

069 - DEPARTMENT OF HUMAN SERVICES

Program: 01069 - Central Management

Lobby Wait Times - PM69001

DHS is in the process of streamlining field office operations to improve customer experience and reduce lobby wait times. Operational improvements include "greeting" customers as they enter the field office lobby and assisting with issues that can be resolved quickly, creating a call center to answer questions from customers who would otherwise come into the DHS office, and guiding clients towards online engagement with the agency. The figures below represents the average collective wait time of DHS's six regional offices. [Note: 2017 actual is an estimate. 2018 target under development.]

Frequency: Monthly

Reporting Period: Calendar Year

	2015	2016	2017	2018	2019
Target		30 Minutes	20 Minutes	41 minutes	30 minutes
Actual	43 Minutes	41 Minutes	*200 Minutes		

Supplemental Nutrition Assistance Program (SNAP) Payment Error Rate - PM69002

DHS seeks to minimize payment error, which includes overpayments and underpayments. The figures below represent the federal SNAP error rate. [Note: 2018 target under development.]

Frequency: Monthly

Reporting Period: Federal Fiscal Year

	2015	2016	2017	2018	2019
Target	5.5%	3.5%	3.5%	5.0%	3.5%
Actual	3.9%	3.8%	10.7%		

SNAP Employment & Training Program (SNAP E&T) Participation - PM69003

In Rhode Island, the Local Initiatives Support Corporation (LISC) is contracted by DHS to manage the USDA-funded SNAP E&T Program which offers employment and training services to eligible SNAP recipients. The figures below represent the percentage of clients that participate in the (currently voluntary) SNAP E&T program.

Frequency: Monthly

Reporting Period: Federal Fiscal Year

	2015	2016	2017	2018	2019
Target				5.80%	6.0%
Actual	3.1%	4.0%	5.6%		

Temporary Assistance for Needy Families (TANF) Work Activity Participation - PM69004

The TANF Work Participation Rate (WPR) is the federal measure derived by the proportion of adult TANF recipients who must participate in countable work activities for a specified number of hours each week in relation to the overall number of families receiving TANF cash assistance. The overall number in the denominator is reduced by those TANF clients who are exempt or have been sanctioned. The figures below represent Rhode Island's "All Family" TANF WPR. [Note: 2018 target under development.]

Frequency: Monthly

Reporting Period: Federal Fiscal Year

	2015	2016	2017	2018	2019
Target		18.0%	35.0%	25.0%	20.0%
Actual	10.5%	14.7%	10.4%		

Veteran Unemployment - PM69006

The Division of Veterans Affairs (RIDVA) seeks to facilitate education and workforce development opportunities for veterans to assist in lowering the overall unemployment rate for this important segment of the state's workforce. The figures below represent Rhode Island's veteran unemployment rate. [Notes: 2018 target under development. Missing values appear as zeros in the measure.]

Frequency: Monthly

Reporting Period: Federal Fiscal Year

	2015	2016	2017	2018	2019
Target		5.6%	5.4%	5.2%	5.4%
Actual	5.8%	3.9%	3.6%		

BrightStars Child Care Ratings - PM69007

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 percentage of children enrolled in CCAP providers rated as four or five stars. [Notes: 2018 target under development. Missing values appear as zeros in the measure.]

Frequency: Monthly

Reporting Period: Calendar Year

	2015	2016	2017	2018	2019
Target		15.0%	25.0%	15.0%	20.0%
Actual	7.6%	12.8%	11.6%	0.00%	

Child Support Collections - PM69008

The Office of Child Support Services establishes paternity of children, creates court orders for financial and medical support, and enforces support orders. Collections are distributed to families and used to reimburse public assistance costs. From Federal Fiscal Year 2014 to 2015, collections on current support increased \$1.5 million. The figures below represent the percentage of owed child support collected. [Notes: 2018 target under development. Missing values appear as zeros in the measure.]

Frequency: Monthly

Reporting Period: Federal Fiscal Year

	2015	2016	2017	2018	2019
Target	60.5%	61.0%	61.5%	61.3%	61.5%
Actual	61.3%	61.9%	61.8%		