



# RI Office of Management and Budget

## Performance Report

### RI Department of Human Services

August 7, 2013

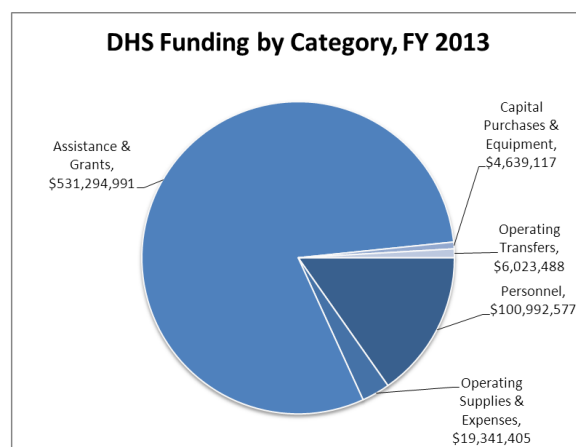
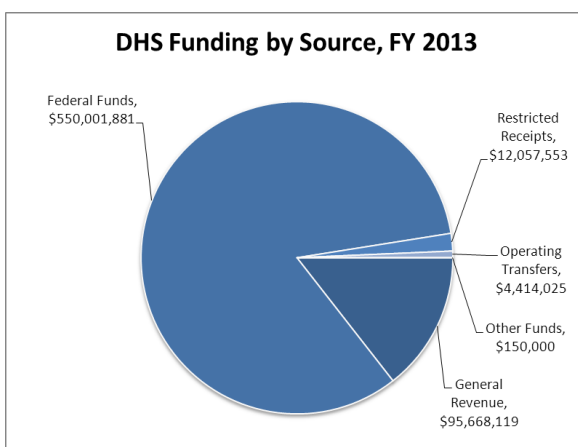
The mission of the Rhode Island Department of Human Services (DHS) is to provide a full continuum of high quality and accessible programs and services to Rhode Island families, children, adults, individuals with disabilities, veterans, and the elderly in need of assistance. In Fiscal Year 2013, it had 933.1 full-time equivalent (FTE) positions distributed among six main units: Central Management; Child Support Services; Elderly Affairs; Office of Rehabilitative Services; Veterans Affairs; and Economic Supports, which manages the Supplemental Nutrition Assistance Program (SNAP), Medicaid eligibility, Federal Community and Social Services Block Grants, RI Works, the Child-Care Assistance Program (CCAP), Long-Term Care, the Low Income Home Energy Assistance Program (LIHEAP) and Weatherization Assistance Program (WAP), and General Public Assistance.

### Human Services Budget – Fiscal Year 2013

The majority of DHS’s funding in FY 2013 came from federal funds (83.0 percent), followed by general revenue (14.4 percent). Funding from restricted receipts, operating transfers and other funds accounted for 2.5 percent of DHS’s budget. DHS’s largest category of expenditure is assistance and grants (80.2 percent) followed by personnel (15.2 percent) and operating supplies and expenses (2.9 percent). The charts below illustrate the sources of funding for DHS and how funds were budgeted in FY 2013.<sup>1</sup>

Source	Amount (\$)	Percentage
General Revenue	\$ 95,668,119	14.4%
Federal Funds	\$ 550,001,881	83.0%
Restricted Receipts	\$ 12,057,553	1.8%
Operating Transfers	\$ 4,414,025	0.7%
Other Funds	\$ 150,000	0.0%
<b>Total</b>	<b>\$ 662,291,578</b>	<b>100.0%</b>

Category	Amount (\$)	Percentage
Personnel	\$ 100,992,577	15.2%
Operating Supplies & Expenses	\$ 19,341,405	2.9%
Assistance & Grants	\$ 531,294,991	80.2%
Capital Purchases & Equipment	\$ 4,639,117	0.7%
Operating Transfers	\$ 6,023,488	0.9%
<b>Total</b>	<b>\$ 662,291,578</b>	<b>100.0%</b>

