	Cost	FTE	Cost
<b>Classified</b>					
ACCOUNTANT	AB20 A	1.0	59,965	1.0	62,364
ADMINISTRATOR- FAMILY AND ADULT SERVICES	0141 A	1.0	128,405	1.0	133,541
ASSISTANT ADMINISTRATOR (ASSISTANCE PAYMENTS)	0A35 A	2.0	265,135	2.0	275,616
ASSISTANT ADMINISTRATOR- FINANCIAL MANAGEMENT	0134 A	1.0	86,230	1.0	89,679
ASSOCIATE DIRECTOR- REVENUE SERVICES (CHILD SUPPORT)	0144 A	1.0	171,803	1.0	178,675
CHIEF CASE WORK SUPERVISOR	0A34 A	3.0	334,313	3.0	347,593
CHILD SUPPORT ENFORCEMENT AGENT I	0322 A	18.0	1,078,588	18.0	1,132,266
CHILD SUPPORT ENFORCEMENT AGENT II	0322 A	1.0	59,361	1.0	61,735
CHILD SUPPORT ENFORCEMENT AGENT II	0324 A	7.0	461,346	7.0	484,457
CHILD SUPPORT ENFORCEMENT AGENT III	0326 A	14.0	1,058,846	14.0	1,101,018
COMMUNITY PROGRAM LIAISON WORKER	0319 A	1.0	55,353	1.0	57,567
CUSTOMER SERVICE AIDE (DHS)	0313 A	1.0	47,295	1.0	49,187
DATA CONTROL CLERK	0315 A	1.0	59,439	1.0	61,817
HUMAN SERVICES POLICY AND SYSTEMS SPECIALIST	0A24 A	2.0	151,784	2.0	157,790
INTERPRETER (SPANISH)	0316 A	1.0	47,759	1.0	50,563
JUNIOR HUMAN SERVICES POLICY AND SYSTEMS SPECIALIST	0A22 A	1.0	58,856	1.0	63,148
PRINCIPAL HUMAN SERVICES BUSINESS OFFICER	0A28 A	1.0	88,082	1.0	91,605
PRINCIPAL HUMAN SERVICES POLICY AND SYSTEMS SPECIALIST	0A30 A	1.0	95,226	1.0	99,034
SENIOR HUMAN SERVICES BUSINESS OFFICER	0A25 A	1.0	84,391	1.0	90,552
SENIOR WORD PROCESSING TYPIST	0312 A	3.0	138,876	3.0	144,432
<b>Subtotal Classified</b>		<b>62.0</b>	<b>4,531,053</b>	<b>62.0</b>	<b>4,732,639</b>
<b>Subtotal</b>		<b>62.0</b>	<b>4,531,053</b>	<b>62.0</b>	<b>4,732,639</b>
Transfer Out			(47,759)		(50,563)
Overtime			225,751		234,779
Turnover			(209,863)		(231,133)
<b>Total Salaries</b>			<b>4,499,182</b>		<b>4,685,722</b>

# Personnel

## Department of Human Services

### Child Support Enforcement

	FY 2025		FY 2026	
	FTE	Cost	FTE	Cost
<b>Benefits</b>				
FICA		326,711		340,260
Health Benefits		1,006,425		1,071,897
Payroll Accrual		24,976		25,925
Retiree Health		168,373		144,661
Retirement		1,351,343		1,414,631
<b>Subtotal</b>		<b>2,877,828</b>		<b>2,997,374</b>
<b>Total Salaries and Benefits</b>	<b>62.0</b>	<b>7,377,010</b>	<b>62.0</b>	<b>7,683,096</b>
<b>Cost Per FTE Position</b>		<b>118,984</b>		<b>123,921</b>
Statewide Benefit Assessment		123,929		129,078
<b>Payroll Costs</b>	<b>62.0</b>	<b>7,500,939</b>	<b>62.0</b>	<b>7,812,174</b>
<b>Purchased Services</b>				
Clerical and Temporary Services		2,710		2,710
Information Technology		4,249,824		3,511,000
Legal Services		649,475		649,475
Management & Consultant Services		4,153,295		4,299,095
Medical Services		10,000		10,000
Other Contracts		228,301		228,301
<b>Subtotal</b>		<b>9,293,605</b>		<b>8,700,581</b>
<b>Total Personnel</b>	<b>62.0</b>	<b>16,794,544</b>	<b>62.0</b>	<b>16,512,755</b>
<b>Distribution by Source of Funds</b>				
General Revenue	62.0	2,703,167	62.0	3,799,093
Federal Funds	0.0	9,379,802	0.0	9,187,506
Restricted Receipts	0.0	4,711,575	0.0	3,526,156
<b>Total All Funds</b>	<b>62.0</b>	<b>16,794,544</b>	<b>62.0</b>	<b>16,512,755</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*

	2022	2023	2024	2025	2026
<b>Target</b>	--	\$67,000,000	\$70,000,000	\$72,000,000	\$72,000,000
<b>Actual</b>	\$71,982,113	\$71,218,713	\$74,055,664	--	--