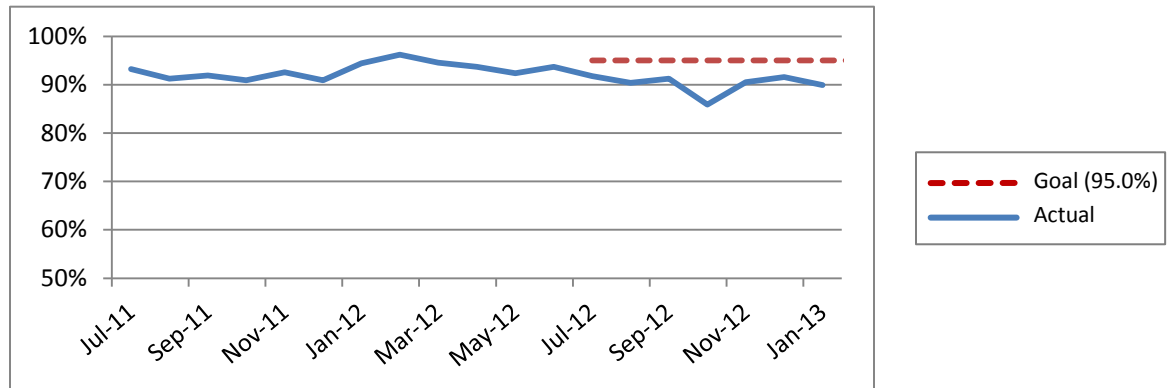


<sup>1</sup> Figures for DHS’s funding sources and budget categories are based on the FY 2013 revised budget, as signed into law by Governor Lincoln D. Chafee on July 3, 2013 (2013 R.I. Pub. Laws , Ch. 144).

## SNAP APPLICATION PROCESSING

The Supplemental Nutrition Assistance Program (SNAP) offers nutrition assistance to low-income individuals. As of April 2013, 101,117 RI households received SNAP benefits, with payments funded 100.0 percent by the federal government. In most instances, DHS must determine eligibility within 30 days of receiving an application.

Figure A: Percent of Non-Expedited Applications Processed within 30 Days



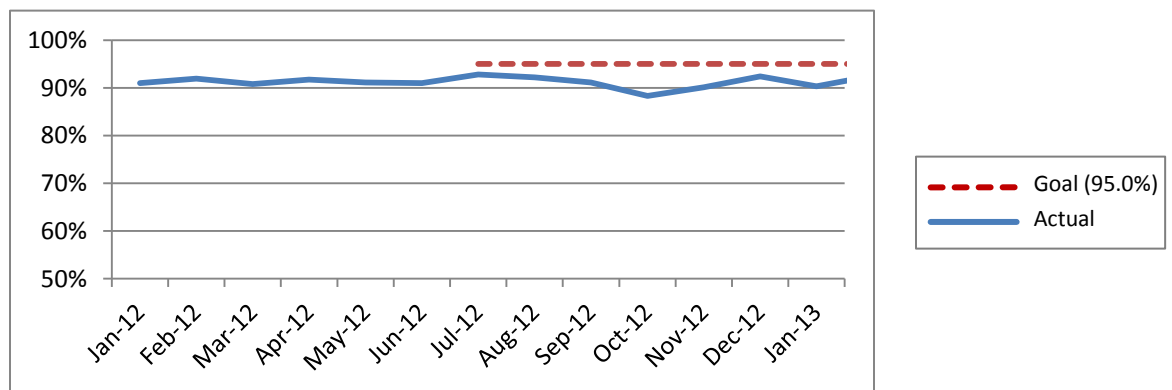
### Key Points:

- From April 2008 to April 2013, there has been a 140.3 percent increase in the number of RI households receiving SNAP benefits.
- RI is among nine states receiving a grant from the Ford Foundation for a five-year *Work Support Strategies Initiative*. Some of these funds will be used to improve the effectiveness and efficiency of program eligibility determinations. Additional information is available at <http://www.urban.org/worksupport/Rhode-Island.cfm>.

## SNAP EXPEDITED APPLICATION PROCESSING

Individuals with very low income and assets may be eligible for expedited SNAP application processing. When an applicant qualifies for expedited service, an eligibility determination and benefit issuance must occur within seven days. About 43.0 percent of recent applications have qualified for expedited designation.

Figure B: Percent of Expedited Applications Processed Within 7 Days



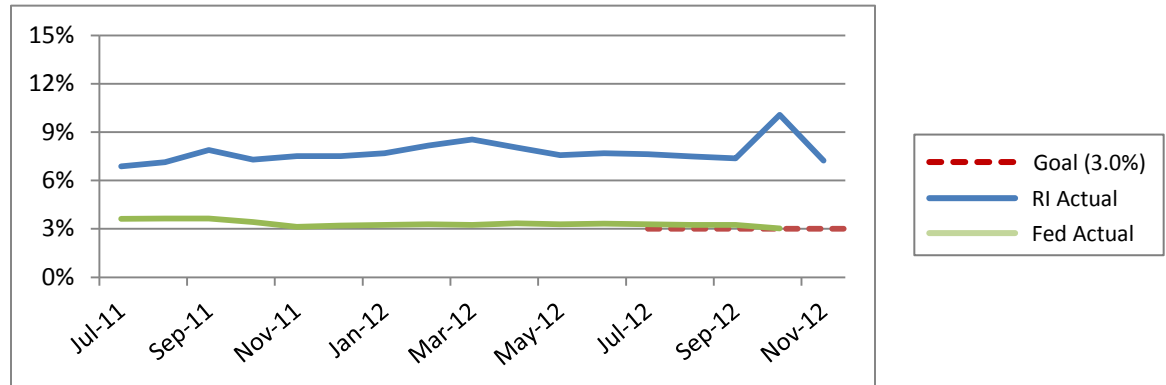
### Key Points:

- To qualify for expedited SNAP application review, an applicant must either have income less than \$150 per month and assets of \$100 or less OR have monthly rent/mortgage and utility expenses that exceed monthly income plus liquid assets.
- DHS expects to improve the timeliness of its SNAP application processing as part of the Ford Foundation's [Work Support Strategies Initiative](#).

## SNAP PAYMENT ERROR RATE

Payment accuracy must be maintained in the administration of SNAP benefits. DHS seeks to minimize payment error, which includes overpayments, underpayments, improper approvals, and negative errors (applications incorrectly denied).

Figure C: Percent of SNAP Funds Paid In Error



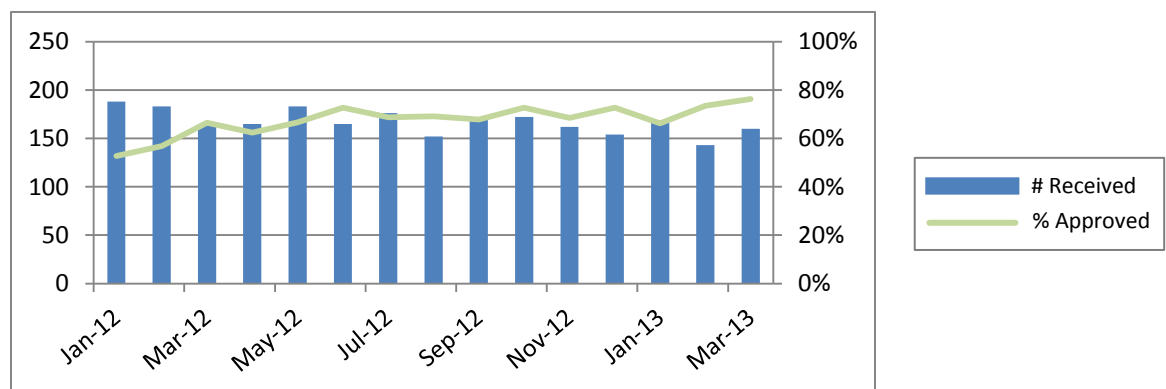
### Key Points:

- In Federal fiscal year 2012, DHS's error rate was more than double the national rate. Because of this high frequency of errors, a penalty of nearly \$400,000 was assessed by the U.S. Department of Agriculture. This penalty has been appealed by DHS.
- Through the *Work Support Strategies Initiative*, DHS established a new unit focused exclusively on SNAP case recertification. Document imaging, IT improvements, and streamlining the application process are expected to reduce workloads and error rates.

## GENERAL PUBLIC ASSISTANCE APPROVALS

The General Public Assistance (GPA) Program is available for low-income individuals 19-64 years of age that have an illness or medical condition preventing them from working. In some cases, adults awaiting a Supplemental Security Income (SSI) determination can receive GPA benefits while their eligibility review is conducted.