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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	2023 Actuals	2024 Actuals	2025 Enacted Budget	2025 Revised Budget	2026 Recommended
Child Care	22,271,499	35,634,904	13,682,838	23,999,898	12,480,161
General Public Assistance	231,181	336,969	39,448	54,500	0
LIHEAP and Weatherization	52,410,761	37,044,843	36,464,001	37,009,438	32,928,638
Office of Rehabilitation Services	28,214,343	30,158,425	32,985,872	33,715,865	34,469,025
Operations	9,636,624	11,288,217	10,153,523	12,905,642	8,269,859
Refugee Assistance	1,368,391	1,271,783	4,507,271	5,092,488	4,291,838
Social Services Block Grant	2,180,190	2,688,759	2,810,609	3,604,328	3,531,960
SSI	2,703,733	3,167,945	3,364,473	3,664,150	518,038
Supplemental Nutrition Assistance Program (SNAP)	52,581,594	49,346,526	55,939,361	58,318,248	46,244,741
Temporary Assistance for Needy Families (TANF)	15,844,409	15,985,006	16,740,859	22,005,857	21,358,471
Transportation Elderly	1,315	(0)	0	0	0
<b>Total Expenditures</b>	<b>187,444,041</b>	<b>186,923,378</b>	<b>176,688,255</b>	<b>200,370,414</b>	<b>164,092,731</b>
<b>Expenditures by Object</b>					
Salary and Benefits	56,584,398	56,241,513	60,774,709	62,769,666	66,092,258
Contract Professional Services	23,612,704	27,622,528	27,596,249	32,828,214	10,972,694
Operating Supplies and Expenses	15,380,863	16,322,929	17,314,425	17,604,180	14,846,075
Assistance and Grants	91,656,253	86,289,699	70,318,417	86,410,126	71,697,249
<b>Subtotal: Operating</b>	<b>187,234,217</b>	<b>186,476,669</b>	<b>176,003,800</b>	<b>199,612,186</b>	<b>163,608,276</b>
Capital Purchases and Equipment	209,825	446,709	684,455	758,228	484,455
<b>Subtotal: Other</b>	<b>209,825</b>	<b>446,709</b>	<b>684,455</b>	<b>758,228</b>	<b>484,455</b>
<b>Total Expenditures</b>	<b>187,444,041</b>	<b>186,923,378</b>	<b>176,688,255</b>	<b>200,370,414</b>	<b>164,092,731</b>
<b>Expenditures by Source of Funds</b>					
General Revenue	39,030,367	41,019,910	44,747,836	48,148,213	35,233,643
Federal Funds	148,154,409	145,330,934	130,770,837	151,362,720	128,579,088
Restricted Receipts	201,936	378,852	705,708	620,708	115,000
Operating Transfers from Other Funds	57,330	193,682	165,000	238,773	165,000
Other Funds	0	0	298,874	0	0
<b>Total Expenditures</b>	<b>187,444,041</b>	<b>186,923,378</b>	<b>176,688,255</b>	<b>200,370,414</b>	<b>164,092,731</b>



# Personnel

## Department of Human Services

### Individual and Family Support

		FY 2025		FY 2026	
		FTE	Cost	FTE	Cost
<b>Classified</b>					
ADMINISTRATOR- FAMILY AND ADULT SERVICES	0141 A	4.0	547,128	4.0	568,956
ADMINISTRATOR FAMILY AND CHILDREN'S SERVICES	0139 A	4.0	440,394	4.0	468,179
ADMINISTRATOR MANAGEMENT SERVICES (DHS)	0139 A	1.0	95,046	1.0	110,554
ADMINISTRATOR OF VOCATIONAL REHABILITATION	0139 A	3.0	390,672	3.0	408,418
ADMINISTRATOR- OPERATIONS MANAGEMENT	0141 A	1.0	151,895	1.0	157,929
ASSISTANT ADMINISTRATOR COMMUNITY AND PLANNING SERVICES	0135 A	4.0	403,020	4.0	423,251
ASSISTANT ADMINISTRATOR FAMILY AND CHILDREN'S SERVICES	0A35 A	2.0	185,899	2.0	208,687
ASSISTANT ADMINISTRATOR OF VOCATIONAL REHAB (DIS DETER)	0A32 A	2.0	191,739	2.0	199,313
ASSISTANT ADMINISTRATOR OF VOCATIONAL REHAB (REHAB)	0A32 A	5.0	545,092	5.0	566,258
ASSISTANT DIRECTOR FOR ADMINISTRATIVE SERVICES	0143 A	1.0	140,276	1.0	145,885
ASSOCIATE DIRECTOR (DHS) DIV OF COMMUNITY SERVICES	0143 A	2.0	294,281	2.0	307,819
BILLING SPECIALIST	0318 A	1.0	53,777	1.0	55,928
BUSINESS MANAGEMENT OFFICER	0A26 A	1.0	81,845	1.0	85,027
CASE AIDE	0316 A	1.0	50,707	1.0	52,735
CASEWORK SUPERVISOR	0A26 A	3.0	220,272	3.0	246,332
CHIEF CLERK	0A16 A	2.0	110,771	2.0	115,189
CHIEF HUMAN SERVICES BUSINESS OFFICER	0A33 A	1.0	101,618	1.0	105,682
CHIEF HUMAN SERVICES POLICY AND SYSTEMS SPECIALIST	0A32 A	2.0	221,404	2.0	230,219
CHIEF IMPLEMENTATION AIDE	0128 A	2.0	158,115	2.0	164,308
CHIEF PROGRAM DEVELOPMENT	0134 A	5.0	490,477	5.0	514,721
CLERK SECRETARY	0B16 A	1.0	53,777	1.0	55,927
CLINICAL TRAINING SPECIALIST	0A30 A	3.0	262,459	3.0	279,468
CUSTOMER SERVICE AIDE (DHS)	0310 A	1.0	44,300	1.0	46,071
CUSTOMER SERVICE AIDE (DHS)	0312 A	6.0	261,851	6.0	274,705
CUSTOMER SERVICE AIDE (DHS)	0313 A	29.0	1,327,089	29.0	1,391,239
CUSTOMER SERVICE SPECIALIST I	0315 A	1.0	49,532	1.0	51,514
CUSTOMER SUPPORT SPECIALIST I (DHS)	0315 A	9.0	428,857	9.0	451,855
DATA CONTROL CLERK	0315 A	4.0	199,205	4.0	208,889
DATA CONTROL CLERK	0319 A	3.0	149,502	3.0	155,481
ELIGIBILITY TECHNICIAN I	0321 A	161.0	9,014,591	161.0	9,529,656
ELIGIBILITY TECHNICIAN I	0324 A	1.0	59,357	1.0	63,659