Figure D: General Public Assistance Program Applications and Approvals



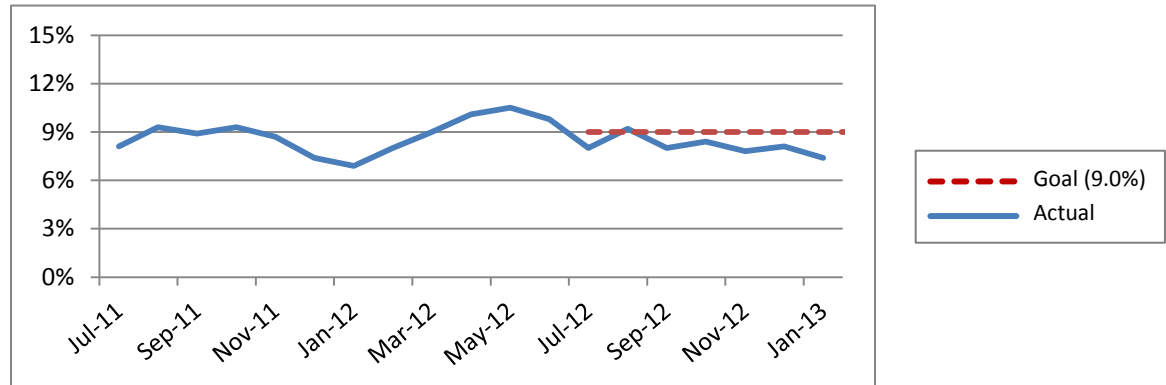
### Key Points:

- The GPA medical program covers primary care doctor's office or health center visits and most generic prescription medications.
- With the advent of the Affordable Care Act in January 2014, childless adults below 138% of Federal Poverty Level will be eligible for Medicaid, thereby providing access to health care services and reducing state expenditures on GPA Medical.

## RI WORKS WORK ACTIVITY PARTICIPATION

The RI Works Program (RIW) offers temporary cash assistance, health coverage, child care assistance, job training, and job search assistance. Eligibility for the program is based on a family's income and financial resources. The program is funded by the federal Temporary Assistance to Needy Families (TANF) block grant.

Figure E: Percent of Non-Exempt Parents Fulfilling Required Activities



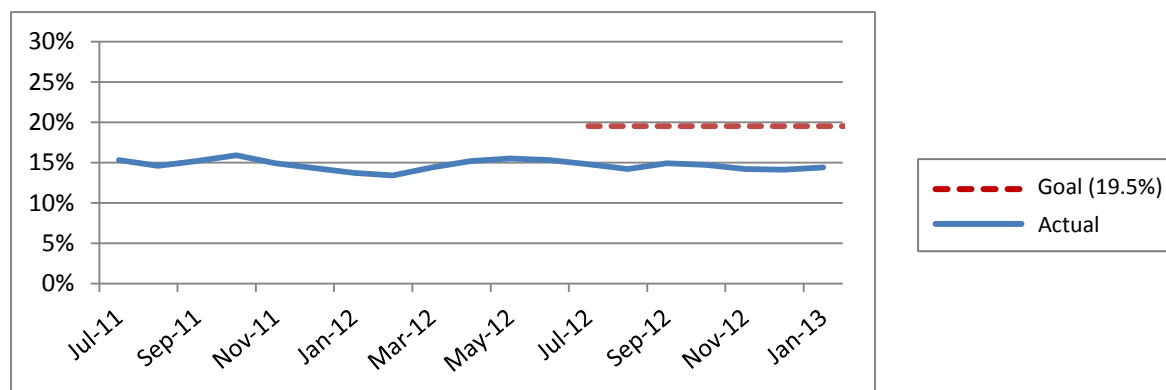
### Key Points:

- RIW parents must engage in work-related activities to maintain eligibility. Job search, employment education, or training may be considered qualifying activities.
- The federal target for overall work activity participation is 50.0 percent minus a state “caseload reduction credit” for caseload declines taking place since 2005. Because RI’s caseloads have declined significantly, DHS’s federal target is now 0.0 percent. DHS works to improve the effectiveness of RIW with an internal goal of 9.0 percent.

## RI WORKS FAMILIES WITH EARNED INCOME

An objective of RIW is to promote financial independence for families with low-income by promoting job preparation and gainful employment.