# Personnel

## Department of Human Services

### Individual and Family Support

		FY 2025		FY 2026	
		FTE	Cost	FTE	Cost
<b>Classified</b>					
ELIGIBILITY TECHNICIAN II (DHS - CALL CENTER)	0324 A	22.0	1,409,489	22.0	1,481,716
ELIGIBILITY TECHNICIAN II (DHS - LOBBY)	0323 A	42.0	2,585,640	42.0	2,720,538
ELIGIBILITY TECHNICIAN III (DHS)	0325 A	22.0	1,463,302	22.0	1,541,793
EMPLOYMENT AND CAREER ADVISOR	0A22 A	17.0	1,133,681	17.0	1,180,572
FOOD SERVICE ADMINISTRATOR	0322 A	1.0	55,769	1.0	59,527
HUMAN SERVICES BUSINESS OFFICER	0A22 A	3.0	218,489	3.0	228,752
HUMAN SERVICES POLICY AND SYSTEMS SPECIALIST	0A24 A	6.0	423,472	6.0	445,772
IMPLEMENTATION AIDE	0122 A	2.0	114,947	2.0	123,474
INFORMATION AIDE	0315 A	3.0	134,915	3.0	145,741
INFORMATION SERVICES TECHNICIAN I	0316 A	1.0	47,790	1.0	50,600
INTERDEPARTMENTAL PROJECT MANAGER	0139 A	2.0	220,836	2.0	241,443
INTERPRETER (SPANISH)	0316 A	5.0	243,521	5.0	253,265
JUNIOR RESOURCE SPECIALIST	0319 A	3.0	166,997	3.0	176,394
JUNIOR RESOURCE SPECIALIST	3519 A	1.0	65,010	1.0	67,556
LTSS LEVEL II FINANCIAL REVIEWER	0323 A	6.0	379,016	6.0	395,816
OFFICE MANAGER	0123 A	2.0	124,016	2.0	130,823
PERIPATHOLOGIST	0A27 A	2.0	154,694	2.0	163,458
PRINCIPAL CLERK	0312 A	3.0	133,951	3.0	140,338
PRINCIPAL CLERK-TYPIST	0312 A	3.0	145,824	3.0	151,654
PRINCIPAL HUMAN SERVICES BUSINESS OFFICER	0A28 A	1.0	79,668	1.0	87,243
PRINCIPAL HUMAN SERVICES POLICY AND SYSTEMS SPECIALIST	0A30 A	3.0	293,750	3.0	309,444
PROGRAMMING SERVICES OFFICER	0131 A	5.0	420,875	5.0	444,239
PROPERTY CONTROL AND SUPPLY OFFICER	0317 A	1.0	54,674	1.0	56,860
QUALITY CONTROL REVIEWER	0A24 A	5.0	385,896	5.0	403,152
QUALITY CONTROL REVIEW SUPERVISOR	0A26 A	2.0	152,230	2.0	158,320
REGIONAL MANAGER (DHS)	0A35 A	1.0	130,972	1.0	136,102
REHABILITATION COUNSELOR	0A24 A	32.0	2,341,228	32.0	2,436,025
REHABILITATIVE TEACHER OF BLIND	0321 A	2.0	116,100	2.0	122,633
SENIOR CASE WORK SUPERVISOR	0A30 A	11.0	1,061,159	11.0	1,118,435
SENIOR FOOD SERVICE ADMINISTRATOR	0326 A	1.0	69,734	1.0	73,822
SENIOR HUMAN SERVICES BUSINESS OFFICER	0A22 A	1.0	61,134	1.0	63,580
SENIOR HUMAN SERVICES BUSINESS OFFICER	0A25 A	3.0	213,325	3.0	227,152
SENIOR HUMAN SERVICES POLICY AND SYSTEMS SPECIALIST	0A28 A	8.0	697,606	8.0	727,606
SENIOR QUALITY CONTROL REVIEW SUPERVISOR	0A30 A	1.0	95,224	1.0	99,034

# Personnel

## Department of Human Services

### Individual and Family Support

		FY 2025		FY 2026	
		FTE	Cost	FTE	Cost
<b>Classified</b>					
SENIOR REHABILITATION COUNSELOR (DISABILITY DETER.)	0A26 A	8.0	676,537	8.0	703,149
SENIOR RESOURCE SPECIALIST	3530 A	3.0	262,652	3.0	273,158
SENIOR TELEPHONE OPERATOR	0A13 A	1.0	56,962	1.0	59,241
SENIOR WORD PROCESSING TYPIST	0312 A	1.0	44,677	1.0	47,418
SOCIAL CASE WORKER	0A22 A	14.0	929,056	14.0	979,554
SOCIAL CASE WORKER	0A26 A	2.0	137,416	2.0	142,914
SOCIAL CASE WORKER II	0A24 A	2.0	168,820	2.0	175,398
SUPERVISING ELIGIBILITY TECHNICIAN	0A26 A	25.0	1,916,316	25.0	2,031,099
SUPERVISOR OF VOCATIONAL REHABILITATION (DISAB. DETER.)	0A29 A	4.0	401,560	4.0	417,274
SUPERVISOR OF VOCATIONAL REHABILITATION (REHAB.)	0A29 A	8.0	758,920	8.0	788,339
VOCATIONAL REHABILITATION COUNSELOR I	0A25 A	17.0	1,206,141	17.0	1,268,628
VOCATIONAL REHABILITATION COUNSELOR II	0A27 A	25.0	2,031,129	25.0	2,116,979
<b>Subtotal Classified</b>		<b>599.0</b>	<b>40,710,068</b>	<b>599.0</b>	<b>42,809,884</b>
<b>Subtotal</b>		<b>599.0</b>	<b>40,710,068</b>	<b>599.0</b>	<b>42,809,884</b>
Transfer Out			(8,659,416)		(9,125,061)
Transfer In			6,739,969		7,145,891
Overtime			1,776,567		1,935,749
Seasonal/Special Salaries/Wages			320,320		320,320
Turnover			(3,408,095)		(3,527,558)
<b>Total Salaries</b>			<b>37,479,413</b>		<b>39,559,225</b>
<b>Benefits</b>					
FICA			2,730,517		2,874,817
Health Benefits			8,699,904		9,256,131
Payroll Accrual			206,940		217,176
Retiree Health			1,394,069		1,211,403
Retirement			11,232,775		11,892,587
<b>Subtotal</b>			<b>24,264,205</b>		<b>25,452,114</b>
<b>Total Salaries and Benefits</b>		<b>599.0</b>	<b>61,743,618</b>	<b>599.0</b>	<b>65,011,339</b>
<b>Cost Per FTE Position</b>			<b>103,078</b>		<b>108,533</b>
Statewide Benefit Assessment			1,026,048		1,080,919
<b>Payroll Costs</b>		<b>599.0</b>	<b>62,769,666</b>	<b>599.0</b>	<b>66,092,258</b>
<b>Purchased Services</b>					
Buildings and Ground Maintenance			20,800		20,800

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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 2025		FY 2026	
	FTE	Cost	FTE	Cost
<b>Purchased Services</b>				
Clerical and Temporary Services		870,010		874,950
Information Technology		21,998,845		2,489,122
Management & Consultant Services		4,028,092		1,789,794
Medical Services		2,421,996		2,421,996
Other Contracts		3,283,596		3,171,157
Training and Educational Services		204,875		204,875
<b>Subtotal</b>		<b>32,828,214</b>		<b>10,972,694</b>
<b>Total Personnel</b>	<b>599.0</b>	<b>95,597,880</b>	<b>599.0</b>	<b>77,064,952</b>
<b>Distribution by Source of Funds</b>				
General Revenue	519.0	38,040,654	519.0	27,363,479
Federal Funds	76.0	57,036,518	76.0	49,701,473
Restricted Receipts	4.0	520,708	4.0	0
<b>Total All Funds</b>	<b>599.0</b>	<b>95,597,880</b>	<b>599.0</b>	<b>77,064,952</b>

## 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>	2022	2023	2024	2025	2026
<b>Target</b>	95%	96%	96%	96%	96%
<b>Actual</b>	91.00%	89.00%	94.49%	--	--

##### 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>	2022	2023	2024	2025	2026
<b>Target</b>	95%	96%	96%	96%	96%
<b>Actual</b>	71%	67%	76%	--	--

##### 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>	2022	2023	2024	2025	2026
<b>Target</b>	30	30	30	30	30
<b>Actual</b>	72	66	46	--	--

##### 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 2024 is not available until July 2025.]

	<i>Reporting Period: Federal Fiscal Year</i>				
<i>Frequency: Annual</i>	2022	2023	2024	2025	2026
<b>Target</b>	6%	6%	6%	6%	6%
<b>Actual</b>	14.0%	12.4%	--	--	--

## **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>2023 Actuals</b>	<b>2024 Actuals</b>	<b>2025 Enacted Budget</b>	<b>2025 Revised Budget</b>	<b>2026 Recommended</b>
Veterans Services	41,766,020	44,922,667	52,173,754	52,822,313	51,943,036
<b>Total Expenditures</b>	<b>41,766,020</b>	<b>44,922,667</b>	<b>52,173,754</b>	<b>52,822,313</b>	<b>51,943,036</b>
<b>Expenditures by Object</b>					
Salary and Benefits	27,162,968	28,941,920	31,624,213	32,203,625	33,514,137
Contract Professional Services	5,609,415	6,349,778	5,443,979	6,802,294	6,465,008
Operating Supplies and Expenses	8,398,151	8,231,133	8,900,562	8,818,884	9,053,891
Assistance and Grants	247,216	324,444	350,000	350,000	350,000
<b>Subtotal: Operating</b>	<b>41,417,750</b>	<b>43,847,275</b>	<b>46,318,754</b>	<b>48,174,803</b>	<b>49,383,036</b>
Capital Purchases and Equipment	348,270	1,075,391	5,855,000	4,647,510	2,560,000
<b>Subtotal: Other</b>	<b>348,270</b>	<b>1,075,391</b>	<b>5,855,000</b>	<b>4,647,510</b>	<b>2,560,000</b>
<b>Total Expenditures</b>	<b>41,766,020</b>	<b>44,922,667</b>	<b>52,173,754</b>	<b>52,822,313</b>	<b>51,943,036</b>
<b>Expenditures by Source of Funds</b>					
General Revenue	28,178,926	31,017,110	32,935,642	32,947,161	33,499,864
Federal Funds	13,196,095	12,424,789	16,618,112	16,188,642	15,752,830
Restricted Receipts	391,000	389,984	1,360,000	2,267,294	1,725,342
Operating Transfers from Other Funds	0	1,090,783	1,260,000	1,419,216	965,000
<b>Total Expenditures</b>	<b>41,766,020</b>	<b>44,922,667</b>	<b>52,173,754</b>	<b>52,822,313</b>	<b>51,943,036</b>

# Personnel

## Department of Human Services

### Office of Veterans Services

		FY 2025		FY 2026	
		FTE	Cost	FTE	Cost
<b>Classified</b>					
ADMINISTRATOR MANAGEMENT SERVICES (DHS)	0139 A	1.0	116,528	1.0	121,189
ADMINISTRATOR R.I. VETERANS' HOME	0143 A	1.0	140,273	1.0	145,885
ASSISTANT BUSINESS MANAGEMENT OFFICER	0319 A	2.0	118,940	2.0	125,677
ASSISTANT DIRECTOR FINANCIAL AND CONTRACT MANAGEMENT	0141 A	1.0	114,277	1.0	125,027
ASSOCIATE DIRECTOR- VETERANS' AFFAIRS	0143 A	1.0	130,742	1.0	142,144
CEMETERY SPECIALIST	0314 A	5.0	240,424	5.0	252,025
CERTIFIED NURSING ASSISTANT (RIVH)	0313 A	98.5	4,700,424	98.5	4,895,920
CHIEF CLERK	0A16 A	1.0	53,777	1.0	55,928
CHIEF PROGRAM DEVELOPMENT	0134 A	1.0	90,789	1.0	98,632
CLINICAL ADMINISTRATOR (BHDDH)	0140 A	1.0	128,593	1.0	133,737
CLINICAL SOCIAL WORKER	0A27 A	4.0	335,654	4.0	348,677
COMMUNITY MAINTENANCE TECHNICIAN - ENVIRONMENTAL SERVS	0314 A	1.0	44,524	1.0	46,305
COOK	0312 A	10.0	461,366	10.0	482,482
COOK	3112 A	4.0	171,348	4.0	178,204
COOK'S HELPER	0309 A	15.0	660,695	15.0	690,517
COORDINATOR OF TRANSPORTATION SERVICES (RIMC)	0318 A	1.0	53,777	1.0	55,928
CUSTOMER SERVICE AIDE (DHS)	0313 A	1.0	49,661	1.0	51,646
CUSTOMER SERVICE SPECIALIST II	0319 A	1.0	53,023	1.0	56,946
EXECUTIVE ASSISTANT	0118 A	1.0	53,649	1.0	55,794
EXECUTIVE NURSE - ELEANOR SLATER HOSPITAL	0145 A	1.0	174,982	1.0	181,981
FISCAL CLERK	0314 A	1.0	48,364	1.0	50,299
FOOD SERVICE ADMINISTRATOR	0322 A	1.0	59,928	1.0	64,845
GARDENER	0310 G	4.0	163,736	4.0	163,736
GROUP WORKER	0319 A	11.0	628,025	11.0	660,682
INTERDEPARTMENTAL PROJECT MANAGER	0139 A	2.0	212,178	2.0	228,914
LICENSED PRACTICAL NURSE	0517 A	13.0	1,083,536	13.0	985,689
MAINTENANCE SUPERINTENDENT	0322 A	1.0	63,211	1.0	67,779
MANAGER OF NURSING SERVICES	0142 A	1.0	134,339	1.0	139,713
MEDICAL RECORDS TECHNICIAN	0320 A	1.0	59,965	1.0	62,363
MOTOR EQUIPMENT OPERATOR	0311 G	2.0	88,905	2.0	88,905
NURSING INSTRUCTOR SUPERVISOR	0926 A	1.0	151,596	1.0	159,777
PHARMACY AIDE II	0318 A	3.0	161,747	3.0	169,312
PHYSICIAN II (GENERAL)	1205 A	1.0	273,543	1.0	284,198
PHYSICIAN II (GENERAL)(RIVH)	1201 A	2.0	412,455	2.0	428,832
PRINCIPAL COOK	0318 A	2.0	107,554	2.0	111,856