Figure F: Percent of Recipient Families with Earned Income



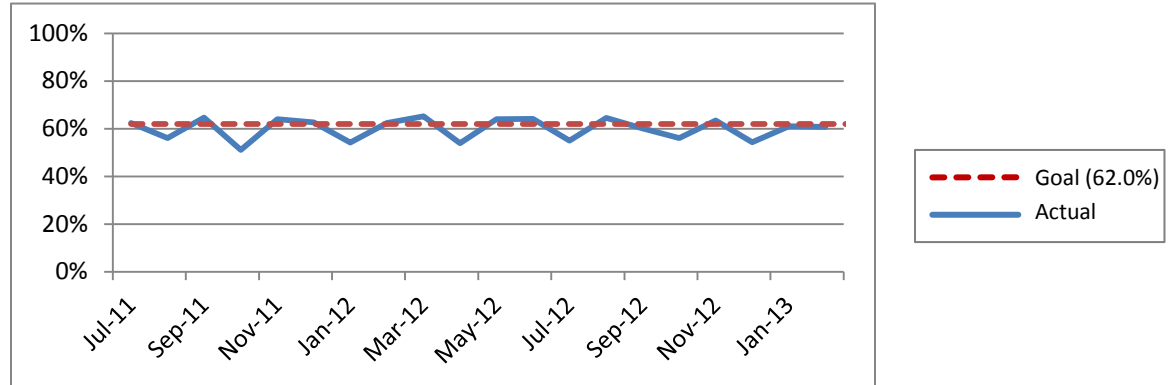
### Key Points:

- Earned income helps families become self-sufficient and lowers program costs. After the first \$170 of earned income, every dollar of additional income reduces cash benefits by \$0.50.
- As of December 2012, approximately 6,600 Rhode Island families were enrolled in RIW.
- New initiatives in subsidized employment, on-the-job-training are underway to increase the number of participants with earned income.

## CHILD SUPPORT COLLECTIONS

To encourage parental responsibility, the Office of Child Support Services establishes paternity of children, creates court orders for financial and medical support, modifies orders when appropriate, and enforces child support orders. Collections are distributed directly to families and used to reimburse public assistance costs.

Figure G: Percent of Owed Child Support Collected in RI



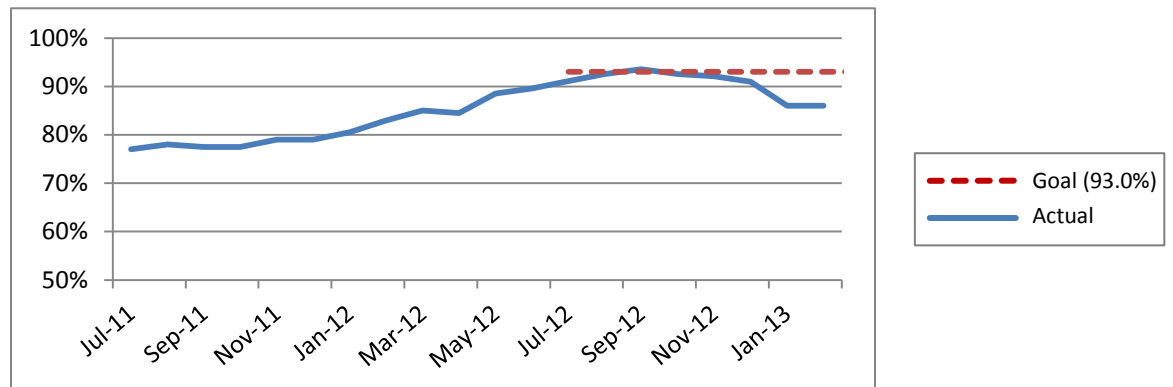
### Key Points:

- For federal fiscal year ending October 1, 2012, DHS collected:
  - IRS collections: \$5,254,688;
  - Unemployment Compensation wage withholding: \$4,094,799;
  - Other wage withholding: \$56,887,444;
  - Other sources of lump sum payments: \$14,423,577;
  - Collections from state tax: \$816,284; and
  - Collections from other states and countries: \$5,592,798

## VETERANS HOME

The mission of the Division of Veterans' Affairs is to improve the physical, emotional, and economic well-being of Rhode Island veterans. The Rhode Island Veterans Home provides nursing and residential care to RI veterans. Services provided include social, medical, nursing and rehabilitation.

Figure H: Veterans Home Occupancy Rate



### Key Points:

- This measure reflects the Veterans Home occupancy rate, based on a total capacity of 202 nursing home beds. The changes in occupancy rate are due to available beds, the readiness of applicants, and the opportunity of the Home to meet care level needs.
- In 2012, RI voters approved issuance of general obligation bonds to fund upgrades to the Veterans Home. Phase I will include design and construction of a new nursing home facility.