# Personnel

## Department of Human Services

### Office of Veterans Services

		FY 2025		FY 2026	
		FTE	Cost	FTE	Cost
<b>Classified</b>					
PRINCIPAL DIETITIAN	0324 A	1.0	57,387	1.0	59,683
PROGRAMMING SERVICES OFFICER	0131 A	1.0	80,363	1.0	86,978
PROPERTY CONTROL AND SUPPLY OFFICER	0317 A	1.0	48,066	1.0	51,030
REGISTERED NURSE A	0920 A	14.0	1,551,782	14.0	1,644,143
REGISTERED NURSE B	0921 A	20.5	2,358,804	20.5	2,487,289
SENIOR CEMETERY SPECIALIST	0318 A	1.0	52,328	1.0	55,928
SENIOR CLERK-TYPIST	0309 A	1.0	43,525	1.0	45,266
SENIOR COOK	0315 A	1.0	52,008	1.0	54,090
SENIOR FOOD SERVICE ADMINISTRATOR	0326 A	1.0	85,180	1.0	88,588
SENIOR GARDENER	0313 G	1.0	45,344	1.0	45,344
SENIOR GROUP WORKER	0319 A	1.0	49,834	1.0	51,827
SENIOR INSTITUTION ATTENDANT	0314 A	3.0	147,085	3.0	152,968
SENIOR MAINTENANCE TECHNICIAN	0314 G	1.0	48,616	1.0	48,616
SENIOR RECONCILIATION CLERK	0314 A	1.0	48,364	1.0	50,299
SENIOR X-RAY TECHNOLOGIST	0318 A	1.0	59,155	1.0	61,521
SPEC LIC PRAC NURSE II (RIVH)	0519 A	1.0	109,469	1.0	117,103
SPEC LIC PRAC NURSE I (RIVH)	0518 A	1.0	104,700	1.0	112,001
STRATEGIC PLG PLCY & COMM ADMIN	0140 A	1.0	106,586	1.0	110,849
SUPERVISING ACTIVITIES THERAPIST	0324 A	1.0	64,366	1.0	68,575
SUPERVISING INFECTION CONTROL NURSE	0926 A	1.0	155,072	1.0	161,275
SUPERVISING REGISTERED NURSE A	0924 A	6.0	828,647	6.0	869,704
SUPERVISING REGISTERED NURSE B	0925 A	6.0	810,830	6.0	862,407
SUPERVISOR OF THERAPEUTIC ACTIVITIES	0327 A	1.0	89,234	1.0	92,779
VETERANS OPERATIONS ADMINISTRATOR (VETERANS AFFAIRS)	0139 A	1.0	100,267	1.0	121,447
<b>Subtotal Classified</b>		<b>266.0</b>	<b>18,639,540</b>	<b>266.0</b>	<b>19,411,254</b>
<b>Unclassified</b>					
DIRECTOR- DIVISION OF VETERANS' AFFAIRS	0843 A	1.0	152,529	1.0	158,630
<b>Subtotal Unclassified</b>		<b>1.0</b>	<b>152,529</b>	<b>1.0</b>	<b>158,630</b>
<b>Subtotal</b>		<b>267.0</b>	<b>18,792,069</b>	<b>267.0</b>	<b>19,569,884</b>
Overtime			3,304,732		3,436,920
Seasonal/Special Salaries/Wages			954,220		954,220
Turnover			(3,224,756)		(3,377,884)
<b>Total Salaries</b>			<b>19,826,265</b>		<b>20,583,140</b>

# Personnel

## Department of Human Services

### Office of Veterans Services

	FY 2025		FY 2026	
	FTE	Cost	FTE	Cost
<b>Benefits</b>				
Contract Stipends		72,337		72,337
FICA		1,249,034		1,308,052
Health Benefits		4,251,003		4,501,647
Holiday		657,807		684,119
Payroll Accrual		91,656		95,927
Retiree Health		626,233		543,382
Retirement		4,974,693		5,248,325
<b>Subtotal</b>		<b>11,922,763</b>		<b>12,453,789</b>
<b>Total Salaries and Benefits</b>	<b>267.0</b>	<b>31,749,028</b>	<b>267.0</b>	<b>33,036,929</b>
<b>Cost Per FTE Position</b>		<b>118,910</b>		<b>123,734</b>
Statewide Benefit Assessment		454,597		477,208
<b>Payroll Costs</b>	<b>267.0</b>	<b>32,203,625</b>	<b>267.0</b>	<b>33,514,137</b>
<b>Purchased Services</b>				
Buildings and Ground Maintenance		1,192,632		1,130,346
Clerical and Temporary Services		75,000		50,000
Information Technology		359,800		109,800
Legal Services		10,000		10,000
Medical Services		4,832,862		4,832,862
Other Contracts		332,000		332,000
<b>Subtotal</b>		<b>6,802,294</b>		<b>6,465,008</b>
<b>Total Personnel</b>	<b>267.0</b>	<b>39,005,919</b>	<b>267.0</b>	<b>39,979,145</b>
<b>Distribution by Source of Funds</b>				
General Revenue	267.0	25,107,112	267.0	26,233,319
Federal Funds	0.0	12,588,807	0.0	12,469,484
Restricted Receipts	0.0	1,310,000	0.0	1,276,342
<b>Total All Funds</b>	<b>267.0</b>	<b>39,005,919</b>	<b>267.0</b>	<b>39,979,145</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. Data for 2024 will be available after Q1 2025.]

	<i>Reporting Period: State Fiscal Year</i>					
	<i>Frequency: Annual</i>	<i>2022</i>	<i>2023</i>	<i>2024</i>	<i>2025</i>	<i>2026</i>
<b>Target</b>	--	--	--	720	1,080	1,500
<b>Actual</b>	--	--	1,394	--	--	--

## **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

Expenditures by Sub Program	2023 Actuals	2024 Actuals	2025 Enacted Budget	2025 Revised Budget	2026 Recommended
Medicaid	15,669,587	29,754,789	27,456,677	27,308,131	27,173,506
<b>Total Expenditures</b>	<b>15,669,587</b>	<b>29,754,789</b>	<b>27,456,677</b>	<b>27,308,131</b>	<b>27,173,506</b>
<b>Expenditures by Object</b>					
Salary and Benefits	11,253,000	15,504,870	17,298,920	18,496,327	19,640,317
Contract Professional Services	645,465	8,236,618	2,909,303	2,926,505	1,710,558
Operating Supplies and Expenses	3,724,863	5,987,133	7,231,154	5,867,999	5,805,331
<b>Subtotal: Operating</b>	<b>15,623,328</b>	<b>29,728,621</b>	<b>27,439,377</b>	<b>27,290,831</b>	<b>27,156,206</b>
Capital Purchases and Equipment	46,258	26,168	17,300	17,300	17,300
<b>Subtotal: Other</b>	<b>46,258</b>	<b>26,168</b>	<b>17,300</b>	<b>17,300</b>	<b>17,300</b>
<b>Total Expenditures</b>	<b>15,669,587</b>	<b>29,754,789</b>	<b>27,456,677</b>	<b>27,308,131</b>	<b>27,173,506</b>
<b>Expenditures by Source of Funds</b>					
General Revenue	6,350,802	10,586,151	10,634,812	9,753,205	10,511,087
Federal Funds	9,318,785	19,168,637	16,821,865	17,554,926	16,662,419
<b>Total Expenditures</b>	<b>15,669,587</b>	<b>29,754,789</b>	<b>27,456,677</b>	<b>27,308,131</b>	<b>27,173,506</b>

# Personnel

## Department of Human Services

### Health Care Eligibility

		FY 2025		FY 2026	
		FTE	Cost	FTE	Cost
<b>Classified</b>					
ADMINISTRATOR- FAMILY AND ADULT SERVICES	0141 A	1.0	117,450	1.0	128,325
ASSISTANT ADMINISTRATOR COMMUNITY AND PLANNING SERVICES	0135 A	1.0	97,161	1.0	104,735
ASSISTANT ADMINISTRATOR FAMILY AND CHILDREN'S SERVICES	0A35 A	1.0	96,287	1.0	100,139
CASEWORK SUPERVISOR	0A26 A	1.0	85,935	1.0	89,281
CHIEF HUMAN SERVICES BUSINESS OFFICER	0A33 A	1.0	109,114	1.0	113,382
CHIEF HUMAN SERVICES POLICY AND SYSTEMS SPECIALIST	0A32 A	1.0	115,690	1.0	120,198
CHIEF IMPLEMENTATION AIDE	0128 A	1.0	71,363	1.0	77,082
CHIEF MEDICAL CARE SPECIALIST	0000 A	1.0	36,400	1.0	36,400
CLINICAL TRAINING SPECIALIST	0A30 A	3.0	284,888	3.0	296,989
CONSULTANT PUBLIC HEALTH NURSE	0926 A	6.0	851,907	6.0	896,161
CUSTOMER SERVICE AIDE (DHS)	0312 A	1.0	43,261	1.0	45,789
CUSTOMER SERVICE AIDE (DHS)	0313 A	2.0	92,358	2.0	96,850
ELIGIBILITY TECHNICIAN I	0321 A	12.0	679,051	12.0	718,720
ELIGIBILITY TECHNICIAN II (DHS - LOBBY)	0323 A	1.0	55,647	1.0	57,871
PRINCIPAL HUMAN SERVICES POLICY AND SYSTEMS SPECIALIST	0A30 A	1.0	90,420	1.0	99,034
PRODUCTIVITY PROJECT DIRECTOR	0130 A	1.0	83,684	1.0	87,030
QUALITY CONTROL REVIEWER	0A24 A	5.0	369,758	5.0	385,680
SENIOR CASE WORK SUPERVISOR	0A30 A	4.0	387,540	4.0	411,423
SENIOR HUMAN SERVICES POLICY AND SYSTEMS SPECIALIST	0A28 A	1.0	88,082	1.0	91,606
SOCIAL CASE WORKER	0A22 A	20.0	1,276,288	20.0	1,363,705
SOCIAL CASE WORKER	0A26 A	1.0	68,708	1.0	71,457
SUPERVISING ELIGIBILITY TECHNICIAN	0A26 A	4.0	315,167	4.0	330,344
<b>Subtotal Classified</b>		<b>70.0</b>	<b>5,416,159</b>	<b>70.0</b>	<b>5,722,201</b>
<b>Subtotal</b>		<b>70.0</b>	<b>5,416,159</b>	<b>70.0</b>	<b>5,722,201</b>
Transfer Out			(3,275,703)		(3,461,869)
Transfer In			9,114,530		9,612,718
Overtime			459,132		477,496
Seasonal/Special Salaries/Wages			154,880		154,880
Turnover			(838,071)		(756,765)
<b>Total Salaries</b>			<b>11,030,927</b>		<b>11,748,661</b>

# Personnel

## Department of Human Services

### Health Care Eligibility

	FY 2025		FY 2026	
	FTE	Cost	FTE	Cost
<b>Benefits</b>				
Contract Stipends		1,627		1,627
FICA		808,409		861,977
Health Benefits		2,577,714		2,735,787
Payroll Accrual		60,961		64,853
Retiree Health		410,519		361,366
Retirement		3,304,066		3,543,599
<b>Subtotal</b>		<b>7,163,296</b>		<b>7,569,209</b>
<b>Total Salaries and Benefits</b>	<b>70.0</b>	<b>18,194,223</b>	<b>70.0</b>	<b>19,317,870</b>
<b>Cost Per FTE Position</b>		<b>259,917</b>		<b>275,970</b>
Statewide Benefit Assessment		302,104		322,447
<b>Payroll Costs</b>	<b>70.0</b>	<b>18,496,327</b>	<b>70.0</b>	<b>19,640,317</b>
<b>Purchased Services</b>				
Buildings and Ground Maintenance		10,500		10,500
Information Technology		1,693,763		477,816
Management & Consultant Services		120,288		120,288
Other Contracts		1,101,954		1,101,954
<b>Subtotal</b>		<b>2,926,505</b>		<b>1,710,558</b>
<b>Total Personnel</b>	<b>70.0</b>	<b>21,422,832</b>	<b>70.0</b>	<b>21,350,875</b>
<b>Distribution by Source of Funds</b>				
General Revenue	64.0	7,090,700	64.0	7,602,567
Federal Funds	5.0	14,332,132	5.0	13,748,308
Restricted Receipts	1.0	0	1.0	0
<b>Total All Funds</b>	<b>70.0</b>	<b>21,422,832</b>	<b>70.0</b>	<b>21,350,875</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>2023 Actuals</b>	<b>2024 Actuals</b>	<b>2025 Enacted Budget</b>	<b>2025 Revised Budget</b>	<b>2026 Recommended</b>
SSI	16,565,007	16,630,658	16,588,320	16,646,807	16,638,000
<b>Total Expenditures</b>	<b>16,565,007</b>	<b>16,630,658</b>	<b>16,588,320</b>	<b>16,646,807</b>	<b>16,638,000</b>
<b>Expenditures by Object</b>					
Assistance and Grants	16,565,007	16,630,658	16,588,320	16,646,807	16,638,000
<b>Subtotal: Operating</b>	<b>16,565,007</b>	<b>16,630,658</b>	<b>16,588,320</b>	<b>16,646,807</b>	<b>16,638,000</b>
<b>Total Expenditures</b>	<b>16,565,007</b>	<b>16,630,658</b>	<b>16,588,320</b>	<b>16,646,807</b>	<b>16,638,000</b>
<b>Expenditures by Source of Funds</b>					
General Revenue	16,565,007	16,630,658	16,588,320	16,646,807	16,638,000
<b>Total Expenditures</b>	<b>16,565,007</b>	<b>16,630,658</b>	<b>16,588,320</b>	<b>16,646,807</b>	<b>16,638,000</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>2022</b>	<b>2023</b>	<b>2024</b>	<b>2025</b>	<b>2026</b>
<b>Target</b>	90	90	90	90	95
<b>Actual</b>	93	95	103	--	--

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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>2023 Actuals</b>	<b>2024 Actuals</b>	<b>2025 Enacted Budget</b>	<b>2025 Revised Budget</b>	<b>2026 Recommended</b>
Child Care	59,632,709	61,723,959	74,981,187	71,680,000	74,035,000
RI Works	24,689,039	25,529,081	32,667,541	35,458,040	37,317,220
<b>Total Expenditures</b>	<b>84,321,748</b>	<b>87,253,040</b>	<b>107,648,728</b>	<b>107,138,040</b>	<b>111,352,220</b>
<b>Expenditures by Object</b>					
Operating Supplies and Expenses	17,417	33,186	0	0	0
Assistance and Grants	84,304,332	87,219,853	107,648,728	107,138,040	111,352,220
<b>Subtotal: Operating</b>	<b>84,321,748</b>	<b>87,253,040</b>	<b>107,648,728</b>	<b>107,138,040</b>	<b>111,352,220</b>
<b>Total Expenditures</b>	<b>84,321,748</b>	<b>87,253,040</b>	<b>107,648,728</b>	<b>107,138,040</b>	<b>111,352,220</b>
<b>Expenditures by Source of Funds</b>					
General Revenue	9,137,481	10,186,745	10,139,902	10,120,797	9,891,538
Federal Funds	75,184,267	77,066,295	97,508,826	97,017,243	101,460,682
<b>Total Expenditures</b>	<b>84,321,748</b>	<b>87,253,040</b>	<b>107,648,728</b>	<b>107,138,040</b>	<b>111,352,220</b>

## 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. 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>				
<i>Frequency: Annual</i>	2022	2023	2024	2025	2026
<b>Target</b>	95%	95%	95%	95%	95%
<b>Actual</b>	78%	76%	85%	--	--

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

Child Care Assistance Program (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>				
<i>Frequency: Annual</i>	2022	2023	2024	2025	2026
<b>Target</b>	95%	95%	95%	95%	95%
<b>Actual</b>	78%	77%	86%	--	--

##### 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>				
<i>Frequency: Annual</i>	2022	2023	2024	2025	2026
<b>Target</b>	25%	25%	27%	27%	27%
<b>Actual</b>	22%	22%	23%	--	--

## **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>2023 Actuals</b>	<b>2024 Actuals</b>	<b>2025 Enacted Budget</b>	<b>2025 Revised Budget</b>	<b>2026 Recommended</b>
General Public Assistance	1,870,789	4,475,217	3,902,900	6,031,820	5,743,920
Supplemental Nutrition Assistance Program (SNAP)	467,856,332	354,093,920	359,648,000	377,006,477	378,939,593
<b>Total Expenditures</b>	<b>469,727,122</b>	<b>358,569,137</b>	<b>363,550,900</b>	<b>383,038,297</b>	<b>384,683,513</b>
<b>Expenditures by Object</b>					
Salary and Benefits	1,875	0	0	0	0
Contract Professional Services	392,506	662,599	0	185,489	0
Operating Supplies and Expenses	221,699	67,301	8,000	9,650	9,280
Assistance and Grants	469,111,041	357,839,237	363,542,900	382,843,158	384,674,233
<b>Subtotal: Operating</b>	<b>469,727,122</b>	<b>358,569,137</b>	<b>363,550,900</b>	<b>383,038,297</b>	<b>384,683,513</b>
<b>Total Expenditures</b>	<b>469,727,122</b>	<b>358,569,137</b>	<b>363,550,900</b>	<b>383,038,297</b>	<b>384,683,513</b>
<b>Expenditures by Source of Funds</b>					
General Revenue	1,832,146	4,126,927	2,102,900	5,711,150	2,242,640
Federal Funds	467,894,976	354,442,210	361,440,000	377,319,147	382,432,873
Restricted Receipts	0	0	8,000	8,000	8,000
<b>Total Expenditures</b>	<b>469,727,122</b>	<b>358,569,137</b>	<b>363,550,900</b>	<b>383,038,297</b>	<b>384,683,513</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>2023 Actuals</b>	<b>2024 Actuals</b>	<b>2025 Enacted Budget</b>	<b>2025 Revised Budget</b>	<b>2026 Recommended</b>
Office of Healthy Aging - Administrative Services	30,783,524	32,600,258	37,091,920	38,279,233	38,898,518
<b>Total Expenditures</b>	<b>30,783,524</b>	<b>32,600,258</b>	<b>37,091,920</b>	<b>38,279,233</b>	<b>38,898,518</b>
<b>Expenditures by Object</b>					
Salary and Benefits	4,116,926	4,100,395	4,523,588	4,753,141	4,922,698
Contract Professional Services	143,103	635,580	257,500	736,926	526,914
Operating Supplies and Expenses	5,771,034	5,666,776	5,691,201	6,253,413	6,295,548
Assistance and Grants	17,353,779	19,062,034	23,224,776	23,058,588	23,770,703
<b>Subtotal: Operating</b>	<b>27,384,843</b>	<b>29,464,784</b>	<b>33,697,065</b>	<b>34,802,068</b>	<b>35,515,863</b>
Capital Purchases and Equipment	3,159	10,194	6,615	101,125	6,615
Operating Transfers	3,395,523	3,125,280	3,388,240	3,376,040	3,376,040
<b>Subtotal: Other</b>	<b>3,398,681</b>	<b>3,135,474</b>	<b>3,394,855</b>	<b>3,477,165</b>	<b>3,382,655</b>
<b>Total Expenditures</b>	<b>30,783,524</b>	<b>32,600,258</b>	<b>37,091,920</b>	<b>38,279,233</b>	<b>38,898,518</b>
<b>Expenditures by Source of Funds</b>					
General Revenue	10,268,289	11,815,505	14,223,241	14,364,444	15,573,340
Federal Funds	15,627,718	16,760,846	18,548,799	19,393,298	19,011,572
Restricted Receipts	4,282	3,239	46,200	229,415	46,200
Operating Transfers from Other Funds	4,883,234	4,020,669	4,273,680	4,292,076	4,267,406
<b>Total Expenditures</b>	<b>30,783,524</b>	<b>32,600,258</b>	<b>37,091,920</b>	<b>38,279,233</b>	<b>38,898,518</b>

# Personnel

## Department of Human Services

### Office of Healthy Aging

		FY 2025		FY 2026	
		FTE	Cost	FTE	Cost
<b>Classified</b>					
ASSISTANT ADMINISTRATOR COMMUNITY AND PLANNING SERVICES	0135 A	2.0	180,926	2.0	191,636
ASSISTANT ADMINISTRATOR- FINANCIAL MANAGEMENT	0134 A	1.0	89,415	1.0	96,405
ASSISTANT DIRECTOR FINANCIAL AND CONTRACT MANAGEMENT	0141 A	1.0	116,798	1.0	127,647
ASSISTANT DIRECTOR FOR ADMINISTRATIVE SERVICES	0143 A	1.0	134,114	1.0	145,651
CHIEF FAMILY HEALTH SYSTEMS	0137 A	3.0	330,822	3.0	348,945
CHIEF HUMAN SERVICES POLICY AND SYSTEMS SPECIALIST	0132 A	1.0	89,630	1.0	93,148
CHIEF IMPLEMENTATION AIDE	0128 A	1.0	81,257	1.0	84,508
CHIEF PROGRAM DEVELOPMENT	0134 A	2.0	309,632	2.0	321,947
CHIEF RESOURCE SPECIALIST	0131 A	1.0	84,192	1.0	90,554
COMMUNITY RELATIONS LIAISON OFFICER	0332 A	1.0	99,604	1.0	103,527
CUSTOMER SERVICE SPECIALIST III	0323 A	2.0	127,284	2.0	135,350
FISCAL MANAGEMENT OFFICER	0B26 A	1.0	72,230	1.0	78,501
HUMAN SERVICES POLICY AND SYSTEMS SPECIALIST	0324 A	1.0	79,202	1.0	82,301
HUMAN SERVICES PROGRAM PLANNER	0327 A	1.0	86,778	1.0	90,252
INFORMATION AIDE	0315 A	1.0	60,627	1.0	63,004
PRINCIPAL HUMAN SERVICES POLICY AND SYSTEMS SPECIALIST	0330 A	2.0	187,936	2.0	195,215
PRINCIPAL RESOURCE SPECIALIST	0328 A	9.0	708,643	9.0	739,411
SENIOR CASE WORK SUPERVISOR	0B30 A	1.0	93,626	1.0	97,370
<b>Subtotal Classified</b>		<b>32.0</b>	<b>2,932,716</b>	<b>32.0</b>	<b>3,085,372</b>
<b>Unclassified</b>					
DIRECTOR DIV OF ELDERLY AFFAIRS	0844 A	1.0	158,477	1.0	164,816
<b>Subtotal Unclassified</b>		<b>1.0</b>	<b>158,477</b>	<b>1.0</b>	<b>164,816</b>
<b>Subtotal</b>		<b>33.0</b>	<b>3,091,193</b>	<b>33.0</b>	<b>3,250,188</b>
Turnover			(118,943)		(169,899)
<b>Total Salaries</b>			<b>2,972,250</b>		<b>3,080,289</b>

# Personnel

## Department of Human Services

### Office of Healthy Aging

	FY 2025		FY 2026	
	FTE	Cost	FTE	Cost
<b>Benefits</b>				
FICA		227,377		235,640
Health Benefits		387,934		415,191
Payroll Accrual		17,393		17,963
Retiree Health		117,110		100,113
Retirement		944,884		984,170
<b>Subtotal</b>		<b>1,694,698</b>		<b>1,753,077</b>
<b>Total Salaries and Benefits</b>	<b>33.0</b>	<b>4,666,948</b>	<b>33.0</b>	<b>4,833,366</b>
<b>Cost Per FTE Position</b>		<b>141,423</b>		<b>146,466</b>
Statewide Benefit Assessment		86,193		89,332
<b>Payroll Costs</b>	<b>33.0</b>	<b>4,753,141</b>	<b>33.0</b>	<b>4,922,698</b>
<b>Purchased Services</b>				
Clerical and Temporary Services		24,738		0
Information Technology		109,830		109,830
Management & Consultant Services		597,868		412,944
Other Contracts		4,490		4,140
<b>Subtotal</b>		<b>736,926</b>		<b>526,914</b>
<b>Total Personnel</b>	<b>33.0</b>	<b>5,490,067</b>	<b>33.0</b>	<b>5,449,612</b>
<b>Distribution by Source of Funds</b>				
General Revenue	11.0	2,318,101	11.0	2,389,772
Federal Funds	22.0	3,171,966	22.0	3,059,840
<b>Total All Funds</b>	<b>33.0</b>	<b>5,490,067</b>	<b>33.0</b>	<b>5,449,612</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 Office of Healthy Aging staff learn of a senior in the community who may be a victim of abuse, financial exploitation, or self-neglect, the intake team enters that information into the data system where it is then reviewed by 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>2022</b>	<b>2023</b>	<b>2024</b>	<b>2025</b>	<b>2026</b>
<b>Target</b>	--	85%	85%	85%	85%
<b>Actual</b>	74%	75%	70%	--	--